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## Message from the Board Chair

With 2018 well under way, the LOWLINC Board is looking forward to another successful year. During our December meeting, we outlined our 2018 goals. Based on membership growth in 2017, we expect our membership will top 80 during 2018, up from the current 56. Each month, our 90 volunteers complete about 200 services, and as the membership grows, we anticipate continued growth in service requests. We hope to increase the number of volunteers and attract more volunteers who can drive. We also would like to engage more members in our activities and committees. With our social activities enabling members to get out of the house and have fun, exciting plans are already under way to increase the types of social activities we offer. Our popular Speaker Series, open to all LOW residents, will continue with some interesting topics and speakers. Finally, we are in discussions to organize a wine festival fundraiser in the fall.

These activities are just a sampling of our priorities for 2018. While we ask for input each fall in our member and volunteer surveys, we are always open to comments and suggestions. If you'd like to become part of LOWLINC as a member or volunteer (or both!) please let us know. We welcome your involvement!

Mary-Jane Atwater

## Vicky Fleming Elected to LOWLINC Board; Carolyn Graham Named Board Member Emeritus



At its December 6 meeting, the Board elected Vicky Fleming (left) to Board membership. Vicky has served with distinction as the Volunteers Committee Co-chair and Chair since our founding. You can read more about Vicky on our website's [Meet the Board](#) page.

At the same meeting, Carolyn Rourke was reelected to the Board and as vice chair, and Donalda Lovelace was reelected to Board membership, both for second terms.

Carolyn Graham (right), who has served on the Board since 2015, completed her term and was named Board Member Emeritus. Carolyn's thoughtfulness, wise counsel and commitment to improving the lives of seniors have been valuable and inspirational in getting LOWLINC launched.

Completing the LOWLINC Board of Directors are Jeff Flynn, President, Mary-Jane Atwater, Board Chair, John Beisheim, Treasurer, and Emily Slunt, Member.



## Volunteer Spotlight

### Heaven-Sent Heroes: LOWLINC's Friendly Visitors

By Mary-Jane Atwater

For some of our members who can't leave home as frequently as they used to, the knock on the door from one of LOWLINC's friendly visitors is a welcome sound. Members' spouses and family members also appreciate these visits from LOWLINC volunteers because they can then leave home for a couple of hours for shopping or socializing, knowing their family member is safe and busy with a new friend.

Friendly visitors engage in a wide range of activities with members. Volunteers chat over coffee, read to members, play cards, take a member out for ice cream, watch TV, do a craft project, and assist with exercises. One volunteer attended a painting class with a member. Several volunteers combine mail pick up with a visit. In 2017, LOWLINC volunteers spent 320 hours making a total of 126 friendly visits.

According to Lee Strain, who volunteers one or two times a month, "We have a good time playing cards or just sitting and talking. I've come to know the member I visit, and we've developed a friendship. While I'm there, his wife gets the chance to get out to run errands or pursue the activities she enjoys."

One LOWLINC member describes the friendly visitors as heaven sent: "The volunteers who are coming are angels. My husband enjoys them so much and is always in such an upbeat mood when I get back. It is wonderful for me, as well, as I don't have to worry while I am enjoying my time away."

Eileen Appleyard is one of LOWLINC's most active volunteers, including serving as a friendly visitor. Her favorite part of her friendly visits is hearing the members talk. "I simply ask about their past, and they really get going. Just when I think I know all about a member's past, they will say something new and interesting about what they have done. I see how much joy they have in telling me their stories. It's fascinating."

Bud Logan volunteers regularly as a friendly visitor for two members, playing cards, talking and just keeping them company. "I know they enjoy it, and I enjoy it, he says. "Someday, I will want the same service."



*Pictured (l to r): Eileen Appleyard, Bud Logan, Emily Slunt, Elizabeth Wiley, Vicky Fleming, Bobbie Prees, Lynn Cryblskey, Ted Cryblskey*

LOWLINC currently has 17 volunteers who make friendly visits. Joining those pictured to the left are Elizabeth Arndt, Carleen Delio, Walt Diercks, Peggy Grella, Natalie Logan, Marjorie Lohman, Lee Strain, Karl Salis and Sylvia Templin.

If you would like to become a friendly visitor or if you signed up and haven't yet participated, please call Sparkle.

## LOWLINC'S Preferred Service Providers

By Mary Hannon, Chair, Preferred Service Providers Committee

LOWLINC's Preferred Service Providers Committee is developing and expanding our list of recommended providers for paid services. We now have 53 service providers whose references and backgrounds have been checked.

To get on our list, a service provider has to submit an application and give us three references. Committee members call the references and check websites such as Better Business Bureau, Google, Angie's List and Yelp. If the service requires a license, we check with the state licensing agency to make sure the license is current. We also check local court records to see if there are any criminal convictions or civil judgments against the provider.

