

Northwest Retired & Senior Volunteer Program Newsletter

Sponsored by Northwest Wisconsin Community Services Agency

623 2nd Ave East, Ashland, WI 54806

From the Desk of Beth Soch, RSVP Program Director

Volume 43 Issue 1 3nd Quarter 2015



We have just celebrated the 4th of July and our summer plans are in high gear. NWCSA-RSVP has wrapped up the 2014 tax season, closed out year two of our federal grant, and responded to all the required reports we need to file for the Corporation of National and Community Services, our funding source.

As we head into the last year of our federal grant, we need your assistance to help us reach the goals that were set. Our grant requires us to have a certain number of volunteers in areas that make an impact and that can be measured. These are called focus areas. At this point many of the volunteer opportunities that we have in place are not within the national focus areas. As a federally funded program, we need to set goals and collect data to ascertain if we have reached those goals. Many of you are working in areas that help us toward meeting some goals but they are not in a focus area. This means we are collecting your hours but it does not help get us acheve that goal as written in our grant.

We at NWCSA-RSVP need your help to help us to reach those goals. Think about where you volunteer, what you volunteer for, and if you are making a difference in the community. Can you volunteer to help within our primary focus area to push our reporting (for our grant funding or money we receive to operate) toward making a difference?

Focus area jobs include transportation (getting people to appointments, etc.), food pantry work at the Brick in Ashland, distribution of information through the tax program or our new signature program Telecare (page 2), or through helping provide free tax preparation.

Throughout the next nine months, NWCSA-RSVP will be reviewing volunteer jobs with the Advisory Council to see if they are contributing to the final focus areas and asking for help in other

volunteer opportunities. Look for more information on this topic soon.

Mary's Commentary



Hopefully Summer will stick around for a while and cold weather will be a distant memory. The Volunteer Income Tax Assistance (VITA) program this year was a great success. We are always looking for volunteers to help with the tax preparation itself and for the greeter position. Both require some training but it is a very valuable public service to the surrounding communities.

NWCSA-RSVP has developed some new programs to help low income families and individuals in Ashland and the surrounding area. Closets & Cupboards and Everyday Family Essentials pick up where other programs leave off. Read about them and others on page 2.

Certain decisions in life are very difficult to discuss and act upon. Some of them concern Living , Wills, POA & Advance Directives. "Exactly what are they, how do they differ & why do I need them" are discussed on pages 8 & 9.



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6	If no one is available please leave a	0
0	voice message	0 6
6	Beth: 715-292-6400 ext 1	0
0	Mary: 715-292-6400 ext 2	6
6	Fax: 715-292-6403	0 0
0	Email: hothroup@porthwost.csp.org	
0	Email: bethrsvp@northwest-csa.org	0 6
0	Email: mfoley@northwest-csa.org	
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My memory is gone Mildred, so I changed my password to "Incorrect." That way when I log in with the wrong password, the computer will tell me... "Your password is incorrect."

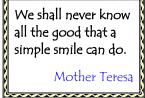
Garden Help Wanted

Lake Superior Elementary School is looking for help for the spring/summer/fall working with the garden project that was

started last year. Little or no experience necessary, but helpful, all tools provided, daytime hours, outside work but



only in good weather. Sense of humor required. Truck for hauling would be appreciated... Call 715-292-6400 for details!!!



What's New at RSVP

<u>Closets & Cupboards</u> is a program that was organized last fall to help low income families and individuals in need with useable clothes and household items that have been donated to NWCSA. It can be used once per month by a family or individual and has been a great benefit for many families this year already.

If you have any clothes and household items around the house consider donating them NWCSA.

<u>**Homeless</u>** is another group of people that NWCSA is helping by giving out warm blankets, comforters, etc., especially during the winter months. Donations to help the homeless can also be brought to the NWCSA office.</u>

<u>**TeleCare</u>** is still in the planning stages. It will be a free telephone reassurance phone call program where NWCSA-RSVP volunteer members call area adults to insure their well-being while they at home. This is not a referral service or medical alert service but just a friendly conversation with those who are in need of regular contact to ensure personal safety.</u>

If you are interested in volunteering please give us a call at 715-292-6400.

Everyday Family Essentials is designed to help low income families with essential items such as personal care products or household necessities. The months of February/March concentrated on collecting baby items. Look for brightly covered collection boxes in various locations throughout the Ashland / Bayfield County area to donate to this worthwhile cause.



