

Fall 2009

## 'Friendly Visitors' Provide Social Visits to Older Adults

It takes a special kind of person to visit the homebound, lonely and often isolated elder. Phil and Phyllis Ruben are two very special people who have been visiting seniors in Santa Monica and other parts of the Westside since 2002. Married for 47 years, they bring their love and joy of living to the lives of men and women who are often housebound and lonely.



*Phil and Phyllis Ruben brighten the day for the seniors they visit regularly.*

When asked how and why they came to volunteer for the WISE & Healthy Aging Friendly Visitors Program, Phyllis said, "From the time of our marriage, we took care of older people in our family. We love to be around people," she added, "being around seniors has been a way of life for us."

After they retired from their printing business, where they worked together for more than 30 years, Phil said, "We wanted to do something." Holding hands as they talked about their work, they said, a friend told them about WISE & Healthy Aging and soon they were enrolled in the program and went to their training session.

Phil has three clients and Phyllis has two. They visit each client once a week for an hour or so. "They are so lonely," Phyllis said. "They have no family. We are their only windows to the outside." Some live in their own homes and some live in residential homes. For example, Phil said, "I go to lunch with one man who still drives his own car and we go dutch," he shared. We talk about our grandchildren; we save the world, talk about books. We had a great time discussing the presidential election." Apparently he and Phil were on opposite sides, leading to a spirited conversation. He also visits two ladies in their late 80s. "One woman," Phil said, "is in a care facility. She always thanks me for visiting."

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**If you'd like to join  
Phyllis and Phil in helping  
others, contact Petula at  
(310) 394-9871, ext. 450**

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*Friendly Visitors - continued on page 3*

## From the Director



Hi everyone,

In this edition, we have focused on Danny Feingold, who volunteers at the Ken Edwards Center in our Healthy Meals Program, and Phil and Phyllis Ruben who, as husband and wife, volunteer together in the Friendly Visitor Program.

Veterans Day reminds me of the importance of giving back to those who have served and protected this country. Sadie Stewart leads the team of volunteers at the VA Greater Healthcare System in Westwood and has some excellent opportunities.

I have explained on page 5, the value of you letting us know where you are volunteering at and the hours you serve. You may think that the organization where you volunteer is letting us know, but this is not always the case. Letting us know your hours makes you eligible for a number of benefits such as extra insurance, this newsletter, presidential service awards and the volunteer recognition event at the end of each year.

A volunteer survey and return envelope is enclosed in this issue. Please share your thoughts about volunteering and the places where you volunteer.

As this newsletter arrives in your mailbox, you may notice that many of your favorite TV shows are focusing on volunteering and community service. The Entertainment Industry Foundation has taken the current Administration's focus on volunteering and embedded it into their storylines. They want to recognize and honor the remarkable difference that volunteering makes to the community and to the lives of each volunteer. I hope that you will be proud to be part of the reality that has inspired them to do that.

In this season of Thanksgiving, thank you for the difference you make in the lives of others!

Warm regards,

*Petula*

[www.wiseandhealthyaging.org](http://www.wiseandhealthyaging.org)

# United States<sup>®</sup> Census 2010

## 10 MINUTES EVERY 10 YEARS TO DEFINE WHO WE ARE AS A NATION

The 2010 Census questionnaire will be sent to every housing unit in the country. The person who fills out the form (Person 1) will provide the household information, including whether the home is rented or owned, and will answer just seven questions about every household member, including themselves:

1. Name
2. Sex
3. Age/birth date
4. Hispanic ethnicity
5. Race
6. Relationship to the person filling out the form
7. Other residence, for example, military or college residence, if they sometimes live at another address.

## — BE COUNTED —

The information is either required by law to provide constitutionally mandated information for apportioning Congressional seats, or for drawing new legislative district boundaries, distributing federal funds, administering federal programs, or it is collected to help ensure the accuracy and completeness of the census.

Although the name of each household member is also collected, it remains confidential for 72 years. For more information go to [www.2010.census.gov](http://www.2010.census.gov).

