

# SERVIN' IT UP

A SERVING OF  
QUARTERLY NEWS  
FROM SENIORSERV



## Message from the CEO

*Holly Hagler*

### Kindness Matters

At SeniorServ, we are incredibly grateful for all the volunteers who bring program participants optimism, happiness, and the comfort of knowing someone cares! The best testimony to the tremendous impact of volunteers' time and thoughtful acts of kindness comes directly from participants themselves. Their notes and phone calls are filled with gratitude for the volunteers and serve as wonderful reminders that it is truly the "little things" that mean the most.

As American author Leo Buscaglia once said, "Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."

The personalized attention our volunteers provide is especially important to socially-isolated seniors like Katherine. She told us, "Meals on Wheels is the best part of my week, because [the volunteer] who delivers my meals is the very best." Another said, "I am grateful to have somebody to share my feelings and express my needs with."

In 2018, nearly 600 SeniorServ volunteers collectively contributed over 88,000 hours in support of Meals on Wheels, Adult Day Services, Senior Center Lunch, and Friendly Visitor

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## Volunteering is The Best Job

Chris has been volunteering to deliver SeniorServ's Meals on Wheels in Costa Mesa for three years and loves it. "It's the best job I've ever had!" said the retiree. Chris volunteers twice weekly and serves as an alternate driver when needed. He delivers to his 'favorites' last so he has more time to visit and doesn't keep others on his route waiting. "They are my friends. Sometimes I help by opening a jar of pickles or fixing something small. I've even visited them in the hospital."

Chris finds volunteering mutually beneficial. "Delivering food means a lot to seniors like Rachael, and the social interaction makes a big difference. They want to feel wanted, needed, special...like someone still cares. So, volunteering is great for the seniors, but it is also a wonderful opportunity for the volunteers to meet these people and learn about their history."

Connecting with the elderly is easy, according to Chris. He says, "The secret to it all is that people just want to be heard, and if you take a moment to listen, you will hear many wonderful stories."

## Board Members Visit Our Senior Lunch Cafés

Albert, a lunch café participant, had a great time with board member Lynn Daucher during her visit to La Habra.



John & Larry (seated) having some fun with board member Stuart Moss.



Board member Corey Saenz spends time getting to know Carmen.



Participant Ana was happy to tell Stuart about her positive experience with the lunch program.



The gang's all here at the Tustin Senior Center Lunch Café! All of these wonderful volunteers help prepare and serve lunch to our participants.



Board member Don Lewis volunteering at a senior lunch café site in Fullerton - Sergio Espinoza, Congregate Manager, is "supervising."



Cowboy Bob and his lovely friend Linda thank board member Dick Atnip for visiting them at the Fullerton lunch program.



Newest board member Steve Margetic and board member Larry Schultz spend time with lunch participants at southwest Santa Ana's senior lunch café program.

## LEADERSHIP PROFILE: Steve Margetic



We are proud to welcome Steve Margetic to our board of directors. Steve has more than 25 years of experience managing affordable and market-rate properties. As President, CEO and Owner of Hyder & Company Property Management, he manages over 90 affordable properties, totaling about 6,000 units throughout California. He is also a principal partner in the management of two campuses totaling 162 units of senior assisted and congregate care units in St. Louis, Missouri. Prior to joining Hyder & Company Property Management in 2004, Mr. Margetic spent 12 years managing a portfolio of 10,000 units, which included more than 2,000 units of senior housing. A certified public accountant from the state of Illinois, Steve has been a member of both the American and the California Association of Homes and Services for the Aging, as well as serving on the Owners' Advisory Board of the National Investment Conference. "When I heard about SeniorServ, I instantly felt a synergy between my passion for creating a quality of life for seniors and their vision of a world that honors people throughout life. Through my experience with senior housing, I know that it takes a village to holistically support this invaluable population so that they can thrive with dignity and purpose. I am honored to join an organization with such compassion and integrity."

## In Memoriam: La Habra Volunteer - Ivah Grace Biddle

The staff and participants of SeniorServ's lunch program in La Habra mourn the recent loss of Ivah Grace Biddle, their long-time friend, lunchmate, and volunteer of over 18 years. The 93-year-old lived independently and remained an active volunteer for SeniorServ's lunch program through her final days. In 2013, Ivah earned the gold level President's Volunteer Service Award for volunteering over 500 hours at SeniorServ's lunch program in a 12-month period. SeniorServ's Site Manager Jennifer Bush said, "Everybody loved Ivah's spunky, caring personality. We all miss her greatly."



Iva (left) and her long-time friend, Susan.

## Spring Volunteer Opportunities

- **Adult Day Health Care Centers (ADHC):** Volunteer assistance is needed at both our Anaheim & Santa Ana ADHC centers to help with coordinating and leading fun activities (such as arts & crafts, music, exercise, etc.). We are looking for friendly and patient people who enjoy working with the elderly and those with disabilities. Bilingual in Spanish is a plus, but not required.
- **Meals on Wheels:** Volunteer drivers are needed at various locations in north and central Orange County. Opportunities are available M-F, 9:00 AM-11:30 AM.



