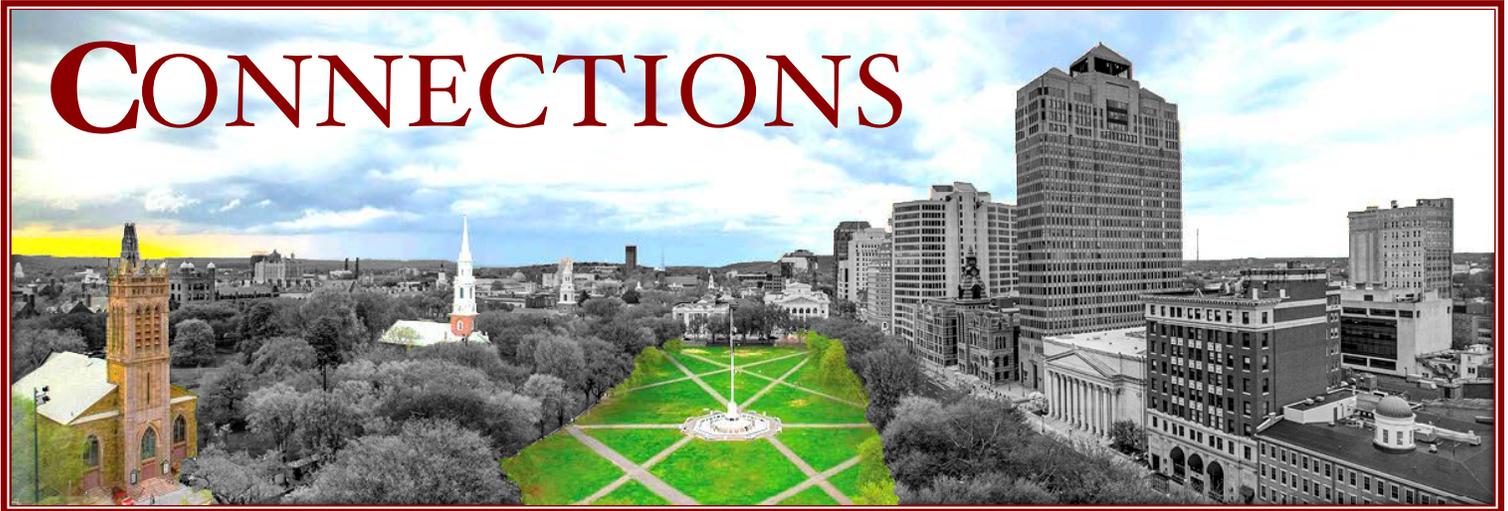


INTERFAITH VOLUNTEER
CARE GIVERS of GREATER NEW HAVEN
FALL 2021



HAVING A GREAT FALL!

Jane Ferrall, Executive Director

Welcome to our Fall 2021 edition of Connections. We're always pleased to be part of your life.

Good news! The IVCG rides program is now reaching even more people than before the pandemic, as most clients and medical providers return to previous levels of service, and also make up for lost time. Many of our pre-2020 volunteers have returned to driving. We gratefully welcome new medical drivers **Leo Cristofar, Peter Fracasso, and Kathy Hershman**, plus new community volunteer **Frances Sink** and new grocery drivers **Christine Chorna and Higggy Lerner**. Welcome on board all!

In the past quarter, we've added 75 new ride clients, mostly in New Haven or Hamden, but our entire service area of New Haven County is represented. This newsletter includes reminders about ride booking and service, both for our newbies, and for those returning to service with us after some time away.

This fall we introduce IVCG's great bunch of new interns for 2021-22, who will be supporting our Trusted Ride Certified escorted ride program. They're certainly going to liven up the office atmosphere! Also, look inside for your Thanksgiving meal delivery request form. If you're homebound or cannot cook for Thanksgiving,

you can sign up for a free turkey dinner for yourself (and a guest if you wish) and our volunteers will deliver right to your door on Thanksgiving morning. It's a very special part of our holiday tradition and we're happy to have you be a part of it.

The IVCG running team put our sneakers on and pulled off a successful showing at New Haven's iconic annual Labor Day road race. And, we're planning a fun outdoor yoga event for October 30 and invite our friends and supporters to join us there.

As always, thank you for your support, care and good wishes,
Warm regards,
Jane

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SERVICE NOTES AND REMINDERS – FOR NEW AND RETURNING CLIENTS

IVCG's "flagship" activity is providing medical rides for our clients. Not only do we provide a "door through door" ride, safe, private and comfortable, but our rides are 100% free. We are one of a tiny handful of free transportation providers in the entire state. Understandably, because the demand for our free transport service is so high, we must ask that our riders comply with some simple requirements.

