

A MESSAGE FROM OUR CEO



Fara Waugh

You are amazing! I feel fortunate to lead an organization that not only benefits our community but does so with the support of so many dedicated individuals. Delaware County is an extraordinary place to call home, in part because of the many services available to its residents. With each service comes volunteer opportunities, and SourcePoint is lucky to

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SHORTAGE OF PROFESSIONAL HOMEMAKERS LEADS TO NEW VOLUNTEER ROLE

The ability to age at home has been hampered by a nationwide shortage of homemaking professionals, leaving some homebound seniors in a pinch for basic home maintenance services. SourcePoint is piloting a new “In a Pinch” volunteer



program that involves providing seniors with short-term assistance with household tasks. Volunteers will sign up online to fulfill tasks such as dusting surfaces, cleaning floors, laundry, and meal preparation to help a senior maintain his or her home until a paid professional can be contracted.

Typically, SourcePoint has contracts with professional homemaking companies that provide basic home help services to our homebound seniors. The professional homemakers visit the senior’s home to complete routine tasks that are necessary to keep the home clean and safe. This is an essential service for many of our seniors who are not able to independently complete these tasks. However, like hotels, restaurants, hospitals, and other service industries, professional homemaking companies are facing an ongoing shortage of workers. While the need for homemaking services has increased amongst our aging population, the worker pool has decreased due to a variety of factors. Companies are making efforts to address concerns such as low wages, limited benefits, lack of advancement opportunities, and uncertain hours. According to a September 2022 report by USAging,

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VOLUNTEER GATHERING AT HENMICK!

Please join us Feb. 23rd from 5-7pm at Henmick Farm & Brewery as we gather to get to know each other better. This event is sponsored by SourcePoint, but food and beverage purchases are the responsibility of each attendee. The food truck, The Forking Pierogi will be onsite. Sign up here: signupgenius.com so we know how many to expect (or just show up, that’s okay, too!) We look forward to seeing you there - and anyone you want to bring with you!

SUCCESSFUL COMMUNITY ENGAGEMENT

VOLUNTEER GATHERING



Left to Right: Stephanie Harden, Sharon Maggard, Dixie Sawyer, Linda White, Shannon Segreto, and Charlene Meyer

On Saturday, December 17, Marilyn hosted a holiday party for the Concierge, Gift Shop, and Out & About Volunteers. These volunteers, while part of a team, typically volunteer individually. This party was a way to help promote a sense of community through a fun, engaging event. The event utilized the community room of Kay and Roy Campbell's condo community. Everyone brought an appetizer or cookies to share, and Mark Sparrow provided live music entertainment. In lieu of a gift exchange, attendees brought a \$5 gift card (to a local grocery store) to donate to PIN (People in Need). It was such a fun event that many folks have requested that we do this twice a year!

SHORTAGE OF PROFESSIONAL HOMEMAKERS

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the shortage of service professionals is “having a real and immediate impact on the ability of older adults to thrive at home.” Professional homemakers also double as friendly faces or someone to chat with to break up a long day. Besides not receiving the frequency of services they need; workforce shortages are resulting in many older adults experiencing increased social isolation and loneliness.

How Volunteers Can Help

Seniors who have been unable to obtain professional homemaking services through SourcePoint's In-Home Care program will be placed on a list to receive temporary services through SourcePoint's new “In a Pinch” volunteer program. Volunteers will be able sign up online to fulfill one or more homemaking tasks, based on their interest, skill set, geographic area, and availability. For instance, “Alice” might like to assist a senior with dusting for one or two visits, and “Bob” might like to assist with preparing a couple of meals and cleaning up the kitchen. The complete list of potential tasks is:

- | | |
|--|-----------------------------------|
| 1) Dusting | 5) Washing/drying/folding laundry |
| 2) Cleaning floors
(mopping/vacuuming/sweeping) | 6) Moving trash to the curb |
| 3) Cleaning bathrooms | 7) Washing dishes |
| 4) Making beds | 8) Meal preparation |

The list of seniors on the receiving end of volunteer services might differ from week to week and there is no expectation of an ongoing volunteer commitment to any senior – just a bit of relief for someone “in a pinch” for homemaking services! If you're a duster, mopper, folder, or a whiz in the kitchen and want to be the first to pilot a new volunteer concept, please reach out to Jill at

jill.smith@MySourcePoint.org to get started.



WINTER 2023

VOLUNTEERS ARE THE HEARTBEAT OF SENIOR SERVICES

KATHY PACKHAM: 24 YEARS OF MEAL DELIVERY AND MORE



At nearly 24 years of service, Kathy is one of SourcePoint's longest serving volunteers in the organization's 31-year history. As Kathy's passion for alleviating senior food insecurity grew over the years, so did her level of service. Originally a once-a-week commitment, Kathy has been delivering meal routes 3-5 days a week for many years. To date, she has delivered upwards of 40,000 meals to homebound seniors throughout Delaware County.

