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LOWLINC Welcomes the New Decade – Message from Carolyn Rourke, Board Chair

Happy New Year, LOWLINC Community! We are welcoming this new decade of the '20s with a new member services coordinator, a new board member, and exciting growth prospects for our Village.

The LOWLINC Board of Directors is very pleased to have elected Mary Jane Oldham to a two-year term (2020-2021). Mary Jane became a LOWLINC volunteer in early 2017 and joined the Volunteer Committee, where she was instrumental early on in helping to shape the committee's programs. Mary Jane became Volunteer Committee chair in January 2019. During her tenure she



has rolled out the new Volunteer Self-Signup system, introduced a meal preparation service for members, and worked with the Member Outreach Committee to implement the Spring Planting Day service. In her career, Mary Jane served for 12 years as volunteer services coordinator for the INOVA Health System and volunteered at Mary Washington Hospital after she retired. She and husband Jim are active LOWLINC volunteers, particularly as drivers.

The LOWLINC Board now is comprised of Jeff Flynn, president; Carolyn Rourke, chair; Emily Slunt, vice chair; Mary-Jane Atwater, secretary; John Beisheim, treasurer; Vicky Fleming, member; Donalda Lovelace, member; and Mary Jane Oldham, member. You can reach us at board@lowlinc.org.



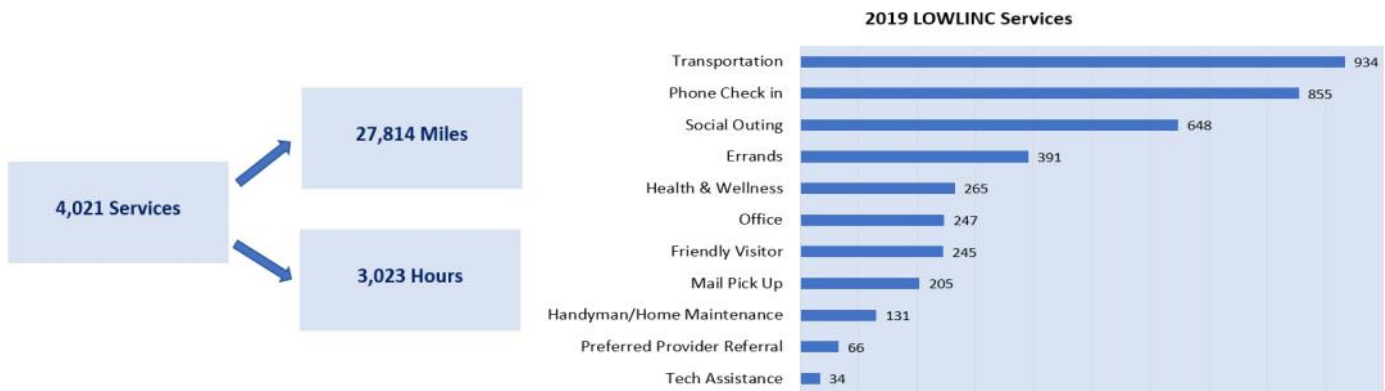
Denise Franzak-Miller joined LOWLINC as coordinator on January 2. Denise lives here at the Lake with her husband, Mark, and comes to us after a 20-year career as a contract and project management specialist with U.S. Department of Defense contractors, working with numerous clients and team members. She has extensive experience in customer relations and requirements, and task scheduling and tracking. She is a long-time volunteer, having donated her time and talents to her churches and to the American Cancer Society. Denise is a strong and welcome addition to the LOWLINC team.

2019 was a year of great growth and activity for LOWLINC: we welcomed 39 new members and 26 new volunteers and performed a record-breaking 4,021 services; we developed relationships with Mary Washington Healthcare and LOW Fire and Rescue, conducting three health-related workshops with these groups; the Volunteer Committee put on three volunteer training sessions; the Member Outreach Committee introduced new activities and programs for members; and the Social Activities Committee hosted nearly 50 activities and events for members and volunteers.