We can provide **one**, round-trip ride, per client, per week. If we book a ride for you, we are committing to provide it. There is no limit to how far in advance you may book, and it is not unusual for clients to book two, three or even more months ahead of time.

We try to fulfill all requests that we receive for rides that give us at least one week's notice. However, there are times and dates when this is not possible. Because we are guaranteeing you a ride, when we know that a day or a week's appointments have already all been booked, we must turn away additional requests.

Volunteer drivers do not grow on trees! Every appointment slot that we book represents an investment of time on the part of our office, and more importantly, our volunteers. Generally speaking, if you book an appointment and then **cancel** it, especially at the last minute, that represents a ride that could have gone to another client... and doesn't. We understand that not everyone has the type of predictable schedule that lends itself to reliability in booking and keeping appointments – but that's also why our ride service doesn't necessarily work for everyone.

Our biggest problem in providing our ride service, other than finding volunteers, is **communications** with our clients. Either someone from our office, or the volunteer, will call you the day before the appointment to confirm and to discuss final details for the ride. If you do not answer your phone (e.g. if you routinely screen calls and don't answer calls from unknown numbers) you will miss your driver's call. If your voice mailbox is full, or you haven't set it up, you won't get a call at all. Then... you will think nobody is coming, and you will be very sad. *And to think it all could have been avoided if you had just answered your phone!*

We also need to discuss **transportation alternatives**. Our rolls currently contain almost 900 clients, all registered to receive rides. Yet, with our currently available drivers, we can provide at most 60 rides per week (and several of these are reserved for standing dialysis appointments). So that math doesn't work out too well. That's why we ask our clients to register with other ride providers and services and use them if possible. Other ride services may take longer, or they're slightly less user-friendly, than IVCG. But it's clear that IVCG can't possibly provide all the rides that any one person may need, which is why we seek to connect you to your town or local service, and ask that you use your "local option" if it's available to you (we understand that it isn't always). We don't ask this because we don't care about you, or want to avoid serving certain people or towns, it's an issue of basic fairness and equity.

***HELP US HELP YOU! BE SURE TO ANSWER YOUR PHONE THE DAY BEFORE
YOUR RIDE....***

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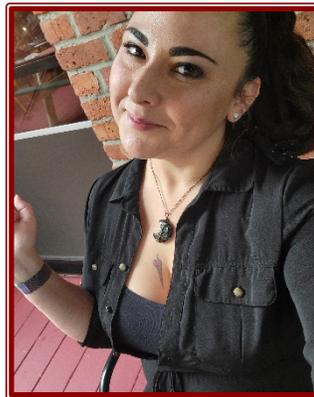
WELCOME TO OUR NEW INTERNS!

We are pleased and proud to host four great young women this year. Our three social work students will be supporting our Trusted Ride Certified program; Ja'nya will be our general office intern. I hope you get the chance to meet one or more of them.

Dera Kanhai is a senior Social Work student at Southern Connecticut State University. She lives with her family in Waterbury.



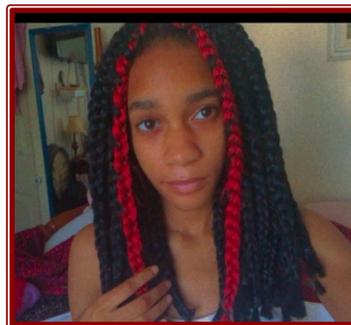
Dieudonne "D" Jules lives in West Haven with her son and is also a senior Social Work student at SCSU. She says: "I am caring, sympathetic and I am very happy to serve the people I love and cherish. I am looking forward to seeing you!!!"



Carmen Jacobson is a senior in Social Work at

SCSU and she lives in New London with her husband, two children and five cats! She is originally from Texas; her parents were in the Army and her husband is in the Navy.

Ja'nya Hill is a freshman at the University of New Haven and she lives in New Haven with her family. She says: "I believe in diligence, compassion and



honesty when it comes to building relationships and/or helping others. Being apart of Interfaith makes me feel rewarded and it also keeps me motivated."

TRUSTED RIDE CERTIFIED:

WHAT'S IT ALL ABOUT?

IVCG is now in our second year of our collaboration with the Agency on Aging of South Central Connecticut to bring a chaperoned ride program to our clients. We may recommend you for this program if we feel you could use a little extra support to attend your doctor appointments – for instance, if you have difficulty making and keeping your rides or appointments, or might need some extra physical help to attend.



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THANK YOU TO OUR SUMMER DONORS!

