



Neighbors Helping Neighbors

THE EXCHANGE

Fall 2021

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The Return of the Golden Age

I have always believed in the mission of helping older adults. From the first time I came to PIC and met with leaders and volunteered; I fell in love and believed my place was helping the older adult community. I wanted all older adults to receive the same care that I give my own mother.

Throughout my time here, I have seen the organization go through many changes. We moved into new facilities and opened new locations. However, we were put to the test with COVID-19 but we persevered and we stayed on course. More than ever, our members needed us and we did not waiver. We have come out of this with lessons learned, but we have had our beloved volunteers return and new faces join us. We continue to be a blossoming flower that continues to open and develop new ideas to help the community.

I am excited that we have partnered with the Department of Aging on the state level to bring Community For Life into the fold. This paid program allows us to expand our shared services and create sustainability for the organization.

With the Delta variant providing a real threat, we are reliant on our dedicated staff and prayer to get us through. I am certain with our expansion we will continue to bloom in any storm.

As I look ahead to the future, I will continue to lead my team to bring PIC services throughout the state and it is my vision to grow our reach outside the state. We are in the golden age of organization with every day providing something new.

Thank you for your support and we are excited to bring all our efforts to you in this newsletter.

Creating a Community For Life

Partners In Care has always been known for its service exchange model. Donate time, receive a service. Community for Life (CFL) presents an opportunity to expand service to more members and gives peace of mind to their adult children.

CFL was inspired by Rona E. Kramer, Maryland Secretary of Aging. On her trip to Israel, Kramer wanted to learn how the country handles services for their aging population...(Continued on Page 4)





Zentgraf w/Veteran Paul & wife Pam

Veterans Helping Veterans deploy

When Member Care Director, Sharon Zentgraf came to PIC, she looked at member care gaps and saw the lack of service and resources focused on Veterans.

Zentgraf, coming from a military lineage, started work on a program that sought to bring together the culture of service by partnering Veterans who volunteer their time and talents to help other Veterans.

After a Veterans' Day Celebration, a survey was administered asking PIC Veterans for input about their needs, requests, and services. How could the organization best support them? Through their responses, the VHV program was formed. The volunteers expressed the need for camaraderie, social connectedness, and a trusted resource to help them connect.

VHV has brought the Veteran community a sense of home. It captured the attention of other veterans in the community who were eager to volunteer knowing they were serving their brothers and sisters who wore the uniform proudly and served their country.

PIC brought in Aliceanna Collective (a Veteran-owned company) to make a promotional video that would be utilized to recruit other Veterans to help the cause. "We had fun working with everyone involved. From getting the props together to cheering one another on, everyone teamed together to make this project a success," Zentgraf exclaimed.

The video took the viewer into the lives of Veteran volunteers and showcased generational variety of volunteers. "I can't describe how easy and comfortable the production company made everyone feel," Zentgraf said with a smile.

With an in house premier (consisting of staff, volunteers, and board members), it was met with instant success. The video launches today, in tandem with PIC's YouTube channel and streaming across all PIC's social media platforms.

Zentgraf doesn't want to stop there. Like a North American X-15 plane, she plans to go maximum speed and wants to expand to all counties where PIC has a presence.

Scan and watch the VHV video online and connect to resources>>



Boutique Q&A: The Sweet Ds

What made you decide to volunteer? COVID restrictions in 2020 cancelled weekend trips with my husband to visit our grandchildren. Volunteering at PIC filled both my need to stay busy and my need to help others.

Describe a typical day in receiving and processing: It is nonstop! Special projects like measuring linens, sorting books, and testing lamps in addition to the main job of receiving and processing donations fill my entire shift in a very satisfying way.

Most interesting donation you've received: Antique kitchen implements I have not seen before and do not know how to use.



Dona, Rose, & Peggy

The Frederick Site is Growing

The Grand Opening of the Frederick Boutique on July 16th was a great success, thanks to all the Partners In Care staff and volunteers who helped. Special thanks are given to Bud Otis, Business Development Director who has played an important role in the expansion of Partners In Care Frederick

Since being featured in the Frederick News Post, Partners in Care Frederick has attracted more customers and more donations. Please continue to spread the word.

