



# Support Network at Penn National

Neighbors helping neighbors live actively, safely and comfortably at home

## NEWSLETTER

Volume 1 Issue 3  
Winter 2009

### *Best Wishes to SNaP's Founding President*

#### Inside this issue:

- Best Wishes to SNaP's Founding President* 1
- A Note From Our Incoming President* 1
- SNaP's New Email Address* 1
- A Look Back at Member Services and Programs* 2
- Focus on the Future* 3
- Upcoming Activities* 3
- Medical Emergency Card* 4
- ICE Could Save Your Life* 4
- What Members Are Saying* 4

At their November meeting, the SNaP Board of Trustees accepted the resignation of Al Popen as Board Member and President with mixed emotions. There were feelings of regret at losing a leader whose contributions have been so vital to the existence of the SNaP program, but there was also happiness, since the reason is Al's forthcoming marriage.

Although Al is relinquishing his place at the helm of SNaP, he plans to continue to be involved to the extent that he is able. We will miss his gentle presence, his passion for the program and his wise counsel. The Board of Trustees, SNaP's members, and the community of Penn National owe him a huge debt of gratitude. We all wish him well.

At this time, Dick Kiel, Don Weber, and Howard Lutz are serving as President, Vice President, and Treasurer respectively. A search committee has begun the task of looking for additional Board members.

Naturally, the Board and SNaP's Executive Director will continue the work of the organization and be on the alert for opportunities that will benefit the membership.

### *A Note From Our Incoming President*

As we start our new trip around the sun, it seems appropriate to reflect on how far SNaP has come and how far we have yet to go to achieve our organizational objectives.

SNaP became operational on May 1, 2008, and as of December 31, 97 households have become active members of our organization. SNaP has received 152 calls for information and services. Service requests included information about the program and membership, minor home maintenance repairs completed by volunteers and sending a vetted preferred provider out to do major repairs. Testimonials to the validity of our services are contained in past newsletters and in this newsletter. It is evident that the Support Network at Penn National is a functioning organization contributing significantly to the quality of life in our community.

Our goal in 2009 is to double the number of households that are members of SNaP. We know there are many of our residents who really need our services now and that there are also a large number who will require our services in the future. By becoming a member now, you can insure that SNaP will be available when you need it. We are enthusiastic about new programs which are being developed and look forward to working with our members, volunteers and preferred providers in the months ahead. Thank you to all who made contributions to SNaP in 2008.

Happy New Year to all of you and God Bless. Dick Kiel, President

### *SNaP's New Email Address*

SNaP's main communication to our members about news and events is through email, the SNaP Newsletter and our website at [www.snapn.org](http://www.snapn.org). From time to time when emails were sent to members, I would receive a return message noting the email was "undeliverable." Please check your settings (spam control and filters) to allow emails and attachments from [director@snapn.org](mailto:director@snapn.org), the official email of the Executive Director.

General Membership
\$250
Single Resident Membership
\$200
Supported Membership
\$150

## *A Look Back at Member Services and Programs*

The SNaP office was busy providing its members access to a variety of services and information from May 1 to December 31, 2008. In addition to a myriad of administrative tasks that are completed on a daily basis, SNaP has provided many services to members and non-members alike. Volunteers spent countless hours transporting, visiting, and completing home maintenance requests from members. Here are a few statistics for the last eight months:

- 152 recorded calls for information or services that included but were not limited to
  - 7 health related calls
  - 25 transportation calls (24 were performed by volunteers)
  - 55 home maintenance calls (11 were completed by volunteers)

Volunteers spent 49 administrative hours in the office completing tasks such as proofreading, calling preferred providers to verify information, updating email addresses, answering the phone, assembling new member packets and assisting with events such as the PNHA picnic, pot luck dinner, and pecan sale. Our volunteer web master spent roughly 500 hours developing, testing, and updating our website.

In addition, volunteers have

- visited with and provided companionship to one spouse while the other took a much needed break, went to work, or ran errands;
- provided a non-member family a meal and changed light bulbs too high to reach;
- assisted members in obtaining the life alert monitoring system;
- provided transportation from hospital to home, for physical therapy, or to the drug store for prescriptions;
- monitored homes while residents were away;
- hooked up new electronic equipment;
- replaced wall switches and installed safety locks; and
- completed minor plumbing and electrical work.

SNaP members have also kept our preferred providers busy with roofing, masonry, appliance repair, lawn care, painting, plumbing, computer repair and electrical requests, just to name a few.

### *Programs and Events*

SNaP has hosted or been involved in several well-attended programs and events. Thank you to those members and Penn National residents who helped make these events successful.

Pecan Sale

Shredding Day

PNHA Annual Picnic

Member Pot Luck Supper

Get Together for Volunteers

Informal Coffee for New Members

Exploring Mind and Body Medicine Seminar

Computer Tutor—In Home Computer Instruction

AARP Safe Driving Courses for Volunteer Drivers

Life Line Emergency Alert System Demonstration

## *Focus on The Future*

As our organization evolves, occasional changes in direction are required. SNaP is now a vital program and is firmly in place in Penn National. In 2009, we will continue serving our present members and focus our attention on increasing membership. To help with our goals, the Board established new committees that will take us into the future and has retired those committees that have served their purpose in making SNaP what it is today. The retired committees and the new committees and their purposes are listed below.

