

Spring 2017

# Caring Hands

A Program of John Muir Health



Michelle Lee and her senior,  
Stella Anderson



## Celebrating 18 years of Compassion

What do you get if you mix together chocolate hearts, tiramisu, 125 dedicated volunteers and donors, sprinkle in a generous helping of azaleas and gift baskets, season with a dash of Nat King Cole, fold in a few smooth dance moves, stir gently with thoughtful speeches by top leaders of the John Muir Health system, and whisk together with a funny video monologue by a senior comedienne? The 18th Annual Volunteer Appreciation Dinner, of course!

The volunteers, donors, and members of the leadership team who attended the February 9 dinner at John Muir Medical Center in Walnut Creek were welcomed by *Caring Hands* Manager Maria Amadea and her staff, along with special volunteers Mimi Broderick and Joanne Marnell. Program volunteers were thanked for their vital and devoted service with tributes from JMMC-Walnut Creek President and CAO Jane Willemssen, Senior Vice-President of Human Resources Lisa Foust, and other leaders and advisors. Lisa passed on a quote from Pericles: "What you leave behind is not what is engraved on stone monuments, but what is woven into the lives of others."



Special guest of honor, volunteer Evelyn Ternstrom, was thanked for her service to *Caring Hands* as one of the first volunteers in the program, which began in 1999. JMMC Director of Guest and Volunteer Services Roxanne Foster noted that Evelyn contributed to the evolution of the program as a trainer, volunteer, and mentor. Social worker Kathy Friend introduced a 98-year-old senior who still teaches line dancing at the Concord senior center although she is blind. This delightful care receiver spoke to the group along with her longtime volunteer, Betty Van Stralen, and performed a few wonderfully graceful

steps in the front of the auditorium to the music of the trio performing onstage. Kathy also introduced volunteer Kaye Roberts, who has become a lifeline for her homebound care receiver, Steve, a scientist to whom she brings the joy of the outside world. Kaye is now a devoted friend to his wife as well, who greatly appreciates the support.

The Annual Appreciation Dinner is only one of the ways *Caring Hands* expresses its gratitude to the extraordinary team of volunteers and donors who help the program flourish. We are so thankful for all involved.



*Top Left:* Debbie Snyder-Puder, Grala Warren, Carole Kelsch, Lois Krauth, Chris Gill, and Joe Bettencourt in the background  
*Middle Left:* Evelyn Ternstrom and Roxanne Foster  
*Bottom Right:* Betty Van Stralen and Dorothy Moore with Kathy Friend



## More photos from the Volunteer Appreciation Dinner



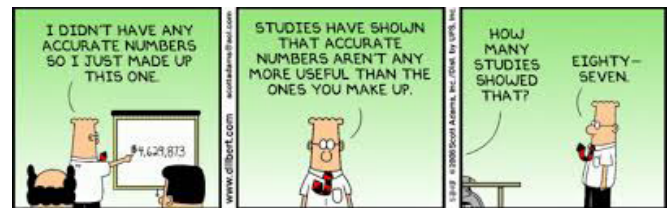
*Top Left:* Mimi Broderick and Lilian Kotz    *Top Middle:* Shirley Golightly, Anna Hanson and Max Scalise  
*Top Right:* Erna Beutel, Ashley Riley, Sue Peters, Kathy Romeo, Rachel Ovadia  
*Bottom Left:* Marv and Carolyn Schick with Ray Nassief    *Bottom Middle:* Rodger Gantt and Kaye Roberts  
*Bottom Right:* Emi and Gary Crow with Ken Gray in the background



### A message from Volunteer Coordinator Stacy Appel

Thanks to *Caring Hands* volunteers, nearly four hundred seniors were served and 7,562 one-way rides were given in 2016.

Thanks to our program volunteers, an 88-year-old man for whom English is a difficult second language was able to make a weekly trip to his favorite market, where others speak his language and sell his native foods; an 89-year-old former seamstress who had abandoned her sewing machine in despair was lovingly persuaded to resume her passion. Thanks to our volunteers, congregations were contacted, and articles popped up in local papers and church bulletins to support recruitment efforts. Thanks to our volunteers, pets got to the vet in time and daughters got out of the house for a break from caregiving; files were organized, folders were put together and rides were scheduled at the last minute. The help offered by our volunteers meant that seniors were called for follow-up, and data of all kinds was entered into the computer in a timely manner. Ideas for outreach germinated and grew into reality. Retirees in different cities got the word about upcoming trainings; informational flyers and brochures found their way into new hands. Friendships bloomed and families found solace. All of these successes and more are results of the generous and imaginative expertise of *Caring Hands* volunteers: men and women who have consciously chosen to sow seeds of hope and friendship. We extend our praise and our thanks to every single person on this extraordinary team: matched volunteers, occasional drivers, committee members, congregational coordinators, office volunteers, and those on temporary hiatus who plan to return.