In 2020, we celebrate our 5th anniversary of service. We are eagerly anticipating a fulfilling year as we continue 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 involvement that helps ensure the continuing viability of Lake of the Woods as a community where residents of all ages live and thrive.

2019 Member Services Summary

These impressive 2019 services numbers highlight how LOWLINC's 99 volunteers are truly making a difference for our members. Thank you, volunteers!



Making Our Community a Great Place as We Grow Older: Findings from the Community Conversations by Mary-Jane Atwater

How can we make our community an even greater place to grow older? That was the question posed to more than 90 LOW and east Orange County residents last spring during one of Aging Together's Community Conversations. During a small-group, facilitated discussion in our Community Center, participants identified community strengths and opportunities, and they spoke candidly about some of the challenges they face growing older here.

The discussion at LOW was one of six Community Conversations, one each in Culpeper, Madison, Rapahannock, and Fauquier counties and two in Orange County (east and west). The six conversations were sponsored by Aging Together (agingtogether.org), a nonprofit organization that connects people to communities and resources in the five-county area to improve quality of life as we age. LOWLINC was pleased to help organize and co-sponsor the Community Conversation in east Orange County at LOW.

During the Community Conversation at LOW, participants identified a number of community strengths and challenges. LOWLINC was recognized as a strength, along with AARP, the LOW Church, Lions/Lioness Club, Fire & Rescue, Wilderness Food Pantry, and LOW social clubs and organizations. While LOWLINC and other volunteer-provided transportation was noted as a strength, the absence of community transportation options was highlighted as a challenge, in addition to the lack of support for caregivers; need for a home-delivered meal program; and difficulty finding reliable, affordable service providers.

Aging Together's Strategic Plan 2020-2023 was unveiled at Aging Together's annual meeting on November 13. Aging Together and LOWLINC will continue their collaboration as this work continues to make our community an even greater place to grow older. We thank all the volunteers and participants who shared their opinions and ideas in the east Orange County Community Conversation.



Aging Together Executive Director Ellen Phipps, right, leads the discussion of next steps resulting from the Community Conversations' findings. From the left, LOWLINC Board Chair Carolyn Rourke; Aging Together Treasurer Joe Sakole; and Orange County Board of Supervisors Chairman Lee Frame.

Volunteers in the Spotlight – Tech Assistance by Mary-Jane Atwater

Printers that don't print, email addresses that disappear, deciphering a new iPad, organizing hundreds of smartphone photos — these are just a few of the technology issues that LOWLINC volunteers have helped members resolve. LOWLINC has nine volunteers who provided tech assistance to members in 2019, helping with computers, tablets, and smartphones. The issues they typically address are wide ranging and involve both software and hardware. Here, we highlight two new tech volunteers, Jennifer Heinz and Ginger Jenkins.

"There is often a simple fix," says Jennifer Heinz when asked about her experience helping members with technology issues. Jen recently responded to one service request to fix a broken printer, only to discover that a cleaning lady had inadvertently unplugged the printer from an outlet on the floor. Jen has helped members add contacts to an iPhone, clear Web browsing history from a computer, and find Gmail addresses that went missing. "Often the tech service turns into an enjoyable social visit," says Jen, who joined the LOWLINC volunteer team in 2019 when she moved to the lake. As a LOWLINC volunteer, Jen managed Art of Wine online registration and ticket sales this past summer. She has the distinction of providing tech assistance with a second village, too. As membership and marketing manager for At Home in Alexandria, she provides monthly Tech Talks for members, including recent instruction on using voice-activated devices, such as Alexa, and smart technology in the home, such as medication reminders.