Both members and volunteers can use this service. If you need a paid service provider, call Sparkle or email [lowlinc.coordinator@gmail.com](mailto:lowlinc.coordinator@gmail.com). We do not send out the entire list, just the names and contact information of the available providers for the service(s) you have requested. After a service provider has been referred to you, committee members call you to find out whether you used the provider and were happy with the work.

The committee is always looking for suggestions for good service providers to add to our list, as well as feedback on service providers we refer to you. If you know a service provider who has done good work or have comments about a service provider we have referred to you, email me at [mhannon1@comcast.net](mailto:mhannon1@comcast.net).

## Member Outreach Committee Established

The LOWLINC Board of Directors has created a new committee that will focus on promoting membership and strengthening and enhancing programs for members. The committee is responsible for developing member enrollment and retention strategies, conducting member promotion activities, recommending new programs for members and administering the annual member satisfaction survey. Joe Sauro, a LOWLINC member and volunteer, and Eileen Appleyard, one of LOWLINC's first and most active volunteers, will serve as co-chairs and are in the initial stages of forming their committee and its action plan. "We are excited to kick off this new program and look forward to contributing to LOWLINC's success," they said.

## Board Attends Village to Village Network Conference

In early November 2017, LOWLINC Board members attended (at their own expense) the annual conference of the Village to Village (VtV) Network in Baltimore. There are 200 established villages such as LOWLINC in the U.S. (and even one in New Zealand!) and 150 more in development. More than 400 village representatives attended the conference, where we heard presentations and attended breakout sessions on such topics as using technology, fundraising, forming partnerships, reducing social isolation, emergency preparedness and memory loss. We were delighted that Board member Carolyn Rourke was nominated for VtV Network Volunteer of the Year in recognition of her many contributions to every aspect of our organization. We all came home with new energy and ideas and a sense that LOWLINC, while only two years old, is well established and heading in the right direction.

## LOWLINC Partners with University of Mary Washington

By Carolyn Rourke

Last fall, LOWLINC began a project with the University of Mary Washington (UMW) Honors Program to develop instructional materials to help LOWLINC members learn more about their smartphones. In the UMW Honors Program, students at the sophomore level select service projects submitted by local



*UMW Sophomore Hannah Treichler and LOWLINC member Joy Boles look at Apple iPhone operation.*

organizations and agencies and work collaboratively to achieve the project's goals. LOWLINC is working with UMW on a two-phase smartphone project. In Phase I, completed last fall, two students conducted research to identify how LOWLINC members use their smartphones, what functions they would like to learn more about, and what methods of instruction they find most useful. The students conducted a focus group with several LOWLINC members as a part of their research and developed an outline for a written manual. During phase II of the project, commencing now, students will

develop the manual, designed specifically for smartphone use by seniors, with a glossary of terms and step-by-step instructions in using the most popular types of smartphones. The project is expected to be completed in early May.



*LOWLINC member Liz McGillicuddy and UMW student Cristina Montemorano discuss functions of the Android phones.*

## 2017 LOWLINC Annual Report Published

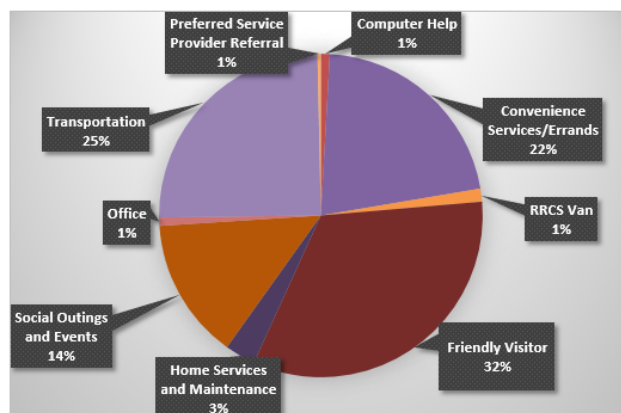
By Carolyn Rourke

LOWLINC had a banner year in 2017. Ninety volunteers provided more than 2,300 services to a membership that grew to 55. We started new programs, including skills-building for volunteers, the community-wide Speaker Series, Medical Note Taking for members and this newsletter, and we held a successful and fun fund raiser with At the Hop. None of these initiatives and services would have been possible without the dedication and continued support of members, volunteers, supporters and the community. Thank you! You can read the Annual Report [here](#).

### LOWLINC Services in 2017

Computer Help	21
Convenience Services/Errands	511
RRCS Van	31
Friendly Visitor	790
Home Services and Maintenance	73
Social Outings and Events	336
Office	20
Medical Note Taking	4
Transportation	592
Preferred Service Provider Referral	8

