



# Support Network at Penn National

Neighbors helping neighbors live actively, safely and comfortably at home

## NEWSLETTER

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## Upcoming Events

- October 7 **Breast Cancer Awareness**  
 Speaker: Laura Umbrell, Women’s Center, Summit Health  
 3:00 p.m.— 4:30 p.m.  
 Penn National Trellis Terrace  
Open to all Penn National Residents
- October 13 **Pot Luck Dinner and Book Sale**  
 4:00 p.m.— 6:00 p.m.  
 Norlo Park Community Center  
 \$5 to cover purchase of main dish (chicken)  
Open to SNaP Members and Volunteers
- October 14 **Building and Operating an Aging-in-Place Community**  
 Sponsor: Institute for Retired Persons (IRP)  
 10:30 a.m.— 11:45 a.m.  
 Wilson College  
Open to all Penn National Residents
- October— **Pecan Sale**  
 November More details in October. Pecans will arrive before Thanksgiving.  
Open to all Penn National Residents
- December 14 **Penn National Harmony Singers Performance**  
 7:00 p.m.  
 New Guilford Brethren In Christ Church  
Open to all Penn National Residents  
 Transportation for SNaP members will be provided upon request



Visit our website at [www.snapn.org](http://www.snapn.org) for more information about our services and activities.

## *SNaP Is Working For You*

SNaP is now in its third year of operation and we are busy. While you have been out on the golf course, taking a swim, or away on vacation, SNaP has finalized upcoming events for 2011. We are also signing up new members, volunteers, and preferred providers. SNaP is now serving 116 households (200 individuals) as well as a few non-member households who needed our help in a pinch.

Visit our website at [www.snapn.org](http://www.snapn.org) to read the *Annual Report* for all the 2009-10 statistics.

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The SNaP office routinely gets calls requesting home maintenance, transportation, or computer assistance. We also receive calls that are not so routine and we provide services that everyone might not be aware of.

### *Wish You Well*

Several members have recently moved from Penn National to new locations. We want to wish all of them good health and happiness in their new residences.

Alvin and Carol Poppen  
Jim and Elva Musslewhite  
Don and Jane Harris  
Allen and Beverly Carlson

At your request, a volunteer can

- accompany you to your physician's office, sit in on conversation and take notes for you
- visit with a spouse who cannot be left alone so you can enjoy a game of golf or have lunch with friends
- periodically walk your dog when you cannot
- assist with computer software problems
- take you shopping or to the grocery store
- drive your vehicle to the car wash
- pick up your prescriptions
- drop by to visit with you

Remember, don't hesitate to call SNaP. If we can provide the assistance, we will. If we don't offer what you need, we will do our best to get it.

**Call 352-2612**

### *New Members*

Joan Collette  
James and Karen Benham  
Paula Fischer  
George and Nancy Siehl  
Alice Moyer  
Robert and Elizabeth Floyd  
Julie Stone  
Roger and Marian Brown

**WELCOME**

The Board wishes to thank Tom Mulkey for his many contributions to SNaP as Board member and Education Committee Chair. Tom's three-year term ended this past June.

### *Board of Trustees News*

The Board welcomes Donald David, Jean Morton, and Dee Sweitzer as new Board members. Their three-year terms began in June 2010.

Board members also serve on committees. Don serves on the Home Maintenance Committee, Jean joins the Health Services Committee, and Dee chairs the Publicity Committee.

## *Strategic Planning Workshop*

Don Weber, Donna Crissman, and Rosina Saitta attended a Strategic Planning workshop for nonprofit leaders on April 22 at the Antrim House Restaurant in Greencastle. The workshop was sponsored by the United Way, the Foundation for Enhancing Communities and Summit Health. Liz Weber, of Weber Business Services in Greencastle, presented at the workshop.

*“Do not go where the path may lead, go instead where there is no path and leave a trail.”*

In this workshop we were reminded of a quote by Emerson. Later that day I realized that the SNaP organization has created a path, and while not everyone has walked the path yet, the organization is definitely leaving a trail for others.

## *Testimonials*

Donna, We just want to say a big thank-you to the SNaP program and especially to Larry, a SNaP volunteer. We had an electrical problem that took some time and work to resolve, as well as a trip to the store for parts. It was not an emergency, but within a few days' time it was taken care of with very professional expertise. And, needless to say, it came with a very small price tag as compared to what an electrician would have charged. Our only cost was the parts. We and the SNaP program are very lucky to have volunteers such as Larry in our community.



Gratefully,

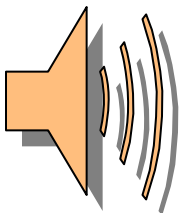
*Tony and Rosina Saitta*

I am a Charter Member of the Support Network at Penn National but, more important, a grateful user of the SNaP Network. I have used SNaP Preferred Providers to repair my roof, fix my furnace, get my computer running, and fix my garage door. I have used SNaP volunteers to “set-up” my TV, fix my VCR, and recently to expend considerable effort in wiring an outdoor “serenity” fountain. As I was “helping” the Volunteer who wired my fountain, the thought struck me that it wasn't the money I have saved by being a member (considerably more than my SNaP dues) but it was the feeling of gratitude I felt for being a part of a caring community with an organized network of service providers and volunteers that gives one a sense of security, independence and an overall aura of well-being.



