



Support Network at Penn National

Neighbors helping neighbors live actively, safely and comfortably at home

NEWSLETTER

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Inside this issue:

- 1 *A Community Get Together*
- 1 *Mark Your Calendars*
- 1 *SNaP In Action*
- 2 *What Members Are Saying*
- 3 *PA Department of Aging Supports SNaP*
- 3 *Inquiring Minds Want to Know*
- 3 *Membership Renewal*
- 4 *Do You Need*
- 4 *Safe Driving Course for Volunteers*
- 4 *AARP Online Driving Course*
- 5 *A Day at the Art Museum*
- 5 *Totem Pole Performances*
- 5 *Lucky Ticket Winners*
- 6 *New Preferred Providers*
- 6 *Recent Contributors*

A Community Get Together

April 17—Pancake Breakfast

What a perfect way for the entire community to spend time together and enjoy breakfast and good conversation. SNaP will host a pancake breakfast on April 17 at the Norlo Park Community Center between 8:00 and 11:00 a.m. The menu includes pancakes, sausage links, fruit, juice, and coffee or tea. Tickets are \$5 in advance (\$6 at the door). Contact Don Anliker at 352-7621 for tickets or more information.

Open to all Penn National residents, their families and friends.

Mark Your Calendars

May 11 — General Membership Meeting

3:00 p.m. to 5:00 p.m. — Trellis Terrace

October 7 — Summit Women's Health Program on Breast Cancer

3:00 p.m. to 5:00 p.m. — Trellis Terrace

SNaP In Action

While it doesn't seem possible, SNaP will begin its third year of operation on May 1. During the last two years SNaP has proved to be a vital and effective organization for many Penn National residents. The day-to-day operations run smoothly and volunteers continue to assist members with their home maintenance problems.

Members have also saved \$\$\$\$.

Besides driving members to appointments, volunteers have tackled the member requests listed below.

- Repair 10 cabinet doors to close properly
- Remove bulk items from home for pickup
- Track shower sliding glass door
- Install 2 grab bars in shower
- Replace ceiling fan light
- Install new doorbell
- Test kitchen outlets

- Align dryer door to close properly
- Set TV channels on new remote
- Assemble garden bench
- Hang laundry room door
- Replace furnace filter
- Replace door screen
- Set up Wii

These services were estimated at \$50 per hour, therefore saving members about \$1,000. Volunteers also serve in an advisory capacity, often determining the problem and recommending the best course of action.

Members also save money when using our preferred providers. Some providers offer senior discounts; others 10 to 20 percent off labor or materials, and some have not charged at all for minimal time spent on small jobs. Others do not offer discounts but all have been vetted as providers who are courteous and fair and provide quality services. *Call 352-2612—you'll be glad you did.*



What Members Are Saying

SNaP is a winner for me—and well worth the cost of membership

As a new member, I handed Donna a list of problems requiring attention at my house. She was 'on it' immediately! A cabinetry skilled volunteer and SNaP's preferred providers have been right on target in every case.

The problems on my list are either solved or scheduled for action when spring weather arrives in earnest. The trade firms selected are professional, knowledgeable and first rate business people of integrity quoting fair pricing for their services. In fact, a SNaP volunteer's skilled work probably returned the cost of my membership in service rendered in a single prompt visit.

As the executive director of SNaP, Donna has a quick and cogent grasp of homeowner problems and the requisite familiarity with local sources to target the right service provider to do the job. Most impressive is her follow-up to evaluate the performance of chosen providers.

Common sense is a rare attribute these days, and she's got it—along with efficient administrative skills to make SNaP perform for its members. In any case, this is one service organization executive director who has earned my confidence. --Ron

SNaP to the rescue

“As a side note, everyone should periodically check their gas meters for leaks.”—Eileen

During the holidays when the weather was frigid, our gas furnace kept shutting off. We called SNaP to help us find a company to repair the furnace. Donna called Ray's Heat and Air who came that same day. After not finding anything wrong with the furnace on the first service call, the next day Don checked outside and discovered a gas leak at the meter. On December 30 the gas company shut off the gas because of a faulty PVC pipe connecting the meter to the gas line and on New Year's Eve repairs were completed for a major gas leak. The furnace worked fine for two days, then shut off again. Don came several more times trying one thing at a time; and with patience and perseverance, he discovered the problem and fixed it. Donna said we won the award for the most calls she made in a week's time. Thanks to Ray's, Donna and SNaP! --Eileen