Ginger Jenkins joined the LOWLINC volunteer team in June 2019. While she performs errands and provides transportation for LOWLINC members, she also has been an active tech volunteer, taking advantage of her familiarity with Apple and Microsoft products. She is helping one member learn to use his iPad and recently showed him how to add contacts, place orders with the device, and use apps, including a map application to find directions. "You should have seen how happy he and his wife were when I demonstrated how to use a music app to play Gordon MacRae singing *Oh, What a Beautiful Mornin'* from *Oklahoma*," Ginger says. Ginger also finds that her tech services often turn into engaging social visits with members.



Volunteer Ginger Jenkins helps Everett Justus with a transaction using his iPad.

Both Jen and Ginger remarked on the fast pace of technology changes. "Just when you think you have a handle on how your device works and how to do something, technology moves on," says Jen. Ginger notes that "being out of the work force can mean it's hard to keep up with technology and software advances." However, both Jen and Ginger say they are open to resolving any type of tech issue and that fear of technology can be overcome with coaching and practice. They agree that LOWLINC's new Smartphone User Manual is a useful resource for members and volunteers with smartphones, and they suggest that if you don't know how to do something, posing the question on Google is a good start. And, of course, members can call the LOWLINC number (855-569-5462) to request tech assistance.

In addition to Jen and Ginger, LOWLINC salutes our other volunteers who provided tech services in 2019: Hattie Brinsfield, Ted Cryblskey, Marilyn Davis, Deborah Kratzer, Brian Madigan, Carolyn Rourke, and Jim Thompson.



New Members Corner by Mary-Jane Atwater

Joyce and Frederick (Ted) Hetrick

As 40-year residents of Caldwell, New Jersey, Joyce and Ted stumbled on LOW by accident. While in Virginia caring for their school-age grandchildren whose parents were away, they decided to explore the area and found LOW, which they considered a good place to move once they retired – someday. It wasn't until Joyce's 92-year-old mother came to live with them that they needed a home that was more suitable for an older person – and they found their new home here. Joyce and Ted have now been residents of LOW for 15 years, although they retain a summer home in northern New Jersey where they like to go in June and July. Before retiring, Joyce worked in real estate while Ted worked at Johns-Manville. Now that he is retired, Ted has more time to devote to his lifelong passion for railway modeling. Their largest downstairs room houses Ted's HO-scale railway, complete with detailed hand-crafted buildings, people, streets, and landscape. "Ted builds most everything from scratch," says Joyce. "We don't throw anything out, since even small stones from the yard can be used for scenery." When not working on the railway, Ted sings in the Lake of the Woods Church choir. Joyce is active in the Women's Guild and various mission projects. Their son lives in New Jersey, while their daughter and her family reside in nearby Falls Church.



Marion and Everette Justus

Marion grew up in Washington, D.C., while Everette was raised on a South Carolina farm where his family grew corn, cotton, and vegetables. Everette recalls walking 4.5 miles through the fields to get the school bus. Marion and Everette met at a DC bowling alley after Everette had completed basic training in the Air Force. Everette was invited there to meet Marion's sister, but Everette says once he saw Marion, he knew she was the one for him. Everette served in the Air Force for 20 years, in both the Azores and Germany, while Marion was a homemaker, raising their two sons and two daughters. Later Everette worked in sales and service for a dental supply company, and they lived in Fairfax City. In 1979, they purchased a lot at LOW and built their home in 2004. When Everette retired, Marion told him she was retiring from cooking so he is now the main chef. His special recipes for mac and cheese and green bean casserole are family favorites. Family is clearly central to Marion and Everette, as evidenced by the many family photos and memory books in their home. In January 2020, they will celebrate their 65th wedding anniversary. Everette says that LOWLINC is enabling them to remain in their home, and he appreciates the tech assistance with his new iPad, as well as the volunteers who have changed smoke detector batteries and provided transportation.

