



WELCOME

Jane Ferrall, Executive Director

Happy summer! Since my last note to you at the end of March, life at IVCG has continued happy and busy.

We have added three new Board members! **Mary Dansinghani**, Chaplain and Coordinator of Spiritual Services at the Yale School of Medicine, Department of Psychiatry, has returned to our Board after a break. We also welcome **Gordon Wall** and **Margaret Rubano** of Synergy HomeCare of East Haven to our Board. These new members will bring our Board even more expertise and energy. **Claudia Giuletti** is taking a hiatus from the Board, to attend to family matters...she has been a wonderful inspiration to us, and will be missed.

A hearty welcome to new drivers **Anne Marie Ludwig** and **Baxter Walsh** and new friendly visitors **Claire Chambers** and **Diane and Nicole Ortiz**. If you know of anyone who might be looking for a meaningful and fun volunteer experience, please send them our way! Even if a person can only drive over the summer or for a few months, we need substitutes for our drivers who go on vacation. We are also looking into expanding to include weekend driving for non-medical reasons; this would start off as a pilot program only depending on the number of drivers who might have an interest and availability. So, there's something for everyone!

Between March and May of this year, we've added 62 clients, most of whom need driving services. That brings us to 160 new clients since the start of our fiscal year on October 1, 2018 - an average of 20 new folks every month, or one for every day we are open.

I hope you'll enjoy this quarter's newsletter; we've expanded the format somewhat to bring you more information and also to make it easier to handle for those of you who still receive the paper version. One last item: please SAVE THE DATE for our **35th Anniversary Fundraiser**, happening **Sunday, November 3, from 1 to 4 PM**. at Square Foot Theatre in Wallingford. We are currently recruiting event sponsors and advertisers for our program book, and ticket sales (at the very attractive price point of \$35!) will open in the fall. Watch for more news and publicity coming your way very soon... we hope that our clients, volunteers and friends will turn out to show their appreciation for the value that IVCG brings to our community.

Warmly,

Jane J. Ferrall

IVCG HOLDS VOLUNTEER APPRECIATION RECEPTION

IVCG could not keep its doors open for even one day without our amazing volunteers. On **June 6**, we were able to get together and show these dedicated men and women just how much we value them, their can-do attitudes, and most of all their caring and empathetic service.

Whitney Center, as it did last year, opened its doors to us and provided us with a first-class space. We were extremely fortunate to receive event sponsorships from the **Community Foundation for Greater New Haven**, the **Connecticut Health Foundation**, and **Burzenski & Company, PC** of East Haven. These contributions enabled us to put on a lovely event at a low cost to IVCG. Oh, and I can't forget the wonderful catering provided by the **Eli Whitney Culinary Arts** program.

IVCG's Board members took care to attend the event to express their thanks in person, and we welcomed about half of our active volunteer corps (we'll see the rest of you next year!). The group heard short remarks from Bob Serow, IVCG's Board Chair, and Beverly Kidder of the Agency on Aging of South Central Connecticut, IVCG's primary funder. Then it was time for the prizes! A good time was had by all. This year, our sponsorship funding permitted us to award each volunteer a gift card for gas, coffee or lunch... a very small token of our appreciation but one we hope each volunteer will use with pride. The formal event ended with a number of heartfelt remarks from our volunteers, which to me was the very best part of all.

We're already "all set" for next year's event at Whitney Center, for Thursday, June 11 (2020!) from 3:30 to 5 p.m. Volunteers, mark those calendars!

Photos from this year's volunteer reception start on page 7. Many thanks to Kate Walton for her contribution!

AAH/OPEN DOOR: 2019 WRAP-UP

Marilyn J. Bergen, Chair, AAH with Open Door

On June 6, 2019, Aging at Home with Open Door completed its inaugural year of the merged organizations. It was a dramatic year, in which we have learned something new each month! We have had wonderful speakers who have encouraged us to move beyond ourselves and into a new future.