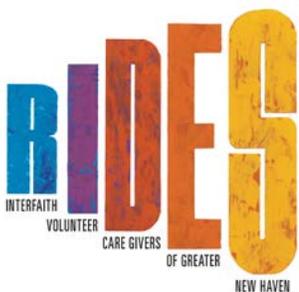
We so appreciate all the wonderful support of our riders, clients, volunteers, and friends. Your help keeps our doors open and our volunteer drivers on the road. Our sincerest thanks to all who gave since March!

A note on notes: as part of ongoing efforts to control our costs, we have recently raised the threshold for sending a personal thank-you letter from \$10 to \$20, although we will, of course, continue to send out year-end receipts on request or as required. Please know that any amount donated is very much appreciated!

Mae's Closet Donors include Sharon Boyd, Fred Coughlin, Gene Daniels, John DeLima, Betsy Gorman, Betty Jackson, Laura Johnson-Dawson, Nakia Maldonado, Karen Nemiah, Lynette O'Toole, Carolyn Pierson, Marion Rook, Tilden Russell, Rosalina Santorio, Nancy Taylor, Marcia Tubin, and Maureen Wagner.

Aging at Home Donor Mary Bales.

General Program Donors include Carmela Argentino, Beth Auerbach, Jodi Basilicato, Laurie Berman, Barbara Bretko, Beverly Bristow, Bobbie Bromell, Lauren Brumell, Linda Bruno, Elaine Bryant, Lisa Buonaiuto, Philip S. Carter, Dorothy Clement, Edwina Collins-Vaughn, Louis A. Coppola, Elvira Costanzo, Florence Cusano, Richard Davies, Jennie Eisensmith, Ada Epps, Angelina Esposito, Jane Faitella, Carol Fairchild, Frances Farrell, Jean Frank, Louise G. Franklin, Mabel French, Robert Gentile, Robert Godowski, Virginia Gramquist, Oliva Grippo, Rebecca Hamilton, Mildred Hopkins, John Horbal, Dorothy Howard-Lucky, Victor Howell, Rose Ann Iassogna, Fran Ifkovic, Immanuel Missionary Baptist Church, Betsy Keating, Fannie Jackson, Miriam James, Joan Jarmie, Alva Jeffreys, Patricia Julianelle, Sandra Kauffman, Virginia Klump, William Knight, Cheri Kobe, Maureen Landry, Joan Lipman, Marlene Margolin, Josephine Marra, Marilyn McCormack, Carol F. Mitchell, Donald Nagel, Marie Natalino, Margaret Outley, William Parcesepe, Maryann Patterson, Madeleine Paul, Marie Picarello, Sultan Randall, Ismael Roman, Beverly Russello, Leonara Russo, Lorraine Salerno, Brunno Savodelli, Nicholas Sepesko, Ann Signore, Ellen Silver, Roberta Thurrott, Albert Varrecchia, Shirley Vitale, Carolyn Young, Dorothy Young and Beverly Zimmer.





Thanksgiving for All Meal Request Form

Interfaith Volunteer Care Givers of Greater New Haven, together with Downtown Evening Soup Kitchen, Yale Hospitality, New Haven Elderly Services, and support from the Philip Marett Fund, presents Thanksgiving for All.

This program is for **the elderly (ages 60+) or disabled homebound** of the Greater New Haven community. Please fill out and return this form if you wish to receive a traditional Thanksgiving meal delivered to your home on Thanksgiving morning. You **MUST** be present in your home on Thanksgiving morning and provide us with a phone number where we can reach you that day. The meal will be delivered to you on Thanksgiving Day, November 25th, between 10:30 a.m. and 1 p.m. and will include reheating instructions. We cannot accommodate special requests or dietary preferences. You may request a maximum of **two** meals. For any additional information or questions, please call us at **(203) 230-8994**.

SPECIAL COVID-19 PRECAUTIONS FOR 2021: all deliveries will come to your front door or to the front of your building; your delivery person will call you when he or she arrives and all recipients are required to wear a mask when meeting the driver. If you are experiencing any COVID symptoms, please inform the driver and he or she will leave the meal outside your door. Let's all have a safe and healthy Thanksgiving!

All forms are due on Thursday, November 18, 2021

Name: _____

Phone: _____

Birthdate: _____

Address (Number, Street, City & Zip Code):

I would like (circle) one meal OR two meals _____

Instructions for Volunteer (i.e. ring doorbell, knock door, enter back door, dial xxx on intercom):

Mail completed form to IVCG, 30 Gillies Road, Hamden CT 06517 OR register online at www.carenewhaven.org



INTERFAITH VOLUNTEER CARE GIVERS

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