



NWCSA-RSVP Newsletter

Northwest Wisconsin Community Services Agency Retired & Senior Volunteer Program

Covering Ashland, Bayfield, Douglas & Iron Counties



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3rd Quarter 2020

From the Desk of Beth Soch, RSVP Program Director

This story called "We are Human Too" talks about us as volunteer leaders. This year has been especially difficult. The "Pandemic is a worrisome time and we, leaders of volunteers' worry. A lot. Like mother hens we cluck about, gathering masses under our protective wings. I got you." We murmur, pulling everyone close.

We worry about the frail volunteers who are determined to keep volunteering but may become infected with the virus. We worry about the volunteers who stay home and are missing that one, bright, special spot in their lives as they hunker down, alone. We worry about the clients we serve and how they are deprived of that perfect moment, when our skilled volunteer makes a connection, soul on soul.

We worry we aren't doing enough, or we're overlooking a volunteer who needs us. We worry that things will never be the same again, and our volunteers will leave over new regulations. We worry that volunteers may experience a new normal and be reluctant to work directly with clients.

But I will offer this: Your worry means you care. Your worry means you are determined to make this world a better place. One volunteer, one client, one program, one training, one speech on volunteer value, one long night of blowing up balloons, one showing up at a volunteer's swearing in as a new citizen at a time.

Believe in your abilities and take care of yourself."



Mary's Commentary

This has certainly been quite a year for everyone. We have all been affected by Covid-19 in some way, shape or form. Our entire way of life has been disrupted to the point that whenever you step outside your home you have to think about where you are going, combining several errands into one trip, "do I have my mask", "do I need gloves", "where is my hand sanitizer", staying 6 feet apart, etc. It makes my head spin.

Our office procedures have also changed as a result. The building is now only open from 9am-2pm, Monday through Friday. The doors are always locked so any visitors must knock to be let in and wear a mask. We take your temperature at the door and then ask the Covid-19 screening questions all before you may enter the building.

All in all we will get through this in time but the future normal may look different from the past we had.



OFFICE HOURS FOR NWCSA-RSVP in ASHLAND

8:00am to 4:30pm

Building open 9:00am to 2:00pm

Monday—Friday

If no one is available please leave a voice message.....

Beth: 715-292-6400 X1

Mary: 715-292-6400 X2

Fax: 715 -292-6403

Email: bethrsvp@northwest-csa.org

Email: mfoley@northwest-csa.org

Mission and Vision Statement

MISSION: Engage persons, 55 and older, in meeting critical needs that strengthen our community, improve lives and foster civic engagement through service and volunteering.

VISION: Provide our volunteers and our stations opportunities for any individual, 55 or older, to stay healthy and make a difference by meeting community needs.

RSVP Advisory Council

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.

Marilyn Jaeger

Stewart Holmen

Peggy Johnson

We lost 2 board members this past year and are looking for new members to fill their positions. We welcome anyone to join so please consider this as another positive way to

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

DATES TO REMEMBER

Sept 7—Labor Day—Office closed

Sept 22—1st day of Autumn

Nov 3—Election Day

Nov 11—Veteran's Day Observance—Office closed

Nov 26 & 27 —Thanksgiving—Office closed

Dec 22—1st day of Winter

Dec 24 & 25—Christmas—Office closed

Dec 31 & Jan 1—New Year's—Office closed

Feb 14—Valentine's Day

Mar 17—St Patrick's Day

Exactly 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.

NWCSA-RSVP is the federal program of the Corporation for National and Community Service (CNCS) which is the Federal domestic volunteer agency. Funding is also provided by the State of Wisconsin. Nationwide there are approximately 741 RSVP projects with 326,000 RSVP volunteers. Each RSVP office is required to have a local sponsoring agency. Northwest Wisconsin Community Services Agency, Inc. (NWCSA) has been our sponsor since 1973. An Advisory Council advises and assists the NWCSA-RSVP Program.

Newsletter



Primary Focus Areas for NWCSA-RSVP in Ashland, Bayfield, Iron & Douglas Counties

- ♦ **The Brick Ministries** helps families and individuals in need within Ashland & Bayfield Counties by offering a Food Shelf Program that distributes food and personal care items at four locations: Ashland, Cable, Cornucopia and Mellen. The BRICK's Benevolence Program assists with emergency financial resources and provides referrals. Volunteers can help out at The Brick in various ways from assisting at the front desk to picking up donations.
- ♦ **Volunteer Income Tax Assistance (VITA)** operates during the tax season with volunteers that prepare taxes at no cost or greet clients at their appointments. This is a valuable community program for those low income individuals and families to have their taxes done at no charge. Homestead Credit and back taxes can be done at any time during the year at no cost also. Both the Ashland and Superior offices are open to do Homestead and back taxes.
- ♦ **American Red Cross Blood Drives** are a vital part of the medical field providing life sustaining blood to patients. RSVP volunteers assist with registration and other duties at the Americinn 4-6 times during the year.



