



## SOUTH COASTAL VILLAGE VOLUNTEERS EXTENDS OFFICE HOURS

SCVV reached a landmark in the growth of the organization by extending office hours from two days a week to five days, **staffing the office from 10 AM to 2 PM Monday through Friday as of June 1, 2022**. The two day a week schedule had been in effect since our office opened in January, 2021 but was no longer adequate. Thanks to the cooperation of **Carol Houck**, Ocean View Town Manager, Village officers were able to arrange to keep our office at 32 West Avenue in Ocean View open the additional time.

The increase in hours was necessary to better meet the needs of our members for volunteer services. As membership continues to grow, with 42 members and 89 volunteers, more staffing is required to keep track of members' requests for services and filling these requests with volunteers who will be available to supply the services. Our volunteers now provide an average of 150 to 200 services each month.

To make the increase in hours feasible, SCVV hired

two part-time employees, **Dar Lewis** and **Steve Ricks** (see articles on pages 2 and 3 for more about them) to staff the office. Under the supervision of Office Manager **Diane Strobel**, the staff, along with volunteers **Mary Bartlett**, **Amy Gorman**, **Melinda Stone**, **Jan Gibson** and **Cindy Hughes**, work regularly assigned days with the flexibility to exchange hours if needed for personal reasons.

Meeting the members' needs is the top priority for the staff, who strive to provide timely responses. Last minute requests or cancellations are a challenge that can take staff time. Keeping the databases current and dealing with e-mails require attention, and answering the phone, checking messages and responding to calls demand many hours of staff time. Training new volunteers and assisting SCVV committees and miscellaneous housekeeping tasks also are responsibilities of the staff and can take significant amounts of time.

Thanks go to Diane, the staff and volunteers for keeping SCVV operating as a well-oiled machine.

## Meet Dar Lewis

One of the two new staffers who is so competently handling the South Coastal Village Volunteers office is **Dar Lewis**. Dar grew up in Baltimore, attending college there for two years with another year of courses in psychology at Loyola University. She worked with Alex Brown and Sons for twenty-one years, becoming Vice President of their IRA Department, followed by six years at Johns Hopkins. Dar and her husband then moved to southern Delaware.

Dar, who comes from a family of four children and has three of her own (plus six grandchildren and a great grandson on the way), came to Delaware to retire in 2005, but needed to keep busy so continued working, first for Millville By the Sea and then Norman Law Offices before coming to SCVV in June. An ad on FaceBook for staff for South Coastal Village Volunteers' office captured her attention, and her qualifications made her ideal for the job. Dar's knowledge of the workings of an office, her loyalty, professionalism and tenacity have made her an outstanding staff member. "Knowing that we are helping others and knowing that I'll need help one day" are benefits for Dar from her SCVV work. She loves talking on the phone and interacting with both members and volunteers.

On a typical workday, Dar starts by checking Voicemail. She pulls up the computer system to see what requests need to be filled and, if needed, makes phone calls to fill requests. She works with new volunteers and checks supplies. Taking the initiative on social media to ask for donations for SCVV and to identify organizations that can help our mission, Dar has garnered bookcases, shelving and large quantities of office supplies for the Village.

In her short time with SCVV, Dar has proven herself to be invaluable.



## Say "Hello" to Steve Ricks



The other half of SCVV's new office staff is **Steve Ricks**. Steve and his wife hail from northern Baltimore County, and their two daughters and two grandchildren still live in that area.

His career was in the telecommunications field, giving Steve skills that are very important in his work at the Village office. He started out with C & P Telephone Company in Baltimore. In the late 1990's, Steve transitioned to Lucent Technologies (formerly Western Electric) as a support engineer for fiber optic electronics. After leaving Lucent, Steve went to work for BWI Airport as the Telecommunications Manager until he retired in 2019.

Moving to Sussex County upon retirement, Steve and his wife settled into their new home in Frankford, and he began investigating volunteer organizations that would give him an opportunity to give back to the community.

At that time, South Coastal Village Volunteers was just getting started. For Steve, SCVV was "an immediate fit, in that the hours were what I wanted to contribute." He liked the idea of working with and helping the senior members of the community, so he became a volunteer. Steve answered the advertisement for office staff, and became one of the Village's essential workers.

