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Newton at Home has been organized to enable Newton residents to age at home comfortably, independently, and with peace of mind through a membership-based organization that offers access to comprehensive practical services and fosters social support and a sense of community.

For more information call
 617-795-2560 or go to
<http://newtonathome.org>

Letter from our Executive Director

Greetings,

Greetings,
 I would like to welcome the many new members and volunteers who have joined Newton at Home this summer. Since our members take advantage of the services that we offer, it has been, and continues to be, a busy time. With our new members in mind, I would like to review the process for requesting a service.



How to Request a Service. Call the NAH office, 617-795-2560, and give your request to the person answering the phone who then passes all requests to Barbara Butterworth (Member Services Coordinator).

Put Our November 3rd Annual Meeting on Your Calendar

By Naomi Shore

Put the Newton at Home Annual Meeting on your calendar: Sunday, November 3rd, from 2-4pm in the Nordic Hall at the Scandinavian Living Center.

A short business meeting will include summaries of the past fiscal year by President Tamara J. Bliss, Treasurer Michael Dylingowski, and Executive Director Maureen Grannan. Copies of the Annual Report will be available.

Then the Program Committee will spotlight our affinity groups. The committee is planning to make

Provide details such as your special requirements because of mobility restrictions or assistive equipment.

All requests for services must be made through the NAH office and not by direct calls to volunteers.

Transportation. Request transportation at least **five to seven** days prior to the date of service. We can rarely fill emergency or last minute requests for transportation. If you need a ride to a medical appointment or to Logan, please call in the request as soon as you make the appointment or book the flight. The sooner we are aware of your need, the sooner we can make arrangements.

(Continued on page 2)

this part of the program active and interactive. They want to connect members not involved in an interest group with current group members to explore what the groups have done and what they are planning. Members already involved with one group will have the chance to discover other groups and people whose interests mesh with theirs.

The committee will preview some new affinity groups

The afternoon will conclude with refreshments and time for people to catch up with each other.

Executive Director *(Continued from page 1)*

When calling in trips to or from Logan, please give us your flight date, time, and flight number. When you are expecting a volunteer to pick you up at the airport, remember to turn on your cellphone in the event that your driver needs to reach you. During trips to Logan and Boston, NAH members are expected to pay for tolls, parking and \$5.00 to cover gas mileage.

Handyman Services. If you need handyman services, make your request as specific as possible. For example, describe the details and size of the job, if special tools are needed, and times when the volunteer can come to do the work.

Service Confirmation. When a volunteer accepts your request you will receive telephone confirmation from the NAH office as well as an email from our scheduling system if you use a computer. You will also receive a call from the volunteer to confirm the appointment with him or her and so you can provide any special instructions.

Changing or Canceling an Appointment. If you need to change or cancel an appointment please do it as soon as possible. Our volunteers lead very busy lives in addition to their service to our members. We want to be respectful of their time. Our volunteers sincerely enjoy meeting and assisting our members and are invaluable to the organization.

Turning to a different subject, I am happy to report that our affinity groups are growing rapidly with new groups about to be formed. Be sure to check the monthly calendar to learn about affinity group activities. We continue to receive wonderful feedback about them and see a large increase in member participation. You, too, can read plays, think deeply, see films, enjoy a meal at a local restaurant, paint and/or sketch, and more. These groups are great ways to get out of the house and enjoy the company of other members who share your interests.

Since our next newsletter will not be published until January, I would like to wish you all Happy Holidays and a Happy New Year. Best wishes for continued health and happiness.

With best regards,
Maureen Grannan, Executive Director

Volunteer Spotlight

By Naomi Shore

Editor's note: We are very proud of our volunteers and love featuring profiles of them in each newsletter. NAH is always searching for additional volunteers. Please consider contacting Julie Plaut Mahoney, Coordinator of Volunteers, by calling 617-795-2560.