The best way to find yourself is to lose yourself in the service of others. Gandhi



Additional Volunteer Opportunities in the 4 County Area

- ♦ **Book Nook** in Ashland is a used book store located in the basement of the Vaughn Library. It would be a unique place to volunteer your time sorting, shelving, and checking out donated books. Plus reading a few interesting books yourself.
- ♦ **MMC Thrift Shop (Ashland), ABC Thrift Shop (Washburn) & PAW Thrift Shop (Mercer)** are a great benefit to any community by offering clothing and other items at a very low cost to families in need. Volunteers might sort, mark clothes, run the cash register, help with displays, etc.
- ♦ **Ashland Historical Museum** has a rich history to explore with many photographs and artifacts of the early days of Ashland. Volunteer opportunities range from researching Ashland's history and data entry of collections to assisting with exhibits and displays & special events to reception at the front desk.
- ♦ **The Iron County Historical Museum** has 3 floors of historical displays and a clock tower that has been running for more than 100 years. The Weaving Room is home to looms and weavers who use old methods to create beautiful rugs which may be purchased by the public. Volunteers can help with weaving or just work in the museum doing other duties.
- ♦ **Partners of MMC** volunteers can work at the main Information Desk and Coffee/Gift Shop at MMC in Ashland. Volunteers can choose morning, afternoon and on-call shifts. Proceeds benefit the MMC hospital and community.
- ♦ **Villa Maria in Hurley** is always looking for volunteers to assist the Activity Director with activities like playing games, reading, writing letters, playing cards, or just visiting with the residents.
- ♦ **Washburn Area Historical Society Museum** is located in the Washburn Cultural Center and open year round. There are a variety of volunteer positions and times which may fit into your schedule.
- ♦ **Iron County Aging Unit** serves noon meals in Hurley, Mercer and Saxon at the Senior Centers in those areas. Extra help is always welcome to assist with serving food, handling registration and clean-up.

Career Closet

Career Closet was a program previously managed by Northwest CEP.

This program helps individuals entering the workforce with clothing suitable for interviews and office work if they are not able to purchase proper attire on their own. It is at no cost to them.

If you have office suitable clothing you are no longer using, please consider donating it to the Career Closet program after we reopen.



New 2-U Formals



New 2-U Formals is a special program that offers high school students the ability to choose donated dresses for Prom & Sweeties or any other special occasion that may arise. Guys can also select donated dress slacks, shirts and jackets.

If you or anyone you know has prom dresses or formals taking up space in their closet, suggest they donate the dresses to RSVP. Ditto for men's dress pants, shirts & suit jackets.



Helping Hands for Warm Hearts is a program that gives donated items to children and adults from low income families in the area. These items can be hand knitted, crocheted or sewn hats, mittens, scarves, afghan/throws or quilts to keep the cold out, even in the summer. New purchases items can also be donated if you are all thumbs at sewing, crocheting or knitting.

Closets & Cupboards



The program has been closed since April due to Covid-19 and will reopen when it is safe, possibly this fall or early next year. It all depends on finding the time and help necessary to reopen to the public. We are also not taking in donations at this time.

The space is again being reorganized with additional clothes racks. This should make room for more clothing and other items to help families in need.



If anyone is interested in helping with this program please give Mary a call. She is the organization guru of the office.

The time commitment could be for a couple of hours per week depending on how much time you would like to spend sorting, hanging, folding and displaying items that are donated.



File of Life Program

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



This service provides vital medical information about the conditions and medications of the person with an 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 X2) to request the File of Life packet.

It is a **FREE** service.

Annual RSVP Recognition Luncheon

The annual Recognition Luncheon has been cancelled for this year due to Covid-19. We will, however, be sending all our members some token of our appreciation for all that they do.

Merci! Dank u! Gracias! Mahalo! Danke! Grazie! Thank you!

Volunteering is a vital contribution to the local community. Without your time and energy many programs would have to close or reduce their ability to help those in need.

Something may be coming to you in the future. Just you wait.



Annual RSVP Recognition of Years of Service

Since we will not be holding an annual Recognition Luncheon, we will celebrate with our listing of years of services for 5, 10, 15, 20, 25, & 30 years.

The Corporation for National & Community Service (CNCS) requires that there be an annual recognition event that acknowledges those volunteers who have volunteered for a specific number of years.

