

January, February, and March 2020



A NON-PROFIT SERVING VOLUSIA SENIORS

SENIOR MATTERS

THE NEWSLETTER OF COUNCIL ON AGING OF VOLUSIA COUNTY

"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

TURNING LIVES AROUND

We decided in this issue to remind our readers of the impact COA makes on the lives of local seniors. Sarah Gurtis, COA's President & CEO, also reminds us of what we still need to do. She reminds us of our vision.

On page 3, Barbara Sandberg looks back and tells the story of how COA saved her mother's life. How many more lives can we save? Part of striving to meet the increasing need for services is to fund-raise, and there's no better way to do that than by having fun! Learn about our Bingo Binges. Read about our amazing Dancing through the Decades event. And on page 10, we announce the recipients of the 2020 Glenn & Connie Ritchey Community Service Award.

Please read about COA's Certified Nursing Assistants (page 8). Their work is at the core of what we do and truly embodies Leo Buscaglia's quote above. Our Impact Report shows how we served elderly Volusia County residents in 2019.

We know that with your help, we can do even more in 2020. Enjoy this issue of *Senior Matters*—and Happy New Year!

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The mission of Council on Aging of Volusia County is to enrich the lives of our most vulnerable elderly citizens by providing needed services that enable them to remain safely in their own homes.

www.coavolusia.org



"Our vision for 2020 is to plot the course to expanded services to more in need and to set the agenda on how to get it done."

2020 VISION

By Sarah F. Gurtis, President & CEO

I have become a little vain about my vision. When I opted to have a laser treatment for cataracts, I chose to "upgrade" to mono-vision lens implants so that I would no longer need reading glasses...ever. I still go annually for an eye exam and this year was told that my vision is 20-15...better than perfect. It's a little freaky how I can read the smallest print on nearly every label.

I wish this "clarity" of vision applied to seeing the future.

As COA has become more financially stable in the last few years, we want to challenge ourselves to make a bigger impact for our elderly who struggle to get by. It is not acceptable to have waiting lists for Meals on Wheels and In-Home Services. It's not. COA has the capability to send out more meals, provide more care in an elder's home so that simple tasks like doing laundry, changing bed linens, washing dishes, and meal preparation can help keep that

person in their own home. Anything we can do to delay their entry into institutional care gives them an extended period of "normalcy."

So...we need to figure this out. We will do what we can to push for more government funding and I hope you will make your own voice heard on that issue. But...we, as a caring community, have to do a lot more. Our vision for 2020 is to plot the course to expanded services to more in need and to set the agenda on how to get it done. So we ask for your continued support, and don't be too surprised...if we ask you to do more.

All of us at COA wish you and yours a happy and healthy new year!

Warmest regards,

A handwritten signature in black ink that reads "Sarah".



*Sarah F. Gurtis, President & CEO,
Council on Aging of Volusia County*

COA SAVED MY MOTHER'S LIFE

By Barbara Sandberg

When my mother was living alone in Holly Hill and Jon and I lived with our two children in Maryland, I encouraged her to take advantage of the once-a-week meal and social at Sica Hall, sponsored by the Council on Aging. Each week she would look forward to the day the Council on Aging bus would pick her up at her house and take her to Sica Hall for a delightful meal. One day the bus came to the house but my mother did not answer the door. The driver looked in the windows and walked around the house to see if she was in the backyard. She wasn't. He proceeded to Sica Hall with his other passengers, without my mother. Merry, from the Council on Aging, met the driver and his passengers at the door to the all-purpose room. She asked, "Where is Ethel?" The driver said she was not at home. Merry said to the driver that Ethel did not say she was not coming. Then she asked him to go back to her house and check on her again. He did. He searched everywhere for my mother. He looked into



the windows of the detached garage where she did her laundry, but did not see her. Then he opened the door of the garage and looked around. He found her behind some boxes lying unconscious on the floor and called an ambulance. I shudder to think how long she was on the garage floor. How long would it have been before someone found her? She may have had a stroke and hit her head on the concrete floor when she fell. Thanks to the Council on Aging, she recovered. Because of the Council on Aging she had 15 more years to travel, to attend graduations, weddings and to witness the birth of her great-grandchild. I had 15 more years to have my mother. There are no words that can adequately express my gratitude for the Council on Aging.

—Reprinted with permission
from *Waterfront Life*, July 2019

COA staff and volunteers are trained to alert our administrative office regarding anything unusual at clients' homes—or to call 911, if necessary. If a client does not answer the door or does not arrive to an activity as expected, we check to make sure everything is ok.