Donna,

Thanks for the lead to Mr. Wheelers to resolve my roof leaking problem. As I mentioned, during the heavy rain last night water started dripping through the ceiling fan fixture in our bedroom. A very disconcerting feeling in that our villa roof isn't four years old yet. Philip and his helper arrived at approximately 2 PM and immediately saw the problem and had it repaired within 15 minutes. It turned out that the seal ring around the white plastic roof vents had expanded leaving a gap between the pipe and the seal ring. They sealed it up with caulk and indicated that it should be fine. They charged a very nominal and reasonable fee. So now I'm very much relieved other than the fact that we have a water mark around the fan base. Just wanted to let you know. Thanks again for your help. --Jim



- The Support Network at Penn National is listed among the other villages around the nation on the Beacon Hill Village website.
- Don Weber, Donna Crissman, and Dick Kiel will make a presentation at the Institute for Retired Persons (IRP) at Wilson College. Look for us on the Institute's fall schedule of lectures.
- Summer work wanted by Mont Alto nursing student—May 3 to August 20 while completing her associate degree. CPR certified by the American Heart Association, her services include: companionship, cooking, personal hygiene, walking assistance, minor medical care. Call 352-2612 for info.

What Members Are Saying *(continued)*

“I was quite pleased and thought you would like to hear about it.” —Tony

Hello Donna,

Just wanted to pass along the news of another good experience with John at BSN Computers. If you recall, he expunged my computer of malware or viruses last fall, and did a good job then. Now move forward to last week. My son-in-law from Martinsburg, who works as a computer systems administrator, came up last Saturday to install an upgrade copy of Windows 7. After a few hours, the transition from Vista to Windows 7 was finished.

Although we had crosschecked and tested several functions, unfortunately we never verified that the printer was still on board. After he had left, I realized that I couldn't get the printer to print. There was a message/file stuck in the printer queue (from the old Vista) and now that I was running under Windows 7, I couldn't print it and I couldn't delete it. Rather than wait for a while to get it fixed, I called John on Monday and after researching the problem, he got back to me on Wednesday. After about 30 minutes while he and I were on the phone, the problem was resolved remotely from his office, and at no charge. I was quite pleased and thought you'd like to hear about it. --Tony

Pennsylvania Department of Aging Supports SNaP

The Pennsylvania Department of Aging recently developed a new State Plan on Aging whose purpose is to help structure the Department's priorities and to set an aging agenda for the Commonwealth. The Plan contains ten priority areas that the Department plans to pursue in the coming years. The Support Network at Penn National has the potential for becoming a much needed model for other communities in rural Pennsylvania to use, adapt, and implement. In September 2009, SNaP submitted a proposal to the Department of Aging and was awarded a discretionary grant (after a two percent administrative fee) in the amount of \$23,275 for FY 2009. The grant period runs from July 1, 2009 thru June 30, 2010.

Inquiring Minds Want to Know...

Since our October presentation in Washington, D.C. at the "Creating and Running Your Own Village" conference, SNaP's phone has been ringing. As the executive director, I have fielded a variety of questions from individuals wanting to know how to start an organization like SNaP, how it operates, the range of membership fees, and how to find the right person to run the program. The questions are always interesting because the geographic locations and boundaries are so different from those in Penn National. Membership fees vary, for instance, from \$800 per household and \$550 for an individual to \$300 annually (not to exceed two in a household). Types of services also vary. I have answered questions by phone from individuals in Fairfax, VA, Shepherdstown, WV, Cape Cod, MA, Santa Barbara, CA, State College, PA, Philadelphia, PA and Knoxville, TN. In addition, individuals have said that our website is a wealth of information and very helpful to them.

Roland, you are the best Webmaster.

Membership Renewal

April is renewal time for many of our current members and it could not be easier. Just follow the steps below.

- the Executive Director will call you at least one month in advance,
- you then deliver or mail your check (payable to SNaP) to 3872 Alfalfa Lane, Fayetteville, PA 17222, and

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

- the Executive Director will mail your renewal/tax letter and new 2010-2011 membership cards.