I have lived in this community for almost 15 years and have a large circle of friends and acquaintances and have used a number of service people that I arranged for on my own. However, with SNaP, I no longer have to ask a neighbor for a favor or go through the hassle of getting a plumber. Most of my friends that I would feel free to ask a favor of are experiencing the same physical limitations that I have (the process of aging, thank God) and there is no guilt feeling associated with using a SNaP volunteer. I am sincerely thankful for the SNaP organization, the Executive Director and the volunteers that make it work!

*Dick Kiel*



**Join SNaP today. You'll be glad you did.**

**Call 352-2612**

## Survey Says

### May 2010

SNaP's first member satisfaction survey was posted online at our website and mailed to members who do not have computers. While everyone did not respond to the survey, we received useful information from those who did.

### Of the 47 completed surveys

- 81% used the web to complete the survey and 19% mailed in their responses;
- 77% joined in 2008; 17% in 2009; and 6% in 2010; and
- 30% are also volunteers.

### Services Used

- 47%—Home Maintenance
- 28%—Transportation
- 26%—Computer Assistance
- 9%—Social
- 1% each for Learning and Health Issues
- 17% for other services such as attorney, lawn care, removing furniture, mail pickup, other resources available
- 26% indicated they have not used services

### Combined Ratings in four key areas (5 being the highest)

- Understood problem
  - Delivered services promptly
  - Problem fixed
  - Followed up promptly
- Average Rating 4.575

### Member Suggestions

#### Services

- Assistance with snow removal
- Dog walking
- Trips to other malls for better shopping
- Transportation to get cars washed

#### Programs/Events

- Visits to museums and local places of interest
- Health issues
- Art
- Computer class
- Co-host activities with Penn National Homeowners Association

Thank You  
Thank You

Thanks to everyone who responded to our survey. We were able to collect useful demographic data as well as information on additional services and programs that would be helpful to members.

Artist  
Betty Koontz

Artist of the Month  
at  
Chambersburg Hospital



Support Network at Penn National member and artist Betty Koontz enjoys painting in oil, watercolor and pastel and drawing in charcoal, pencil, and pen and ink. She has exhibited in Pennsylvania, New England and Virginia and won ribbons in each of the media categories. As a retired nurse educator and mental health counselor, she now has time to pursue her longstanding interest in art. Betty has attended many workshops and has studied in Chambersburg with The Barnhart Studio Group since 1991. She is a member of the Waynesboro Studio Art Club and has served as an officer and Board Member of the Franklin County Art Alliance.

You can enjoy Betty's collection of local scenes in oils and pastels during August  
at the Chambersburg Hospital.

Other News

Notary Available

Patricia Koczek, Notary, is located in the Mont Alto Borough Building across from the Mont Alto Post Office. \$2 charge per document  
Business hours: Mon—Fri 8:30 a.m.—12:30 p.m. - 1:30 p.m. —5:00 p.m.

Save the Books

Clean off the shelves and dust off those books. SNaP will once again collect gently read books for our October book sale. Drop off location—Jack and Lori White's house beginning September 15.

2010  
Ticket Winners

*Our thanks to the  
Chambersburg  
Community Concert  
Association and the  
Totem Pole Playhouse  
for donating the  
tickets.*

**Bob and Becky Foor**—Intersection  
**Richard and Gloria Larsen**—Nube  
**Inga Flothow**—Gettysburg College Choir  
**Gerardo and Marta Monge**—Project

**Anna Bishop**—*Sisters of Swing*  
**Paul and Joan Murphy**—*45 Seconds from Broadway*  
**Bernadette Carter**—*The Complete History of America*  
**Bill and Sabra Smith**—*The Coward and the Glory*  
**Cindy Woofter**—*Unnecessary Farce*  
**Robert and Donna Steiner**—*Ruthless! The Musical*

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### **SNAP Board of Trustees**

*Donald Weber, President*  
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*Howard Lutz, Treasurer*  
*Julie Anliker*  
*Donald David*  
*Roland Foster*  
*Al Gibson*  
*Jean Morton*  
*Rosina Saitta*  
*Robert Schaefer, Jr.*  
*Dee Sweitzer*

### *Recent Contributors*

The Support Network at Penn National recognizes individuals and organizations who make contributions throughout the year. These tax-deductible contributions can be made "in honor" or "in memory" of a loved one or friend. Contributions may also be made anonymously.

#### *Silver*

*Art and Gladys Kuehn*

Liborio "Denny" Serravalle, long-time resident of Penn National and a member of the Support Network at Penn National, passed away on July 7, 2010. SNAP received contributions from the following individuals "in memory" of Denny.

*Janet Slack (daughter)*

*James and Denise McCarthy (daughter)*

*Nancy Norris*

*Tony and Rosina Saitta*

*David Peterson*

*Dr. and Mrs. Richard Nathan*

*Dr. and Mrs. Alfred Madeira and Dorothy Lawyer*

*Kristian Frank*

*Deborah Rimmer Leser*

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

*SNAP Board of Trustees*