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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.*

First, my very best wishes for a healthy and happy New Year!



Here in Newton, the beginning of the year comes in deep winter and winter can mean snow and ice. So I want to draw your attention to our storm safety program Winter Buddies. Please see all the details on page 6.

I wish to thank everyone, staff,

board, volunteers, and members for making our Annual Meeting in December such a success. The turnout was splendid, the news we shared of coming events exciting, and the debut of our Newton at Home video fabulous. Look for the video on our web site <http://newtonathome.org/>. See the report and photos of our Annual Meeting on page 4.

Keep warm and active.

Sincerely,  
Maureen Grannan,  
Executive Director

## Barbara Butterworth, Member Services Coordinator

Barbara Butterworth has worked in the office since March 2011 as a volunteer managing member service requests. She is the person who discovers exactly



what you need and then scans our database to find the volunteer who can accomplish the task. She makes the match and sees that the request is fulfilled. Barbara has now accepted the Member Services Coordinator position. She will be in the office 20 hours per week.

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## NAH Annual Meeting



*L-R: Adam Buckley, Josh Weinberg, Tim DaSilva, and Samantha Matt receive their "Oscars" for the NAH video at the Annual Meeting. See story on page 4.*

## Member Services Coordinator

*(Continued from page 1)*

Since Newton at Home receives more requests for transportation than any other category, Barbara sends out a weekly email calendar to all transportation volunteers to alert them to the requests for the week ahead. Barbara notes that she knows that our volunteers lead very busy lives and so she finds it amazing that they find the time to come through for her. She adds, "My admiration for the volunteers is boundless, for their commitment and willingness to do humble tasks."

Barbara has lived in Newton in the same house for 50 years. She and her husband came here originally for her husband's job. For many years, Barbara taught fourth grade at the Memorial Spaulding School.

She came to volunteer at NAH because she knew NAH President Tamara Bliss. Since she started working in the office, "I've seen that we are developing and continuing to grow. And I am delighted to see that we are developing whole families as volunteers. I think what we're doing is really unique. We're so open to change so long as it advances our main goal of caring for people. That is what I find so amazing about this organization."

## Volunteer Survey Indicates High Satisfaction

*By Naomi Shore*

The Goals and Metrics Committee of Newton at Home's Board of Directors commissioned a survey of our member volunteers and non-member volunteers. There were over 60 responses from nearly equal numbers of member and non-member volunteers. Member volunteer Sallie Craig Huber organized and analyzed the survey responses.

Through this survey, NAH hoped to identify opportunities for quality improvement of our volunteer program and to assist in recruiting and supporting volunteers. The results show that 98% of those surveyed are both satisfied with their overall NAH volunteer experience and would recommend that their friends and family volunteer as well. Volunteers feel welcomed

## Volunteer Spotlight

*By Naomi Shore*

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

### The Bosco Family

Newton at Home is very pleased that families volunteer for us, often working together to accomplish a task. The Bosco family is one example: Eric, Elie, Dominic (15), Anna (13), Julia (10), Emma (6), and Gabriel (4). With another NAH volunteer family, the Mahoneys, the Bosco family did a major fall yard cleanup for one of our members. Elie was touched and Gabriel excited that the couple had bought a child-sized rake for him to use that day. Elie explained that a day spent outside working with Julia's friend and her family was the perfect way to show everyone that volunteering can be fun as well as helpful.

Elie also has other values in mind to teach her children. She says she and her husband have taught them to give back and volunteering for NAH fits in. They were able to help an elder couple with whom they would not normally have contact. She feels that it is healthy for all young people "to have experiences with all ages and members of their community."