Use Windex to clean jewelry!

Page 2

Be an Advisory Council Member

The NWCSA-RSVP Advisory Council is the governing board that advises, guides and supports the NWCSA-RSVP program. Meetings are held at a minimum of 4 times per year here in Ashland and require only a couple of hours of your time. Please consider this as another positive way to give back to the community!!

<u>Contact Beth Soch at the</u> <u>NWCSA-RSVP office to find out</u> <u>more & pick up an application</u>.

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Primary Focus Areas for NWCSA-RSVP

- The Brick Ministries in Ashland is looking for volunteers to greet / register clients who visit the food shelf and help sort & stock shelves with the donations they receive. Drivers to transport donations from Walmart to The Brick are needed.
- Iron County Aging Unit would welcome anyone with a car to deliver meals to homebound individuals or help out at the Senior Centers in Iron County during the noon meal.
- Volunteer Income Tax Assistance (VITA) operates during the tax season with volunteers preparing taxes or registering clients to have their taxes done.
- MMC Life Line can always use a volunteer or two to assist persons with setup of their Lifeline. There will be some traveling involved.
- American Red Cross Blood Drives are looking for volunteer subs to assist with registration and other duties. This is for only a few hours 4 times during the year.
- Northern Great Lakes Visitor Center has a number of special event programs during the year and utilizes volunteers for registration, set up & clean up and staff the refreshments table.
- Lake Superior Elementary Schools and Ashland Middle School need volunteers for reading and math during the school year. The Elementary School also has a garden program where volunteers can help plant and harvest vegetables.
- **<u>Family Forum</u>** in Ashland has a need for helpers at Head Start working with the younger children.

NWCSA-RSVP Volunteer Opportunities in the 3 County Area

- <u>The Bargain Hut & MMC Thrift Shop (Ashland), ABC Thrift Shop (Washburn) & PAW Thrift Shop</u> (<u>Mercer</u>) all would welcome volunteers to sort, mark and display items, and run the cash register.
- <u>Ashland Historical Museum</u> has many volunteer opportunities ranging from researching and data entry of collections to assisting with exhibits and displays & special events to reception at the front desk.
- <u>**Partners of MMC</u>** include the information desk and coffee/gift shop at MMC in Ashland where volunteers can choose morning, afternoon and on-call shifts.</u>
- <u>Resource Reuse</u> in Washburn have various positions available such as unpacking and marking merchandise, sorting and stocking shelves, or running the cash register.
- <u>Nursing Homes</u> are always looking for volunteers to assist the Activity Director with activities like playing games, reading, writing letters, playing cards, or just talking with the residents.
- **Booknook at the Vaughn Library** in Ashland would be a unique place to volunteer your time checking out, sorting and shelving donated books.
- <u>Memory Lane</u> is an adult day service in Ashland looking for a volunteer to assist in the care of those with dementia and other memory difficulties.
- <u>Washburn Area Historical Society Museum</u> is open only during the summer months which may fit into your schedule.
- <u>Washburn Public Library</u> could use a few more volunteers to help throughout the year with books. Book sales are in the basement.

File of Life Program



The "File of Life" Program is sponsored by the Memorial Medical Center and the Retired Senior & Volunteer Program. 58% of all

Emergency Calls are for Senior Citizens. This service provides vital information of the conditions and medications for the person with the emergency when they are at home. With the "File of Life" mini-medical card there is reliable information for the EMT's to review when they arrive.

Anyone may sign up for this service at any time. Just call our office (715-292-6400) to request the File of Life form. It is a **FREE** service.



"Stepping On" Workshop

The "Stepping on Workshop" is one of the most popular classes in the area. It targets older adults who are afraid of falling, at risk of falling or who



have fallen in the past. It is a seven week commitment with the classes held for 2 hours on one day of each week.



Participants will learn balance and strength exercises as well as learning why a fall happens and how to prevent falls. The class goes over the different products that can prevent falls and offers

some home safety checks for participants unsure of the hazards in their home.

Would you be interested in teaching as a peer leader for this valuable workshop? To become

a peer leader you must take the class, be over the age of 60 years and feel comfortable with the balance and strength exercises. Or you can just help out at the class.