Retired: Transportation, Home Maintenance, Information, Life Long Learning and Health Support

Established: Membership, Publicity, Activities, Quality of Life, Fundraising and Historian

- Membership Committee — to steadily increase membership as well as retain present members on a year-to-year basis
- Publicity Committee — to continually promote and publicize the Support Network at Penn National
- Activities Committee — to plan new and recurring social and educational programs as well as fun events
- Quality of Life Committee\* — to provide opportunities for members to enhance their knowledge and their physical well-being through active living and to provide a clearinghouse, located at [www.snapn.org](http://www.snapn.org), that keeps members apprised of all local educational and cultural activities available to them
- Fundraising Committee — to plan and promote fundraising events available to all Penn National residents
- Historian — to document SNaP's journey and to capture events through photographs

\*Combines the Life Long Learning and Health Support Committees

## *Upcoming Activities*

### **January 12 and 13** — *Healthy Steps for Older Adults: A Program to Prevent Falls*

SNaP hosted this well-attended seminar offered by the Franklin County Adult Services which included topics such as home safety, eating healthy, medicine safety, strength and energy exercises, foot care and foot wear, stress and alcohol and tobacco use. Included was a colorful 68-page information guide.

### **February 10** — *Member Wine and Cheese*

Cabin Fever or Winter Blues getting you down? Come out to Norlo Park from 4 p.m. to 6 p.m. and catch up with other members. **Reservations**—contact Donna at 352-2612 by Feb. 5.

### **February 18** — *Tubing and Dinner*

Ready for an evening of fun, frolic and food? SNaP members are invited to join the Snapbacks for a winter outing of tubing at Ski Liberty. Those interested will meet at the annex parking lot at the Penn National Clubhouse at 3:00 p.m., with tubing to begin at 4:00 p.m. The cost is \$13.00 for one hour. Dinner at the Carriage House Restaurant in Emmitsburg will follow. **Reservations**—contact Donna at 352-2612 by Feb. 13.

### **March 4** — *Game Afternoon*

An afternoon of fun and friendly competition is being planned with board games, cards, and more.

### **April 29** — *Healthy Steps for Older Adults: A Program to Prevent Falls*

The Activities Committee is considering the following suggested events.

- Susquehanna River Cruise
- Potomac River Cruise
- Harrisburg Capitol Tour
- Western Maryland Scenic Railroad Ride to Frostburg



*If you have other suggestions, please contact Julie Anliker, Committee Chair, at 352-7621.*

Please check your emails or the SNaP website, [www.snapn.org](http://www.snapn.org), for further details.

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### *SNaP Board of Trustees*

*Richard Kiel, President*  
*Donald Weber, Vice President*  
*Marilyn Ross, Secretary*  
*Howard Lutz, Treasurer*  
*Julie Anliker*  
*Roland Foster*  
*Donald Gamble*  
*Jayne Gamble*  
*Al Gibson*  
*Walt Heidelberg*  
*Thomas Mulkey*  
*Rosina Saitta*  
*Eleanor Smith*  
*Wilma Weed*



## *Medical Emergency Card*

SNaP developed a *Medical Emergency Card* that is available to all members by calling Donna at 352-2612 or by downloading it from our website at [www.snapn.org/medcard.php](http://www.snapn.org/medcard.php). The card features a section for personal information (name, address, phone number, date of birth, and allergies to meds, as well as optional information) and a section for contacts and their phone numbers (family, friends, physicians, insurance information, etc.). The reverse side of the card allows you to list your medications, the dosage, and times per day you take the meds.

## *ICE Could Save Your Life*

When a medical crisis occurs, time is critical. ICE stands for "In Case of Emergency". Programming the letters ICE on your cell phone along with the number of a contact person, such as a relative, friend, or other responsible party could help emergency responders reach an authorized party who can make a decision on your behalf. For the complete article on ICE, please go to [www.snapn.org/ice\\_phone.pdf](http://www.snapn.org/ice_phone.pdf).

## *What Members Are Saying ...*



*Lifeline Aids in Rescue*—Only a couple months after connecting to the Lifeline Alert System, I lost my balance and fell in my home. While lying on the floor, I was able to touch the button on my Lifeline watch. Lifeline immediately called me on its monitor that features a two-way communication system and could tell I needed help. When I signed up for the program, I listed my responders to be contacted by Lifeline. Upon the arrival of the first responder, a nearby neighbor, the neighbor pressed a button on the monitor to let Lifeline know help had arrived. While conscious but unable to get up, a call to 911 brought the Mont Alto Ambulance Squad to my home within about 5 minutes and I was transported to the hospital. From the time the first responder arrived until I was placed in the ambulance, Lifeline stayed in touch to monitor the situation and did not close out their contact until they knew that I was safely on my way to the hospital.

"I would sure recommend to anyone that they sign up for this service. You never know when you will need it. It is better to play it safe, and I am proof of that." —*A Thankful Member*

### **Kudos to Our Preferred Providers**

Moisture on the ceiling after rain— I knew I needed someone to take a look at the roof— so I called SNaP. The local roofing contractor quickly identified the problem, presented a very reasonable estimate and did the required work on the spot.  
—*A Satisfied Customer*



Talk about honesty.— My Moen kitchen faucet was a bit wobbly and needed a part— SNaP got the call. SNaP called the plumber and left a message on a Sunday afternoon. The plumber returned the call within 10 minutes and the problem was explained. The plumber suggested the parts, which are guaranteed for life, be ordered by calling Moen directly. First steps first. Kudos to the preferred provider for not making or charging an unnecessary service call. —*Satisfied Again*

