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"TOO OFTEN WE
UNDER-ESTIMATE
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."
- Dr. Leo Buscaglia

A POEM ABOUT LISTENING

Please, just listen when I ask you to listen to me and you start giving advice, you have not done what I asked. When I ask you to listen to me and you begin to tell me why I shouldn't feel that way, you are trampling on my feelings. When I ask you to listen to me and you feel you have to do something to solve my problem, you have failed me, strange as that may seem. Listen! all I asked was that you listen, not talk, or do... just hear. Advice is cheap: twenty-five cents will get you both Dear Abby and Billy Graham in the same newspaper. And I can do that myself. I'm not helpless. Maybe discouraged and faltering, but not helpless. When you do something for me that I can and need to do for myself, you contribute to my fear and inadequacy. But when you accept, as a simple fact, that I do feel, no matter how irrational, then I can quit trying to convince you and get about the business of understanding what's behind this irrational feeling. And, when that's clear, the answers are obvious and I don't need advice. Irrational feelings make sense when we understand what's behind them. Please listen and just hear me, and if you want to talk wait a minute for your turn, And I'll listen to you.

by Ray Houghton, M.D.



"The essence of PeopleCare are the stories we create."

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outside in

BRINGING THE OUTSIDE WORLD IN FOR SENIORS IN OUR COMMUNITY

WHAT best describes a Volunteer for PeopleCare?

WHAT MOTIVATES INDIVIDUALS TO BECOME A VOLUNTEER?

QUALITY OF LIFE - serving the community because doing service makes ones own life better — is perhaps the most significant motivation for volunteering. People benefit from being with other people, staying active, and above all having a sense of the value of themselves in society.

GIVING BACK - many people benefit from the work of others, and volunteer to give back.

SOCIAL - volunteering is a good way to meet a lot of different people from other walks of life and it is often easy to make new friends.

SENSE OF DUTY - some see participation in the community as a responsibility that comes with citizenship.

RELIGIOUS CONVICTION - many faiths hold service to others or the community a spiritual duty or a means of reaching higher spiritual states.

ALTRUISM - volunteering for the benefit of others.

supportive
listener
caring
patient
driver
compassionate
visitor
someone with
30 minutes to spare

WHAT ARE THE BENEFITS OF VOLUNTEERING?

- Being intellectually challenged, developing new skills and talents, and getting useful work experiences
- Gaining respect and putting new ideas to work in meaningful ways
- Working with peers and intergenerational teams to help others
- Using your life experiences to make a difference in the community

OUR MISSION: "Using primarily volunteers, PeopleCare will assist and support the homebound elderly by providing socialization, emotional support and access to service providers where no one is denied services."

The Importance of Listening

Active listening is a process in which the listener suspends his own thoughts and feelings. He doesn't dispense with them - just suspends them in order to attend exclusively to the message - verbal and emotional, of the speaker

Listening is one of the most important aspects of the helping relationship - it is very important to remember that during listening, the inside of the listener's brain is extremely active. This is not a passive process.

Listening is not giving advice, moralizing, preaching, being judgemental. It is not analyzing or interpreting.

Theodor Reik, a clinical psychologist and a contemporary of Sigmund Freud, initiated an idea called "listening with the third ear;" it "reads between the lines" of a

person's communication. With the "third ear", we "listen" by observing the body language of the person in the context of his/her whole communication to us. We listen for voice tremors, gestures, rate of breath, (such as sighs), color (flushed or pale), muscle tension (such as clenched fists), posture, etc. We ask ourselves, is their nonverbal behavior consistent with the verbal statements they make?

A good listener listens for the overtones and undertones of what is being said in order to determine the holistic context of what the person is saying. A listener is a facilitator and enabler to good communication and allows the speaker to say what they want while showing they understand the speakers thoughts and feelings.

WHO AM I...?

"How can I be of help?" she asked.
"I have a good idea," he said,
"Here, hold my hand," she suggested,
"We'll do it together," they offered.

"We'll be right here until it's done."
"Let's do it this way, its more fun!"
"It's what we're here for it's no fuss."
"Call us back if you should need us."

"She needs our help, God bless her heart."
"Oh, I'm just glad to do my part."
"Walk with me, I'll show the way."
"Goodness no, I don't want pay."

"You can do it, I'll show you how."
"You need it when? I'll do it now."
"If you need anything I'm right here."
"Who am I? A volunteer."

"LIFE WOULD BE
INFINITELY HAPPIER
IF WE COULD ONLY
BE BORN AT THE AGE
OF EIGHTY AND
GRADUALLY
APPROACH
EIGHTEEN."