Betsy Bunn

Betsy is a "volunteer's volunteer" who plays a key role in orienting our volunteers. After having spent many years as a professional in the hospice movement training volunteers, she conducts many of the training sessions we provide every new Newton at Home volunteer.



"I love doing training for NAH because I meet so many wonderful people," says Betsy. She enjoys seeing their energy and commitment to an organization that she, too, believes in.

(Continued next page)

Volunteer Corner

Julie Plaut Mahoney, Coordinator of Volunteers, volcoord@newtonathome.org, 617-795-2560.

We are looking for volunteers to drive our members to Newton Wellesley Hospital, downtown hospitals, local grocery stores and pharmacies, and Logan Airport. Anyone interested should contact Julie.

A reminder to current volunteers: Volunteers should not receive requests directly from members. If you are contacted by a member directly, please have the member call our office to make a formal member service request.

Volunteers are welcome to do a refresher volunteer training course to see how some of our policies have evolved and to meet new volunteers. Fall volunteer training sessions are scheduled for: Monday, November 4, 10-11:30am; Thursday, November 21, 10-11:30am; and Monday, December 9, 10-11:30am. Any volunteer who would like to expand or change his/her role should also contact Julie.

Volunteer Spotlight *(Continued from page 2)*

She and her husband are members. She explains that they became members in part to allay the concerns of their sons who all live far away. The Bunns have lived in Newton for 44 years and want to stay here in their home. To do that, Betsy says, you have to realize that for some things you may need help. She has called on NAH to move air conditioners and change light bulbs in fixtures that are attached to very high ceilings. She and her husband have also used a volunteer's technical expertise to fix their computer and advise them when it needed replacing, as well as to instruct them in new programs.

Betsy has enjoyed some of the social activities like the book group which met last year at the Fessenden School and going to Rockport Music concerts. She sees these activities as a way to meet new friends here in Newton since their working lives and church participation are largely outside of the city.

Talking about Betsy, Julie Plaut Mahoney, Coordinator of Volunteers, says, "With remarkable energy and enthusiasm, Betsy Bunn has run at least half of the volunteer trainings at NAH. I am grateful for her commitment to the job and for the intelligence, experience and great vibe that she brings. Betsy is one of the first NAH volunteer administrators that many new volunteers meet, so she has a very important role in the organization."

Annie and Teresa Staulo

Great things come in pairs! Just look at sisters Annie and Teresa Staulo. The sisters graduated with their undergraduate degrees in 2012 and came back to Newton to explore setting up a business. Because they knew they wanted to be more involved in the community, they looked around for a volunteer home. Steered our way by family friend Linda Plaut, both have become direct service volunteers for NAH, often working together, or separately, with the same member.



Annie received her degree in general studies in science at Mass Bay Community College. She is a transportation volunteer. She has also been a companion and walking partner for one of our members. Annie was touched by how much this member looked forward to their weekly 45 minute outings. She is also proud of the fact that she taught one of our members how to download photos of a brand new great granddaughter so that she could be fully in the loop of family doings.

Annie was much influenced by the fact that her grandmother lived with her family for six years at the end of her life. "We really believe in people being at home," she says.

Teresa graduated from the College of St. Rose with a degree in psychology. She says her parents set excellent examples of community involvement. She finds working for NAH provides her with "a lovely relationship with people" even though she feels she only has a small window in time to volunteer. She recalls taking one couple all around Newton to accomplish many errands, chatting enthusiastically the whole way. She had been driving one couple on a biweekly trip to Costco when Annie had to fill in for her one day because Teresa was having minor surgery on her foot. The couple shared a blessing with Annie that she had to deliver to Teresa for her recovery. Teresa felt embraced by their concern.

Both sisters are trying to build up their franchise business, Staulo Communications, which manages telecommunication and energy contracts for people and businesses so that they can save as much money as possible on these services.

Teresa says firmly, "Everyone has a little time to donate to do something for someone else."