5 Years of Service

John Uffenbeck	Margaret Oliphant
Jeff Petrin	Jim Pedersen
Mary Ann Sabec	Mavise Schutte
Ruth Amraen	Karolyn Solberg
Catherine Sunday	Maryls Wells
Tana Turonie	Kim Finnegan
Delores Genisot	Pat Gierczic
Marilyn Korseberg	Wendy Eichinger-Pajala
Jerome Mattson	Gwen Lawver
Mary Morris	Eileen Junghuntz
Gina Emily	Syndi Berg
Kaci Peterson	Sue McLean
Bobbie Peterson	Jody Olkonen
Nancy Pagac	Sally Toepfer
Joyce Newmann	Gerry Traczyk
Darlene Ellsworth	Martin Viteck
Carla Kedrowski	Loretta Walquist
	Mary Westlund

10 Years of Service

Elizabeth Tetzner	Melodie Ohlinger
Betty Harnisch	Carol Gima
Gail Jenicek	Signa Groves
Joe Maday	Bob Leis
Joyce Manzanares	Jeanne Thomas
Shirley Thomas	Leo Sabec Jr.
F Jean Wallschlaeger	Barbara Scott
Gail Buccanero	Richard Slade
Martha Marquard	Janet Slivinski
	Audrey Swedburg

15 Years of Service

Bea Daoust
Evelyn Luttinen
Joyce Starck
Eleanor Halverson
Richard Verch
Helen Egan

20 Years of Service

Virginia Benninghoff
Jeanne Hultman
Reino Hill
Rita Kovach
Sharon Manthei

25 Years of Service

Pat Margando
Jean Vandevoorde

30 years of service

Mary Sveda



VITA & Homestead Credit Help

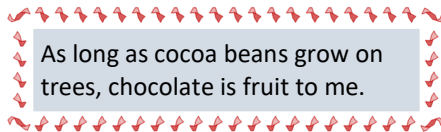


Did you also know that Homestead Credit can be filed at anytime during the year? To qualify you must be at least 18 years old, rent an apartment or house, or own your residence, have an income less than \$24,680 for the year and have lived in Wisconsin for the entire year. Just call 715-292-6400 to find out more information and make an appointment.

The Volunteer Income Tax Assistance (VITA) site has been a huge success for the past 9 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).

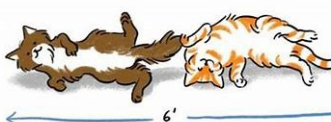
We would very much like to continue this program by finding additional interested volunteers to help out at this site for next tax season. Become a greeter or tax preparer. Greeters welcome the clients, hand out paperwork, assure that the clients have their required information in hand for our tax preparers 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, however volunteers may also want to certify through the intermediate and advanced levels. The level you obtain is up to you. It is a great way to help the community.

If you have an interest in volunteering for either of these positions in Ashland or Douglas County. please contact NWCSA-RSVP as soon as possible to sign up and join the team. It is a worthwhile cause.



Just a few info notes

- * Volunteers who have not volunteered for a year or more at any RSVP Station are generally moved to the inactive file. If they start volunteering again they will be automatically moved to the active status.
 - * To receive an invitation to the Recognition Dinner in the fall a volunteer must have recorded at least one hour of time during the previous 12 months.
 - * Please return any phone calls or forms that you may receive during the year to help us fulfill our responsibilities to stations and to the program requirements.
- Thank you



Welcome Volunteers

Welcome new & returning volunteers! We enrolled **10** new volunteers from June 2019 to July 2020. They are serving at a wide variety of stations in Ashland, Bayfield, Douglas and Iron Counties. NWCSA-RSVP volunteers are truly **THE Very Best Recruiters** as they spread the word about their volunteering experience and the need for more volunteers. Do you know someone who may be interested in volunteering? Please pass this newsletter on to a friend or neighbor and tell them what NWCSA-RSVP means to you!

Jim Baemmert	Nancy Moye
Thomas Banner	Phillip Moye
Ann Bowker	Susan Mrdjenovich
Dolores Folsom	Claudia Nelson
Charles Glarman	Constance Ross
Joseph Hocking	Ginger Suzik
Donna Kauffman	Sherri Swanson

Extra Insurance When You Volunteer

One of the benefits of volunteering for NWCSA-RSVP is that excess insurance protection is provided for active volunteers if a volunteer is seriously injured or injures someone else while performing his/her volunteer duties.

Excess Accident Medical Coverage:

This coverage is in excess of any other health insurance that you have in place such as Medicare and/or any other supplemental policies in force. It covers medical expenses **only** while participating in volunteer activities at the worksite. This coverage also provides limited coverage for repair/replacement of eye glass frames and prescription lenses and also limited dental care for teeth & dentures that were damaged while volunteering.