We shared delicious meals prepared by the culinary students of Eli Whitney Technical High School. We've also moved from relying on paper plates to be more "green" using china plates and washing them! We have had a wonderful crew of "ad hoc" dish dryers, so if you're ever nostalgic for the days of real dishes and real dish-towels, please feel free to join us!

We have enlisted folks to collect monies and give out name tags. As they say, it does take a village to raise a child and to have a successful program. We need each other to create something wonderful for everyone! See you in September!

OPERATING ACTIVITIES IN: FISCAL YEAR 2019, YEAR TO DATE

NINE MONTHS ENDED JUNE 30TH

Service Hours	2815
Total Clients Served	291
<i>of whom</i>	
Age 75+.....	170
Minority.....	71
Poor.....	52
Near Poor.....	60
At Risk.....	246

A NOTE TO OUR CLIENTS:

Since my last note, we have seen a decrease in the number of last-minute cancellations and no-shows. Well done!

I did also want to quickly address our ride booking policies as they relate to our accepting appointments. If we accept your appointment, it means that we are committing to fill it. While the vast majority of the time you will receive your ride from an IVCG volunteer, if "worst comes to worst" and we cannot find you a driver, a member of our office staff will provide your ride.

Sometimes, especially during holiday periods or in the lead-up week, we experience a very high volume of requests. Although we generally try to fill all requests that we have received at least seven days in advance of the ride date, there are weeks when we have to close our bookings early, and we will leave this message on our answering machine. This always reflects the fact that we know we won't have drivers available to fill the bookings, whether that's because we have a large number of bookings already, or because we know that many of our drivers won't be available. We are strongly committed to filling all of the bookings we accept, and this is our way of making sure that we haven't accepted a request for someone, and then later on have to tell him or her that we can't provide the ride after all.

Uncertainty is definitely the nature of this business. We see doctors cancelling or changing appointment times at the last minute. Our clients get sick or have other issues and can't make their appointments. We're not perfect, either. It's a cooperative endeavor and a little understanding on all sides goes a long way!

IVCG OPENS MAE'S CLOSET

The culmination of several years of hard work and planning occurred on June 1 when **Mae's Closet**, the durable medical equipment lending bank, officially opened its doors. For now, the closet will be housed at the U-Haul facility located at 1685 Dixwell Avenue in Hamden. You may contact the closet by calling **(475) 414-8333** between the hours of 9 AM and noon during the week or by emailing them at **maescloset@gmail.com**. You can also request equipment through our website, **carenewhaven.org**. All lending and donation is by appointment.

Mae's Closet acknowledges the generous contributions of the Hamden Rotary Club and the Town of Hamden in helping us get the "seed money" needed to get the closet up and running.

Mae's Closet accepts donations and lends out "hard" durable medical equipment including mobility devices such as walkers, canes and wheelchairs, bathroom equipment such as shower chairs, and miscellaneous assistive or safety devices like grabbers and bed rails. At this time we are neither accepting nor lending "soft" equipment such as pads, shoes, braces or diapers. (Please call Charlie's Closet in Guilford at (203) 453-8359 if you want to acquire or donate these items.) We are asking for a donation of \$1 per item but if you would like to donate more, you are more than welcome.

While U-Haul has worked with us to help us obtain the maximum space at the minimum price, we are still actively seeking a community space that might be willing to permit us to run the closet for no charge. We have insurance and would be a good neighbor! Call us at the above number if you have any ideas or leads, and thanks so much!

THANK YOU TO OUR DONORS:
SPRING/SUMMER 2019

We are grateful to our friends and supporters in the community; your generosity makes our mission possible. Our donors in the third quarter of our fiscal year 2019 include:

Leila Adams	Paula Biondello	Skip Borgerson	Tanya & Robert Bovee
Barbara Bretko	Marie Carangelo	Nancy Casapulla	Dru Cherry
Meg Church, Esq.	Joan Ciano	Anna Marie Cimino	Anthony Consiglio
Elvira Costanzo	Charlie Curello	Connie Decker	Jeannette Doughan
Ruth Ewaskio	Frank Farrell	Louise FitzSimmons	Marianne & Al Fontana
Marguerite Gardner	Marion Greene	Rina Grosso	Irma Hammer
Joseph Hoey	Sylvia Horowitz	Marianne Izzo	Miriam James
Jane Kellogg	Grace L'Manian	Lorraine LaTerza	Geraldine Licciardi
Loretta Mansfield	Augusta Mantia	Josephine Marra	Carol Mitchell
Joan Mongillo	Donna Murphy	Joyce Nelson	Minot & Alycyn Nettleton
Ann Niebloom	Sharon O'Neill	Madeleine Paul	Marie Picarello
Fred Quartiano	Clelia Reynolds	Ruth Risberg	Anna Rubino
Leonara Russo	Muffy Sabatino	Lorraine Salerno	Lillian Serafino
Bob Serow	Rosemary Shaw	Teresa Sirico	Marilyn Sisson
Gloria Testa	Michelle Zacks		

Donors to Aging at Home & Mae's Closet:

Carol Bartlett	Stephany Cousins	Hillary Singer	The Rotary Club of Hamden
----------------	------------------	----------------	---------------------------

Our Faith Partners:

City Missionary Association Dunbar Women's Fellowship

...and our wonderful, generous donors from the Great Give, including Marilyn Bergen, Skip Borgerson, Meg Church, Deborah Elkin, Grace Kang, Al May, Liz Miranker, Gwen Severance, Kate Walton, Virginia Wilkinson, and Ann Yost.

I WAS SCAMMED!

Ann Levison

I never in my wildest dreams thought that I would be scammed. I thought I was much too smart, sophisticated and 'with it' for it to happen to me!! I was wrong.

One late afternoon I got a phone call from AppleCare. We had bought iPhones from Apple a few months ago and I had not heard of AppleCare but the guy on the phone told me that there was a problem with my computer. (Why I fell for this I don't know as we don't have an Apple computer). I was suspicious enough to google AppleCare on my cell phone while he was talking to see if AppleCare was real and of course it is.

He was very persuasive and eventually I gave him permission to access my computer. This went on for about an hour and eventually I was transferred to an 'engineer' who took over talking to me. He said that in order to fix things I needed to get two Google cards at \$100 each. I didn't know what a Google card was.

My husband came home at this time so he went off to get these cards. The 'engineer' was talking to him on his cell phone when he walked into Best Buy. When he asked for the cards the gentleman behind the counter said "you are being scammed" and he grabbed the cell phone and berated the guy on the other end. We were saved, thanks to this smart sales person.

We found out that Google cards are just gift cards and if we had bought them then they would have asked us for the numbers on the cards and they would have used them.

The sales person told us to do three things: turn off the computer, call the police and call the bank. I did turn off the computer and kept it off until someone was able to come and remove whatever these guys had put on it. We also called the police and they sent an officer over to get the information. He called the number that these scammers had called from and it was the correct number for AppleCare and the person there said they were getting several calls a day about this same issue.

I am very embarrassed about being 'had' like this but hope by sharing this story I will save someone else from a similar situation. Listen to that inner voice that whispers "this is suspicious." I didn't listen to mine.

Note from Jane:

We sincerely thank Ann for sharing her story. Please take this as a reminder that *nothing that involves a request for gift cards is legitimate*. If you are talking with someone on the phone or over the internet or in person and there is a request that you purchase or hand over gift cards, you can *assume it's a scam, 100% of the time!*

IS TECH IN YOUR FUTURE?

I recently had the opportunity to spend time exploring new technology options to make “aging in place” safer, easier and more fun when I attended **AARP’s Health, Wellness and Assistive Tech Expo** at New Britain High School. There is so much “out there” to help seniors, and savvy tech folks are figuring out new and better ways to connect us.

Nicole Feeney of the non-profit New England Assistive Technology program, sponsored by Oak Hill Connecticut and an affiliate of Easter Seals, gave a talk about how seniors can adopt and adapt tech solutions in their homes. Problems such as remote operation of heat, lights and appliances... figuring out who’s at the door when you can’t be right there...remembering daily tasks such as medication schedules...tech entrepreneurs have figured out ways to address them all. NEAT provides low-cost assessments to help people find solutions for their needs. The best part: before you buy anything, NEAT has a “lending library” for folks to borrow different tech options, try them at home, and then decide whether any item is worth the purchase.