Alicia Payne

A native of Washington, D.C., Alicia lived in the Turkish Embassy, where her father was a chef, until she was nine years old. Among her early memories are playing daily in nearby Sheridan Park and loving the park's statue of General Philip Sheridan riding his horse. Alicia worked to pay for riding lessons when she was in high school and purchased her first horse, an Appaloosa, in her 30s. Alicia then became an award-winning breeder of Appaloosas, an ancient breed known for its colorful spotted coat pattern. "I bred them more for temperament than for color, of which I had both," says Alicia, who was the first person in Virginia to export an Appaloosa to Australia.

(Cont'd on page 6)

Are You Prepared for Winter Storms? by Rick Rappoport

Winter storms can result in power outages; loss of wired telephone, Internet, and water services; and impassable roads that may last anywhere from a few hours to several days. As winter approaches, take a few minutes to make sure you're prepared. Surviving comfortably requires action in advance of winter, in advance of a pending storm, and during the storm.

Pre-season preparations

Now is the time to make early preparations, particularly if they involve purchases or visits from outside providers.

- Do you have a shovel, sand, or salt?
- Do you have adequate fuels – LP, wood, kerosene – for primary or backup heat?
- Have you had your heat system checked and serviced?
- Do you have flashlights/battery lights?
- Do you have matches, candles, and safe containers/holders for prolonged burning?
- Do you have spare batteries, including an external battery for your cell phone?
- Do you have some clean containers to hold fresh drinking water (plastic milk or juice jugs)?

Pre-storm preparations

If you know a winter storm is forecast, DON'T wait until a few hours before to make your preparations. It's no fun being in those checkout lines!

- Make sure you have adequate amounts of prescription drugs to last a week or more.
- Prepare backup heat sources – move a supply of firewood close to the house and cover it; fill the kerosene heater; check the generator if you have one, etc.
- Wash your drinking water containers.
- Buy adequate non-perishable foods that don't require cooking: bread, crackers, peanut butter, jelly, cheese, tuna fish, canned meats, etc. Think: "How will I cook if the electricity is out?"

Avoid foods that rely on microwave cooking and buy foods that can be cooked on a gas grill, gas range or oven, camp stove, etc.

When the storm arrives

It's time for the last-minute preparations! Service interruptions will come without warning – the power suddenly goes out, or the water at the tap just trickles. You need to be ready for the outage that (hopefully) never comes. Fill your containers with clean water. Bring out your flashlight, battery lights, and candles. With preparations complete, you can enjoy the serenity of a fresh snowfall and a beautiful winter landscape.

If you have an outage...

Your refrigerator/freezer is a giant cooler – the less you open it, the longer food will stay cold or frozen. If it's meal time, plan ahead. Open the door and get out everything you need at once, and return it the same way – all at once. If your heat is out, avoid going in and out to retain as much heat in your house as possible. Maintain ventilation when using alternative heat sources – if you're using a kerosene heater, crack a door or window to avoid build-up of toxic fumes. Refuel kerosene heaters outside and keep them at least three feet from flammable objects. Keep candles away from flammable objects and locations where they might be easily tipped over.

By planning ahead and executing your plan in a timely manner, you can be ready for winter storms and get through them safely.



LOWLINC Uses McMurtry Award To Advance Community Health and Wellness

LOWLINC has been pleased to use funds from the \$5,000 McMurtry Award, which we received in 2018, to benefit health and wellness for seniors at LOW and in Orange County. The award funds were used in the following ways:

- 12 Guardian Alert 911 Monitors, donated to Orange County TRIAD
- Rollator walkers and knee scooters, donated to LOW Lions Club
- Umbrellas for the new pool and a bike rack for the new Fitness Center, donated to LOWA
- Bleeding control kits, donated to LOWA
- Support for free Stop the Bleed and CPR Workshops for the LOW community
- Honorarium for volunteer exercise leader
- Workbooks for LOWLINC-sponsored Dementia Friends learning sessions
- Two carbon monoxide monitors, donated to LOW Fire & Rescue
- Geriatric EMT Training Course, donated to LOW Fire & Rescue

We are most grateful to the Mary Washington Hospital Foundation for this award, which recognized LOWLINC's innovative programs to advance community health and wellness.