Excess Volunteer Liability Insurance:

A volunteer's actions may cause physical injury to another person 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 for just those situations.

Excess Automobile Liability Insurance:

This is an extra layer of protection for a volunteer who claims RSVP mileage reimbursement and has a car crash driving to and from the volunteer site. It applies only after the volunteer's insurance is exhausted.

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



**Drive carefully
where you go!**



*What is a cat's favorite car?
"A Catillac"*

RSVP Mileage Reimbursement

The NWCSA-RSVP follows mileage reimbursement standards set by the Corporation for National & Community Service (CNCS).

Volunteers who claim mileage must travel 100 miles or more during the month, have the number of his or her current driver's license and the name of their current insurance company on file in our office. 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. The reimbursement rate is decided by the local Advisory Council and the operating budget in conjunction with the CEO of NWCSA.

Please complete the mileage forms using ink and be sure to print and sign your name at the top.

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.) Using ink is a safe guard against someone changing your form without your knowledge. Mileage reimbursement forms are generally sent by the Superior office when the reimbursement check is sent, however, if you run out of forms, they can also be picked up here at the office or sent out if you live a distance from Ashland.

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 best 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.

Accurate documentation is vital when claiming mileage. Your recorded volunteer hours on the Monthly Hours roster or Individual Hours Form indicates that you did indeed volunteer on the day you claimed mileage. The days mileage reimbursement is claimed must match the days that you volunteered. If there is a discrepancy between the days that were worked and mileage claimed you will receive a call from the RSVP office to clarify the problem.

Ways to Donate to NWCSA-RSVP

Bequests are charitable gifts 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 share in the future of a charitable organization after your family's needs have been met.

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

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

Life Insurance can name an agency such as NWCSA-RSVP as its beneficiary.

Memorials 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.

Remembering Family & Friends

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

Ann Green
Vivian Swanson
Mable Bruneau
Kay Minten

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.

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

Workshops & Classes

All the area classes/workshops that register with the RSVP office in Ashland have been cancelled or postponed until further notice as far as we know.

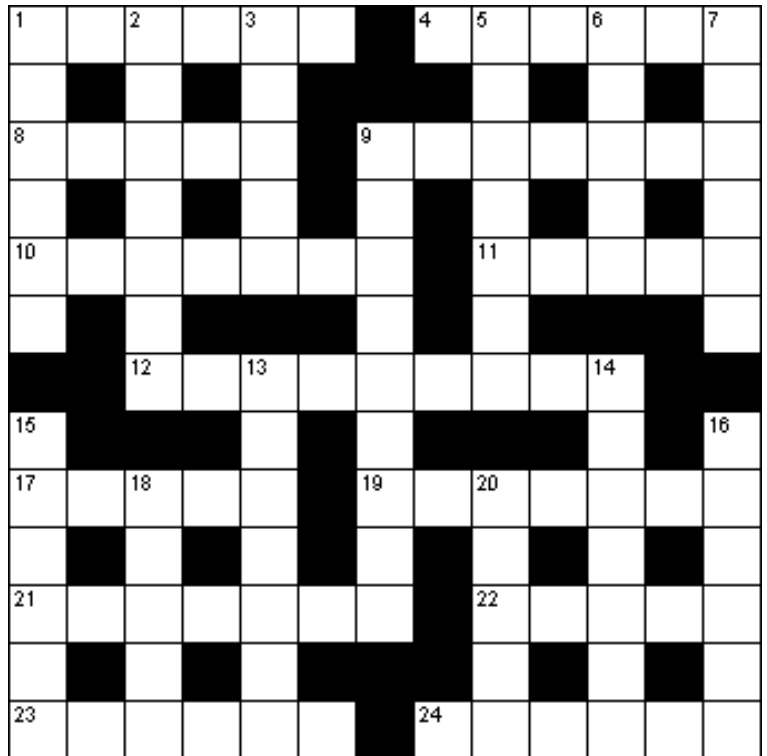
For more info or updates on upcoming classes you can call the Ashland Aging Unit (715-682-4414), Bayfield County Health Dept (715-373-6109) or Bayfield County Human Services Dept (715-373-6144).

Reminder: Please inform the office if you are not able to volunteer due to an extended vacation, illness, hospitalization or 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 much appreciated!!

