

In This Issue

- Message from the Board Chair
- LOWLINC Receives McMurtry Award
- Health and Wellness Corner
- Volunteer Spotlight
- New Members Corner
- Survey Results Are In!
- LOWLINC's Numbers in 2018
- Thank You, Donors!
- LOWLINC Holiday Dinner
- Did You Know...
- Upcoming LOWLINC Events



Message from Carolyn Rourke, Board Chair

Happy New Year, friends and colleagues. The new year brings changes to LOWLINC: new officers, committee reorganization, and new initiatives that will enhance existing member programs and services. I'm honored to have been elected to chair the LOWLINC Board for the next two years. Emily Slunt has been elected

new Vice Chair. Jeff Flynn stays on as President and John Beisheim as Treasurer. Mary-Jane Atwater has stepped down after four incredibly productive years as LOWLINC's founding Board Chair and is remaining as Secretary. Vicky Fleming and Donalda Lovelace round out the seven-member Board of Directors.

Reflecting on the year just ended, LOWLINC volunteers performed more than 3,100 services for members, contributing more than 2,350 hours and driving 19,300 miles in providing those services. Our health and wellness programs expanded as we introduced exercise classes for members and conducted a Medicare Workshop. We earned the prestigious McMurtry Award described on page 2. We held the second annual LOW Wine Tasting as a successful fundraiser and continued our dynamic social activities and preferred service provider programs, which benefit both members and volunteers. Look for details in the 2018 Annual Report to be published soon.

An exciting and productive 2019 is anticipated. Volunteer Self Signup, the improved service request scheduling system, will give volunteers greater flexibility in accepting member services. We look forward to identifying and conducting the health and wellness projects made possible by the McMurtry Award, to continuing our work with the University of Mary Washington Honors Program, and to holding the Third Annual LOW Wine Tasting, which is fast becoming a tradition here at the Lake. The Volunteers Committee, chaired by Mary Jane Oldham, is developing informative learning sessions to build volunteers' skills, and the Member Outreach Committee, co-chaired by Eileen Appleyard and Joe Sauro, will continue to build its programs to promote membership and engage members.

Above all, we look forward to continuing to fulfill our mission to help seniors at Lake of the Woods remain in their homes safely and independently, with meaningful involvement in their community. Thank you to everyone connected to LOWLINC—members, volunteers, supporters, donors, and the community at large—for your continued support.

LOWLINC Receives McMurtry Award by Mary-Jane Atwater

December 17 was a big day for LOWLINC. That's when we received a \$5,000 Lawrence and Martha McMurtry Award for Excellence and Innovation in Community Health and Wellness. The Mary Washington Hospital Foundation gives two awards annually, one to an individual and the other to a nonprofit organization. LOWLINC received the award for a nonprofit organization.

The awards "recognize efforts to increase access, improve quality, and foster innovation in providing health and wellness services for the 'medically underserved,' in the region served by Mary Washington Hospital." Mary Washington Healthcare includes seniors in its definition of medically underserved.

In presenting the award, Xavier Richardson, Executive Vice President, Corporate Development and Community Affairs, for Mary Washington Healthcare, recognized LOWLINC for its innovative service model that improves access to health and wellness services for seniors. LOWLINC provides transportation to health care appointments, health literacy and education, socialization to diminish isolation, and exercise and nutrition programs.



The LOWLINC Board of Directors plans to use the funds to implement one or more health and wellness projects that benefit as many seniors as possible. Please see the Health and Wellness Corner below and help us decide which projects to undertake. We thank the community, especially our dedicated volunteers, for their support, which contributed to our receiving this important recognition.

From left: Maureen Callahan, Emily Slunt, Mary-Jane Atwater, Xavier Richardson, Jeff Flynn, and Vicky Fleming at Snowden House in Fredericksburg, where we received the award.

Health and Wellness Corner: We Want To Hear from You

The \$5,000 McMurtry Award was an unexpected gift to LOWLINC. The LOWLINC Board decided at its December meeting to dedicate the award for one or more health and wellness projects that will benefit as many seniors as possible. The ideas we discussed include the following:

- CPR/AED training for volunteers, members, and LOW adults
- fitness equipment or classes for seniors
- classes on improving balance
- dementia training and support
- support for medical transports

We know we don't have a lock on all the ideas, so we want to hear from you. Board Chair Carolyn Rourke has appointed an ad hoc committee led by Vice Chair Emily Slunt to consider ideas and propose appropriate projects. What ideas do you have for using the funds? We welcome your suggestions for projects that meet the following guidelines: (1) project is health and wellness related and (2) project benefits as many seniors as possible. Please e-mail your ideas to eslunt@comcast.net no later than February 15.