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**WISE & Healthy Aging is working in partnership with the Census Bureau to bring more awareness and provide information about the census that will occur in 2010.**

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## Let's Do Lunch!

# Helping Others Enjoy a Healthy, Affordable Lunch



*The popular Healthy Lunches Program attracts a crowd at the Senior Recreation Center on Ocean Ave.*

Dozens of seniors eat a healthy lunch Monday through Friday at each of five locations in Santa Monica, which are staffed by a number of volunteers. We spoke with a few of them.

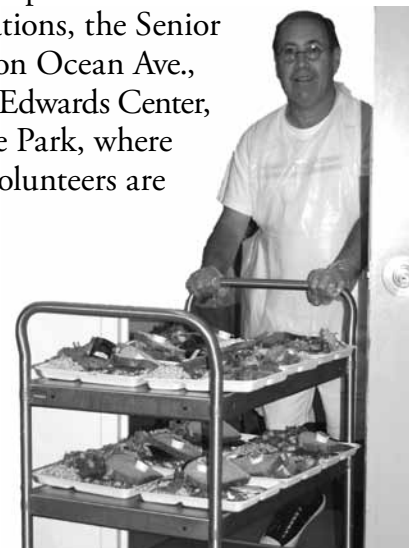
Danny Feingold, a volunteer who serves lunches, enjoys the opportunity to help others. "I come here twice a week, Monday and Wednesdays," he shares. He loads the cart with trays of food and makes his rounds to the tables where some 20 people wait. "I depend on our volunteers and they do a great job," said Karen Smith, who coordinates the Healthy Lunches Program at the Ken Edwards Center.

Arlene Gold has been volunteering at the WISE Adult Day Service Center on Pico Blvd. for more than four years. In addition to assisting with a wide variety of activities for the seniors who have special needs, she helps serve lunches.

A vivacious widow who retains a charming New York accent, Arlene says she enjoys chatting with the adults over a shared lunch.

You too can be a volunteer at Healthy Lunches. We are looking for people to help serve lunches and visit with the older adults. If you have a special topic you can share as a guest speaker, you might want to give a presentation at any of the four locations, the Senior Recreation Center on Ocean Ave., Reed Park, the Ken Edwards Center, and Virginia Avenue Park, where Spanish speaking volunteers are especially welcome.

Join the Healthy Lunches Program for seniors and make some new friends as well. For information on volunteering, please call Petula at (310) 394-9871, ext. 450.



*Danny Feingold volunteers for the Healthy Lunches Program at the Ken Edwards Center.*

## 'Save the Date' for Italy

November 1 - 13, 2010



Photo by FreeFoto.com

Watch for a special mailing coming to you soon with a \$100 early registration discount opportunity for this exciting 13-Day "Classic Italy" trip in fall 2010.

## Friendly Visitors - continued from page 1

Phyllis explained, "Listening is the most important thing you can give. Going to visit and listen to their problems seems to really lift their spirits. You don't have to ask questions," she added, "they will usually tell you what is on their minds. When I first approach a new client, we are interviewing each other. I ask them about themselves. We share their pain, but we also laugh a lot."

"In volunteering," Phyllis said, "you think you are giving to them. It's really the reverse. They have so many experiences they share with us." Both Phil and Phyllis said they really learned a lot from those they visit. "One woman," Phil said, "was a private investigator" and shared many of her memorable case stories with him. "She has a great sense of humor," he added.

## More Opportunities Available for Volunteering

### **Friends of the Santa Monica Public Library**

Love being around books? Share your enthusiasm and meet fellow book-lovers! Friends of the Santa Monica Public Library provides the opportunity to work in its popular bookstore. Volunteers work in three-hour shifts, sort, shelve, and sell books. Bookstore sales help support library programs and services for children and adults.



### **Personal Money Management**

The Personal Money Management Program is designed to help maintain the highest possible level of independence for persons who are having difficulty managing their daily financial activities. The program trains volunteers to provide in-home assistance with budgeting, bill paying or other financial needs.



