



Hearts & Hands

Volunteer & Care Receiver Newsletter

Fall-Winter 2018

FRIENDLY VISIT PROGRAM

Would you enjoy visiting with one of our care receivers for a few hours a month? Are you in need of a break from caregiving? Does your son or daughter, husband or wife, need a couple of hours to go shopping, or to go to their own appointments? Hearts and Hands Friendly Visit program may be the answer.

Frequently, individuals who are responsible for caring for an elderly family member are expected to provide care around the clock, including on weekends and holidays. This can quickly become overwhelming for the caregiver, who may also have a job and family of their own. In some cases, this level of ongoing stress can lead to caregiver burnout, making it even more difficult to provide appropriate care.

Hearts and Hands is in need of volunteers to make friendly visits to some of our care receivers. During a friendly visit volunteers sit with one of our care receivers; providing friendly company -- talking, playing card games, or doing a craft project-- while the caregiver can get out to run errands or just take some time for themselves. Volunteers do not do anything medical or hands on. Training is available for anyone wanting to do Friendly Visits. Call Eugene 716-406-8311 ext. 102 if you are able to volunteer for this type of request. Call your Coordinator if you or your loved one are in need of this service.



CALLING ALL COOKS

Please join with us to create a *Hearts and Hands Community Cookbook* which celebrates our Neighbor Helping Neighbor tradition. Please share your favorite recipes, as well as anecdotes about the connections you have made while being a care receiver or volunteer with Hearts and Hands (2–3 sentences each). A form for submitting recipes is included in this newsletter. Cookbooks will be professionally printed and available for sale in the spring of 2019. Pre-orders will be available.



AGING BY DESIGN GRANT

The Health Foundation for Western and Central New York has awarded Hearts and Hands \$30,000 for *Enhancing Volunteer Driver Effectiveness and Confidence; Through Enhanced Communication and Specialized Training* through its Aging by Design program. The money will



be used over 18 months to fund this newsletter, volunteer information/update sessions, and other specialized training opportunities.

Volunteer updates will begin in early 2019, they will be held in all areas.

Some topics include -- making referrals, hoarding, how to recognize elder abuse and what to do, sexual harassment, and how to help people using walkers and canes get into and out of a car. If there are other topics you'd be

interested in please let your Coordinator know.

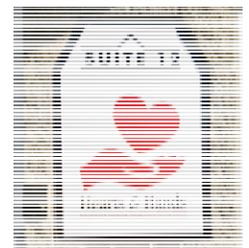
Information on this program will be available from your Coordinator and on the Hearts and Hands Facebook page.

HEARTS AND HANDS TURNS 15; CELEBRATES WITH A FEW CHANGES

Hearts and Hands celebrates its 15th anniversary in 2018. Founded in Akron in 2003, we have undergone a lot of growth. We have grown from serving one rural community to now serving 11 rural and suburban communities in Erie and Niagara counties. And in 2019 we plan to expand to Tonawanda and Kenmore.

With that growth and the change in times we have updated our logo. The logo was selected based on its symbolic nature which parallels our former logo. The heart is a traditional symbol of affection, compassion, joy and charity. The open palm is a symbol of action, purpose and giving, as well as open to receive.

In July we moved out of our administrative office in Getzville into a new space in Amherst across from UB. The staff is settled in and enjoying our new home. There have been a few changes, please see the new staff phone directory on page 9.



WINTER DRIVING

Winter will be here soon, bringing snow, ice and slippery roads. Hearts and Hands wants to remind all of our volunteer drivers to be cautious while driving in adverse weather.

Hearts & Hands Inclement Weather Policy

- * The decision to drive in bad weather is up to the volunteer. If a volunteer is assigned to a request and the weather conditions are not favorable at the last minute, the volunteer may cancel. The volunteer and/or the Volunteer Coordinator will inform the care receiver and it will be up to the care receiver to make their own arrangements at that point. The Volunteer Coordinator will not try to find another volunteer in this situation.
- * If there is a travel ban, volunteers must follow any guidelines put in place by local government and law enforcement. Volunteers are not permitted to transport anyone on behalf of Hearts and Hands under these circumstances.
- * When the weather forecast looks questionable, we advise volunteers to contact the care receiver again right before leaving to pick them up in case the care receiver has decided they do not want to go out or if their destination is closed. This becomes crucial for early morning requests where the care receiver may not be able to reach their Volunteer Coordinator before office hours.