Elie first heard about NAH through a posting at her kids' elementary school. Knowing Julie Plaut Mahoney (Coordinator of Volunteers) as the mother of



*The Bosco Family*

*(Continued on page 3)*

## Volunteer Spotlight *(Continued from page 2)*

her daughter's friend, she approached Julie to find out more. Then she approached her husband, Eric, to see what he thought. Eric was very open to the idea since volunteering for NAH met two important criteria for him, flexible scheduling and something that was a concrete specific task with a beginning and an end. Eric was the one who started first; he mowed the lawns of two members once a week this summer.

Both Dominic and Julia reported that they enjoyed their yard work day. Dominic said, "When I got there, the couple was really nice, and it was great getting to meet them. It was a rewarding experience. I would do it again." Julia added, "It felt good to do something for someone and I had a really good time with my friends doing it too."

## Four More Affinity Groups

*By Naomi Shore*

After the successful launch of the Book Discussion Group (see Connections Fall 2012), the Programming Committee has developed several more affinity groups. Three have already enjoyed successful events and the fourth is planning its first outing for mid-January.

The Current Issues Forum group arranges for tickets, transportation, and parking at a wide range of presentations and panel discussions. They look for events at local universities and other educational institutions and settings. For example, at Harvard University's Kennedy School of Government, they heard New York Times political and cultural commentator David Brooks analyze the implications of the November election.

The group is continuing to survey those on their list through email or phone to determine what might spark interest. The goal is to have small groups, a carful or two, going to an event. Ideally, this affinity group will develop its own organizers who will do the email and phone calls necessary to send a group of members on their way. Any member interested in getting more information should leave a message for Program Coordinator Judy Simson at the NAH office, 617-795-2560.

The College Sports Events group, organized by Bob Read, has already attended football and basketball games and has scheduled more basketball and hockey. The BC vs. Maryland football game they attended was a really exciting game, reports Bob, with BC winning it in the last minutes. Group members attended this game for \$7.00/person including parking and transportation.

The group will get another good deal when they go to the January 19th BU vs. Northeastern hockey game for \$10.00, including tickets and parking. They will also be able to attend the January 29th BC vs. U of Miami women's basketball game for free. Anyone interested in joining this affinity group should call Judy Simson at the NAH office, 617-795-2560, and she will forward your name to Bob.

The Theater Group has attended several performances. In November, a group of 12 went to see "The Glass Menagerie," at Brandeis University. Another group went to "Pippin" at the American Repertory Theater in December. Earlier they saw "Fairly Modern Millie," "The Mikado," and "The Apple Tree." Tickets have ranged from \$5.00 to \$40.00. The group is choosing a mix of drama and musicals at less expensive theaters.

The Theater Group is planning to attend approximately six more performances between now and the end of June. Anyone interested in joining can call the office to leave your name and email.

The Dining Club is still organizing but is planning its first meal together sometime in mid-January. Judy and committee members have done surveys of the kind of cuisine most desired and what time of day and week. The results showed that French was most popular and people preferred a weekday lunch or dinner. They have still to decide if they want to go once or twice a month.

This group, too, is in need of a few people to coordinate each outing – with help from the office and Judy. Ultimately, the goal is to put each dining event on the NAH monthly calendar. Then any NAH member who would like to attend that outing could call the office to reserve a place. At least at the beginning, the Dining Club will focus on restaurants in Newton and surrounding towns. They will try to arrange for separate checks, if possible, at each restaurant they choose.

## Many Stars at Annual Meeting

By Naomi Shore

At our Annual Meeting in December our new treasurer, Michael Dylingowski (see page 5) presented highlights of the Annual Report including the news that we can now accept credit card donations online.

President Tamara Bliss emphasized our commitment to provide reduced fee memberships for those in our community who need them. She explained that whether you mail in a check or give online you can designate either the general fund or the Reduced Fee Scholarship fund or both!

A true highlight of the afternoon was our new video created for NAH by the professionals at VideoLink. Before showing the video which be an information and recruitment tool, Executive Director Maureen Grannan introduced the President/CEO and crew of VideoLink and thanked them for sharing their expertise and time with us. She later presented “Oscars” to the crew. Another video that we would use for fundraising will be completed soon.