Service to others is the rent you pay for your room here on earth. Muhammad Ali

Across

- 1** In truth
4 One who attends to horses
8 Commence
9 Fainted (anag)
10 Insanity
11 Of the kidneys
12 Young birds
17 Weighty
19 Shabby and untidy
21 Breathed in
22 Whinny
23 Yearned
24 Sombre, grave

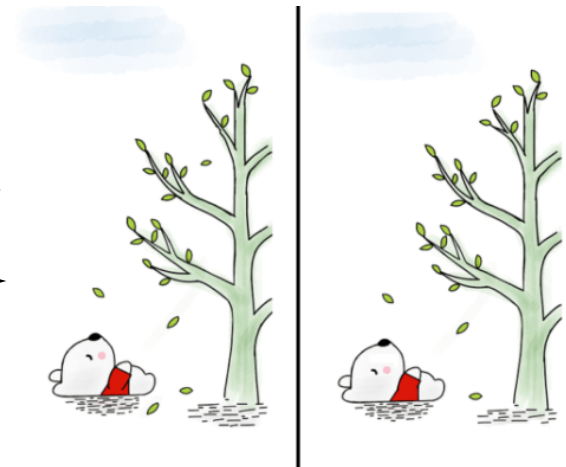


Down

- 1** Start again after a break
2 Finder of a magic lamp
3 Metric unit of capacity
5 Yellow spice
6 Acquire knowledge
7 Baby's toy
9 Revealed
13 Azure
14 Be enough
15 High-pitched and piercing
16 Large snake
18 Drained of colour
20 Beatles drummer

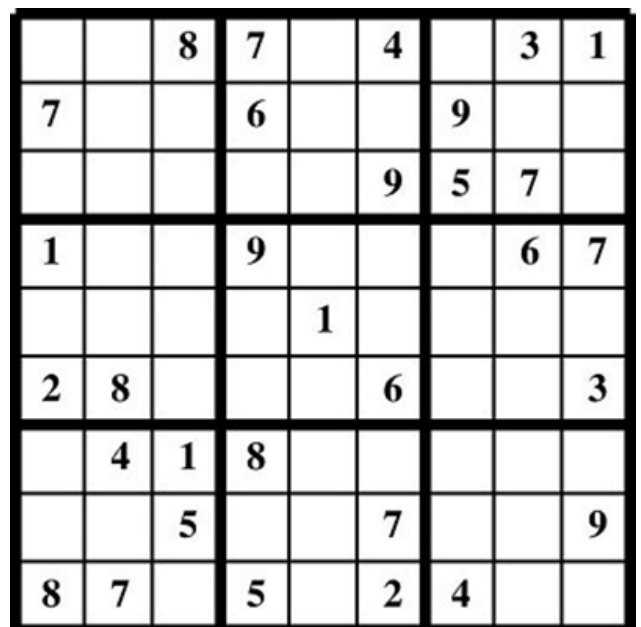


Spot six differences in the cartoon picture of tree and bear

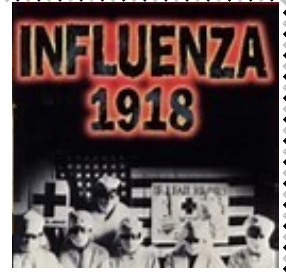


ANSWERS ON PAGE 15

B A S Q R E E L A H S S
 D A L U T E A L U D G C
 L D B A D H A G A R L H
 O Y G R A N N N A P Z I
 G A Q T C E O N E A O S
 D T U Z I T I M P L P T
 M N A S M T L O A A A N
 U I S B E T T A Y I O G
 S L S B E R Y L S S D T
 P F B E E T I X U A B O
 Y M G A B B R O A L B P
 G T A L C F L E N I P S



Pandemic Was Traumatic Event for Doctors



The first recorded cases of the 1918 flu were at a U.S. Army camp in Kansas in March 1918. By the late summer and early fall, a second, deadlier wave of the flu emerged and caused particular devastation at Camp Devens in Massachusetts. About a third of the 15,000 people at the camp became infected, and 800 died. Victor Vaughan was one of the doctors who witnessed this outbreak. Yet in his 1926 book, *A Doctor's Memories*, he barely mentioned this important historical event.

"I am not going into the history of the influenza epidemic," he wrote. "It encircled the world, visited the remotest corners, taking toll of the most robust, sparing neither soldier nor civilian, and flaunting its red flag in the face of science."

Before 1918, Vaughan and many other doctors were extremely optimistic about their ability to combat disease. Although infectious diseases still accounted for a larger percentage of deaths in the United States than they do today, advances in medicine and sanitation had made doctors and scientists confident that they could one day largely eliminate the threat of these diseases.