If you are interested in learning more, you may read the article “Partners in Care upscale boutique offers affordable style and a way to give back to Frederick,” published by Frederick News Post on 19 July 2021.



Volunteer Snapshot

Location:

Partners In Care Frederick
5 Willowdale Drive, St. B1
Frederick, MD 21702
Phone: 301.682.7433

Business Hours:

Office:

8:30-5:00 Monday-Friday

Boutique:

10:00-6:00 Tuesday-Saturday

We thankfully accept gently used clothing, jewelry, home décor, small furniture, books, etc. during business hours.

To learn more or volunteer with PIC programs, contact Site Director Hongwei Xu at hongweixu@partnersincare.org



Volunteer drivers/handyman at the Grand Opening. From left: Joanne Weiss, Jim Monroe, Sally Selby, Bob Ladner, Ernell Graham, Greg Bowen, and Dick Terrel



Partners Club in Frederick keeps PIC members active and connected. Members are learning new skills with volunteer leads Joanne Weiss and Marusia Zearfoss (2nd from right).



Volunteer Debbie La Scola, who has been working at the Boutique since June 2020 is part of the jewelry team helping sorting and pricing jewelry



Volunteer Interviewer Rhonda Visser taking notes during a home visit. She has been an office volunteer and volunteer interviewer since 2019.

CFL Continued

What she found was there were no nursing homes or assisted living facilities. How? Israel brings non-medical services to people in their homes.

Since 1993, PIC, has been working to provide older adults with the ability to remain independently in their homes and engaged in the community. It was a perfect fit. With PIC already providing services to Talbot County (the main hub of CFL), the two joined forces. CFL became a program under Partners In Care Maryland, Inc. One of the big benefits of CFL was that it would create sustainability for the current service exchange program. Everyone would still have a ride, but the option for a paid package is also available.

With the rise of the new program came the need for staffing for the program. Bud Otis, Business Development Manager had connections around Washington County. Through a mutual friend, Kerry Fair was brought in for an interview. Fair had already been doing community work which made her a prime candidate to get this program out to the communities. "I met with Mandy, [CEO] and recognized it was a very needed program in Washington County. There was a severe lack of service," Fair said.

Fair took the position of CFL Navigator for Washington County and with her enthusiasm and zest for the program, became the CFL Deputy Director.

Initially, the program began with two tiers which included a number of services. However, PIC is looking at adding more tiers that are more customizable and fit the need of the individual. "Not everybody needs a handyman, or maybe they just want transportation," informed Fair.

Membership to the CFL program is open to individuals, or households up to three people aged 65 or older.

With CFL being new territory, data is always being collected to make sure all PIC members have everything they need. Fair and other CFL employees complete a Senior Home Safety Specialist Credential course that looks at every aspect of a member's home. Fair said lighting (which can affect a member's visibility) or the structure of a home can impact a member to live independently at home.

While CFL supports independent, older adults, it is also beneficial to the family. Fair is currently looking at taking the program to the teacher's union. The program is a resource for anybody that has parents getting older.

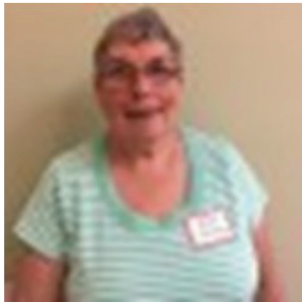
Fair is always looking to the future and to grow PIC's CFL program. The company has set a goal to have at least 100 members in each county by the end of June 30, 2022. A new location is also being added to the program, Montgomery County. "I'd love to see it bigger than that. I would love to see more parts of the state offering CFL," Fair said.

Legacy of Remembrance: There is a saying, "a society grows great when old men plant trees whose shade they know they shall never sit in."