Julie Plaut Mahoney, Coordinator of Volunteers, says, "If I could bottle Theresa and Annie Staulo's combined energy I'd be halfway to the stars. I so appreciate their willingness to help and their flexibility. I also really trust their instincts and value that they call the office right away when they have a question about something or an issue arises. I trust them through and through. They are a tremendous asset to NAH."

Impatient or Outpatient

By Cynthia Pill, PhD., LICSW

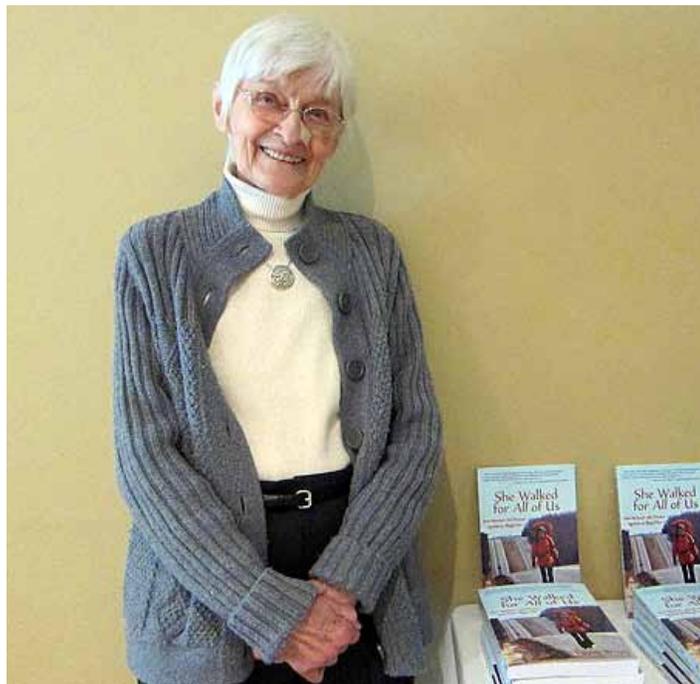
Next time you stay overnight in a hospital, be sure to ask whether you are there as an inpatient or as an outpatient. The difference can cost you many thousands of dollars.

Increasingly hospitals are holding older patients for “observation,” often for 48 hours or longer, rather than formally admitting them. This practice is meant to reduce Medicare expenditures. You may feel like an inpatient, be in the same room with another inpatient, be treated by the same nursing staff and physician,

but you may actually be classified as being there for observation.

Medicare requires a three-day hospital admission to cover skilled nursing care after a hospitalization. So when you are in the hospital but are classified as being there for “observation” you are not eligible to receive this Medicare benefit. You would have to pay, out of pocket, the full cost of the skilled nursing facility. Always ask your doctor or the hospital staff if you are classified as an inpatient or outpatient and advocate for inpatient status.

Cynthia Pill is an NAH board member and co-chairs the Health and Wellness Committee.



Louise Bruyn Speaks at Public Event

Newton at Home member Louise Bruyn spoke about her 45 day walk from Newton to Washington D.C. in 1971 to protest the Vietnam war and the book she has recently published about her experiences. She spoke at a community event sponsored by NAH at the end of September. Her book is titled *She Walked for All of Us, One Woman’s 1971 Protest Against an Illegal War*. Louise will donate to NAH \$10 out of the \$15 cost for each of her books.

The event took place at Cabot Park Village which made their common room available for our use. NAH members were invited to bring their own memorabilia from that time for display.

(Photo by Maureen Grannan)

A Word About Our New Tagline

The board at Newton at Home is proud to present our new logo tagline:

Neighbors Helping Neighbors.

We feel our new tagline expresses the feeling of who we are and what we do best. Since we opened more than two years ago, we have come to realize that our mission is not only to keep seniors in their homes and apartments as long as possible, but to build neighborliness and foster an environment where people help each other just like in the villages of the past. And that is exactly what NAH is doing. It is really an organization of neighbors helping each other. Thus our new tagline that reflects this bedrock mission. We hope you like it too

In Kind Donations

We are grateful to the following for their in-kind donations to Newton at Home.

