

# MINUTEMAN VOLUNTEER NEWS NOTES

WINTER 2012

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## Medical Transport Drivers, Caregiver Volunteers QUARTERLY MEETING

### Simple Changes for Elder Ease and Safer Driving

(DVD\* and discussion)

\*produced by the UMass Gerontology Institute

Wednesday, January 25, from 12-2 pm

Held in our Burlington Office: Light refreshments provided; Bring issues/concerns about our seniors friends for discussion from 1-1:30 PM

*What simple accessory will allow seniors  
to pull and attach the seat belt?*

Learn how small adjustments will make it easier for elder friends to get in and out of your car. Join the conversation!

Please RSVP to 781.221.7023 by 1/20/2012

#### THE NUMBERS

Our annual **Quality Assurance Survey** of Minuteman's services indicates an overall **96.5% satisfaction**. Other measures are: 98% of referral sources and collaborating agencies would recommend Minuteman to family or friends; 84.10% agree that Minuteman is a strong advocate for seniors and caregivers.

The **Volunteer Experience Survey** conducted this fall found that every program received at minimum a 90% rating. **97% of volunteers** state that they look forward to volunteering and would recommend volunteering at Minuteman to friends.

Volunteers also say that their volunteer position makes good use of their skills

and abilities and their contribution is valued by the organization and in the lives of those they assist.

#### NEW **WELCOME GUIDE/MANUAL AND CONFIDENTIALITY**

#### **GUIDELINES IS COMING YOUR WAY!**

Our new **Volunteer Welcome Guide** will be sent by each program manager early in 2012. The Guide includes common areas of information as well as the specifics for each volunteer program. Let us know what you think!

#### **FOCUS ON MEDICAL TRANSPORT**

Medical Transport is a high level support program providing door-through-door transport for seniors who cannot drive themselves, ask a loved one for assistance or take public transport. Drivers go into the home and into the medical office with seniors. Recent

studies say that stress related to scheduling appointments increases when seniors are unsure if they will have a ride. They may even postpone an appointment all together. **Hooray for our medical transport drivers!!**

**FREE CERTIFICATION TRAINING IS AVAILABLE TO LEAD MY LIFE-MY HEALTH and MATTER OF BALANCE SELF-HELP PROGRAMS**

Lay leaders are essential to delivering these results oriented self-care programs. The 2012 schedule will be posted soon for volunteers interested in free training opportunities to be certified as a lay leader **Call Jen Beale 781.221.7014 for details.**

**Thank you to the following volunteers for co-leading evidence based programs:**

"My Life My Health" is a chronic disease self-management program developed by Stanford University. Thank you **Elizabeth Latchkis** for co-leading with Peg Mikkola.

"A Matter of Balance" is an 8 session fall prevention program in cooperation with Winchester Hospital. Thank you **Mary Haley and Paulette Slattery** for co-leading this popular class with a LONG wait list!

"Healthy Eating" is an 8 week nutrition program, co-led by **Helen Easton** and Peg Mikkola this fall and again in the winter. Thank you **Helen!**

**LONG TERM CARE OMBUDSMEN are needed in Arlington, Concord and Wilmington**

With just **2 hours a week**, you can make a huge impact as an advocate for nursing home residents. Certified Ombudsmen visit their assigned nursing facility weekly, and work with staff to improve the quality of life for residents, while protecting their rights to privacy, dignity and responsive medical care. Certification training is provided by the Executive Office of Elder Affairs, and requires monthly meetings to review cases. **Call for details to: Pam Bachrach 781.221.701**

**VOLUNTEER OPPORTUNITIES  
MAKE A FRIEND: BE A FRIEND  
MAKE A DIFFERENCE**

Spread the word to your friends/family! **One hour a week** is what it takes to deliver a meal, visit or shop once a week. **CALL DEB @ 781.221.7023**

**FRIENDLY VISITORS**

A once a week visit with a friend is demonstrated to improve health and wellbeing! **17 seniors in Arlington, Woburn, Winchester and Lexington** are lonely and need a friend. **Be a friend!**

**MEALS ON WHEELS DRIVERS**

Demand for meals has skyrocketed in this economic climate. We need drivers to deliver meals to grateful seniors who wait for your arrival, weekdays only---once a month or more. **Help seniors in your town** with this essential service!

**HOME SAFETY/ASSISTIVE DEVICES  
VOLUNTEER QUARTERLY MEETING**

At our September meeting, we welcomed **Michele Hughes, PT, Pro-Active Elder Care**, for a hands-on presentation on safe assists and fall prevention. She suggests the following:

**Be in charge** (you represent our agency and must follow our safety procedures),

**Plan ahead** (scope out the outdoors; where will you stop to rest? leave a light on if you will return in the dark etc);

**Defer when appropriate** (say "these are Minuteman rules");

**Communicate clearly:** (say: I will take your cane so you can use the handrails; Let me hold your handbag so your hands are free

**Ask:** Call ahead and ask if there are wheelchairs available.

**Falls:** (If elder is dizzy, have them sit down- even on the stairs; if s/he start to fall, try to fall with them).