Do You Need...

At long last the spring season is here. So now is a good time to start thinking about all the ways that SNaP can help in the transition from dealing with ice and snow to the joys, tasks, and challenges of spring. As any homeowner knows, the list of tasks is endless. So where do you start? There are volunteers who can perform various tasks and there is a list of vetted providers recommended for their work around Penn National. If you need information about services or professional help with any of the following, don't hesitate to call 352-2612.

painting outside or inside	lawn maintenance
window cleaning	trash removal
driveway sealing	home safety check
vehicle detailing	solar and fade control window film
deck power washing or staining	

One call to 352-2612 gets you connected.

Safe Driving Course for Volunteers

Thanks to Fred Ailes for teaching our recent volunteer safe driving course. And thank you volunteers for attending the course. Keep these tips in mind while driving.

- Always wear seatbelts.
- Avoid distractions—give your full attention to driving (no cell phones and no texting).
- Check tire inflation often and change wiper blades yearly.
- Keep your headlights on in inclement weather or when driving through work zones.
- Maintain your health and maintain your vehicle.
- When the light turns green, delay momentarily before proceeding forward.
- Keep your medical information with you at all times (drivers and passengers).

AARP Online Safe Driving Course

For anyone who was unable to attend our recent course, AARP has an online course you can take. Go to the AARP website at www.aarp.org/families/driver_safety/driver_safety_online_course.html. If you prefer classroom instruction, call your insurance agent to find out the locations. AARP members and non-AARP members can take the eight hour course online for a nominal fee and receive a five percent discount on their insurance premium.

State Farm Insurance Company notes on their website that you may be eligible for a discount on your premium if you are at least 55 years old and have voluntarily completed, within the past three years, a motor vehicle driver improvement course approved by the Department of Transportation. This discount can apply for up to three years, at the end of which time an approved course must be successfully repeated. The vehicle to which the discount applies must be classified and rated as a private passenger vehicle or commercial light farm truck. The discount does not apply if anyone listed on your policy was involved in a chargeable accident, convicted of a moving violation, or convicted or accepted Accelerated Rehabilitative Disposition for driving under the influence of alcohol or any controlled substance. Check with your insurance agent for further details and to see if you qualify for the discount.



Photo courtesy of Dick Kiel

A Day at the Art Museum

Thanks to Julie Anliker, Activities Committee Chairperson, for arranging the March 26 trip to the Washington County Museum of Fine Arts in Hagerstown. The extensive art collection ranges from old masters to 20th century paintings, sculptures, and decorative art. A docent provided an overview of the art and sculptures in each room. Afterwards the group ate lunch at the Rhubarb House before returning home.

Totem Pole Performances

Two tickets to each of the five 2010 season performances were donated to SNaP by the Totem Pole Playhouse. Tickets will be awarded to members based on a periodic computer random selection and posted on our website on the same day. Winners will be called and must pick up their tickets from the SNaP office within 10 days of notification. For additional information about the performances visit <http://www.totempoleplayhouse.org>.

First Performance and Drawing Date

<u>Performance</u>	<u>Date</u>	<u>Drawing Date</u>
Sisters of Swing (Story of the Andrews Sisters)	May 29 through June 13	May 3

Lucky Ticket Winners

SNaP was lucky to receive several tickets to movies and concerts at the Majestic and Capitol Theatres. Our ticket winners are:

Congratulations!

Majestic Theatre

Ronald and Fran Chamberlin

Capitol Theatre Concert

Bob and Becky Foor— Intersection (musical)

Richard and Gloria Larsen—Nube (concert)

Inga Flothow—Gettysburg College Choir (choral ensemble)

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New Preferred Providers

SNaP has acquired additional local companies to provide the following services.

- Residential solar and fade control window film*
- Landscaping, Yard Maintenance, Mulching*
- Window Cleaning*
- General Contractor*

Recent Contributors

SNaP recognizes individuals and organizations who make contributions throughout the year. These contributions may be made in honor of or in memory of a loved one or friend and may also be made anonymously. All contributions are tax deductible. Our recent contributors are listed below by category.

Bronze

- Edward Aleksejus
- Roman and Susan Llabras
- Walmart

Silver

- Tower Bank

*Thank you to all our contributors for their generosity
 and continued support.*

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