Steve's technical knowledge, along with his engaging personality, friendliness and willingness to help in any way possible, are great assets to our Village. He enjoys his job because he gets lots of pleasure interacting with people. Steve says, "I can learn so much from chatting with our members."



**"The smallest act of kindness is worth more than the grandest intention."**

**- Oscar Wilde**



## April Volunteer Coffee

On the morning of April 22, a group of SCVV volunteers gathered informally for coffee and donuts in **Millville's Evans Park**. A number of Steering Committee members had the opportunity to talk with volunteers who provide the services that meet the needs of our members. The event was organized by Outreach/Volunteer Chairs **Liz Bolton** and **Lois Pastore** and blessed with lovely weather for an outdoor get-together. The volunteers received Life Saver favors to appropriately celebrate the help they give in our community.



SCVV volunteers enjoy coffee, donuts and conversation at Evans Park in Millville.



SCVV Chair Ron Kerchner delivers prize basket to raffle winner.

## May Lunch With A Purpose

More than 200 women attended the May 4 *Lunch With a Purpose* at the clubhouse at Baywood Greens to benefit Village Volunteers and South Coastal Village Volunteers. Our two Villages realized over \$7,000 from the proceeds of tickets, raffles of fifty gift baskets and chances for a 50-50 drawing.

In addition, the Villages had the opportunity to provide information to the attendees on who we are and what we do to help recruit members and volunteers.

VV and SCVV are grateful to the organizers of Lunch With a Purpose for choosing us as the beneficiaries of this event.





## Delaware Long-Term Care Ombudsman Program

by Sally Scarangella

On June 10, **Saundra Hale**, Delaware State Long-Term Care Ombudsman, presented an informative program for SCVV members and volunteers about services for the Aging and Adults with Physical Disabilities. The Long Term Care Ombudsman advocates for residents who live in long-term care facilities and individuals who receive home based long term care services. This statewide program is operated by Delaware Health and Social Service Secretary.

Long-Term Care (LTC) Ombudsman programs work to resolve problems related to the health, safety, welfare and rights of individuals who live in LTC facilities, such as nursing homes, board and care and assisted living facilities and other residential care communities. Ombudsman programs promote policies and consumer protections to improve long-term services and supports at the facility, local, state, and national levels.

Ms. Hale gave background information explaining the program started in 1972 as a demonstration program; today the Ombudsman program operates in all states, the District of Columbia, Puerto Rico and Guam.

Ms. Hale also gave specifics of the duties performed. Staff identifies, investigates, and resolves complaints made by or on behalf of resident. They provide information to residents and ensure they have regular and timely access to ombudsman services. They analyze, comment on and recommend changes in laws and regulations pertaining to the health, safety, welfare, and rights of residents.

Some of the most common complaints in board and care, assisted living, and other residential care communities handled by Ombudsman programs relate



**Ron Kerchner introduces Ombudsman Saundra Hale**

to improper eviction or inadequate discharge/planning; administration and organization of medications; quality, quantify, variations and choice of food; lack of respect for residents; poor staff attitudes; building in disrepair or hazardous and unanswered requests for assistance

Additional information can be found at **DELAWARE HEALTH AND SOCIAL SERVICES, Office of the Secretary, Long-term Care Ombudsman Program, Main Administration Building, 1901 North DuPont Highway, New Castle, DE 19720** or by phoning **800.223.9074**.



## The Art of Listening

by **Claudia Koontz Thayne**

**Liz Bolton** and **Lois Pastore**, chairs of the Outreach and Volunteers Committee, hosted an interactive session with volunteers on “How to Really Listen to Our Senior Citizens” in late April. **Lisa Laird**, a former Ombudsman and Patient Advocate and SCVV volunteer, provided insight on how to listen to our members. She started with an “ice-breaker” to help the well-attended session of volunteers get acquainted. She posed the question, “Tell us one thing about yourself that your friends don’t know.” Answers were lively and pretty amazing. Did you know, for example, **Chris Powers** has visited all 50 states and EVERY continent? And **Lisa Laird** sang in the chorus of the Los Angeles Philharmonic.