Services Provided: 2,386  
Miles Driven: 15,448  
Hours Donated: 2,042





## Health and Wellness Corner

### Feeling Sick?



### Cold or Flu? What to do?

- Tried-and-true home remedies can help you feel better when you find yourself "under the weather" with a cold or the flu. And a few over-the-counter medications can help relieve nasty symptoms.
- The first question is; do you have a cold or the flu? Chances are, if you had a flu shot, you don't have influenza.
- You can still get vaccinated to protect yourself the rest of the flu season, which runs through April, according to the CDC.
- The symptoms are confusing, but here's a simple test: People with the flu get sick more suddenly, look much sicker, and feel sick all over. High fevers, body aches, extreme fatigue and dry cough are also more likely to be flu, according to experts at eMedicineHealth. The common cold generally consists of; a runny or stuffy nose, a slight fever, and coughing.
- In either case, antibiotics are not the cure. In fact, taking these prescription medications weakens their effectiveness for when you really need them. Colds and flu are caused by viruses. Antibiotics cannot fight viruses. So reserve them for bacterial infections, and your doctor is the best judge of that.
- Often, what you need to ease the symptoms of colds and flu can be found right at home – where you should be so you aren't coughing and sneezing and infecting others. Mary Windle, PharmD, Pharmacy Editor of eMedicine, Inc., and Adjunct Assistant Professor at the University of Nebraska Medical Center, College of Pharmacy, offers this prescription to feel better fast:

#### For chest congestion:

- Drink plenty of fluids (8 to 10 cups a day) such as water, sports drinks, herbal teas, fruit drinks, or ginger ale. Fluids help break up congestion, prevent dehydration and keep your throat moist.
- Inhaled steam can ease congestion too. Create steam with a humidifier, or steam up the bathroom by running a hot shower.

#### For nasal congestion:

- Relieve clogged nasal and sinus passages caused by excessive mucus with either decongestant pills or with a nasal spray. These are best taken following a hot shower and lots of nose blowing to clear out the mucus as much as possible.

#### For fever and pain, body aches and tiredness:

- Rest in bed.
- Over-the-counter medications such as acetaminophen (Tylenol) or ibuprofen (Advil or Motrin) can help decrease fever and ease sore throat pain and body aches.

#### For cough:

- For a dry hacking cough, you may choose a medication that contains a cough suppressant – Look for over-the-counter medications that contain dextromethorphan.
- For a cough that produces excessive mucus, or phlegm, you may want to use an expectorant that loosens phlegm. Guaifenesin is the most common active ingredient.

#### For sore throat:

- A warm salt-water gargle can relieve a scratchy throat.
- Lozenges, mouthwashes, and sprays that contain a numbing ingredient can ease the pain.

Courtesy: Wellness Proposals

Source: Consumer Health News

**DID YOU KNOW....**

...LOWLINC conducted member and volunteer satisfaction surveys in the Fall of 2017.

The results of the **member survey** showed a very high level of satisfaction with LOWLINC membership, with all members agreeing that the organization has met their expectations. Respondents strongly agreed that LOWLINC provides the services they want and need and described their interactions with volunteers as excellent.

In the **volunteers survey**, 85% reported “very” or “extremely” high levels of satisfaction with the activities they are asked to perform and the time required. Ninety-one percent reported high levels of satisfaction with the scheduling process. The survey provided helpful information for planning 2018 Volunteers Meetings and other activities involving volunteers.

**Upcoming LOWLINC Events**

**LOWLINC Speaker Series: Dr. Craig A. Reigel of the Virginia Orthopedic and Spine Center. Yes! You Can Play Again--Free from Pain.** Tuesday, March 6. 10:30 a.m. to 12:00 noon. Community Center.

**Members Social and Pizza Party.** Conversation, company and games! Bimonthly get together on the second Monday of March-May-July-September-November. 10:30 a.m. to 1:00 p.m. Community Center.

**Monthly Dining Out. Members and Volunteers Invited.** Various local restaurants.

For details on LOWLINC’s upcoming events, see our website: [www.lowlinc.org](http://www.lowlinc.org)

**You Can Support LOWLINC....**

....when you shop on Amazon through [smile.Amazon.com](http://smile.Amazon.com). Amazon donates a small percentage of your purchase to LOWLINC...at no cost to you.

**LOWLINC Board:**

Jeff Flynn, President  
 Mary-Jane Atwater, Board Chair  
 Carolyn Rourke, Board Vice-Chair  
 John Beisheim, Treasurer  
 Vicky Fleming, Member  
 Donalda Lovelace, Member  
 Emily Slunt, Member  
  
 Carolyn Graham, Member Emeritus  
 Sparkle Capitano, LOWLINC Coordinator

**LOWLINC Committees and Chairs:**

Communications, Chair Open  
 Fundraising, Donalda Lovelace  
 Membership Intake, Gordon Rowe  
 Member Outreach, Joe Sauro and Eileen Appleyard  
 Preferred Service Providers, Mary Hannon  
 Social Activities, Maureen Callahan  
 Volunteers, Vicky Fleming  
  
 Newsletter: Carolyn Rourke, editor  
 Marilyn Davis, production  
 Elizabeth McGillicuddy, copy editor

**LOWLINC (Lake of the Woods, Living Independently in Our Community)**, is a 501(c)(3) nonprofit fee-based service organization whose mission is to enable LOW’s older residents to remain safely and independently at home. Our operating model is based on the nationwide village movement.

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