We can always use a few volunteers. Call the NWCSA-RSVP at 715-292-6400 ext 1 or ext 2 for more information on upcoming classes and/or volunteering.

Recording Accurate Hours

Please remember to document your hours either on the Monthly Hours Report at the station or on the Individual Hours Forms. It is important for our record keeping which is federally mandated. The data collected for the volunteer hours goes to our legislators and others to help them determine allocation amounts for RSVP. It shows that seniors are a vital part of the community and provide an essential service to many non-profit organizations in the area.

So keep up the great work, track your hours, and have a good time.

**** Reminder: Please inform the ** office if you are not able to $\frac{3}{4}$ volunteer due to vacations, $\tilde{*}$ * illness, hospitalization or $\frac{\pi}{*}$ rehab, are snowbirds and/or 🖗 retiring as an NWCSA-RSVP 🖗 volunteer. If someone you 🎚 know has passed away a call * to the office would also be * appreciated ... Thank you.



Living Well with Chronic Conditions

Living Well is an evidence based workshop for people who have one or more chronic conditions. A chronic condition is an on-going health problem or disease such as diabetes, heart disease, arthritis and other long term medical conditions. The workshop is a 6-week course that meets for 2 1/2 hours one day per week, facilitated by 1 or 2 leaders.

You'll get the support you need, find practical ways to deal with pain and fatique, discover better nutrition and exercise choices, understand new choices



for treatment, and learn better ways to talk with your doctor and family about your health.

The benefits include improved general health, fewer days of hospitalization, fewer out-patient care visits & cost savings.

Look for a class starting in your area or call the NWCSA-RSVP office at 715-292-6400 for further details.

Extra Insurance When You Volunteer

Extra Insurance When You Volunteer
 One of the benefits of volunteering for NWCSA-RSVP is that you are provided excess insurance protection. It doesn't happen often, but when it does, the results can be serious when a volunteer is injured, or injures someone else while performing his/her volunteer duties. Insurance provided by NWCSA-RSVP is for active volunteers only.
 What NWCSA-RSVP Provides to You
 Accident Insurance:
 Provides excess accident medical insurance <u>only</u> when participating in volunteer activities. "Excess" simply means that if the volunteer has other insurance, such as Medicare, that insurance would be primary, and the coverage provided by our policy would be in excess of Medicare and any other supplemental policies in force.
 Monteer Liability and Excess Automobile Liability:
 This coverage is above and beyond your personal auto liability coverage which must be at least equal to the staterequired minimum
 A volunteer's actions may cause physical injury to another or damage to another's property. If the injured party feels that their injury or the damage to their personal property resulted from the negligence of the volunteer, the volunteer may be sued. When this occurs, the volunteer will need to defend himself or herself, and, if judged negligent, will be responsible for the financial judgment incurred. Our volunteer insurance program includes volunteer liability and excess automobile liability protection for just those situations.
 Coverage also includes:
 A benefit up to \$50.00 for repair or replacement of eye glass frames and up to \$50.00 for repair or replacement of eye glass prescription lenses damaged as a result of an accident. This will only cover volunteers traveling to, during and from their volunteer worksite.

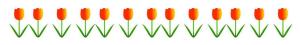
Remember: All accidents must be reported to the site and to NWCSA-RSVP immediately after the occurrence so the necessary steps can be taken to file the claim.

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Mileage Reimbursement

NWCSA-RSVP follows the standards set by the Corporation Standard Program for mileage Reimbursement to RSVP Volunteers. That is why accurate documentation when claiming mileage is vital. Your recorded hours on the Monthly Hours roster indicates that you did indeed volunteer on the day you claimed mileage.

Volunteers who claim mileage must also have the number of his or her current driver's license and the name of their current insurance company on file in our office, plus travel more than 100 miles during the month. The current mileage reimbursement rate for a volunteer driving to and from a work station or assignment is 26 cents per mile when they meet all the above criteria.

Mileage reimbursement forms can be picked up here at the office or sent out if you live a distance from Ashland.

Please complete the mileage forms using ink. If you make a mistake please cross out the mistake with one line, initial near the mistake and write the correct number/word. Or fill your mileage info in pencil first, check for accuracy and then go over with a pen. This is a safe guard against someone changing your form without your knowledge.