The group then discussed what were important attributes of good listeners, resulting in a variety of responses. The session then segued to role playing, in which Liz Bolton was the “member” trying to describe a poignant experience caring for her mother and Lisa Laird was the “volunteer” who was “actively listening,” distracted by phone calls, text messages, window gazing and other interruptions. You could hear a pin drop in the room as the simulation progressed. What was pretty obvious is how important listening is, and that it is a legitimate skill involving most of our senses. It includes observing what verbal and non-verbal messages are conveyed and developing the ability to respond in a way that shows understanding.

At the conclusion, the lessons learned were clear and powerful. Lisa prompted Liz to describe her impressions, and then asked the audience for their comments. Volunteers have the ability to make a huge and positive difference to older adults. Members may be lonely, shy, and have difficulty communicating with volunteers, but their behaviors telegraph their need for human interaction.

Lisa provided a handout of Conversation Starters, developed by the Episcopal Community Services in Philadelphia, to prompt discussion. Topics include talking about family, employment, school, holidays, younger year experiences, nationality, hobbies, marriage, geographic areas, travel, music, favorites (books, people, subjects, pets, recipes) and historical events. Copies of Conversation Starters are available in the SCVV office.

As the session ended, volunteers were enthusiastic for more, and Liz and Lois hope to continue the series.





## Steering Committee & Strategic Sponsors Meet

Many of the Strategic Sponsors who serve as advisors to South Coastal Village Volunteers met with members of the Steering Committee to discuss the progress of the Village and plans for the future. It was the first time the two groups had gathered, and it was a good opportunity for an exchange of ideas.

The June 20 get-together took place on the back deck of the home of **Joan and Jack Gordon**. Other Steering Committee members present were Chairman **Ron Kerchner**, Vice-Chair **Chris Powers**, **Kathy Green** and her husband, Strategic Partner **David Green**, Secretary **Betty Martin** along with her husband **Herb**. The Strategic Partners in attendance were **Christine Connor** and her husband **John**, **Maureen Hartman** (Town Manager of South Bethany), **Carol Houck** (Town Manager of Ocean View), **Charlie Kopay** (SCVV website manager), **Michele Morgan**, **Zita Pennypacker**, **John Robbert** and his wife **Jane**, and **Claudia Thayne**.



**Herb and Batty Martin and Jane and John Robbert**

In addition, **Steuart Martens**, Chair of Village Volunteers, attended. Ron Kerchner made a presentation examining the progress of the Village and its current status. Chris Powers gave an emotional and inspiring talk about the Village members and what the Village means to them.

The two groups of volunteers enjoyed meeting and talking with each other. The sharing of information and ideas was so positive we plan to have more meetings like this in the future.



**Maureen Hartman, Zita Pennypacker and Carol Houck**

# COMING UP

## Village Volunteers' Virtual Kitchen Tour Tickets Go On Sale Aug. 1

Get ready for the 2022 AUTUMN AT THE BEACH KITCHEN TOUR...and MORE! benefiting Village Volunteers. This virtual tour of 11 homes in Historic Lewes and Rehoboth showcases the kitchens and entertainment areas of colonial homes, new homes built to look old, some small homes, some large and all out of this world gorgeous!

You'll see lots of ideas for designing your home, kitchen, gardens, gathering rooms, along with a lesson on lighting interiors, making centerpieces and more.

Tickets go on sale **September 1, 2022**. The virtual tour **begins October 8** with continual viewing **until November 7**.

For information, go to [www.villagevolunteer.org](http://www.villagevolunteer.org).

**Save the date – Thurs. Oct. 6**



## Dinner and a Show

To celebrate the *magic* of SCVV, join us for a show with dinner featuring **Dickens Parlour Theater with Good Earth Market**.