Volunteer Spotlight

Salute to LOWLINC's Drivers

by Carolyn Rourke

LOWLINC's volunteer drivers perform the critical task of getting members to and from their appointments. Transportation is arguably the most important service offered to LOWLINC members in this rural area, distant from many major services and lacking public transportation. LOWLINC members have a variety of reasons for needing transportation: some don't drive at all; others prefer to drive locally but want a driver to deal with the hustle-bustle of the city and town traffic. Other members still drive but might need temporary driving assistance with some appointments. Generally, rides are provided within the triangle roughly formed by Fredericksburg-Orange-Culpeper.

Transportation services fall into several categories, the most-used being medical transports: appointments with a primary care physician, dentist, eye doctor, specialists, physical therapy, and minor outpatient surgeries. These transportation runs typically are to Culpeper, Fredericksburg, or Orange, with a few occurring within the local Locust Grove area. In 2018, LOWLINC volunteers performed 286 medical transports. They contributed 753 hours and drove more than 10,000 miles to give members access to health care services. In addition, volunteer drivers with Rappahannock Rapidan Community Services (RRCS) drive LOWLINC members to medical and legal appointments. LOWLINC volunteers also take members on all kinds of shopping trips (groceries, clothes, big-box stores); help members run errands, such as to the post office, pharmacy, or auto repair shop; and take members to the hair salon and barber. On a few occasions, volunteers have even helped members get their furry friends to the veterinarian. Volunteers provided a total of 566 transportation services in 2018.

Volunteers have great flexibility in choosing the transportation services they will perform. Some volunteers elect to drive a couple of times a month, others like to drive more often. A few prefer to drive locally. Volunteers tell the LOWLINC coordinator which days and times they are available, so they will not be asked to drive outside those timeframes.

Perhaps one of the greatest benefits of the LOWLINC transportation program is the unanticipated friendships that are forged between members and volunteers on the drives into town, the waits together in the doctors' offices, and the shopping trips. Lisa and Chris Ward joined the LOWLINC volunteer force last year. According to Chris, "It's a privilege to drive LOWLINC members, especially on the longer runs like to Culpeper and Fredericksburg. It gives me time to have a good talk with the member and to learn about their interesting lives and stories."



LOWLINC Member Evelyn Wiltshire and Volunteer Peggy Grella embark on a drive to the doctor.

(Please see page 4 for more information on LOWLINC's drivers.).

Volunteer Spotlight (continued)

LOWLINC Transportation Services -- 2018



Thank you to these 69 LOWLINC heroes who drove at least once in 2018.

We are grateful to have you, without whom the 566 transportation services last year would not have been possible. Whether you drive once a year or 20 times a year, we're glad you are part of LOWLINC.

Eileen Appleyard	Margaret Driscoll	Donalda Lovelace	Nora Simpson
Elizabeth Arndt	Diana Duffy	Brian Madigan	Emily Slunt
Mary-Jane Atwater	George Duffy	Stacey Madigan	Leon Strain
Carol Bailey	Janet Ervin	Mary Lou McFarland	Nancy Strain
Tom Bailey	Barbara Fetzer	Jim Oldham	Betty Tabor
Debbie Beisheim	William Fetzer	Mary Jane Oldham	Maryann Taylor
John Beisheim	Kathleen Fish	Bobbie Prees	Sylvia Templin
Hattie Brinsfield	Victoria Fleming	James Protiva	John Undari
Maureen Callahan	Jeff Flynn	Val Protiva	Chris Ward
Bonnie Chadwick	Judy Flynn	Christy Rappoport	Lisa Ward
George Colby	Linda Fogarty	Claude Rogers	Elizabeth Wiley
Dianne Condon	Peggy Grella	Mary Ann Rogers	Mark Woerner
Patricia Cope	Brian Hall	Carolyn Rourke	Ann Wood
Lynn Cryblskey	Hope Hall	Shirley Rowe	Boggs Wright
Ted Cryblskey	Ann Hatfield	Joe Sakole	Kenneth Zwickl
Marilyn Davis	Loretta LaTerra	Joseph Sauro	
Carleen Delio	Natalie Logan	Bob Shope	
Walter Diercks	Bean Lohmann	Mary Simmons	

New Members Corner By Mary-Jane Atwater

We send a warm welcome to the following new LOWLINC members.