Sica Hall is the location of COA's Holly Hill Dining Site. To make reservations for lunch (we ask that you reserve your space one week in advance), please call 386-236-2997. In addition to neighborhood dining, we host a senior dance on Tuesdays 2:00 – 4:00 p.m. with the Frankie K Band (\$5 donation) and computer classes on Fridays 11:00 a.m. – 1:00 p.m. by appointment (\$1 donation). Call 386-236-2997. Please join us Monday – Friday for a variety of board and card games!

Check our website at
www.coavolusia.org
for activities at all
COA Senior Centers!

Do you have a story about how COA has made an impact on your family? Please share it with us by sending it to 420 Fentress Blvd. Daytona Beach, FL 32114 or emailing marketing@coavolusia.org

B-I-N-G-O IS BACK!



This past fall COA launched our inaugural “Bingo Binges” in two communities: Deltona and New Smyrna Beach. Enthusiastic attendees spent the day playing 20 games of Bingo with payouts for each event totaling \$1450. We also drew raffle tickets for a variety of fun prizes, and one lucky winner at each location won a door prize. We will be hosting these community Bingo events twice yearly, once in spring, and again in fall. We encourage you to bring your friends for a fun afternoon of camaraderie and good old-fashioned competition for a chance to win big cash prizes.

Thank you to our 2019 sponsors:

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Raffle Prize Sponsors

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Mark your calendars for our upcoming Bingo Binges:

Valentine's Weekend Bingo Binge –

Sunday, February 16th at the Brannon Center in New Smyrna Beach. Tickets go on sale January 13th.

Spring Bingo Binge – Sunday, March 29th

at COA's Deltona Senior Center at the Center at Deltona. Tickets go on sale March 2nd.

\$10 admission tickets include lunch. Tickets available at COA Senior Centers and Dining Sites (check or cash only) or by credit card by calling 386-253-4700 x 240.

Sponsorships available from \$100 to \$300! Please call 386-253-4700 x 215 for details.



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CONVIVA CARE CENTER'S DANCING THROUGH THE DECADES

What a night! On Friday, September 27, COA hosted a fantastic evening of dining and dancing at the Ocean Center in Daytona Beach. Dancing through the Decades has become *the* dance event of the year in our community. People of all ages celebrated as Mr. DJ Entertainment played music from the swing era of the 30s and 40s to the disco beats of the 70s and beyond. Fans of Bruno Mars' "Uptown Funk" tore up the dance floor!

Close to 500 people attended the 2019 event. Two dance floors were packed with excited participants who enjoyed everything from ballroom dancing to group dancing and line dances. They even danced and sang along with the Village People's "YMCA" near the end of the evening.

Embry-Riddle Aeronautical University once again provided volunteers from both the Navy and Army ROTC who greeted attendees as they arrived, escorted guests to their seats, and danced the night away with older guests who needed dance partners. The students prepared for the evening by taking complimentary dance lessons courtesy of Tom and Jo Sanders, owners of Dance with Me. Bethune-Cookman University also provided volunteers again who generously served as hostesses.

COA is very grateful to the volunteers, guests, and sponsors who made this event a successful one! Conviva Care Center was our presenting sponsor. Additional sponsors included Florida Health Care Plans, Humana, Florida Power & Light, Sender Retreat Adult Activity Center/ Stay for a Day Adult Day Care Center,



Progressive Medical Research, Halifax-Health Hospice, ClearCaptions, Guardian Medical Monitoring, and US Blinds. All event proceeds benefited Council on Aging.

We invite you to join us for our 2020 Dancing through the Decades event, scheduled for Friday, September 25 at the Plaza Resort & Spa! Stay tuned for more information!



Thank you to our 2019 Sponsors!



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— Photos by Joe Piaskowski of 728 Photography

The newsletter of Council on Aging of Volusia County

A CARING PROFESSION: COA'S CERTIFIED NURSING ASSISTANTS

Two major themes jump to the forefront when speaking with Council on Aging Certified Nursing Assistants (CNAs): They love the stories and the history they hear from their clients; and they possess boundless compassion for those they serve.

CNAs are at the core of what Council on Aging does: delivering services that enable local seniors to remain safely, comfortably, and with dignity in their own homes. Their jobs involve providing personal care such as bathing and dressing; taking care of light homemaking tasks to ensure that seniors' living environments remain clean; running errands, including helping with grocery shopping; preparing meals; assisting with transportation to appointments; and being there as companions.

Jacqueline Lewis-Henry, who goes by Jackie, has been with COA for 10 years, but her bubbling enthusiasm about her job is like something you might see in a brand new employee. "I have some of the best people!" she says, adding that she loves being able to get to know so many different people "with so much history." She talks about hearing the stories of a client who was a World War II Tuskegee Airman. Another client was a cousin of an astronaut. And another had been a trailblazing female pilot several decades ago. "There's nothing like learning history first-hand. And everyone's life is a story."



