2017 A Year of Community Commitment

As an active volunteer in The Friends Retired and Senior Volunteer Program you’ve made a commitment to improving your community one hour at a time. In 2017, you contributed over 65,000 hours of service in Merrimack, Belknap, Rockingham, and Strafford counties. This represents close to $1.4 million in savings to your communities. Your commitment helped feed adults and children in need, ensured that homebound seniors arrived at medical appointments, provided free senior exercise classes, inspired young learners, supported the performing arts, and provided capacity building for non-profit agencies and organizations helping the underserved population.

Bone Builder leaders contributed 7,948 hours of service, holding 2,300 classes at 26 different locations during the year, an increase of over 900 hours compared to 2016. Class participation increased as well and survey results indicate over 90% of folks experienced a moderate to significant increase in strength and balance. In addition, Friends Caregivers provided over 2,400 rides to seniors and the disabled last year, plus more than 200 friendly visits or helping with simple tasks allowing seniors to remain independent.

Overall, you make every hour of volunteer service count. Sharing your time and talents builds the fabric of our community and makes it a better a brighter place to live. Together, Friends RSVP volunteers lead with experience and make a lasting difference — Thank You!

Welcome Susan Smith, Director of Senior Programs

The Friends Program is pleased to announce that Susan Smith has been hired as the Director of Senior Programs. Susan is the former Executive Director of NH Voices for Health. She worked with seniors at the Taylor Community as the Administrator and COO. Susan has a wealth of grant and administration experience and a passion for working with seniors. We are very excited that she has joined us!

The Friends Program Board of Trustees is also pleased to announce that Nancy Paul has been promoted to the position of Executive and volunteers at the Friends Director. Nancy has been the Senior Programs Program. Congratulations Nancy!
RSVP Upcoming Events

Volunteer Orientations

Calling all volunteers! Whether you're an experienced RSVP volunteer or new to the program, everyone is invited to attend volunteer orientation class. This is an opportunity to ask questions, share your experiences and learn about the benefits of volunteering with the Retired & Senior Volunteer Program. Orientations will be held at The Friends Program, 202 N. State Street, Concord from 2-3 pm. Next session will be Thursday, March 22. Please RSVP by calling 603-228-0139 or email cyanski@friendsprogram.org. We look forward to seeing you soon!

A special orientation will be held on Thursday, April 12, 2018 at Merrimack County Nursing Home at 10am. Learn about the partnership between Friends RSVP and Merrimack County Nursing Home and enjoy light refreshments at this volunteer site.

Bone Builder Soup at "Souper Fest"

Join us on Saturday, March 10th at Rundlett Middle School Concord 4:00-7:00pm and enjoy a variety of homemade soups while helping the homeless. SouperFest is a fundraiser to benefit the Concord Coalition to End Homelessness and it's programs: Winter Shelter, Resource Center and Housing First Concord. Stop by and try our very own RSVP Bone Builder soup! A delicious way to help those in need.

Personal Safety and Security Workshop

A workshop on personal safety and security will be held in conjunction with Friends Foster Grandparent Program at the GoodLife Center on Monday, March 19th 1pm - 4pm. This workshop is presented by John Clark and seating is limited. This is a free event but kindly RSVP to fgp@friendsprogram.org or call 228-0141 by March 14th to reserve a seat. Refreshments will be provided. We hope to see you there!

Nutrition Leader Training Offered

Are you interested in being healthy and helping others? Becoming an RSVP Nutrition Leader might be the right opportunity for you. Volunteers will receive training by Noreen Gallo, owner of Your Forever Diet. Training for Module 3 - Reading Food Labels and My Plate will be held Tuesday, April 10th 9:30 - 10:30am at the Londonderry Senior Center, 535 Mammoth Road, Londonderry. Training for Modules 1 & 2 will be offered again on Tuesday, April 17th in Concord. Please RSVP your training spot by March 9th.

Bone Builder Refresher Meeting

A Bone Builder Refresher class is scheduled for Monday, April 9th from 1-3pm at the GoodLife Center in Concord. This will be an opportunity for all certified leaders to gather and review exercise techniques as well as network, see our year in review and share class experiences. Please RSVP to Cindy at 228-7615 or cyanski@friendsprogram.org.