### **Ocean Park Community Center Access Center Needs Volunteers for Child Care**

Help with child care while parents meet with their Case Managers at the Access Center. Volunteers are needed Thursday from 9:30 - 11:30 a.m.

### **Tax Aid Program**

Receive training to help organize and file taxes for seniors who can not afford to hire someone.



**If you are interested in these, or other opportunities, please contact Volunteer Services at WISE & Healthy Aging at (310) 394-9871, ext. 450**

## Welcome New Volunteers!

Jack Adelstein  
Natalie Adelstein  
Aazam Barhani  
Molly Bowling  
Donald Bradshaw  
Marilyn Brodney  
Nick Brodney

Mimi Brown  
Bruce Gladstone  
Mary Gluck  
Claude Goodrich  
Holly Kiger  
Brenda LaCour  
Kathleen LeRoy

Nancy Nuechterlein  
Ingeborg Prochazka  
Socorro Resendez  
Bernice Segal  
Jade Singer  
Anna Sklar  
Sally Thurston

## WISE Fraud Prevention Call Center Gets a Special Visit

WISE & Healthy Aging was honored on Oct. 26 with a site visit by the heads of the CNCS (Corporation for National & Community Service), the division of the federal government that funds Peace Corps, VISTA, AmeriCorps and SeniorCorps. The WISE & Healthy Aging RSVP of Greater West Los Angeles is under SeniorCorps.

The goal of the visit was to see the WISE Fraud Prevention Call Center in action. This was the first SeniorCorps project by CNCS Senior Policy Advisor Jackie Norris since joining CNCS in June from the White House East Wing.

Ms. Norris was Chief of Staff for First Lady Michelle Obama and earlier, Iowa State Director for then Senator Barack Obama.



**(L to R): Jackie Norris, Sr. Policy Advisor from CNCS; Jean Kelly, Fraud Fighter volunteer; Nicola Green, acting CEO of CNCS; Marilyn Brodney, Fraud Fighter volunteer; Kristen Haggins, CNCS Calif. State Program Director; Gayle Hawkins, CNCS Sr. Program Specialist – Calif. Office; and Elizabeth Rose, WISE Fraud Prevention Call Center program manager.**

# Why We Are So Interested in What You Are Doing

## The Importance of Hours

Under RSVP, hours and other data collection is federally mandated. As a federally funded program, we must abide by the accountability and compliance guidelines set for us.

This data also represents a statistical snapshot of what we are accomplishing with regard to the mission of RSVP which is to engage volunteers in activities that will make a difference in our communities meeting the needs of nonprofits and the people they serve. The data we collect goes to our legislators and other funders and helps them to determine funding to support our program.

## Benefits

Your reporting verifies that our registered volunteers have been active over the course of the fiscal year.

## Volunteer Insurance

The hours reported and signed by you and/or your volunteer supervisor are the ONLY documentation we have that you are serving at a site or participating in a volunteer activity. With no written documentation, our supplemental insurance policy would not cover you in the event of injury.

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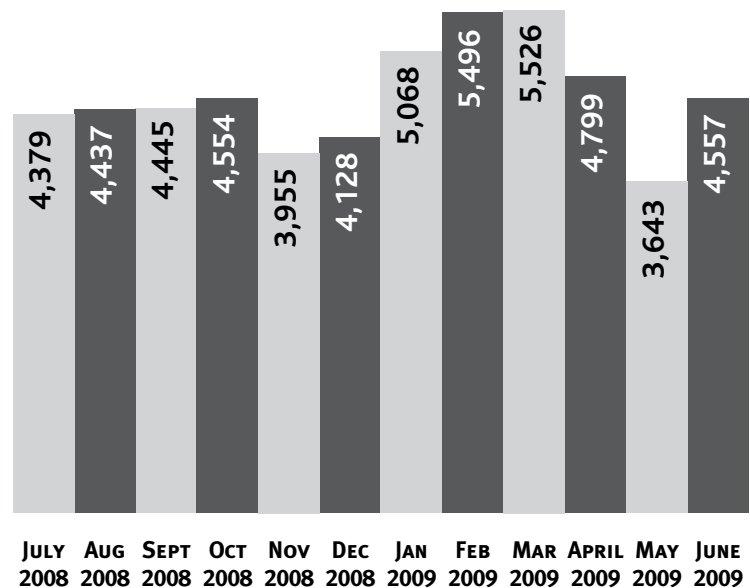
**As of October 2009, only those volunteers who submit their hours in the current year are eligible to enjoy the benefits of RSVP**