2019 LOWLINC Member and Volunteer Survey Results

Each fall, the Member Outreach and Volunteers committees distribute questionnaires designed to evaluate members' and volunteers' satisfaction with LOWLINC services and programs. The results of the Member Satisfaction Survey show high levels of satisfaction with LOWLINC services, volunteers who provide those services, and several new social activities programs launched in 2019. Several members commented on the value of their membership and how it enables them to form new friendships and remain in their homes. Similarly, the Volunteer Satisfaction Survey showed high levels of satisfaction with the sign-up process for volunteering, the services volunteers perform, and time expectations. Many volunteers took the time to add comments about the pleasures of serving members and being part of the LOWLINC volunteer team. Both the Member Outreach and Volunteers committees are using the results of these two surveys as they plan 2020 activities and programs.

New Members Corner *(cont'd from page 4)*

One of Alicia's horses was famously photographed in front of the U.S. Capitol as part of the American bicentennial celebration in 1976. Another was featured in a collector card series in *National Geographic*. Alicia was a 4-H leader for 24 years while also working as a secretary. Active in the American Horse Council, Alicia's concerns about development encroaching on Fairfax trails led to her being the primary advocate for 1979 legislation, signed by Virginia Governor John Dalton, that enables every city, town, and county in the state to plan multi-use trails. As a result, Fairfax County has 1,400 miles of trails, and this legislation became a model for the east coast. A resident of LOW for 20 years, Alicia is an avid card player, serves on the LOWA Equestrian Committee, and continues to advocate for multi-use trails in Orange County.

Out and About With LOWLINC



Members and volunteers filled Marion Pronk Hall on November 6 to celebrate LOWLINC volunteers at LOWLINC's annual Volunteers Appreciation Dinner.



After leaf peeping and a visit to Jenkins Apple Orchard on a cold November day, members and volunteers warmed up at Shawn's BBQ in Culpeper.



Vicky Fleming and Hattie Brinsfield share a laugh during LOWLINC Charity Night at Harry's Ale House on October 28.



LOWLINC holiday festivities included our annual Holiday Dinner at the Clubhouse, left, and a fun sing-along at a member's home with an interactive *Twelve Days of Christmas*.

Did You Know?... LOWLINC Is Exploring Hiring an Executive Director

As we enter our fifth year of operations, LOWLINC has grown from a small nonprofit serving just a few members to a larger organization with close to 100 members and a similar number of volunteers. Our first priority has always been serving our members. Over the last few years, we have also added a number of programs that reach the entire LOW community, including health and wellness programs and our Speaker Series. As we continue to grow, the LOWLINC board is ready to transition away from functioning primarily as a working board focused on day-to-day operations to a board whose chief emphasis is on governance, strategy, and policy issues — an evolution consistent with other successful, growing villages. An executive director would handle many of the functions now done by board members, such as daily management of operations, program and committee coordination, fundraising, and staff supervision. In December, the board began to study the feasibility of hiring an executive director, research we hope to conclude no later than June 2020.

Upcoming LOWLINC Events

Lunch at Basilico Italian Bakery. Tuesday, January 21, 11:30 am.

Afternoon at the Opera – Porgy and Bess. Saturday, February 1, noon.

Game Day/Lunch. Wednesday, February 19, 11:30 am to 2:00 pm.

(Additional social activities are listed on our [Events page at lowlinc.org](http://lowlinc.org))

You Can Support LOWLINC...

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LOWLINC Board of Directors

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

Denise Franzak-Miller, Coordinator

LOWLINC Committees

Communications: Co-chairs Mary-Jane Atwater and Carolyn Rourke
 Member Outreach: Co-chairs Joe Sauro and Eileen Appleyard
 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
 Carolyn Rourke: contributing editor
 Marilyn Davis, production and layout
 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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