Details to follow – watch our website:  
[www.southcoastalvillagevolunteers.org](http://www.southcoastalvillagevolunteers.org)

## *Autumn At The Beach!* Kitchen Tour...and More

“Sea” a virtual tour of some Historic Lewes and Rehoboth *fabulous* kitchens. Tour proceeds benefit Village Volunteers

## Walk Back in Time

by Liz Bolton

Come join us for a “Walk Back in Time” exhibit. Our SCVV members and volunteers will hold an exhibit to share many of their books, pictures, artifacts, and souvenirs that hold memories from the past.

Their history is a gift they will be sharing with us. Memories are timeless treasures of the heart, and our members and volunteers have very big hearts.

Join us on **October 20 from 1 to 3 PM at the Millville Community Center**. The exhibit will be followed by an old fashioned ice cream social to round out the event.





## SCVV Participated the Seaside Craft Fair

South Coastal Village Volunteers had a presence at the June 4 Seaside Craft Fair sponsored by the Town of Bethany Beach with a table on the boardwalk for distributing information. Volunteers **Jack and Joan Gordon, Liz Bolton and Sheila Bower, Christine Powers and Betty Martin and Kathy Green and Karen Taylor** took advantage of the opportunity to talk to a large number of shoppers and to hand out rack cards describing the organization.

## Bishop's Landing Women "Wine" With A Purpose

Thanks to the outreach of the SCVV office staff on social media requesting donations of office supplies, our Village was the recipient of an amazing gift from Bishop's Landing. **Cathy Sarkis**, a resident there, organized a group called Women Who Wine With A Purpose, which meets monthly.

Cathy started the group after Covid shots became available to provide an opportunity for social interaction. Starting with home meetings for about twenty women, there are now between forty and sixty women who gather the third Wednesday of the month at 5 PM at the clubhouse to drink wine, eat snacks, chat and donate recyclable items to an area non-profit. The group has a policy of contributing extra items they already have on hand (spending

By familiarizing tourists as well as local residents with SCVV, we hope to attract volunteers and provide a resource for those who can benefit from membership.

The next event at which we will have an information table will be **September 10** when the Bethany-Fenwick Chamber of Commerce will hold its annual **Arts Festival on the Bethany Beach boardwalk.**



money only rarely) to give to a worthy cause. In response to the request from Dar Lewis, South Coastal Village Volunteers was selected to be the June recipient of office supplies. What a worthwhile way to recycle! According to Dar, SCVV won't have to buy any office supplies in the foreseeable future. In addition, a representative from SCVV will have the opportunity to talk with the group to inform them about the Village. The Village is very grateful to the ladies of Bishops Landing; we thank them for their generosity.



## What People Are Saying . . . And More

VOL. 2

Issue 3  
Summer, 2022

Compiled by Jan Gibson

### Member testimonials:

"You are a wonderful, comforting source of help and information! If needed, I feel very comfortable asking for your help."

"There is a comfort and secure factor in being a member."

### Volunteer testimonials:

"What I enjoy most about volunteering is feeling that I am contributing to our community and feeling useful in a way I have not felt since my parents passed away."

"What I enjoy most about volunteering is the members are always SO grateful for the help we can provide! To see them smile when I come in, especially if they are having a down day, makes what we do so valuable."

## Gas Card Program

by Lois Pastore

In May, South Coastal Village Volunteers inaugurated its Gas Card Program to recognize our devoted volunteers and help defray the cost of transporting our members to their appointments. Each month from May through August, we will hold biweekly raffles and draw a volunteer's name.

So far our winners are **Randy Eich, Ferne Cooper, Ron Calef, Sheila Bower, Toby Guy, and Dick Fox.** Each has received a \$25 gift card as a small token of our appreciation.



**"The unselfish effort to bring cheer to others will be the beginning of a happier life for ourselves." — Helen Keller**



## Seniors on the Move

By Stuart Martens

Imagine a medicine that reduced the death rate of breast cancer and risk of recurrent breast cancer by 50%, lowered the risks of colon cancer and Type 2 diabetes by two-thirds, and those of heart disease, hypertension, and Alzheimer's disease by 40%. On top of that, it can be as effective as antidepressants or cognitive behavioral therapy in countering depression.

That medicine exists, says Dr. Edward Laskowski of the Mayo Clinic. It's called **exercise**.