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## Telling Our Story

When local non profits tell their story of service to the community and to those who support volunteerism through funding, everyone benefits. Accurate records about the volunteers that serve at local sites, allows them to highlight the fact that they are utilizing volunteers to help provide their services. This represents a cost savings to already tightly budgeted organizations and represents an in-kind match for their budgets. This leveraging of funds is critical and potential funders look very positively upon such wise and creative fiscal management.

## TOTAL NUMBER OF VOLUNTEER HOURS



## RSVP Hours Reported from July 2008 – June 2009

54,984 total hours equates to \$1,054,920 in wages.

RSVP, as a national network of over 500,000 volunteers and 750 projects, is positioned and viewed as an expert on and advocate for volunteerism in our country. The more we can track, on a local level and, by extension, a national level, the reality of the contributions of today's volunteers, the more we dispel the myths surrounding aging.

## Volunteer Data

The information you provide is a valuable tool in detailing and highlighting how volunteers impact a community, what is actually accomplished, and just how valuable volunteers are to the operation of hundreds of nonprofit organizations.

**Thank you for your timely submission!**

### Our Apologies

We incorrectly referred to the Wellness Community as the Wellness Center in our last newsletter and sincerely apologize for any confusion.

# Disaster Preparedness Classes: Be “Red Cross” Ready

“I love it!” says Raymunda Santos, who has been volunteering with the American Red Cross for more than 25 years. “I like to organize, and each disaster is different. It is very interesting.”



*Raymunda Santos volunteers for the American Red Cross of Santa Monica.*

Fluent in Spanish, Portuguese and English, ready and eager to go whenever and wherever needed, Raymunda has traveled widely as a result of her volunteer work. She helped in Los Angeles after the 1994 Northridge earthquake, and she has served in San Antonio, Texas and Puerto Rico. In 2001, she spent two months in New York City after 9/11.

She currently volunteers with the American Red

Cross of Santa Monica, answering phones, doing clerical work, and assisting with orientation classes for new volunteers.

The American Red Cross of Santa Monica and Greater Los Angeles urgently needs volunteers who can help a couple of days a week for three or four hours.

**Disaster Preparedness Classes are scheduled on:**

**December 2  
9 – 10 A.M.  
Ken Edwards Center  
1527 4th Street**

Please call (310) 394-9871 to sign up. Space is limited.



## ***Giving Back – Volunteer for the Veterans Administration***

Sadie Stewart, chief of Volunteer Services for the VA Greater Health Care System, is a warm and vibrant woman who supervises a staff of ten and manages a program of 1,500 steady volunteers plus an additional 2,500 occasional volunteers. She says “you can help the men and women who have served our country by volunteering your time and energy in just about any capacity you can imagine.”

Would you like to bake cookies for the veterans? How about working in one of the many offices? Or, you might want to visit patients in the main hospital. One popular program will allow you to provide hospitality and library cart service to inpatients and clinics. Sadie adds, “We really need drivers who can bring veterans to doctor’s appointments, or to the main campus for their appointments.”



You can be a crossing guard at one of the dozens of winding roads that criss-cross the 500-acre main campus on Wilshire Boulevard. Or maybe gardening is what you would enjoy as a volunteer.

Through volunteering, you will have an adventure discovering the many services offered in dozens of buildings of the 100-year-old facility that provides a multitude of services to thousands of veterans in the greater Los Angeles area at its West Los Angeles location. For more information on volunteering, please call Petula at (310) 394-9871, ext. 450.