- | | |
|------------------------|----------------------------|
| Eleanor Ames | Brad Leitch |
| Ellen Block | Julie Plaut Mahoney |
| Blacker’s Bake Shop | Russo’s |
| Boston Marriott Newton | Scandinavian Living Center |
| Cabot’s Ice Cream | Swartz True Value |
| John Dellaria Salons | VideoLink |
| Food To Your Table | Whole Foods Market |
| Garographics | |
| HouseWorks | |

New Member Ambassador Program

By Naomi Shore

Newton at Home is initiating a Member Ambassador Program to promote the registration and retention of new members. Our program will be modeled on the highly successful Lincoln Park Village (Chicago) program and adapted specifically for us by Vice President Bob Lerner, Executive Director Maureen Grannan, and new volunteer Carolyn Eggert.

As Bob notes, “The principal challenge confronting NAH and a necessary condition for its continuing viability is growing its membership base.” Lincoln Park has done this successfully through its “Strength in Numbers” initiative which includes Member Ambassadors who shepherd prospects through the process of becoming a member of the Village. The goal is to demonstrate the Village’s most important benefits – connection and customized attention.

A Member Ambassador talks with a prospective member to find out what his/her interests are and what challenges he/she may have. Then the Ambassador connects the prospective member to an activity to match his/her interests and often to a NAH service that could help alleviate a problem. For example, someone feeling somewhat house-bound who is interested in food might be invited to the next Dining Group outing and transportation would be arranged. If a person wants a closer connection to a far away grandchild, our Ambassador could tell him/her about Skype and how our expert volunteers come to your house, set you up, and teach you how to use the program.

The goal is for a member to connect with a prospective member on a deep enough level to show how joining NAH will enhance the prospective member’s life. To ensure that the Ambassador will be helpful without being intrusive, Member Ambassadors will receive training before contacting prospective members. The Ambassador will become a friend, a resource, and a point person to make the process of joining NAH as easy as possible.

Three Ways to Donate to NAH

By Naomi Shore

You can now donate on the NAH website using your credit card (up to \$500).

1. Go to the NAH home page at newtonathome.org.
2. If you are a member log, into your account.
3. Put your cursor over the “Volunteer/Donate” box on the left. The cursor will open a drop down menu.
4. Click on Donate.
5. On the Donate page, scroll all the way down to the last paragraph.
6. You will see two links for donating by credit card.
7. Choose the “General Fund” or the “Reduced-Fee Membership Fund.”
8. Follow the instructions to fill out the form.

You can also donate stock. For details, please e-mail treasurer@newtonathome.org. Include your name and contact number. Our treasurer, Michael Dylingowski, will contact you to provide instructions for the stock transfer.

Finally, you can write a check. Note whether it is for the General Fund or the Reduced-Fee Membership Fund. Mail it to:

Newton at Home
206 Waltham Street
West Newton, MA 02465.

Note: If you are older than 70½, you may want to check with your tax adviser about the tax advantages of making a donation of cash or stock directly from one of your IRA accounts to Newton at Home.

Support Us at Whole Foods

Whole Foods will choose a day in April 2014 when you can support us through shopping at their Newton stores. On that day, Whole Foods will donate five percent of their sales at the Newtonville (Washington Street) store and the Newton Centre (Walnut Street) store to Newton at Home. We are very pleased that the Whole Foods Marketing team has picked us as one of their local non-profit beneficiaries.

Out for a Cruise

Newton at Home members enjoy an outing on the Charles River.

On the boat, left to right: Bill Leitch, Duscha Weisskopf, Ellie Kritzman, Eleanor Ames, Tamara Bliss, Ludmilla Konopasek, and Marcia Ullian Jackson

(Photo by Garrow Throop)



For more information call 617-795-2560 or email info@newtonathome.org or visit www.newtonathome.org