**Myrle Burnside**

In 2002, Myrle's husband, Bob, told her, "It's time to get off the mountain and move." At that time, Myrle and Bob were living on three acres on Bull Run Mountain on the Dulles flight path. Myrle recalls she and Bob witnessed the first flight of the Concorde supersonic airliner, as well as subsequent flights that roared above their property. Eager to move, Bob saw a flyer about Lake of the Woods, so they came to take a look and purchased a lot on quiet Confederate Drive, where they built a home. By then, Bob had retired from 40 years with the American Red Cross and Myrle was a retired RN. Until Bob became ill in 2007, he and Myrle traveled every year. They also enjoyed LOW Players performances, sitting on the beaches, and walking. Bob played golf, and Myrle enjoyed gardening. Sadly, Bob passed away in August 2018. Myrle says she joined LOWLINC in November for "assistance with transportation, errands, and mail pick up, as well as an opportunity to meet volunteers." Myrle has a large family that includes her son and daughter, one step-daughter, four grandsons, eleven great-grandchildren, and one adorable baby great-great-granddaughter.

Frank and Marjorie Farrell

It's been 18 years since the Farrells moved from Rockaway, New Jersey, to Lake of the Woods. Previously, Marjorie worked in jewelry sales and Frank worked as a sales manager in a division of Phillips Lighting. When the company went bankrupt, Frank accelerated his retirement plans so he and Marjorie could move closer to their daughter Barbara and granddaughter, who lived here at LOW. Frank and Marjorie also have two other children, who live in New Jersey. Their daughter Kathleen adopted a girl from Russia about 12 years ago. She is in high school now and a taekwondo competitor who won two meets in South Korea two years ago. Their son Bill has a son in college. Frank says, "I've been blessed with great kids and three wonderful grandkids." Frank used to enjoy making stained glass, and he was quite active in the Knights of Columbus. Currently, he enjoys doing handyman work around the house. He and Marjorie stay in close touch with Barbara, who now lives nearby in Madison, and their granddaughter who attends Virginia Tech. The Farrells joined LOWLINC in anticipation of needing assistance with transportation early in 2019, and they look forward to attending social activities.

Dick Pronk

Dick says it was a badge that led to LOW. Almost 35 years ago, at a dance with another square dancing club, Dick and his wife Marion met a couple who sported badges for the Lake of the Woods Square Dance Club. Dick and Marion knew nothing about LOW, but when the couple invited them to see the lake, they came for a visit and quickly made the decision to move here from Bowie, Maryland. Dick and Marion continued to square dance here and also became involved with the LOW Players, with Marion serving as director for many years and Dick working the sound system. When Marion passed away in 2016, the Community Center great room was named Marion Pronk Hall in her memory. Dick's professional life included 30 years as an engineer designing buildings for GSA, including some work at the White House. Before retiring and moving to LOW, he was a consultant for 10 years. Dick enjoys bowling with the LOW Mixed League and playing bridge. He has two daughters and three sons, 12 grandchildren, and one great-grandchild. Looking back over his time at LOW, Dick says, "While some of the people I once knew may no longer be here, the fine character of the community has not changed at all."

The Survey Results Are In!

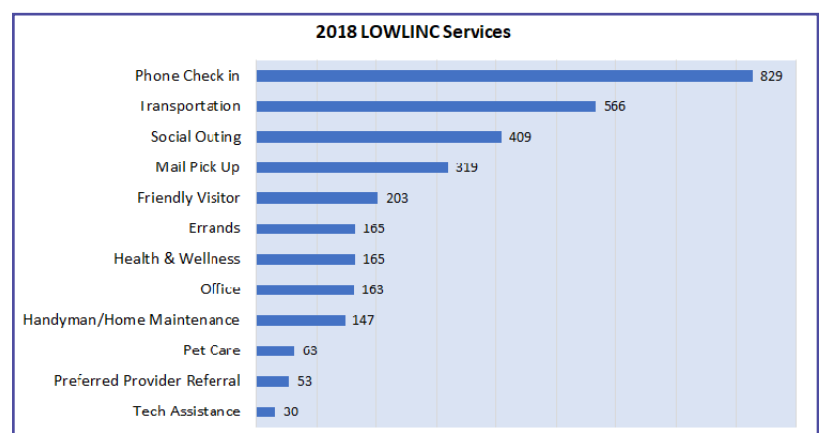
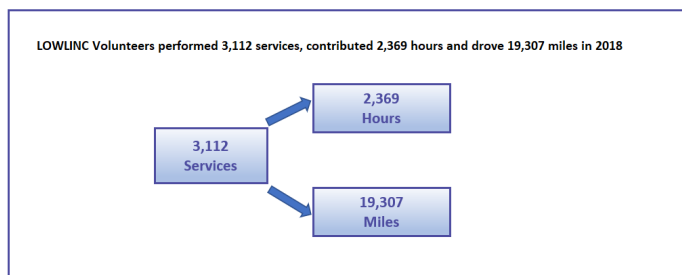