The flu pandemic changed all that. "It was, for [Vaughan], a really traumatic event that made him question his profession and what he thought he had known about the possibilities of modern medicine," says Nancy Bristow, chair of the history department at the University of Puget Sound and author of *American Pandemic: The Lost Worlds of the 1918 Influenza Epidemic*.

The 1918 flu is conspicuously absent from other doctors' books, too. Hans Zinsser, who worked for the Army Medical Department during the pandemic, didn't discuss it in *Rats, Lice and History*, his 1935 book about the role of disease in history.

"One of the reasons I think that we didn't talk about the flu for 100 years was that these guys weren't talking about it," says Carol R. Byerly, author of *Fever of War: The Influenza Epidemic in the U.S. Army during World War I*. "They would say, 'we really didn't have much infectious disease, except for the flu,' and 'our camp did very well, except for that flu epidemic.'"

Few Personal Stories Were Published

It wasn't just doctors. No one really wanted to talk or write about what it was like to live through the flu. Newspaper articles about the pandemic didn't usually describe the personal stories of those who died or survived, says J. Alex Navarro, assistant director of the Center for the History of Medicine at the University of Michigan and one of the editors-in-chief of *The American Influenza Epidemic of 1918-1919: A Digital Encyclopedia*.

"It's striking to me," he says. "I've read...probably thousands of newspaper articles on influenza from all these cities throughout the pandemic, and I can list off the ones that stand out that talk about the personal tragedies of common folk because they're just so few and far between."

Navarro recalls one such story in Chicago about Angelo Padula, a man who went out one night to find a physician for his flu-stricken family. Finding and affording medical care was extremely difficult for poor families like his. When Padula couldn't locate anyone to help him, he jumped into the Chicago River and drowned.

Over the next several decades, Historians who wrote about 1918 focused on World War I rather than the flu, even though the flu had a major impact on the war. The chaotic events of 1919 may have also overshadowed the specific trauma of the pandemic. This had consequences not just for the historical record, but likely also for those who survived the flu.

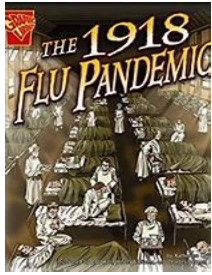
"Something we know about trauma now is that when people suffer through really traumatic experiences...the opportunity to talk through your trauma and to be heard as you tell the story is really essential," Bristow says. "So the forgetting had consequences, I think."

INFLUENZA

Continued on Page 11

Continued from page 10

Why the 1918 Flu Became “America’s Forgotten Pandemic”



Becky Little for www.history.com on July 7, 2020

The influenza pandemic of 1918 and 1919 was a profoundly traumatic event. It killed some 50 million people and infected up to a third of the world’s population. Unlike most flu strains, this one was particularly deadly for young adults between ages 20 and 40, meaning that many children lost one or both parents. For doctors and scientist who’d believed they were beginning to conquer infectious diseases, the pandemic was a devastating blow. After it was over, no one really wanted to talk about it and besides, where was so much else going on.

“When I teach my U.S. history course, I tell my students, 1919 is in the running for the worst year in American history,” says Nancy Tomes, a distinguished professor of history at Stony Brook University who has written about the pandemic.

In 1919, the U.S. was still battling the pandemic, had just fought a war and was now in a deep recession. There were strikes throughout the country, including the first general strike in Seattle. During that year’s Red Summer, white mobs violently attacked Black communities, and Black Americans—many of whom had served their country in World War I and were tired of unequal citizenship—fought back. And in the midst of the first Red Scare, the Justice Department responded to high-profile anarchist bombings with the Palmer Raids.

Whatever the reason, Americans didn’t seem to want to talk about their experience during the pandemic. And because they were reluctant to talk or write about the pandemic, future generations weren’t always aware of it. It became, as the late historian Alfred W. Crosby put it in the title of his 1974 book, “America’s forgotten pandemic.”



Everybody can be great. Because anybody can serve. You don’t have to have a college degree to serve. You don’t have to make your subject and your verb agree to serve. You don’t have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love. MLK Jr.

Please remember to document your hours either on the Monthly Hours Report at the station or on an Individual Hours Form. It is important for our record keeping which is federally mandated. The data collected from volunteer hours goes to Congress and others to help them determine allocation of dollar amounts for RSVP. It also shows that people, 55 and older, are a vital part of the community and provide an essential service to many non-profit organizations in the area by focusing on the needs of the community. So keep up the great work, track your hours, and have a great time!!



How to Fight the Social Isolation of Coronavirus

Loneliness is a real health issue — and these steps can help save lives

A recent scientific report elevates social isolation and loneliness to the level of health problems, associating them with a significantly increased risk for early death from all causes. Of course, social isolation and loneliness can become more common with age. And the arrival of the novel coronavirus will almost certainly make the problem worse.