This is the sentiment the Legacy Giving campaign prompts. "Legacy giving is a way to offer continued support to PIC after you are gone. It is a chance for them to continue supporting the PIC mission for years to come," says PIC's April Stup. It works in tandem with the boutique, grants, and other living donations to sustain the organization.

The program has evolved as the non-profit has. The process was changed because the lives of the staff and members have become so intertwined that donors feel they are giving to family.

Stup took the campaign by the roots as the pandemic came into the picture and PIC hit a standstill. During this time, Stup took the time to get the necessary research and documents together and tailor them to PIC. She also compiled a vision board and collected images and quotes to gain inspiration. Eventually PIC was able to reopen and execute the plan to grow.



**Volunteer
Of the
Quarter:
Judith Musch**

Upcoming...

Sept. 7th— 10-12PM & Sept. 16th 2-4PM— New Volunteer Orientation dates at our PIC office: 8694 Commerce Dr. , Easton. Please call the office 410.822.1803 for more information and to register. One-on-one orientations can also be scheduled at your convenience.

Sept. 22nd— 10:30-12:30PM BISM Training @ American Legion/ Talbot, 29511 Canvasback Dr., Easton for our low vision group members. Call the PIC office to register and to request transportation

Judy Musch has spent over a decade helping neighbors in our community as a volunteer with Partners In Care Mid Shore. Since December 2010, Judy has driven approximately 11,160 miles. She has been our “lifesaver” accepting rides that may have otherwise gone unfilled. She is what volunteering is all about-- giving of her time to a cause she believes in.

Driving for Partners In Care has been so rewarding in many ways”, says Judy. “You meet the nicest people and learn about them and they are so appreciative of you giving them time. Friendships are formed and with some you feel as though they are your family.

Partners In Care provides a much needed service”. All of our members continue to share with us their love and appreciation for Judy on a daily basis.

Not only does Judy transport our members safely to and from their appointments, she gives so much of her time to our organization. You can count on her to assist with all aspects of our fundraising efforts all year long. Her willingness to jump in and go the extra mile and help with any task has been very much appreciated by all!! Thank you, Judy!! . We are forever grateful!

BISM (Blind Industries and Services of Maryland)

On June 23, 2021, BISM provided blindness training to our Low Vision Group which covered resources/ rehabilitation programs, quality products/services, technology with speech such as smart phones and computers, cane travel with a long white cane and sharing resources to our members. PIC will continue the partnership with BISM as they would like to provide more training with excellent hands-on activities based on Technology, Braille, Culinary Arts and Education with emphasis on independence and confidence so that individuals can reach their independent living goals. The next BISM event is September 25. Please call our PIC office for registration information and transportation if needed.

Volunteers Needed! Recommend a friend and be entered to win a prize!

We are so grateful to all of our volunteers for helping us to keep going through the busy summer months. Now it's time to add to our volunteer ranks, and we are again asking for your help! Please let your friends and family members know about our volunteer opportunities. Partners in Care will be holding a competition for the month of September. For every person you refer who signs up for volunteer orientation, we will put your name in a drawing for a \$50 gift certificate to Vantage Books in Easton. Buy something for yourself, or get a jump start on holiday shopping. We will hold the drawing on Thursday, September 30, so let us know who you recommend! And thanks as always for spreading the word about Partners In Care.



**Supporting Older Adults
in Our Community**

*8151-C Ritchie Highway
Pasadena, MD 21122

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The Exchange

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**Partners In Care
Maryland, Inc.**

Be a PIC hero—select a monetary gift below.

- **\$25:** Keeps the Boutique a place of community and an outlet for older adults.
- **\$50:** Can provide friendly phone calls and friendly visits ensure that those without support never feel alone.
- **\$75:** Provide handyman services to assist with changing lightbulbs, fixing a leaky faucet, or installing a handrail.
- **\$100:** Can get an older adults to a doctor's appointment, a trip to the grocery store, or run errands.

To give, Scan here:



Or visit:

<https://qrco.de/bcHhX8>

You can also send a check to PIC at 8151-C Ritchie Highway, Pasadena, MD 21122