Completed Mileage Reimbursement Forms must be postmarked or received by the NWCSA-RSVP office by the 5th of each month or that reimbursement will be denied. It is better if you send, fax or bring these forms directly to the office by the 5th of each month rather than relying on the station supervisor to send them in with the hours report.

Use Windex to clean car interior & windows!

Remembering Family & Friends..

We want to take a moment to remember the following volunteers who have passed away since the last newsletter.

	Genevieve Petrik Jean Dunlap Joanne Skinnes				
	Gloria Boyle Bonnie Schultz				
	Ann Campbell Lillian Hostetter				
	Florence Swanson Suzanne Stenman Dolores Sorrels Shirley Flones Jerry Larson Vivian Cain				

These volunteers are missed by family & friends, by those they served, and by those of us at NWCSA-RSVP who had the pleasure of knowing them.

Ways to Donate to NWCSA-RSVP

<u>Bequests</u> are charitable bequests that can be stated in the will of those who wish to lend support beyond their lifetimes. Giving by will can be a flexible way to participate in the future of a charitable organization after your family's needs have been met.

<u>IRA & Retirement Plans</u> can name a charitable organization to be a beneficiary of these retirement plans. Every dollar contributed to NWCSA-RSVP allows us to help enrich the lives of many local children and adults.

<u>Tributes</u> are a way to honor former NWCSA-RSVP members who may or may not be deceased.

<u>Life Insurance</u> can name an agency such as NWCSA-RSVP as its beneficiary.

<u>Memorials</u> perpetuate the memory of how this special person touched the lives of others. It is a loving tribute to a spouse, relative, friend, or neighbor who is deceased.

To learn more about deferred gifts, planned giving, memorials, or tributes, contact the NWCSA-RSVP office.

Memorials, Tributes & Donations

We would like to thank anyone and everyone who donated to NWCSA-RSVP throughout this last year. Memorials, Tributes, and Donations are always appreciated and are used to extend the services provided by volunteers. Each dollar



contributed allows us to enrich the lives of many other individuals and families.

Volunteering Brings People Together!



What is **RSVP**?

RSVP stands for Retired & Senior Volunteer Program. It is a program that finds meaningful volunteer opportunities for adults age 55 and over and utilizes their talents, expertise, and life-long experiences to help address critical needs in the community.

Mission and Vision Statement:

<u>MISSION STATEMENT</u>: To engage adults age 55 and older in meaningful volunteer service that strengthens the well-being of both self and the community.

<u>VISION STATEMENT</u>: To be a bridge between those who need and those who give.

NWCSA-RSVP is a program of the Corporation for National and Community Service (CNCS), the Federal domestic volunteer agency. Funding is also provided by the State of Wisconsin. There are approximately 741 RSVP projects nationwide and 326,000 RSVP volunteers. Each RSVP is required to have a local sponsoring agency. Wisconsin Northwest Community Services Agency, Inc. has been our sponsor since 1972. An Advisory Council advises and assists the NWCSA -RSVP Program.

VITA & Homestead Credit Help

Did you also know that Homestead Credit can be filed at anytime during the year? To qualify you must be at least 18 years old, rent an apartment or house, or own your place, have an income less than \$24,680 and have



lived in Wisconsin for the entire year. Just call 715-292-6400 ext 1 to find out more information and make an appointment with Beth.



The Volunteer Income Tax Assistance site has been a huge success for the past 5 years. We are able to serve individuals throughout Ashland, Bayfield, Iron and Price Counties with dedicated volunteers who helped staff the site. This great service is brought to you by

the IRS in conjunction with NWCSA (our sponsoring agency).

We would very much like to continue this momentum by finding additional interested volunteers to help out at this site for next tax season. Become a greeter or tax preparer. Greeters welcome the clients, hand out paperwork, assure that the clients have their required information in hand for our tax preparers and make appointments when needed. Training for this position is minimal and requires reliable individuals with organizational skills. Tax preparers will require at least 20 hours of training to become certified by the IRS. This certification is completed on line at your own pace before the tax season begins in January. At a minimum, a preparer needs to be certified through the basic level. But volunteers may also certify through the intermediate and advanced levels if interested. The level you obtain is up to you. It is a great way to help the community. If you have an interest in volunteering please contact NWCSA-RSVP as soon as possible to sign up and join the team. It is a worthwhile cause.