Movement is medicine, says Dr. Laskowski, a specialist in physical medicine and rehabilitation, and the health benefits have been proven by high-quality research.

The Centers for Disease Control (CDC) recommends that adults get the benefits with **at least 150 minutes of moderate exercise a week plus at least two weight training sessions**. You can meet the CDC guidelines by going to the gym twice a week and going on 30-minute walks the other five days. But any exercise is better than none. Research has shown that people can improve their health by doing as little as 10 minutes of exercise a day.

What type of exercise is best for you? While all exercise is good for your health, different forms help you in different ways. As you might guess, your cardiovascular system gets the biggest boost from aerobic exercise.

Doctors used to recommend you sustain a steady pace at something like cycling or walking or swimming for twenty minutes. While that approach still works, in recent years there has been a new emphasis on High-Intensity Interval Training (HIIT.) Instead of doing something at the same pace the entire time, you do short bursts of exercise at maximum effort followed by periods of easy exercise or rest. This gives you all the benefits of a traditional aerobic workout in less time and a few additional ones. HIIT appears to be more efficient at reducing the bad type of cholesterol (LDL) and improving

fasting glucose levels. If you're sprinting as fast as you can for thirty seconds, followed by a couple of minutes of walking, you're doing high-intensity training. Positively, remember to hydrate before, during and after exercise not only to keep from fainting, but also to help release toxins our bodies are trying to get rid of.

As we get older weightlifting becomes increasingly important for slowing muscle and bone density loss and improving our balance. The CDC recommends lifting weights at least twice a week, working all the major muscle groups, including legs, hips, back, abdomen, chest, shoulders, and arms.

Consider walking, hiking, biking, swimming, tennis, golf, pickleball, yoga, paddle boarding, canoeing, kayaking, tai chi, dancing, line dancing, and the newest craze, forest bathing. Forest bathing is simply getting outside without earbuds and exercising with nature taking in all her sights, sounds, and health benefits including crickets, birdsong, turtles, dragonflies, sunshine, and even raindrops.

In summary, find a form of exercise you like because if you don't like it, you won't sustain it. You shouldn't exercise because you want to live longer. Instead, your goal should be to remain as healthy as possible during the years you have left.



**Stuart Martens**, a member of the BOD of Village Volunteers, is a National Board Certified Health & Wellness Coach. He is also certified as a Nutrition Health Coach by the Institute for Integrative Nutrition and by the DE Department of Health & Social Services to facilitate classes. He conducts Healthy Eating Workshops.

The information received from Stuart Martens, NBC-HWC/National Board Certified Health and Wellness Coach is intended for your educational use only and is not a substitute for professional medical advice, diagnosis or treatment. Consult your physician before starting any diet, exercise, medication or supplement program or if you suspect that you have a medical problem.

Summer 2022

Issue 3

## Steering Committee

*The Steering Committee is responsible for completing the day-to-day tasks of organizing the South Coastal Village Volunteers*

**Ron Kerchner**, Chair

**Christine Powers**, Vice-Chair

**Betty Martin**, Secretary/Membership  
Coordinator

**Elizabeth Bolton & Lois Pastore** -  
Outreach & Volunteers

**Jack Gordon** - Finance and Government  
Liaison

**Joan Gordon** - Communications/PR

**Kathy Green & Karen Taylor** - Development  
and Marketing

**Diane Strobel** - Operations Manager

## Strategic Partners

*Our Strategic Partners are a group of area professionals who have special skills to contribute to the development and operations of the South Coastal Village Volunteers*

**Debbie Botchie**

**Christine Connor**

**Cliff Graviet**

**David Green**

**Maureen Hartman**

**Carol Houck**

**Charlie Kopay**

**Madeline Kelley**

**Michele Morgan**

**Zita Pennypacker**

**Annie Raskauskas**

**John Robbert**

**Tempe Steen**

**Claudia Thayne**



## Contact Us!

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South Coastal Village Volunteers is a branch of Village Volunteers, an IRS approved 501(c)(3) nonprofit organization.

For more information, visit [www.villagevolunteer.org](http://www.villagevolunteer.org)