Winter Driving Tips

Driving in the ice and snow can be challenging even for long-time Western New Yorkers. The key to safe driving is to adapt to the conditions and follow these tips from AAA.

- * Before winter arrives prepare your vehicle. Get a complete vehicle check-up in the fall.
- * Avoid driving while you're fatigued. Getting the proper amount of rest before taking on winter weather tasks reduces driving risk.
- * Never warm up a vehicle in an enclosed area, such as a garage.
- * Make sure your tires are properly inflated and keep your gas tank at least half full.
- * Do not use cruise control on slippery roads.
- * Always look and steer where you want to go.
- * Drive slowly. Accelerate and decelerate slowly. Everything takes longer on snow covered roads.
- * Normal following distances for dry pavement should be increased to eight to 10 seconds when driving on slippery surfaces.
- * Know your brakes. Whether you have anti-lock brakes or not, the best way to stop is to keep your heel on the floor and use the ball of your foot to firmly apply pressure on the brake pedal.

For more information go to the AAA web page on winter driving <https://exchange.aaa.com/safety/driving-advice/winter-driving-tips/#.W65ldfZFwYw>



What is Elder Law?

Elder law is a practice devoted to the needs of a particular type of client. While all clients might not be “elderly”, an Elder Law attorney has expertise in a number of things needed by this type of client. That expertise includes wills, trusts, advance directives, powers of attorney, asset preservation and Medicaid planning, tax and financial planning, addressing elder abuse and fraud, disability planning, guardianships and probate, just to name a few.

Why do you need an Elder Law Attorney?

An Elder Law attorney focuses their practice on legal needs facing older adults. Most often a holistic approach is employed, taking into consideration many facets of that person’s life in order to provide guidance and direction. As a person ages, issues and needs change, which require particular knowledge of areas in varying facets of life, including those affecting their finances, tax issues, and navigating through the complex area of government benefits. If you own a business, if you own real estate in more than one state, if you have substantial assets in 401(k)s and/or IRAs, specialized knowledge is key.

Elder Law attorneys are also counselors, tackling sensitive emotional and physical needs of older and disabled adults. They also address the family dynamics that keep situations forever evolving. Families have become complex. If you have a second marriage situation or are recently divorced, if you have children with financial challenges, or if you have a disabled family member, specialized knowledge is crucial.

What questions should you ask?

Your family attorney may be well equipped to handle some of your needs, but it is important to seek out an experienced Elder Law attorney for matters concerning Elder Care and Planning. How much of their practice is devoted to Elder Law? How long have they been in practice? Do they educate others about Elder Law issues? How does their billing work? It is important to be informed, and be comfortable with the experience and expertise of the attorney you will be using.

An Elder Law attorney works for you and your loved ones. When so many things are moving around you, we are solely your advocate.



Harris Beach has an experienced Elder Care Team of attorneys and staff dedicated to working with older adults. When discussing estate planning, people frequently say “I have a Will”, but planning is so much more. Elder Law is not merely about creating a plan to die, it’s about having a plan to live.

VOLUNTEER OF THE YEAR HONOREES

The following people were honored as Volunteer of the Year in their primary service area:

Alden/Southtowns

♥Charlie Holcomb ♥Christine Heimerl ♥Jim Shisler

Akron/Newstead

♥Harry Milligan ♥Sharon Doll ♥David Herring

Amherst

♥Susan Wade ♥Ron Palmere ♥Linda Byam

Clarence

♥Ann Perkins ♥Glenn Shupe ♥Teresa Connor

Niagara County

♥Al Fiedler ♥Elaine Wellence ♥Lori Zaremski

OUR LONGEST SERVING VOLUNTEERS

Hearts and Hands wants to recognize our longest serving volunteers:

15 years service

Connie Davis -- Clarence Dorothy Routledge -- Akron/Newstead

David Wakeman -- Akron/Newstead Sharon Doll -- Akron/Newstead

Carole Borchert -- Akron/Newstead

10 to 14 years service

James Shisler -- Alden/Southtowns Jim Oubre - Alden/Southtowns

Jack Printzenhoff -- Alden/Southtowns Sally Davis -- Alden/Southtowns

Kay Green -- Alden/Southtowns Sally Bachowski -- Akron/Newstead

Charles Holcomb -- Alden/Southtowns Donna Kumpf -- Akron/Newstead



ADVOCACY AWARD



Legislator Edward A. Rath, III was recognized for his long term support and advocacy of Hearts and Hands. Legislator Rath has been passionate in his support for Hearts and Hands, our volunteers and especially the aging and vulnerable communities our volunteers serve. His support is in keeping with the tradition of advocacy set by his mother, former State Senator Mary Lou Rath. Last year his advocacy within the Erie County Legislature translated into a \$50,000 grant.



REV. MARY ANN PULA AWARD

We are happy to award the Rev. Mary Ann Pula Lifetime Services Award to two volunteers this year. This award, named after our founder honors volunteers who have gone above and beyond to help our Care Receivers.

Kay Green has been a volunteer for H&H since 2007. She has helped with many different types of requests. Kay volunteers in multiple areas and serves many different CRs. Kay also gets a lot of CRs that like to request her first. Kay has driven 18,053 Miles and served 1,287 Hours of her time to H&H. Along with H&H, Kay is also extremely active in the Akron/Newstead Senior Center and at her church. She is always keeping busy, but still has the time to volunteer for us. Thank you Kay for all you have done, and continue to do.

Clarence volunteer **Jodi Arthur** works full-time in the Clarence School District and has volunteered since 2012 as her schedule allows on weekends and during the summer months. She is always a participant in H&H's activities either by volunteering or attending in support. Jodi, an active Clarence volunteer, provides transportation, grocery shopping and helps out with yard work and housekeeping for many CRs in Clarence, Akron, Lockport and Amherst. Jodi doesn't have time to volunteer every week, but she always offers assistance when there's an opening in her schedule. Jodi is very friendly and compassionate with CRs and always has a smile on her face – she sets a fine example of what volunteering is all about!

THANK YOU TO VOLUNTEER RECOGNITION SUPPORTERS

Premier Sponsors

The Chur Family Foundation

Parkview Health Services



Supporting Sponsors

Frank S. Ieraci, Attorney at Law

Key Bank

Harris Beach, PLLC

Contributors

Presbyterian Senior Village

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Suzanne Wagner

Patricia Watson

Sally Guerin

Kathleen Occek

Heidi Nicklaus Lefebvre

Liz McGough

Bristol Homes

Sweet Beginnings

FAITH IN ACTION

Faith institutions play an important role in volunteer recruitment. Currently Hearts and Hands partners with over 40 churches in each of our service areas. These partnerships allow us to share updates about our agency, upcoming events and even the need for additional volunteers. We often speak from the pulpit as well as attending festivals and mission events. We even host volunteer trainings right at the church. Former Amherst Coordinator, Heidi Nicklaus Lefebvre, has taken on the Faith Outreach work, full time. She is meeting with Pastors, Rabbis and other church officials to share the story of Hearts and Hands, neighbor helping neighbor. "Faith insti-



tutions offer us a unique opportunity to recruit volunteers. Members, deeply rooted in their communities, understand the needs of their friends, neighbors, and fellow congregants. They are committed to living out their faith by endorsing a culture of generosity and love by addressing tangible needs. It is the spirit of faith in action." If you have a connection to a church, synagogue or mosque, please let us know. Call Heidi at 406-8311 ext. 103. Volunteers are needed in all areas.



STAFF PHONE DIRECTORY

As part of moving our administrative office this summer there have been some changes to our phone system. In order to save money we have eliminated the phone numbers for each area and now have one central phone number with extensions for each staff member.