But wait, there’s more! I was able to tour NEAT’s incredibly cool **“tiny house on wheels” (SHOW, which stands for Smart House On Wheels)** which is just like it sounds: a one-room, portable “house” demonstrating all the tech and how it works. I was able to operate a computer by moving my head, and saw another touch screen that works on eye movements. Amazon Echo technology runs the house on a hands-free basis, including, incredibly enough, the microwave! Alexa, defrost the pot roast...

Nicole and I chatted about the “digital divide” that we have both observed, which, sadly, separates seniors from from the very tech solutions that would do so much to improve their lives. We agreed that it’s a complicated problem and that the reasons for the divide can vary from person to person. For some, it’s a matter of cost or worries about open-ended expenses; for others it’s security worries; for still others it can be concerns about being unable to manage or master new skills, and fear of embarrassment at being unable to do what seems to come so easily to younger people. Clearly, the tech is out there, and so are the people who need it. It’s putting the two together that is so challenging!



LEFT: Shirley Dobihal and Bev Kidder.

RIGHT: Friends from one of our faith partners, Immanuel Baptist Church, catching up.



WHITHER SENIOR TRANSPORTATION?

So folks who read my musings in the Spring edition of Connections may have been thinking, “oh come on Jane! This is pie in the sky stuff... never going to affect my life!” While you may be forgiven for thinking that, here’s some information that just might expand your viewpoint a little bit.

One of the most salient aspects of the discussion about society’s adoption of self-driving cars (or “AVs”) is the fact that the most difficult engineering problems are right at the beginning. This is because, at least initially, AV’s will operate in an environment that also contains non-AV’s. The programs that govern AV’s will have to account for other vehicles acting irrationally (i.e., vehicles driven by humans). This is a very different problem than it will be when AV’s rule the road.

With that said, look for AV’s to be adopted in some locations, under some circumstances, for some uses: not necessarily the fully integrated model that many of us may envision, but in times and places where the chance for AV’s and non-AV’s to interact are minimized or eliminated.

What types of situations might these include? Today, working shuttles, that only travel a mile or two, operate in cities like Detroit and Columbus, Ohio,

connecting people to stations and downtowns. A shuttle service between New Haven’s Union Station and Yale-New Haven Hospital is in the planning stages right now. While at first the shuttle will have a human driver at the controls, eventually the service will be fully autonomous.

Defined spaces like college campuses, residential neighborhoods and senior living communities are another place where companies are working to create autonomous transportation. Voyage Auto, a Santa Clara, California-based AV start-up, is already testing out the service in two senior living communities in the state.

Home delivery services, such as Amazon Prime and other e-commerce providers, are heavily motivated to replace their wasteful and inefficient delivery model. Small, autonomous vehicles that deliver packages, meals (and perhaps groceries!) are being field-tested in Washington State at present.

The bottom line? Look for AV’s to begin subtly changing the way we do transportation. The more dramatic scenario, in which AV’s fully replace the family car, may be a decade or so in the future, but incremental steps will take place long before then. Keep watching!



LEFT: Kate Walton and Irene Jenkins

RIGHT: IVCG runs on our volunteers and our volunteers run on coffee. Executive Director Jane Ferrall serves up refreshments!



INTERFAITH VOLUNTEER CARE GIVERS
of GREATER NEW HAVEN
30 Gillies Rd
Hamden CT 06517-2113

NONPROFIT ORG
US POSTAGE PAID
NEW HAVEN CT
PERMIT NO. 124

or CURRENT RESIDENT

“ Volunteers do not necessarily have the
time; they have the heart.

”

—ELIZABETH ANDREW

**Every month should be National Volunteer Month! Consider
joining IVCG's talented and dedicated volunteer coprs, and start
making a difference in your community today.**