CNA Jackie Lewis-Henry with client Fay

In addition to the usual CNA duties, Jackie makes sure that her clients have clean clothes, and she takes them on outings to make sure they stay active. "I get them up and out of the house when I can," she says. She has also been known to dance with her clients, going the extra mile to make sure they are safe, healthy, and engaged. She adds, "My job is to make them shine and to make them happy. The most fulfilling part is seeing their smiles."

A DeLand native, Jackie's caregiving skills were instilled at a young age. She explains that her father made sure that the family helped those less fortunate—mainly elderly people—in their neighborhood. It's not surprising, then, that her sister is also a CNA. For Jackie, "This is about people and what they need. It's about becoming like family and making sure their dignity remains intact."

Similarly, CNA Donna Christaldi says she loves hearing her clients' stories—she had one client who played piano for silent movies. Having worked with COA for more than 20 years, Donna says she becomes like family to her clients, attending birthday parties and going on outings.

"I work to build them up," she says, describing how she often feels the need to remind one veteran that he is a hero.

Donna says that when she meets a new client, she immediately notes something in the environment that will help her to connect with them. Or she'll ask them questions, such as what kind of games they played as children or what kind of pets they had. Once the connection is made, she says, the relationship becomes one that is extremely beneficial for the client and very satisfying for both the client and Donna. "It's beyond just caregiving," she says.

Donna sometimes sings with her clients. And she depends a lot on her sense of humor,



CNA Donna Christaldi with client Robert

both to make it through more difficult days and to get her clients laughing.

"People are nice," she says. "It's all about the people." She concludes, "You treat your clients the same way you would like your mother or father to be treated."

MaryLou McKeon, Senior Vice President of COA Guardianship & Client Services, says, "Our CNAs all care about their clients and help them maintain their dignity and independence. Their role is critical to all seniors who age in place. The CNA's work is often the difference between staying comfortably in one's own home and being institutionalized."

COA currently employs 60 CNAs and is always looking for dedicated aides to join our award-winning team. If you are interested in learning more, we'd love to speak with you. Just call 386-253-4700 x 203 or visit our website at www.coavolusia.org and click on "About Us" and "Employment."



The newsletter of Council on Aging of Volusia County

“JEANS, BOOTS & WINE”

Mike and Lynda Helton to be honored at 16th Annual Glenn & Connie Ritchey Community Service Award Event April 24, 2020

The 16th Annual Glenn & Connie Ritchey Community Service Award Celebration benefiting Council on Aging (COA) is scheduled for Friday, April 24, 2020 at Daytona International Speedway's Daytona 500 Club. The award recipients are Mike and Lynda Helton, well-known for championing local arts, health, and human services organizations as well as national NASCAR-supported charities.

“Lynda and Mike are known for their generosity to the NASCAR nation in addition to their involvement in our own community, which includes their support of Council on Aging and SMA Healthcare, among countless other organizations,” said Sarah Gurtis, COA's President & CEO. She added, “We are thrilled that this wonderful couple was selected to receive this honor, and we are genuinely looking forward to this event!”

The theme for the April 24 celebration is “Jeans, Boots & Wine,” and will include a silent auction with a number of international and domestic “bucket list” trips and fine wines, with the highlight of the evening featuring the tribute to the honorees.

The Glenn and Connie Ritchey Community Service Award honors local champions who work tirelessly to make Volusia County a better place to live, work, and play. Over the past 15 years, the event has raised well over \$1 million to provide services to local at-risk seniors. The first honorees were Glenn and Connie Ritchey, who embraced the event and have remained vital to its growth. Past honorees also include Nancy and Lowell



Mike and Lynda Helton

Lohman, Jennie and Kevin Bowler, Chris and Charlie Lydecker, Anne Bledsoe France and Bill France, Sr., Dr. Michelle Carter-Scott and Vince Carter, Jill Simpkins and Gale Lemerand, Betty Jane and Bill France, Jr., Larry and Joan Kelly, Hyatt and Cici Brown, Mori and Forough Hosseini, Joe and Barbara Petrock, Bert and Julie Reames, Jimmy and Phannye Huger, and Lisa Kennedy and Brian France.

For information on sponsorships, please contact Penny Young-Carrasquillo at 386-253-4700 x 215 or email pyoung@coavolusia.org.

2019

COUNCIL ON AGING
OF VOLUSIA COUNTY

IMPACT REPORT



97,632

Hours of Respite Care provided for those with
early-stage dementia and their caregivers

Number of nutritious
meals delivered
and served

178,149



52

Years that COA has
been providing
services that
enable local

seniors to remain
safely, comfortably,
and with dignity in
their own homes.