Coordinator of Volunteers Julie Plaut Mahoney reported that we continue to develop partnerships with many institutions in the community. New this year, we have had whole families volunteer to do jobs together. At one such family volunteer job site, Julie looked

at everyone working and realized that the volunteers ranged in age from three to eighty-six.

Program Coordinator Judy Simson gave some of the highlights of this year’s cultural and educational programs. She introduced Bob Read, an active member of the Program Planning Committee, who spoke about our newly formed affinity groups.

Newton Mayor Setti Warren came to give his greetings and express his pleasure with how we are growing and working with the citizens and Newton’s community institutions.

Participants enjoyed the fruit, cake, and drinks donated by Whole Foods, Shaws, and the Scandinavian Living Center respectively.

### Volunteer Survey (Continued from Page 3)

and appreciated by the NAH staff and know their direct service is very appreciated by the members. Most understand that their role is vital to NAH.

Volunteers reported that they also gained from their activities. Many commented that they find meeting new friends, helping others, and receiving personal satisfaction among the top benefits. In an interesting finding, nearly 25% reported becoming more involved in other community activities since volunteering with NAH.

Some volunteers indicated that they would like to receive additional details about assignments and be kept more up-to-date. This survey was taken at a time when there was no consistent member services coordinator. We now have Member Services Coordinator, Barbara Butterworth, who handles nearly all member service requests. (See “Barbara Butterworth, Member Services Coordinator” on page 1).

Sallie Craig Huber suggests that beyond the numbers and percentages there are a couple of other take home lessons from this survey. “The staff has taken this survey seriously, has looked at the responses, and continues to work on ways to improve the experience for both volunteers and members. In addition, we hope all members will admire the very high satisfaction level reported and consider that everyone can volunteer to do something and own a piece of the community.”



Top left: Judy Stanton and Wayne Cobb.  
Top right: Gloria Zaff and Loretta Belsky.  
Above: Wellington Scott, Bob Larner, and Jacki Katz.

## NAH New Board Members



### **Michael Dylingowski**

Michael Dylingowski was recently elected to the Newton at Home Board of Directors and accepted the position of treasurer. Michael has been the controller/director of finance at the Fessenden School since 2002. He is an accountant with fourteen years of experience in developing and implementing financial systems. He lives in Natick with his wife, 20-month-old daughter and dog, Zeus. He enjoys keeping busy with home improvement projects, drawing, and painting.

Michael says he agreed to become our treasurer because he was seeking a volunteer opportunity with a worthy program and thought that his background in finance would be beneficial to our organization.



### **Dr. Arthur Glasgow**

Dr. Arthur Glasgow has been elected to the Newton at Home Board of Directors. Arthur retired in March, 2011 from a surgical weight loss practice which he shared with one of his sons.

He had interests at home but wanted to continue helping people. He was thrilled when NAH members Renata and Ed Selig told him about Newton at Home. He signed on as a direct service volunteer that spring. He says "Volunteering at Newton at Home has been as gratifying as I hoped it would be." Arthur has provided a variety of direct services to our members such as transportation to medical appointments, installing storm windows, and gardening assistance.

Meanwhile, he has not abandoned his other interests, which include taking care of his 18 bonsai trees, attending six yoga classes a week, and doing more work around and in his 140-year-old house.



### **Patricia M. Schneider**

Patricia M. Schneider has recently been elected to the Newton at Home board of Directors. She is a Senior Portfolio Manager for BNY Mellon's Wealth Management group. She manages investment and trust portfolios for high net-worth clients, foundations, and endowments in New England

and throughout the United States. She also serves on the Trust Administrative Committee (TAC) for the New England Region. TAC is responsible for reviewing and evaluating any relationships where BNY Mellon may have corporate fiduciary responsibility. Patricia joined BNY Mellon's Wealth Management group in 1998 from legacy Mellon's Global Security Services group.