Public officials are asking that we all socially distance ourselves to prevent COVID-19's spread. The Centers for Disease Control and Prevention (CDC) recommends that those age 60 and older avoid crowds, and that those in a community with an outbreak stay home as much as possible.

1. Social isolation and loneliness are serious health issues

These related conditions affect a significant proportion of adults in the United States and have been calculated as being the equivalent of smoking 15 cigarettes a day.

According to the scientific report mentioned above, published by the National Academies of Sciences, Engineering and Medicine and funded by AARP Foundation, 43 percent of adults age 60 or older in the U.S. reported feeling lonely.

A 2017 study showed that social isolation among older adults is associated with an estimated \$6.7 billion in additional Medicare spending annually. At the same time, people 60 and older and people with severe chronic health conditions — such as heart disease, lung disease and diabetes — are at higher risk for developing more serious illness from COVID-19. Americans will all likely experience increased social isolation and loneliness in combatting the pandemic. Identifying these additional health risks and developing mitigation plans are important first steps.

2. Plan and connect

It's important to talk to family and friends to develop a plan to safely stay in regular touch as we socially distance ourselves, or if we are required to self-quarantine for a possible exposure or are in isolation for a COVID-19 infection. This plan should confirm whom you can reach out to if you need help accessing food, medicine and other medical supplies.

It's also important that communication and planning allow us to remain safely connected as we practice social distancing. Involve another element: actual social connection. Remaining connected is especially important for people who live alone; regular social contact can be a lifeline for support if they develop symptoms. Regularly scheduled phone calls and video conferences along with texting and emails can help compensate for a lack of in-person contact. So take a break from news stories and social media; hearing about the pandemic repeatedly can be upsetting, and it's important to talk with people you trust about your concerns and how you are feeling.

Family and friends will need to work together to make sure they can remain connected without exposing each other to COVID-19. Look at your schedule and identify social connections that might be disrupted during an outbreak and consider alternative solutions to stay connected. If you are a family caregiver or have someone close to you who's more at risk of social isolation, discuss what will happen if either of you develops symptoms and whom you could call on for support or help.

3. Remember pets (their value and their needs)

Pets can help combat loneliness, and some pets have been linked with owners' longevity. The World Health Organization has also determined that dogs cannot get coronavirus. Still, it's always important to wash your hands after contact with your pets. And just as you need to ensure you have sufficient supplies for yourself and family, be stocked with food and other supplies for your pets.

Continued on page 13

4. Make a list of organizations that can help

Create a list of community and faith-based organizations that you or the people in your plan can contact in the event you lack access to information, health care services, support and resources. If your neighborhood has a website or social media page and you haven't joined it, consider doing so to stay connected to neighbors, information and resources. Consider including on your list organizations that provide mental health or counseling services as well as food and other supplies. State and local governments are setting up resource lists for those affected by COVID-19. The federal Substance Abuse and Mental Health Services Administration also has an online locator and hotline, at 800-662-HELP (4357), to help people find counseling services near where they live. AARP Foundation's Connect2Affect program provides information, self-assessments and affordable options for low-income older people to stay connected.

5. Know who's most at risk for social isolation and loneliness

People at the highest risk of developing more serious illness from COVID-19 and who should be the most vigilant about social distancing will also be the most at risk of increased social isolation and loneliness. For example, the CDC has recommended that long-term care facilities discourage visitation.

Moreover, those under quarantine or in isolation will experience additional emotional and, possibly, financial hardship. While planning will be important, understand that many people are likely to experience increased social isolation and loneliness.

COVID-19 has also magnified existing disparities for low-income older adults. Internet coverage gaps — the so-called digital divide — are more prevalent in many places, especially low-income communities. These areas are often the last to get broadband and often at slower speeds, leaving these communities at an ongoing disadvantage.

If public sources of internet access such as libraries and commercial establishments close, regular phone calls will be increasingly important for friends and families to remain connected.

I asked my older neighbor across the street last week if she needed help with groceries and if she could pass along my phone number to her children, who live out of town, so they would have another contact on the same street as their mother. That personal interaction reminded me that COVID-19 is testing the bonds that connect us all. Reaching out to our friends, families and neighbors can help protect all of us from COVID-19 as well as social isolation and loneliness.

Erwin Tan, M.D., is a director at AARP Thought Leadership. His areas of expertise include geriatric and integrative medicine, health longevity, volunteering and perceptions of aging.



WASH YOUR HANDS



When you arrive home after work, your dog will be extremely happy to see you and will lick your face. The cat will still be mad at you for leaving in the first place.