Welcome all New Volunteers

Welcome new volunteers! We enrolled **36** new volunteers from May 2014 to June 2015, serving in a wide variety of stations throughout Ashland, Bayfield, and Iron Counties. NWCSA-RSVP volunteers are <u>**THE best recruiters**</u> as they spread the word about volunteering and the need for more volunteers. Do you know someone who is interested in volunteering? Please pass this newsletter on to a friend or neighbor and tell them what NWCSA-RSVP means to you!

\$	Ruth Amraen	Norma Knetter
2	Anna Mae Anderson	Marilyn Korseberg
	Craig Buzzell	Ruth Manske
	Marie Carlson	Mary Morris
5	Allen Chechik	Bridge tt e Nasi
S.	Susan Chvatik	Jody Olkonen
1	Nancy Clarke	Linda Pakula
	Bridget Cross	Toni Pederson
	Gladys Dickrell	Betty Reinke
5	Kim Finnegan	George Rydberg
S.	Delores Genisot	Sharon Stuhr
8	Gretchen Giancola	Sally Toepfer
	Diane Hall	Arlene Tosch
	Diane F Hill	Gerry Traczyk
5	Catherine Kalmon	Barbara Valle
S.	Şusan Kelly	Martin Vitek
8	Beverly King	Loretta Walquist
	Suanne Klein	Patricia Wonderling
J.		

Did you know

- August has the highest percentage of births
- unless food is mixed with saliva you can't taste it
- the average person falls asleep in 7 minutes
- a bear has 42 teeth
- an ostrich's eye is bigger than it's brain
- most lipsticks contain fish scales
- no two corn flakes look the same
- lemons contain more sugar than strawberries
- 8% of people have an extra rib
- 85% of plant life is found in the ocean

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- rabbits like licorice
- the Hawaiian alphabet has 12 letters

Advance Directives, Living Will, Power of Attorney

You have the right to make decisions about your health care. This includes the right to accept or refuse medical or surgical treatment and the right to plan and direct the types of health care you may receive in the event you become unable to express your wishes. You can do this be making an advance directive.



An *advance directive* describes in writing your choices about the treatments you want or do not want or about how health care decisions should be made for you if you become incapacitated and cannot express your wishes. An advance directive expresses *your* personal wishes, beliefs and values. When making an advance directive you should consider issues like dying, living as long as

possible, being kept alive on machines, being independent, and quality of life. Addressing these issues may be difficult but it is necessary if you want your wishes followed. In Wisconsin, if you are 18 years of age or older and of "sound mind" you can make an advance directive.

There are 3 ways to make a formal advance directive in Wisconsin

- 1. Living will
- 2. Power of attorney
- 3. Legal document drafted by your attorney



A <u>living will</u> or a <u>power of attorney</u> for health care document may be available from your health care provider or can be obtained from the Division of Public Health or accessed from the Department's forms library (http://dhs.wisconsin.gov/publications/DQAnum.asp). You do not need an attorney to complete these forms, however, two persons must witness your signature. The form describes who may or may not be a witness.

The third way to express your wishes is to have a <u>legal document drafted by your attorney</u> and appropriately witnessed.



A *living will* informs your physician regarding your preference or wishes about life-sustaining measures to be used when you are near death or in a persistent vegetative state. The life-sustaining measures mentioned in the living will include treatments or machines that keep your heart, lungs, or kidneys functioning when they are unable to do so on their own. The living will

goes into affect only when 2 physicians, one of whom is your attending physician, agree in writing that you are either near death or are in a persistent vegetative state that cannot be reversed and are unable to understand or express your health care choices.



The **<u>power of attorney</u>** of health care is a document in which you appoint another person (a health care agent) to make health care decisions for you in the event that you are not capable of making them yourself. A health care agent can make a wide range of health care decisions for you such as whether or not you should have an operation, receive certain medications or be placed on a life support system. In some areas of health care your care agent is not allowed to

make decisions for you unless you give him or her specific authority in those areas when you compete the form. These areas are:

- \Rightarrow Admission to long term care facilities
- \Rightarrow Limitations on mental health treatments
- \Rightarrow Health care decisions for pregnant women
- \Rightarrow Pregnancy care
- \Rightarrow Provision of a feeding tube



Your health care agent will make decisions for you based upon your directions, his or her knowledge about you and your wishes and his or her opinion about what is best for you. It is important to choose some who knows you well and to disuses your treatment preferences with him or her in advance. You can also include specific instructions about the type of treatments you want or do not want (e.g. surgery) when you complete the form. The power of attorney for health care goes into affect only when 2 physicians or a physician and psychologist agree, in writing, that you can no longer understand your treatment options or express your health care choices to others.