Gentle reminder: Please turn in your timesheet by the fifth of the month, and help keep us on track!  
 Affectionately, The Caring Hands Staff

## CARING HANDS SPRING TEA

**A special event for Care Receivers  
and their Volunteers**

**April 28, 2:00 P.M. – 4:00 P.M.**

**The Kensington**

**1850 Geary Road – Walnut Creek**

**RSVP by April 21, 2017 at 925-952-2999**



# Support Spotlight

**DID YOU KNOW** that approximately 40% of the Caring Hands operating budget comes from generous donations from individuals, corporations and foundations? In 2016, 91% of all contributions came from individuals, with gifts ranging from \$5 to \$5,000. Philanthropic support makes it possible for us to continue providing our services to seniors free of charge. Increased donor support can also make it possible for us to fulfill our list of seniors waiting to be included in the Caring Hands program. If you or someone you know is interested in supporting the important work we do, here are three valuable ways to consider making a gift.

## Support Current Caring Hands Program Needs Today

Current-use gifts have an immediate impact. They will be used right away to provide critical support of day-to-day program operations. These funds help us provide counseling and support programs for seniors and caregivers, recruit and train new volunteers, and fund program activities and events like our annual Spring Tea.



*"It was truly a gift for my mother, and for me, that she received Caring Hands services. Having her volunteer caregiver, Ed, to take her to appointments during the week was so helpful. I am truly grateful for the care she received and I am committed to giving back to this valuable program as a volunteer and as a donor to help sustain it for the benefit of other seniors and their families."*

**Jamshed Gandhi with his match Arthur**  
CARING HANDS VOLUNTEER AND DONOR

## Leave a Legacy Gift for Caring Hands

There are many ways to create a Legacy Gift that will benefit Caring Hands in the future, including a bequest, a pooled income fund, or an IRA Charitable Rollover. Legacy Gift planning can be financially beneficial for individuals and families of various ages and income levels. These gifts can create a lasting and profound way to honor the memory of a family member or special friend.

To find out more about making a gift in support of Caring Hands, please contact Kim Bellinger at (925) 941-2157 or email [kimberly.bellinger@johnmuirhealth.com](mailto:kimberly.bellinger@johnmuirhealth.com) or visit the John Muir Health Foundation website at [www.givehealthjmh.org](http://www.givehealthjmh.org).



*"Seniors in our community have vast wisdom and have made sacrifices throughout their lives to pave the way for us. I feel it's the least I can do to give back by assisting my match, Mary, serving on the Caring Hands Advisory Committee and by supporting the program financially, too."*

**Natalie Herbert with Mary**  
CARING HANDS VOLUNTEER AND DONOR

## Build the Caring Hands Endowment

An endowment fund is a permanent, self-sustaining source of funding. The initial lump sum – or principal - of an endowment gift is invested to generate interest, typically 5% per year. Those earnings are used annually to support and enhance our program. Gifts of any size can be designated specifically to increase the Caring Hands existing endowment fund, the **Ruth Arnhold Steiner Endowment**. The larger the fund is, the more interest it will yield for us to use each year!



*Donor support makes it possible for us to provide our services to seniors free of charge. With more contributions, we can train more staff and volunteers and welcome even more seniors to Caring Hands!*



# Caring Hands Advisory Committee

Maria Amadea, Ph.D., LCSW	John Muir Health; Caring Hands, Manager
Kimberly Bellinger	John Muir Health Foundation, External Relations Director
Joe Bettencourt	Interim Healthcare Staffing, Owner; Caring Hands Advisory Committee Chair
Rita Clancy, LCSW	Jewish Family and Children's Services of the East Bay
Linda Doll	Christ the King Catholic Church; Caring Hands Outreach Committee Chair
Roxanne Foster	John Muir Health, Director of Guest and Volunteer Services,
Ken Gray	Tri-Delta Transit, Board Member
Jamshed B. Gandhi	RINA Accountancy Corporation, Principal
Natalie Herbert	Lockton Insurance Brokers, LLC, Producer
Harry Jayasingha	John Muir Medical Center-Walnut Creek, Chaplain; Lafayette-Orinda Presbyterian Church, Chaplain
Nancy Lewis, LCSW	John Muir Health, Senior Services
Elizabeth Masten	Lafayette-Orinda Presbyterian Church, Stephen Ministry Leader; Scholarship Committee Member; Friends of ILSP
Dwane Michael	John Muir Medical Center-Walnut Creek, Pastoral Care (Retired)
Grala Warren	Ombudsman Services of Contra Costa, Board Vice President; St. Matthew Lutheran Church, Walnut Creek
Ray Zenoni	Caring Hands Advisory Committee, Secretary



## Caring Hands Staff

Roxanne Foster	Director of Guest and Volunteer Services, John Muir Health
Maria Amadea, LCSW	Manager
Kathy Friend, LCSW	Social Services Coordinator
Stacy Appel	Volunteer Coordinator
Lilian Kotz	Department Secretary



## 2017 Upcoming Trainings

### New Volunteer Training Sessions (For new volunteers on a one-time only basis)

May 12	New Volunteer Training.....JMMC-Concord Campus .....	9:00 – 2:30
July 21	New Volunteer Training.....JMMC-Walnut Creek Campus .....	9:00 – 2:30
September 22	New Volunteer Training.....JMOC-Brentwood .....	9:00 – 2:30
November 10	New Volunteer Training.....JMMC-Concord Campus .....	9:00 – 2:30

Orientation/interview and pre-registration are required

If you know another compassionate person who could spare as little as two hours a month to help and who would consider joining Caring Hands, please ask him or her to call Stacy Appel, Volunteer Coordinator, at (925) 952-2999, or visit [www.johnmuirhealth.com/caringhands](http://www.johnmuirhealth.com/caringhands)