Kathy realized she could widen her service by bringing others along on her routes. Her first delivery partners were her two grandsons who got early lessons in empathy and the impact of volunteering, while bringing joy to

seniors who delighted in the boys' visits. When they reached school age, Kathy enlisted the "help" of children from a neighboring family for several more years. She also became a go-to trainer for new volunteers who would ride along on her routes and absorb her tips and tricks. Kathy's next partner was her elderly uncle, Bill Sweet. A WWII Purple Heart recipient and father of eleven, Bill lived with a family member and was at risk of becoming homebound. By engaging Bill in her meal deliveries, Kathy managed to serve her community, bring renewed purpose to an aging veteran, and relief to a caregiver all at once. They teamed up for six years, until his death at age 94. At the end of his life, he enjoyed holding the honor of being SourcePoint's most senior volunteer.

Besides her mainstay, Meals on Wheels, Kathy has volunteered for a variety of SourcePoint services, including medical transportation, delivering care packages, and serving as a care recipient's companion - giving the caregiver much needed relief. Kathy became such good friends with the family she served that she forgot she was on the volunteer clock and stopped recording her service time.

During Kathy's long volunteer journey, Meals on Wheels has expanded exponentially and reinvented its processes, accelerated by the pandemic. Although she admits to being on the low-tech side, Kathy embraced the program's recent migration from paper to electronic route sheets. "I like it!" she says. "If I hit the right button, the tablet will talk to me." She has a fondness for country routes, a constant worry for those who struggle to pay for groceries, and, at 81, no end-date in sight for her impressive run of relieving Delaware County seniors of food insecurity.

THE IDEAL VOLUNTEER

A January 2023 article in Epoch Times entitled, "How to Be a Great Volunteer" lists the attributes of a great volunteer. SourcePoint's volunteers already meet or exceed this list!

- **Enthusiasm:** Our volunteers believe in the mission and bring positive energy!
- **Team Player:** Our volunteers focus on the success of the team in order to have the most impact.
- **Reliability:** What rain? What cold? Hot meals must be delivered, activities must be run, medical transports must be made. Our volunteers are super reliable!
- **Fun and Flexible:** Our volunteers make tasks fun and manage touchy situations with smiles.
- **Going Beyond:** "Can you sub on a route?" Sure! "Can you stay a little later?" You bet! "Would you like to try another assignment?" Let's do it!

Thank you for being the kind of volunteers that any organization would be excited to have!



WINTER 2023

VOLUNTEERS ARE THE HEARTBEAT OF SENIOR SERVICES

A MESSAGE FROM OUR CEO

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have you on our team!

Our mission to help our community live well after 55 is important. From programs that support active aging, wellness, and education to in-home care services that help older adults live safely at home, SourcePoint strives to fulfill its mission each and every day.

As you may have read in the news, there is a severe home care worker shortage across the country, resulting in schedule changes and cancellations for clients in our own county. While our trusted providers continue to recruit quality staff, we are also working to identify other ways to fill key positions so that our homebound clients continue to get the services they need.

One such way is a new volunteer position—"In a Pinch." You can read more about the position in this newsletter, including how this important role helps older adults live independently at home, where they want to be.

This is a rewarding position—both for the clients and the volunteers—and I hope you will not only consider signing up for this opportunity yourself, but will share it with others, too!

Thank you for making Delaware County the best place to thrive after 55!

Regards,
Fara Waugh, CEO

JOIN A WINNING TEAM

New meal routes in Sunbury! The need for home delivered meals in the Sunbury area has exploded, leading to the creation of two new **Meals on Wheels** routes. These routes pick up and drop off at Rainbow Place Apartments near downtown Sunbury and are ideal for people who want to serve their own community without driving to SourcePoint. Spread the word to your Sunbury friends!

We can't deliver the food until it is packed into trays. Join the packing team in the kitchen. It's fun, fast, and social.

- *Thursdays 12-2pm,*
- *Mondays 7-11am (winter only)*
- *Fridays 7-11am or 8-10am*

Also bursting at the seams is **Café 55**! We're ready to add to our smiling volunteer force who make Café 55 the terrific dining experience that it is! Multiple shifts are available Mon-Fri. Enjoy a free lunch the day you volunteer!



Sara Carselle, center, with a Café 55 Volunteer Team

Downstairs in **wellness**, there are multiple openings for volunteers. Answer questions and keep an eye out for safety. Enjoy use of the fitness room for free the day you volunteer.

- *Tuesdays: 11am-1pm or 2-4pm (pool) or 3-5pm (fitness)*
- *Fridays: 8-10am or 3-5pm (fitness)*
- *Saturdays 8-10am (fitness)*

You read about the new "**In a Pinch**" role already. As always, contact our recruiter, Jill Smith, for more information on this or any of the above opportunities. Jill.smith@MySourcePoint.org or 740-203-2368.