Volunteers who served
COA clients

352

Hours per month of
Guardianship services for
those in need of assistance
managing their affairs

230+



Hours of In-Home Services
provided to homebound seniors



52,392



441

Average number of
monthly activities in
COA Senior Centers



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PLEASE CONSIDER MAKING A GIFT TO HELP MORE SENIORS IN OUR COMMUNITY THIS YEAR!

The 65+ population is the fastest-growing age group in Volusia County! One crisis—an accident, the loss of a spouse, illness, sudden financial problems—can create an unforeseen rapid downward spiral for too many local seniors. Help us help our elderly neighbors. Your gifts of all sizes provide critical services such as nutritious meals, In-Home Care, Guardianship, and so much more! Thank you.

You may donate online at www.coavolusia.org, call 386.253.4700 x 215, or mail a check made payable to COA to 420 Fentress Blvd., Daytona Beach, FL 32114.



COA Meals on Wheels delivery

Please Help COA Serve More Seniors

COA is the only local non-profit focused solely on assisting Volusia County's senior population—the fastest growing age group in our area.

You may donate online at www.coavolusia.org, by calling 386.253.4700 x 215, or mail a check made payable to COA to 420 Fentress Blvd., Daytona Beach, FL 32114. Thank you!



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SENIOR CENTERS and DINING SITES

COA SENIOR CENTERS & NEIGHBORHOOD DINING SITES

COA SENIOR CENTER—DELTONA

The Center at Deltona
1640 Dr. Martin Luther King Blvd.
386-574-0060
Senior Center Hours: Mon - Fri 9 am - 4 pm
Dining Site Hours: Mon - Fri 8 am - 2 pm

COA SENIOR CENTER—NEW SMYRNA BEACH

Live Oak Cultural Center, 1050 Live Oak St.
386-410-5839
Senior Center Hours: Mon - Fri 9 am - 4 pm
Dining Site Hours: Mon - Fri 8 am - 2 pm

COA SENIOR CENTER—ORANGE CITY

Wava Hall, 200 N. Holly Ave.
386-775-3121
Senior Center Hours: Mon - Fri 9 am - 4 pm

COA SENIOR CENTER—ORMOND BEACH

351 Andrews St.
386-672-4146
Senior Center Hours: Mon - Fri 9 am - 4 pm
Dining Site Hours: Mon - Fri 8 am - 2 pm

ADDITIONAL COA DINING SITES

DELAND

Tomoka Christian Church
1101 E. Plymouth Ave.
386-736-9706
Hours: Mon - Fri 8 am - 2 pm

HOLLY HILL

Sica Hall
1065 Daytona Ave.
386-236-2997
Hours: Mon/Wed/Thurs/Fri 8 am - 2 pm
Tues 8 am - 4 pm

ORANGE CITY

First Congregational Church
259 W. University Ave.
386-774-0001
Hours: Mon - Fri 7:30 am - 1:30 pm

PORT ORANGE

4790 S. Ridgewood Ave.
386-788-8892
Hours: Mon - Fri 8 am - 2 pm

- ◆ Click on the *Senior Centers and Dining Sites* link on our website at www.coavolusia.org to view the monthly activity calendars and menus for each of our locations.
- ◆ Call a Senior Center or Neighborhood Dining Site today to find out how you can socialize, make new friends, and participate in vibrant classes and activities.

RESOURCE DIRECTORY

Council on Aging of Volusia County 386-253-4700

AARP Tax Aid, Defensive Driving 888-227-7669
Adaptive Technology Solutions 386-334-7698
Alzheimer's Association..... 800-272-3900
American Red Cross 386-226-1400
Braille and Talking Books Library 386-239-6000
CareerSource Flagler/Volusia..... 386-323-7001
Community Legal Services of Mid-FL 386-255-6573
Department of Veterans Affairs 800-827-1000
disAbility Solutions.....386-255-1812 x 301
Easter Seals 386-257-1700
Elder Abuse Hotline 800-962-2873
Elder Helpline..... 800-963-5337
ElderSource..... 888-242-4464
Serving Health Insurance Needs of Elders
(SHINE) 888-242-4464

Florida Attorney General's Office
(Price Gouging Hotline)..... 866-966-7226
Medicaid..... 866-762-2237
Medicare 800-633-4227
Salvation Army (local) 386-236-2020
Social Security 800-772-1213
United Way of Volusia/Flagler Counties
First Call for Help.....2-1-1 or 386-253-0563
Veterans Crisis Line800-273-8255, press 1
Volusia County Emergency Management
Disaster Preparedness Helpline 386-254-1500
Public Information Network Hotline 866-345-0345
Volusia County Health Department..... 386-254-1500
Volusia County Housing Authority 386-253-5653
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In the Next Issue:

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- Save the Date: 2020 Dancing through the Decades
- Board Member Profile
- Benefits of Gardening

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