How satisfied are members and volunteers with their involvement in LOWLINC? It's important for the leadership to know the answer, so each fall we conduct two surveys, the first of LOWLINC members and the second of our volunteers. The Member Outreach Committee managed this year's member survey, receiving 33 completed surveys out of 50 mailed. The results showed a very high level of satisfaction with LOWLINC membership, with all members agreeing or strongly agreeing that the organization has met their expectations. Members strongly agreed that LOWLINC provides the services they want and need and described their interactions with volunteers as excellent or good. The questionnaire also provided useful input about social activities, health and wellness programming, communications from LOWLINC, and preferred service providers.

The Volunteers Committee managed the online survey of volunteers and received 52 responses out of 80 invitations sent. Ninety-two percent reported very or extremely high levels of satisfaction with the volunteer experience, and 98 percent were extremely or very satisfied with the services they are asked to perform. Volunteers reported high levels of satisfaction with the time asked of them (94 percent) and with the scheduling process (96 percent). The survey provided helpful information for planning 2019 volunteers meetings, communications, and other activities. Thanks to everyone who participated!

LOWLINC's Numbers in 2018

These remarkable numbers tell the story of how LOWLINC's dedicated volunteers are making a significant difference for seniors in our community. Thank you, volunteers!



Thank You, Donors!

We are grateful for the many donations we received throughout 2018, as well as in December. With membership fees covering about half of our budget, donations are key to our operations and help cover our coordinator, insurance, website, background checks, phone service, and office expenses. In 2018, due to our generous donors, we received a total of \$17,339 in general and memorial donations. A big thank you to our donors!

LOWLINC's Holiday Dinner

More than 65 members and volunteers gathered on December 6 to celebrate the season at a festive holiday dinner at the Clubhouse. What fun it was! Thank you to Dawn Haun for the photos.



DID YOU KNOW....

- ...Volunteers and guests are always welcome to attend LOWLINC social activities. Check out the listings under Events on the website home page and call Stacey to let her know you're coming.
- ...Stacey responds to calls and email only between 10 am and 3 pm, Monday – Friday, but you can call or email with your message anytime.
- ...Stacey will be away February 2-7. Volunteers will answer the phone during our regular hours while she is gone, so don't be surprised to hear another voice when you call.

Upcoming LOWLINC Events

- January 28. **Outing to Marine Corps Museum**, 8:45 am to 2:30 pm (Reserve with Stacey)
- Feb. 3. **Super Bowl Party** 5:00 pm (Reserve with Stacey)
- Feb. 19. **Speaker Series:** Topic to Be Determined, 1:30 pm
- March 19. **Speaker Series:** Falls Prevention, 1:30 pm
- April 16. **Speaker Series:** Hip Health and Replacements, 1:30 pm

For details on LOWLINC's upcoming events, see our website: www.lowlinc.org

You Can Support LOWLINC....

....when you shop on Amazon through smile.Amazon.com. Amazon donates a small percentage of your purchase to LOWLINC...at no cost to you.

LOWLINC Board of Directors:

Jeff Flynn, President
 Carolyn Rourke, Board Chair
 Emily Slunt, Board Vice Chair
 Mary-Jane Atwater, Secretary
 John Beisheim, Treasurer
 Vicky Fleming, Member
 Donalda Lovelace, Member

Stacey Madigan, LOWLINC Coordinator

LOWLINC Committees:

Communications: Co-chairs Mary-Jane Atwater and Carolyn Rourke

Member Outreach: Co-chairs Joe Sauro and Eileen Appleyard

Preferred Service Providers: Chair Hope Hall

Social Activities: Co-chairs Carolyn Rourke and Vicky Fleming

Volunteers: Chair Mary Jane Oldham

LOWLINC Programs:

Fundraising and Donor Engagement: Lead Mary-Jane Atwater

Member Intake: Lead Donalda Lovelace

Newsletter: Mary-Jane Atwater, editor

Marilyn Davis, production

Elizabeth McGillicuddy, copy editor

LOWLINC (Lake of the Woods, Living Independently in Our Community), is a 501(c)(3) nonprofit fee-based service organization whose mission is to enable LOW's older residents to remain safely and independently at home. Our operating model is based on the nationwide village model.

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