- **Friendly Visitor:** Volunteers are needed to provide companionship to lonely seniors living in north and central Orange County. Play a card game, go for a walk, share a meal, or simply sit and chat with a senior in your area. Weekly one-hour visits are flexible and may be scheduled during the evenings or on weekends.

For more information, contact Tracy Hall, Director of Volunteer Services, at [thall@seniorserv.org](mailto:thall@seniorserv.org), or call 714-229-3349.

# Regional Volunteers Help Expand Visitor Program



SeniorServ's Friendly Visitor program connects isolated seniors with volunteers who provide cheer through weekly visits. The program is open to lonely seniors over the age of 60 who live independently in SeniorServ's service area. With 50 seniors currently active in the program and great opportunity to grow, SeniorServ is thrilled that our Regional Volunteer Leaders (RVLs) are helping us expand our program. SeniorServ's RVL's are experienced Friendly Visitor volunteers who assist staff with recruitment, communications, training, senior outreach, and matching volunteers with older adults.

Our RVL team includes:

**Kathy (pictured right) coordinates La Habra, Fullerton & Brea:** Kathy has eight years of experience as a volunteer. She said, "As a Friendly Visitor it is nice to meet seniors with beautiful stories to tell. As an RVL, it's nice to connect with volunteers and make a difference in their lives."

**Beth (pictured center) coordinates Seal Beach, Huntington Beach, Cypress & Fountain Valley:** Beth is a former AmeriCorps Volunteer who worked directly with SeniorServ's Friendly Visitor program. When the Americorp assignment ended, she returned as an RVL. She said, "The Friendly Visitor program really makes a difference in senior's lives. They get a friendship that, in many cases, lasts for years."

**Carole (Carole, left, June right) coordinates Tustin & Costa Mesa:** Carole has been visiting 90-year-old June for ten years and now enjoys matching other volunteers with our clients. She said, "SeniorServ makes [the RVL job] easy. It doesn't take a huge commitment to make a difference."

SeniorServ needs more experienced Friendly Visitors to become RVLs in Anaheim, Santa Ana, Orange and Garden Grove.

**Interested? Contact Tracy at [thall@seniorserv.org](mailto:thall@seniorserv.org) or 714.229-3349.**



## Message from the CEO

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programs. The ripple effect of these efforts is HUGE and the benefits to our older adults immeasurable! Read the volunteer stories contained in these pages and you'll be inspired by:

- Chris, who lifts spirits for seniors on his Meals on Wheels route.
- Iva Grace Biddle, a woman who modeled the true volunteer spirit.
- Veronica, an intern who found creative ways to connect with participants at our Adult Day Care Program.
- Kathy, Beth and Carole, SeniorServ's team of Regional Volunteer Leaders who are helping to expand our Friendly Visitor program.

These stories and more represent just a few ways that SeniorServ's volunteers make a difference in the lives of seniors. We are grateful to our entire volunteer team for the special ways YOU are impacting lives. Thank you for helping us deliver nutrition to thousands of Orange County seniors and for the kind acts that tell them you truly care!

## Connecting: A Rewarding Experience

Veronica is a senior at Cal State Fullerton and one of seven interns supporting SeniorServ's programs last semester. The 25-year-old human services major provided 150 hours of valuable service at SeniorServ's Adult Day Health Care (ADHC) by cheerfully interacting with participants and leading a variety of interesting activities. "They really enjoy having company and someone to listen to them," said Veronica. Whether it's reminiscing, sharing stories, or just having a warm hand to hold, human interaction is a key component of the ADHC's daily operations. Although it is difficult for some participants to communicate verbally, Veronica learned other ways to connect: through activities, a gentle touch, music and dance, a tender smile, or in the case of one participant...laughter. Veronica



said, "Adeline told me jokes every day, and we would laugh together—it was so much fun! Connecting with older adults was the most rewarding part of my experience here."



## "Everyone is so Special"

SeniorServ loves hearing about the happiness our volunteers bring to program participants like Katherine. Katherine has been enjoying SeniorServ's Meals on Wheels for seven years now. She loves our program and can't stop talking about our volunteers!

The 85-year-old told us, "Meals on Wheels is a beautiful program! Everyone is so special, and they do what they do out of kindness. It's just beautiful. You can talk to them. If I have a problem, my meal driver helps me. I appreciate all that you do so much!"





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**General Information:**  
714-220-0224

**Meals on Wheels & Senior Lunch:**  
714-823-3294

**Adult Day Services:**  
Anaheim 714-220-2114  
Santa Ana 714-558-1216  
Buena Park 714-826-3163

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# What LEGACY will you leave?

**We all desire significance—to lead happy and fulfilled lives surrounded by family and friends.**

For many of us, there is a compelling need to make a difference—to leave a lasting impact on the people most dear to us and the world in which we live. The search for significance and desire to plan for the future leads many to ponder their legacy. What kind of legacy will you leave?

Please contact us to learn how you can make a difference in the lives and causes you love.

***Consider becoming a member of SeniorServ's Legacy of Hope Society with a planned gift to SeniorServ.***

For more information, please contact  
Darla J. Olson | VP Advancement | SeniorServ  
714-229-3362 | [dolson@seniorserv.org](mailto:dolson@seniorserv.org)