Additional refreshers for Rockingham County areas will be announced—stay tuned!

Future In Sight Tours

Have you ever wondered about the help that is provided by Future In Sight; formerly New Hampshire Association for the Blind, for people with vision loss that affects daily living? You can learn all about the important work we do and hear stories from people whose lives have been transformed as a result of our programs and services. Come see for yourself by taking a one hour Future In Sight tour of our mission. Tours are held on the 1st and 3rd Wednesday of every month at the McGreal Sight Center • 25 Walker Street • Concord, NH 03301. Private group tours can also be arranged. To reserve a space please contact Danielle Krause at dkrause@futureinsight.org or by calling (603) 565-2424. Tour dates are: March 7th 2018, and March 21st 2018. Future In Sight is an RSVP volunteer site.

Run, Run, Run!

Calling all runners and walkers! Here's your chance to be fit while supporting two good causes. Participate in the Rock-n-Race to benefit Concord Hospital Paxison Cancer Center as part of The Friends Program team. Sign up with Cindy Yanski at cyanski@friendsprogram.org by April 14th. Rock-n-Race is May 17th at 8pm in Concord.

Run, run, run some more at the Runner's Alley Capital City Classic 10k on June 23rd at 8am. The Friends Program is the direct beneficiary of this event that welcomes all runners to Concord. If you aren't running, please consider signing up to volunteer. Contact Jen at jcurtis@friendsprogram.org for details.

Join the RSVP Advisory Committee!

Do you want to support the Friends Program by getting more involved? Are you interested in seniors having meaningful opportunities to volunteer in their community? If yes, we are looking for volunteers to serve on the RSVP Advisory Committee, which provides input and advice to staff and Board of Trustee members on the RSVP Program. If you are interested in learning more about this volunteer opportunity, contact Susan Smith, Senior Programs Director, for more information.
Legislative Breakfast a Success


Congratulations Spirit of NH Award Winners

Clockwise from top left: Jeannine Aucoin, Friends Caregivers; Hopkinton Dial A Ride represented by Beth Sargent; Cynthia Baldwin, Friends RSVP; Fran Philippe, UU Church of Concord; Sue Barry, Capital Center for the Arts. Thank you all for your community service!
RSVP Bone Builders Are Fit and Fun

RAYMOND BONE BUILDERS
Join us at Lamprey Healthcare in Raymond on Monday and Friday at 10am. The Raymond Bone Builders are led by Rose Hagar, Betty Lou McClelland, Carol Reed Lissa Simard and Cathy St. John.

TILTON SENIOR CENTER
Bone Builders from the Tilton Senior Center are led by Sandy Murphy, Dottie Perkins and Irene Ultsch. Stop by and join us on Tuesdays and Thursdays at 9:30am!

Volunteer Enrichment at Hannaford
The Stratham and Kingston Bone Builders classes took a tour of the Exeter Hannaford's store in January. Jessica O'Connell, the Registered Dietician at the store, gave the group some great ideas about eating healthy. After a short discussion the class toured the store with Jessica, stopping to read labels and compare products. She also sent the group some amazing recipes using avocado - including chocolate mousse with avocado and dark chocolate truffles with avocado! We are planning to tour several more Hannaford’s with our Bone Builders classes this spring.

RSVP Nutrition Leaders
Volunteer Deb Smith leads a nutrition module at the Hampton Bone Builders class. Deb completed training from nutritionist Noreen Gallo of Windham, owner of Your Forever Diet. Training to become a leader for Module 3 will be held on Tuesday, April 10th from 9:30 - 10:30am at the Londonderry Senior Center, 535 Mammoth Road, Londonderry. The focus of this module will be reading food labels and taking a closer look at My Plate, the current USDA nutrition guidelines. Contact Addie at 228-7614 to sign up. If you missed Modules 1 and 2 or need a refresher, a training will be offered in Concord on April 17th. Volunteers that are trained will lead modules for Bone Builder classes and other senior venues. It’s fun, it’s free and benefits so many folks. Class spaces are limited. Call and sign up today!