Main Phone Number: (716) 406-8311

	Extension
Tabitha Fisher Program Coordinator & Akron/Newstead Coordinator	104
Lindsey Damico Alden/Southtowns Coordinator	106
Suzanne Wagner Amherst Coordinator	113
Jill Kubiak Clarence Coordinator	109
Sally Guerin Niagara County Coordinator	101
Kathy Occek Executive Director	108
Eugene Abrahamson Volunteer Engagement Manager	102
Heidi Nicklaus Lefebvre Faith Outreach Manager	103
Liz McGough Information Manager	112



ACKNOWLEDGEMENTS

We acknowledge the United Way of Buffalo and Erie County, Erie County Department of Senior Services, the Niagara County Office for the Aging, the State of New York Department of Transportation, the Health Foundation for Western and Central New York, the Ralph C. Wilson, Jr. Foundation, the Garman Family Foundation, the National Caregiving Network, the Amherst Senior Citizens Foundation, New York Life Foundation, the Chur Family Foundation, and all of the local towns, villages, and faith-based organizations that partner with

Hearts and Hands to enhance the lives of those in need.



DO YOU SHOP ON AMAZON?

AmazonSmile is a simple and automatic way for you to support your favorite charitable organization every time you shop, at no cost to you. When you shop at smile.amazon.com, you'll find the exact same low prices, vast selection and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate ½% of the purchase price to your favorite charitable organization. You can choose from over one million organizations to support.



You might think that ½% is not very much, but every little bit counts. Next time you shop on Amazon log into smile.amazon.com, select Hearts and Hands as the charity you want to support, and then continue shopping as you usually would.

BE A LIFELONG LEARNER AT UB

Are you 60 years of age or older? Are you looking for self-enrichment or perhaps simply exploring your academic options? If so, the University at Buffalo is the perfect place for you! Take advantage of their *60 and Over Auditors Program* that offers classes to members of the community free of charge on a space available basis and subject to permission of the instructor.

Visit registrar.buffalo.edu/registration/procedures/60plusauditors.php to enroll or call 716-645-5698 for more information.

LEAVE A LEGACY

Please consider acknowledging Hearts and Hands in your will for the service they have provided to you, your family, or your community. It's as simple as putting the following sentence in your will:

"I give, devise and bequeath to Hearts and Hands - Faith in Action, Inc., 1412 Sweet Home Rd, Suite 12, Amherst, NY 14228, IRS #43-2008066, the sum of [the \$ amount of your choice] for the benefit of Hearts and Hands and its general purposes."

If you would like more information on other ways to make a meaningful gift, please contact Kathy Occek at 716-406-8311 ext. 108.



MEET OUR NEWEST STAFF MEMBER

Hearts and Hands welcomes Suzanne Wagner as the new Amherst Coordinator. Suzanne retired from American Airlines in 1988. She also worked for AAA as a driving instructor; her oldest student was 82! Suzanne was a Hearts and Hands volunteer and currently volunteers a couple days a month with the Red Cross. In the 1980s she was a contestant on the Price is Right but did not make it out of contestants' row because she was outbid by only a couple dollars. She had a better outcome on Hollywood Squares where she won \$500. Suzanne is the proud Mom of two grown sons, two dogs and a cat. In her free time she enjoys kayaking, biking, yoga, cross country skiing and walking her dogs. Suzanne loves her job at Hearts and Hands. She enjoys working with the wonderful care receivers and volunteers in Amherst.

Suzanne and her furbabies



Please see the article "Faith in Action" on page 8 for more information on Heidi's new role at Hearts and Hands.

ARE YOU ON FACEBOOK?

Get Hearts and Hands information on your Facebook news feed including upcoming events, health related news, Birthday wishes and more. It's easy to like our page

1. Just log into your Facebook account
2. Search for Hearts and Hands (<https://www.facebook.com/hnhcares/>)
3. Press the "Like" button right under our profile photo



You can share information about Hearts and Hands with your Facebook friends. Spreading the word about Hearts and Hands and our need for more volunteers.



VOLUNTEERS - OUR BEST AMBASSADORS

Our best volunteer recruitment is by word; one friend recommending volunteering to another. Please help us expand our ability to help our neighbors. We have over 200 people on our waiting list for services. Please share your Hearts and Hands enthusiasm and dedication with all your friends, neighbors, and church members. If you refer someone and they become a volunteer, you become eligible for a special “thank you” gift.



Hearts & Hands

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