Patricia received B.S. degrees in accounting and organizational behavior at Boston College's Carroll School of Management. She is also a graduate of the Fiduciary Management Program of the New England School of Banking at Williams College.

Patricia lives in Newton with her husband and two children. She and her family will be participating together in volunteer activities for Newton at Home members.

### **Josh Weiss**

Josh Weiss has been elected to the Newton at Home Board of Directors. Josh, a veteran of the telecommunications and data networking industries, is currently a member of Hub Angels, a Boston based investment group focused on early stage technology companies. Earlier, he was vice president of SUN Microsystem's Network Systems Group and he has been a founder of multiple technology companies. In 2002, Josh was a finalist for Ernst and Young's New England Entrepreneur of the Year Award.



Josh moved to Newton in 1980 and now lives in Waban with his wife, Maryanne, and their children, Emily, Sarina, and Zachary. Josh and his family enjoy being outdoors, sailing, biking, and skiing. They travel extensively. They have visited Central America, South America, Africa, and Europe.

Josh is very active in the local community volunteering as co-president of Zervas Elementary School and a member of the PTO Council and the Newton Technology Committee. He is a board member of the Newton Schools Foundation and a member of the Board of Trustees of Temple Shalom of Newton.

*(Portrait photos by Mimi Bernardin)*

## NAH Helps One of Our Members Weather the Hurricane

By Dorothy Anger

Ethne Gray, 76, considers herself a rather independent lady. She lives on her own despite some health concerns. When Hurricane Sandy hit, she discovered that it took two villages to be safe, the City of Newton and Newton at Home.

A week before Sandy was predicted to arrive, Newton at Home volunteers began calling the organization's members to ensure that they knew about the impending storm, had adequate supplies in the house and had secured their outdoor furniture. Volunteers were dispatched to the homes of those who needed assistance with these tasks.

At the onset of the hurricane, Ethne's power failed. She found herself alone in a dark house with no heat, a dying cell phone, and no local family to help. Forty-eight hours after the lights went out she was cold and beginning to feel desperate. Her car was also trapped in her garage because the electric door opener did not function. So she called Newton at Home.

Executive Director Maureen Grannan, hearing Ethne's distress, hopped into her car to personally assess the situation. What she saw prompted her to call City Hall to report a senior in trouble. She was immediately connected to Teresa Katz in the city's Health Department who arranged for Ethne to be placed on a priority list for power restoration. Over the next several days she checked in several times with Maureen and Ethne for updates on the situation.

Luckily, Ethne lived across the street from a Newton at Home Board member and volunteer, Liz Simons, who was fortunate enough to have electricity. Maureen suggested that Ethne re-charge her cell phone at Liz's. Liz then invited Ethne to stay in her home until power was restored. Ethne gratefully accepted and remained with Liz for three days until her power was turned on.

A neighbor's act of kindness, a responsive City Hall, and NAH's concern for the well-being of its members turned a difficult and potentially health-threatening situation into a safe and supportive experience.

## Winter Buddies Program

By Naomi Shore

Again this year Newton at Home is offering its Winter Buddies Program. We will match a member to a volunteer buddy in the same neighborhood. The volunteer buddy keeps in touch with the member buddy to warn about coming storms, assess the need for essential supplies, and plans for snow removal. The buddy will call every day during the storm and connect the member buddy to appropriate help if needed.

Any member may call the office at 617-795-2560 or email Jacki Katz at [jackikatz@yahoo.com](mailto:jackikatz@yahoo.com) to sign up for the Winter Buddies Program. Volunteers should contact Julie Plaut Mahoney, Coordinator of Volunteers, at 617-795-2560 or email her at [volcoord@newtonathome.org](mailto:volcoord@newtonathome.org) to sign up to be a buddy. Families are encouraged to sign up as a unit. Last year we had 16 volunteer buddies paired with 18 member buddies.



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