DISCUSSING CONCERNS ABOUT FINANCIAL EXPLOITATION



Talking about financial exploitation can feel like you're questioning the older adult's abilities or other people's intentions. However, talking and taking action are necessary to protect older adults' resources, health and well-being.

You can start by discussing how common financial exploitation is and how the older adult can guard against it. For example:

- "I just learned that at least five percent of older adults have been victims of financial exploitation."
- "Financial exploitation can happen to anyone. One study found that people who had been exploited were actually more financially savvy than non-victims."
- "Sales calls can be really annoying. Can I help you sign up for the 'do not call' list?"
- "Can I look to see what security and malware protection is on your computer?"
- "With more people coming into your home to help now, do you keep financial information and valuables locked up?"
- "Could I help check references for those home repair contractors?"
- "How often do you look at bank and credit card statements? Do you want to sign up for free credit check reports?"

If you have concerns about the people around the older adult or concerns that certain things the older adult does might increase the risk of financial exploitation, say so. It can help to:

- **Be specific:** "You're so nice you have trouble hanging up on or saying no to pushy salespeople. But that's exactly what scammers count on."
- **Be supportive:** "I'm worried because I know lots of people target older adults, and financial exploitation can be really serious. Do you have any concerns? What can I do?"
- **Make clear you're not judging the older adult:** "You do a great job managing finances and I understand these security measures might feel over-the-top. Are you willing to try them out?"
- **Focus on other people's behaviors:** "It bothers me when Fred pushes you to do things for him. How do you feel about it? Have you talked with him?"
- **Stress how sophisticated scams can be:** "Scammers come up with new approaches all the time, using technology, targeting people and playing off their hopes or fears."

If the older adult or you suspect financial exploitation, report your concerns. You don't need proof. Local law enforcement or adult protective services will investigate.

Most cases of financial exploitation aren't reported, often because people are embarrassed or don't want to turn in someone they know. If the older adult is reluctant to involve authorities, point out that filing a report might keep other people from becoming victims. The report could also help the older adult recover stolen money or property.



Start where you are. Use what you have. Do what you can. Arthur Ashe

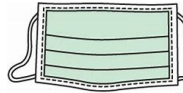


Too often we underestimate
the power of a touch, a smile,
a kind word, a listening ear, an
honest compliment, or the
smallest act of caring, all of
which have the potential to
turn a life around

Leo Buscaglia



ANSWERS



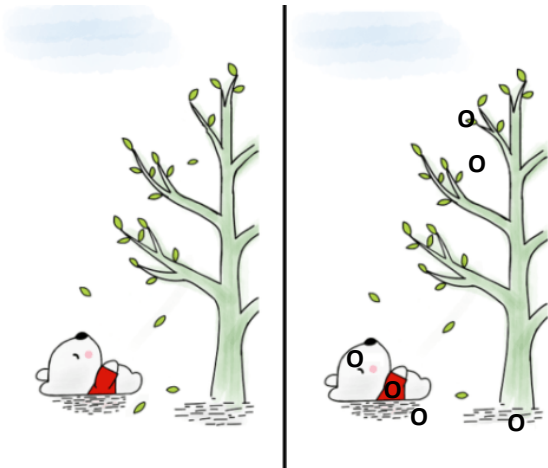
Knock, knock.

Who's there?

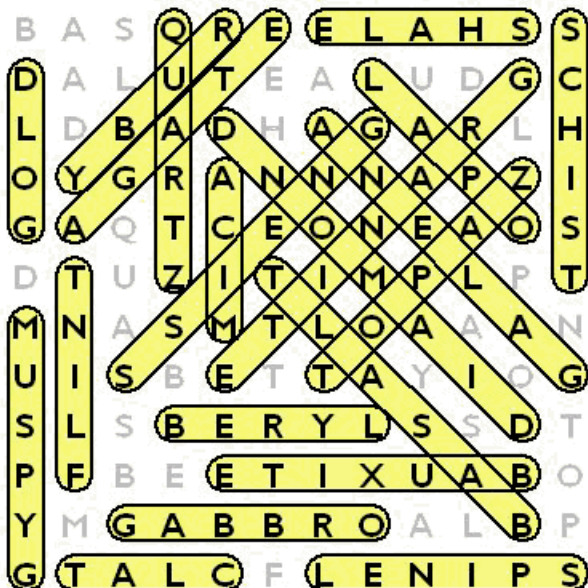
Sam.

Sam who?

Sam Sung – Do you have a cellphone charger?



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Retired & Senior Volunteer Program

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Northwest Community Services Agency Retired & Senior Volunteer Program



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