The difference between a living will and a power of attorney for health care is that a living will goes into affect only when you death is very near or when you are in a persistent vegetative state and you have lost the ability to make medical decisions. It deals only with the use or non-use of life sustaining measures.

A power of attorney for health care goes into effect when you are incapacitated and can not longer make health care decisions, but you do not have to be close to death or in a vegetative state. The power of attorney for health care also allows another person to speak for you and make decisions for you that are both limited to life-sustaining measures. It is not necessary to have both a living will and a power of attorney for health care. If you do have both documents you should make sure they do not conflict.

You can cancel or replace a living will or a power of attorney for health care at any time by expressing this verbally or in writing to your physician or health care provider. The different ways you can do this are also explained in the letter that accompanies the forms you complete.

Some health care providers and physicians may have policies or beliefs that prohibit them from honoring certain wishes made in advance directives. It is important to discuss your wishes with them in advance to determine if they will honor your advance directives. If a physician or provider is unwilling to honor your wishes, the physician must make a good faith effort to refer you to a physician who will meet your needs

If you do not make an advance directive you will still receive medical care. However there is a greater chance you will not receive the types of care and treatments you want if you do not make an advance directive. A physician will generally look to your family, friends or clergy for decisions about your care if you do not have an advance directive. If the physician or health care facility is unsure, or if your family is in disagreement about the decision they may ask the courts to appoint a person (a guardian) who will make decisions for you.

You should keep your advance directive in a safe place where you and others can easily find it. Make sure your family members and attorney, if you have one, know you have made an advance directive and know where it is located. (Do not keep it in a bank safe deposit box.) You should also ask your physician and your other health care providers to make your advance directive part of your permanent medical record.

These forms may be available from your attorney, physician or hospital.

Print the forms from the internet http://dhs.wisconsin.gov/forms/AdvDirectives/index.htm

Send one business sized self-address stamped envelope to this address:

Wisconsin Division of Public Health, DPH Operation, Living Will / Power of Attorney, PO Box 2659, Madison, WI 53701-2659.

Info from https://www.dhs.wisconsin.gov/health-care-coverage/advance-directives.htm

Helping Hands for Warm Hearts

Helping Hands for Warm Hearts is still going strong in the Ashland area and volunteers are always welcome to knit, crochet or sew hats, mitts and scarves for school age children and low income families. We have yarn at the office and some fabric to get you started. Just stop by and ask. Afghans and lap robes are also part of this endeavor to keep the cold out. Or if you are a bit more adventurous making and donating a quilt can brighten anyone's day.



Dianne Buelow is still the lead volunteer keeping the program running year round but could use some help tagging and organizing. **Anyone interested?**



Northwest Retired & Senior Volunteer Program

623 Second Avenue East, Suite 1 Ashland, Wisconsin 54806

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www.northwest-csa.org

PRESORT STANDARD US POSTAGE PAID ASHLAND, WI 54806 PERMIT #250

Change Service Requested

Yes! Want to H	elp the NWCSA-RSVP!	
	ces in the areas of thrift shops, museums, transportation drivers neal sites, school tutors, and many more.	
DONOR INFORMATION	Please accept my tax deductible donation of \$	
Name:	□ I am making this gift in memory of :	
Address:	· · · · · · · · · · · · · · · · · · ·	
City/State/Zip:	□ I am making this gift in honor of:	
Phone Number:		
Email:	 If you want the person you are honoring to receive an annoucement of your gift, complete the following: 	
Please detach and mail to: NWCSA- RSVP	Address:	
623 Second Avenue East, Suite 1 Ashland, Wisconsin 54806	City/State/Zip:	
Or go online to <u>www.northwest-csa.org</u> to donate to NWCSA-RSVP	□ I am interested in volunteering. Please call me at	
Thank you for any amount you could spare to assist NW	/CSA-RSVP and remember your contribution is 100% tax deductibl	

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