- Mark Twain

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TEN COMMANDMENTS FOR GOOD LISTENING

- 1. STOP TALKING!**
You cannot listen if you are talking.
- 2. PUT THE TALKER AT EASE**
Help him feel that he is free to talk - "permissive environment."
- 3. SHOW THAT YOU WANT TO LISTEN**
Look and act interested. Do not read your mail while he talks. Listen to understand rather than to reply.
- 4. REMOVE DISTRACTIONS**
Don't doodle, tap or shuffle papers
- 5. EMPATHIZE WITH HIM/HER**
Try to put yourself in his place so that you can see his point of view.
- 6. BE PATIENT**
Allow plenty of time. Do not interrupt him. Don't start for the door or walk away.
- 7. HOLD YOUR TEMPER**
An angry man gets the wrong meaning from words.
- 8. GO EASY ON ARGUMENT AND CRITICISM**
This puts him on the defensive. He may "clam up" or get angry. Do not argue; even if you win, you lose.
- 9. ASK QUESTIONS**
This encourages him and shows you are listening. It helps to develop points further.
- 10. STOP TALKING!**
This is the first and last, because all other commandments depend on it.

BRAIN EXERCISES - GIVE YOUR MIND A WORKOUT



ANSWERS: Handy Dandy: 1. left, 2. right, 3. right, 4. right, 5. left, 6. left. Spell Check: strawberry, eligible, impulsive, loyalty, February, parallel, privilege, medicine, elegibility, occasion, orchestra, embarrassed.

Handy Dandy

This exercise trains your ability to focus and requires a good level of mental imagery that is useful in daily life. From the six hands at the left, determine which are right hands and which are left hands. Four correct answers is good.

Spell Check

Here's an exercise that challenges your memory and knowledge of language. Find the correct spelling of each word from among three options.

impressive	impressive	impressive
loyalty	loyalty	loyalty
February	Februery	February
parallel	paralell	parrallel
privilege	privelege	privileged
medecine	medicine	medacine
elegibility	elligibility	eligibility
occasion	ocassion	occassion
orchestra	orchestra	orkestra
embarrassed	embarassed	embarrased

considerate
/ honorable
confidant
non-judgmental



"I had an hour at lunch, so I drove Alice to the doctor"...

Make a difference in an older adult's life.
VOLUNTEER
call **708.442.1223**

PeopleCare, Inc.
60 Akenside Road
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www.peoplecareinc.org

ARE YOU A LONELY OR HOMEBOUND OLDER ADULT?

Perhaps a periodic, friendly visit would add a little enjoyment to your life. If so, please phone Lorraine A. Marek at PeopleCare, Inc for more information on our **Friendly Visitor Program** 708-442-1223

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VOLUNTEER LUNCHEON cont.



(above) Members of the Brookfield Fire Department were in attendance and offered valuable information regarding client care and safety (below left) Executive Director, Helen Jablonski and Visitation Coordinator, Lorraine A. Marek with Volunteers, Anka Copic and Barbara Prack, (below right) Volunteer, Mary Ellen Meindl with PeopleCare Volunteer Coordinator, Nancy Chmell



New Volunteers

Amanda Chmura
Anka Copic
Andrea Donovan
Jim Roberto
Jovita Ruiz

Volunteers Retiring/Resigned

David Duffy
Teri Jablonski
(due to birth of 2nd child)
Mary Michaliska
Jack Smith
Denise Polerecky

THANKS FOR BEING A VOLUNTEER!!
WE COULDN'T DO IT WITHOUT YOU!

thoughtful
sounding board

my Volunteer S T O R Y

STORIES, MEMORIES & THOUGHTS BY PEOPLECARE VOLUNTEERS

Lorraine (95) needed a ride to the dermatologist's office and when I came back to pick her up, she looked at me and said, "It's a new look." I looked at her puzzled and then I realized she had two bandages on her face. I said, "Change is good" and we both laughed.

During this trip, I spoke of my mother-in-law who is 83 and lives alone. I mentioned thinking towards the future and the environment in which she should live on the way to the doctor. After our laugh, she said, "I've been thinking about your mother-in-law," and proceeded to give me some really good advice. Her wisdom and insight were so helpful and made so much sense.

I gave her a ride, but she truly made my day...

- Mary Ellen Meindl

Things Happen...When They Do, What Do I Do?

Sometimes no matter how careful and prepared we are things unforeseen happen. Here are procedures to follow in case the unexpected should happen to you while you are volunteering. All this is for your protection as well as that of your client.

PROCEDURE: When someone has fallen and cannot get up; or is found to be unwell and needing medical attention:

1. DO NOT MOVE INDIVIDUAL UNLESS IN FURTHER DANGER!

Try to make them as comfortable as possible by putting a jacket, blanket or something soft and supportive under their head.