### ***Farewell to a Volunteer***



Shirley Sloan, a longtime RSVP volunteer, recently passed away. Shirley had been volunteering for more than 10 years in both the AARP Tax Aide Program and the Money Management program.

She was a wonderful woman and a dedicated volunteer who will be deeply missed. Our prayers and thoughts are with her family and her fellow volunteers.

# Volunteers Honored With 'Community Hero' Awards



▲ (L to R) Mark Benjamin, president and CEO, Morley Builders; Richard Lawrence; Charlene Lawrence; daughter Pam Lawrence and mother Peggy O'Connell gathered to honor Char as a 'Community Hero.'

Three WISE & Healthy Aging RSVP volunteers were recently honored as Community Heroes by the Human Relations Council for the Santa Monica Bay Area. Char Lawrence, Richard Grosslight and Jean Kelly were each presented with a commendation from the Santa Monica City Council for their actions in contributing to a respectful and just community.

Char Lawrence was recognized for her 18 years as a volunteer Friendly Visitor, making weekly in-home visits to frail and homebound older adults. She also works as counselor with the breast cancer outreach program and as a liaison with the Mental Health Services Program. Tirelessly navigating clients through various processes, she helps obtain much-needed services such as housing, food and medical care.



◀ Jean Kelly was featured as a 'Community Hero' on Santa Monica's Big Blue Bus over the summer.

Richard Grosslight was honored for his 22 years as a peer counselor at WISE & Healthy Aging and for facilitating a popular Men's Group for 17 of those years. He worked with patients at Seaport, a skilled nursing facility, as a group facilitator for five years. His work in training new counselors and group facilitators and working with clients has helped untold numbers of men and women in a confidential setting.

The goal of Community Heroes is to honor individuals who have forwarded the mission of the Human Relations Council by



▲ Richard Grosslight (center) received commendations from Santa Monica Police Chief Jim Hone (left) and Mayor Ken Genser.

promoting understanding within our diverse community, take actions that make a difference, resolve conflicts or demonstrate compassion for others.

Volunteer Jean Kelly was one of the first "heroes" to be honored by the Human Relations Council, Santa Monica Bay Area, for her work at the Senior Fraud Prevention Call Center. She has also logged more than 7,000 hours as a volunteer at Santa Monica-UCLA Medical Center & Orthopaedic Hospital in its UCLA Healthcare 50 Plus Program in the past ten years.

Jean was featured on Big Blue Bus posters to honor her achievements.

## And the Winner Is ...



Congratulations to the winners of the Older Adults and Volunteering Quiz from last newsletter. Each received a \$25 gift card to PF Changs Restaurant. Thank you to everyone who entered the contest by completing the survey that was enclosed in the last newsletter.

Congratulations to:

R Twomey  
Joyce Thompson  
Shirley Kelson  
Linda Fleischman

## WISE & Healthy Aging

WISE & Healthy Aging, a social services organization, enhances the independence, dignity and quality of life of older adults through leadership, advocacy and innovative services. This nonprofit is the result of a November 2007 merger of WISE Senior Services and Center for Healthy Aging. Each organization served the community for more than three decades prior to the merger, earning national reputation for innovative and effective programs and services.

**(310) 394-9871**

# Transportation and Mobility Program

## Mobility Classes

### (Transportation, Pedestrian Safety & Senior ID)

November 18, 2009      1 p.m. to 3 p.m.  
December 16, 2009      1 p.m. to 3 p.m.

## Mobile Driving Simulation Classes

### Improve your skills in a safe setting.

December 9, 2009      9 a.m. to Noon

## AARP Driver Safety Classes

November 19, 2009      9 a.m. to 1:30 p.m. \**Refresher*  
December 8 & 10, 2009      9 a.m. to 1:30 p.m.  
(Three-year certificate class)

\*This class is only available to individuals who have completed the 2-session AARP Safety Class within the last three years.

**Please call (310) 394-9871, ext. 455 for information.**



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