

A Word from the Director of Community Services Patricia Hart

Belated Season's Greetings! I hope that 2014 brings you good health and much happiness. This past year has been a busy one for Elder Services. There have been a number of personnel changes (see profiles on Nancy Wolf and Eddie Murphy) and our new staff members are getting accustomed to their new roles and responsibilities. Our programs continue to grow and serve more individuals and we are always looking for new ways to expand what we can offer to the community. One new program that we introduced this year was "My Life, My Health" — a series of workshops designed to help anyone experiencing a chronic disease. The six sessions provided education, self-management techniques, and support with the emphasis on giving workshop participants the necessary tools that will allow them to effectively manage their disease rather than letting the disease have the upper hand. Similar evidence based programs entitled "Healthy Eating" and "Powerful Tools for Caregivers" are also being facilitated by specially trained Elder Services' staff. These programs will be offered again throughout 2014. Please contact the agency for more information if you think that you or someone you know could benefit.

Aside from the programs and services that we provide throughout the year, Elder Services is always looking for ways to assist other community organizations. Our staff was very generous during the holiday season and helped to support the Salvation Army's "Dress A Live Doll" campaign. Our Senior Service Corps staff collected donations from across the agency and then went shopping! We were able to completely outfit a young brother and sister. Also, the Nutrition Department set up a shopping cart in the lobby of the South Dennis office for donations of non-perishable items. The shopping cart was filled numerous times and the items were they taken to local food pantries for distribution.

Our community has been generous to us as well. Our Thanksgivingx365 direct mail campaign raised over \$35,000 to help our Meals-on-Wheels program. Without such caring support we would be hard pressed to serve the nearly 218,000 meals that we did in 2013! We are grateful for all of those in the community who value what we do. We are also particularly grateful for our many volunteers who give of their time and energy to deliver meals, set up our Senior Dining luncheons, visit residents of nursing and rest homes to advocate for their needs and rights, meet with clients in their homes to help them pay bills and manage their money, and for all of you who serve elders throughout Barnstable, Dukes and Nantucket counties. Thank you all!

News from the Volunteer Resource Center Nancy Wolf

Hello! My name is Nancy Wolf.

I am the new Volunteer Resource Center Manager. I have been employed by Elder Services for over a year as the Receptionist in South Dennis. In that position I had the opportunity to meet many of you and to learn about all of the wonderful programs offered by Elder Services.



I recently went out on a Meals on Wheels route with one of our volunteers. What amazed me from the first delivery to the last was the honest enthusiasm and joy that she brought to all of her elders. It was obvious that they so looked forward to the visit and brief chat, discussing their families, holidays and winter weather concerns. As we pulled up to each home, the volunteer stated "this one is my favorite!" The devotion, dedication and commitment rings true with all of the volunteers I have met and hope to meet in the near future. You are what makes my job so special!

As of November, the hours for the position have increased from twenty hours to thirty hours per week. This will allow me more opportunities to visit each Nutrition site and meet all of the volunteers there. Also, I will be attending the volunteer meetings with the Ombudsman and Money Management programs. Please feel free to contact me at any time with your questions or concerns.

National Volunteer Week is April 6–13, 2014. This is our opportunity to recognize and celebrate all that you do! Please let me know if you have any ideas as to what sort of recognition event would be meaningful to you. Thank you.

nancy.wolf@escci.org
Phone: 508-394-4630, ext. 530

*"We make a living by what we get,
we make a life by what we give."*

— Winston Churchill

Elder Services of Cape Cod & the Islands, Inc.
Volunteer Resource Center
68 Route 134
South Dennis, MA 02660
508 394-4630 or 800 244-4630
www.escci.org

THE VOLUNTEER RESOURCE **WINTER 2014**

Greetings from the **Nutrition Program Manager** **Eddie Murphy**

Hello! I'm Eddie Murphy and I recently started my new position as Nutrition Program Manager. I've worked at Elder Services since 2006, first as a Protective Services caseworker and then for the last five years as one of the Protective supervisors. While in the Protective department I did not directly utilize volunteers to carry out our mission, but I did routinely link with other programs such as Nutrition, Money Management, and Long Term Care Ombudsman to help elders at risk of harm. I knew that I could count on a Nutrition volunteer to deliver a meal to a senior who was at nutritional risk because of self-neglect, or rely on a Money Management volunteer to provide help to an older adult who had been financially exploited and needed someone to assist with bill paying. I appreciated all the help you gave with some very difficult cases.



Now, I'm ready for new challenges and an opportunity to grow professionally. Since I've made the move to Nutrition I've been

getting up to speed on this amazing program. I'm impressed by how smoothly the program operates on a daily basis given its scope and complexity — we deliver over 1,300 meals each day and serve hundreds at our Senior Dining Centers throughout the Cape and the Islands! I've been to City Fresh Foods in Roxbury (our caterer for Barnstable County), I've started to visit Nutrition sites on the Cape to meet with the coordinators and volunteers, and I plan to continue my travels in the coming weeks until I've been to all of the sites on the Cape and both Islands.

The Nutrition Department could not carry out its responsibilities without the many dedicated volunteers who help us serve meals and clean up at congregate sites, or deliver meals to elders in their homes. Recruiting and recognizing these volunteers is essential for the program's success and finding new ways to do this will definitely be a department goal. I look forward to working with Elder Services' staff and volunteers to ensure that the elders in our community have access to nutritionally balanced meals. Thank you for all that you do to help support our commitment to the many elders who depend on us.