2. CALL 911

Identify the address where you are and make the call ASAP. Assure them help is on the way and sit nearby to make them as comfortable as possible.

3. Do not discuss the details or blame of the incident with the client.

4. Call PeopleCare at **708.442.1223** and let the coordinator know what has happened. Inform them that you have already called 911 and are waiting for service.

5. Make a mental note of the circumstances surrounding the incident. As soon as you have had time to settle down and the client is taken care of, write your remembrance of the incident on paper.

Include: Date and time, Client's name, Where it happened (address), Where you were going? Why?, What happened as you remember, What you did.

6. At your earliest convenience (**but within 24 hours**), bring the written remembrance to the PeopleCare office and give it to the coordinator on duty.

7. Do not discuss the details or admit blame to the accident to anyone. PeopleCare will contact the client to inquire about their well-being and let you know when to call.

GIFTS OF TIME % WHO VOLUNTEER

TOP FIVE STATES, 2003

1. Utah	49.9%
2. Nebraska	43.2%
3. Iowa	40.3%
4. Minnesota	40.2%
5. North Dakota	40.0%

BOTTOM FIVE STATES, 2003

46. West Virginia	23.8%
47. New York	23.3%
48. Rhode Island	23.2%
49. Louisiana	23.1%
50. Nevada	21.3%

VOLUNTEERS BY AGE, 2005

16 to 24 years	24.4%
25 to 34	25.3%
35 to 44	34.5%
45 to 54	32.7%
55 to 64	30.2%
65 and older	24.8%

"IT IS NOT THE YEARS
IN YOUR LIFE, BUT THE
LIFE IN YOUR YEARS
THAT COUNTS."

- Adlai Stevenson

kind
your neighbor

reliable
friend
humanitarian

VOLUNTEER LUNCHEON - 2007

On Thursday, May 10, 2007, PeopleCare, Inc. held its Annual **Volunteer Appreciation Luncheon**. We are so grateful for the valuable time that our volunteers openly give.

Volunteers are the very heart of the PeopleCare mission. Without you we could not hope to reach our vision that no older person in the last third of life will feel abandoned and that they will be able to live out their life in the most productive way possible.

In our market area alone there are more than 11,000 adults 65 and older who may need the kind of attention and help you can offer. By joining the PeopleCare mission you will be touching the lives of those who need help, but are afraid to ask; those who need help but have no one; and those who are homebound and abandoned with no idea of how to get help. Your time, whether it's an hour or 5 hours, can make all the difference to someone who has no one.

Thank you for your gift of time and we hope that your volunteer service is as personally rewarding as it is necessary.

Thank You

AGE IS A HIGH PRICE
TO PAY FOR MATURITY.
- TOM STOPPARD

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(below, left to right) Volunteers:
Jean Vondriska, Marge Anderson,
Janet Stoppenbach, Laura Coglianese,
Scott Schulze (staff), and Doris Houlihan



(above, left to right) Volunteers:
Deb DeMichael, Sue Joseph, and
Francine Sheehan



(left) Volunteers: Ann Blaa, Vera Fina, Harold Verdak, Lorraine Kocanda (above left) Volunteers: Jim Roberto, Mary Ellen Meindl Tom Piette, and Randy Holtz with PeopleCare Executive Director, Helen Jablonski and Associate Director, Bruce Jablonski.



Staff member Linda Baca with officers from the Brookfield Fire Department.



my Volunteer STORY

STORIES, MEMORIES & THOUGHTS BY PEOPLECARE VOLUNTEERS

Volunteering for PeopleCare has opened the door to the genuineness of the "greatest" generation. To tell one story would not do justice to all the people I've met. Each person provides an opportunity to learn culture, history and life experiences of people who are native to the U.S. as well as those who have immigrated.

Lessons all have taught through conversation is appreciation of his/her life and gratitude for the PeopleCare service.

Thank you Elaine, John, Marcella, James, Alvera, Barbara L, Jerry, Anna, Barbara G., Dorothy, Lou, Ruth, Theresa, Frances, and Norb for making my life so much richer because I have spoken and spent time with you.

- Barbara Prack

I'M VERY PLEASED
WITH EACH
ADVANCING YEAR.
IT STEMS BACK TO
WHEN I WAS FORTY.
I WAS A BIT UPSET
ABOUT REACHING
THAT MILESTONE,
BUT AN OLDER
FRIEND CONSOLED
ME . 'DON'T
COMPLAIN ABOUT
GROWING OLD - MANY
PEOPLE DON'T HAVE
THAT PRIVILEGE.'

- Earl Warren

IT'S PRETTY HARD
TO TELL WHAT
DOES BRING
HAPPINESS;
POVERTY AND
WEALTH HAVE
BOTH FAILED.
- KIN HUBBARD

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