Friends RSVP serving communities in Merrimack, Rockingham, Belknap & Strafford Counties
10 things to know about your new Medicare card

Medicare is mailing new Medicare cards starting in April 2018. Here are 10 things to know about your new Medicare card:

1. **Mailing takes time:** Your card may arrive at a different time than your friend’s or neighbor’s.

2. **Destroy your old Medicare card:** Once you get your new Medicare card, destroy your old Medicare card and start using your new card right away.

3. **Guard your card:** Only give your new Medicare Number to doctors, pharmacists, other health care providers, your insurers, or people you trust to work with Medicare on your behalf.

4. **Your Medicare Number is unique:** Your card has a new number instead of your Social Security Number. This new number is unique to you.

5. **Your new card is paper:** Paper cards are easier for many providers to use and copy, and they save taxpayers a lot of money. Plus, you can print your own replacement card if you need one!

6. **Keep your new card with you:** Carry your new card and show it to your health care providers when you need care.

7. **Your doctor knows it’s coming:** Doctors, other health care facilities and providers will ask for your new Medicare card when you need care.

8. **You can find your number:** If you forget your new card, you, your doctor or other health care provider may be able to look up your Medicare Number online.

9. **Keep your Medicare Advantage Card:** If you’re in a Medicare Advantage Plan (like an HMO or PPO), your Medicare Advantage Plan ID card is your main card for Medicare – you should still keep and use it whenever you need care. However, you also may be asked to show your new Medicare card, so you should carry this card too.

10. **Help is available:** If you don’t get your new Medicare card by April 2019, call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you’ve been discriminated against. Visit [CMS.gov/about-cms/agency_information/aboutwebsites/cmscomplaintsubmissionpolicy.html](http://www.CMS.gov/about-cms/agency_information/aboutwebsites/cmscomplaintsubmissionpolicy.html) or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.
Volunteer Opportunities

Merrimack County Assistance

General Assistance
Ushers are needed at Concord City Auditorium for all shows throughout the Spring season. Involves 3 hours at evening shows. Some daytime shows are available. Training is provided, new ushers are always welcome.

Ushers are needed at the Capitol Center for the Arts in Concord. Volunteers, complete an online registration, attend information/sign up dinner, and receive additional training. No prior experience necessary. Most shows are evenings.

Merrimack County Nursing Home is looking for a gift shop volunteer on Sundays. Times are flexible.

Oscar Foss Memorial Library in Barnstead seeks Community Calendar Coordinator for Barnstead. Volunteer needed to work closely with community organizations to produce and update calendar on a weekly basis. Approximately 5-7 hours/week can be done from your home. Will work directly with Librarian, volunteer must be personable and comfortable with technology.

Capacity Building/Nutrition
Friends of Forgotten Children seeks bright and energetic volunteer with strong organization and communication skills to place and receive food pantry orders. Training is available. Time commitment is about 10 hours/week, Tue, Wed, Thu.

Transportation/Neighborhood Rides
Volunteer drivers needed for our Friends Caregiver Program, Future in Sight and Concord Coalition to End Homelessness. Volunteer drivers help seniors with transportation to the doctor, a trip to the grocery store, a stop at the pharmacy. One ride a week or one ride a month – you can make a difference in someone’s life. Call Cindy at 228-7615 to find out more.

Companionship/Friendly Visits
Merrimack County Nursing Home seeks active volunteers interested in helping with companion visits, activities and gift shop operations. An additional orientation and training are needed before you are placed. Times are flexible.

Concord Hospital has immediate need for active volunteers for friendly patient visits and light administrative assistance. An additional application and training must be completed before you are placed.

Concord VNA Hospice House needs volunteers to serve in all capacities. Involves additional training up to 8 weeks depending on task. Placement assignments are varied.

Food & Nutrition
Meal Coordinators needed for the Slusser Center in Hopkinton. Team of 5 volunteers to plan and prepare senior meal six times during the year. Same meal can be served each time.

Food Pantry volunteers needed on Thursdays at Friends of Forgotten Children in Concord. Stock shelves, fill food orders, break down boxes. Assistance also needed for community lunch, clothing room, and intake.

Merrimack County Conservation District seeks folks for help at local Farmer's Markets including SNAP processing.

Gardening and Gleaning volunteers needed for growing season opportunities. Help grow, harvest and deliver produce to local food pantries.

Children’s Care & Literacy
Merrimack Valley Child Care has opportunities for classroom volunteers to assist pre-school age children and infants. Volunteers serving under 5 hours/week do not need to be fingerprinted.

The Children’s Place in Concord seeks volunteers for two hour shifts to read, clean, toy, or prepare snacks. Two volunteers are needed daily. This placement requires fingerprinting (we can assist you with process).

Rockingham County Assistance

Nutrition
Gather (formerly Seacoast Family Food Pantry) in Portsmouth needs volunteers for two hour shifts Mondays through Fridays.

Crossroads House in Portsmouth volunteers are needed to prepare and cook meals, serve meals to the residents and assist with the organization of food donations.

Nutrition leaders needed Volunteers receive training and

Transportation & Companionship
Rockingham County Nursing Home volunteers needed to visit with residents.

Volunteer drivers needed at Greater Salem Caregivers in Salem and TASCI in Hampton. Volunteer drivers take homebound seniors to medical and shopping appointments.

Volunteers needed by Friends Caregivers for several 1-to-1 companionship matches and rides to medical appointments in the Seacoast area.

Community Caregivers of Greater Derry looking for volunteer drivers, many opportunities available.

General Assistance
Newmarket Community Church Thrift Shop needs volunteers. Times and tasks will vary.

Red Cross Blood Services needs your help! Become a Blood Donor Ambassador at our blood drives in the Rockingham County. Reception volunteers welcome donors, get them signed in and organized, and offer required reading material. Hospitality volunteers serve refreshments, chat with donors and keep an eye on donors and get help should they not be feeling well. On the job training and training materials are provided. Blood drives are typically 4-6 hours long. Volunteers doing a half shift are welcome. If interested, call the Red Cross Volunteer Coordinator at 802-497-6807 or e-mail Alice.Drislane@redcross.org.

Education & Childhood Literacy
Main Street School in Exeter is looking for volunteers to assist with reading. Main Street School is looking for volunteers in second grade reading.

Rockingham County Assistance

Transportation & Companionship
Future in Sight (formerly NH Association for the Blind) needs volunteers to drive and provide companionship for sight impaired clients. A great need for volunteers in the Rochester/Somersworth area. Training is provided.

Elder Advocacy
NH Office of the Long-term Care Ombudsman is looking for volunteers to become certified advocates. Volunteers provide regular visitation services to residents at long term care facilities to try and identify and resolve issues before they become complaints or serious problems. Time and placement is flexible. Mileage reimbursement is available. The next certification class begins in April.
Caregivers Honored at White Birch

Just before the holidays hit, RSVP took to the road to the White Birch Center in Henniker where we had an opportunity to celebrate and honor our RSVP volunteers. White Birch Center is a community hub for the town where you will always find friendly faces and something interesting to do. It is also home to a morning and an afternoon Bone Builder class and the Dial-A-Ride Henniker service, a volunteer transportation service providing Henniker seniors that no longer drive and those with disabilities free transportation to medical appointments. Pictured above left to right: former RSVP volunteer Bernie Crane with Coordinator Cindy Yanski; volunteers Rita Murdough and Kim Brown, volunteer Gary Neilson with Cindy; Rita Murdough and Friends Program Executive Director Nancy Paul. For more information go to http://www.whitebirchcc.org.

Hats Off to Our Crafters

Thank you to all RSVP crafters! Whether you knit or crochet (or both!) your good work is very appreciated in our communities. Children and adults receive hats and mittens through several schools, hospitals and agencies including Concord Hospital Family Health Center Layette project, NH Children’s Trust Purple Caps for Crying, Pease Greeters, Friends Youth Mentoring, Friends Emergency Housing, Concord Coalition to End Homelessness and others. Examples of the many handmade creations are pictured above including hat makers Louise Coulombe (pictured ltop left) and Shirley Denoncourt (pictured right).

Friends RSVP serving communities in Merrimack, Rockingham, Belknap & Strafford Counties
Friends Program

FOUR PROGRAMS • ONE MISSION

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Serving you at Friends RSVP - Call Us Today

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Have content to share? We'd like to hear from you! Contact a program coordinator to submit your pictures and stories. Thank you!

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