



A Call Manager's Shift - Making a Difference Every Day!

We appreciate the important role our Call Managers play at Conejo Valley Village. Village Connections asked Karen Hansen to share a glimpse into a Call Manager's shift to see how these wonderful friendly volunteers help members and volunteers.



By Karen Hansen

9:00 a.m. Time to log on to Google Voice so I can answer the calls for Conejo Valley Village. Luckily I am in my "virtual office" so no one knows I am neither fully dressed nor showered! But my coffee cup is full and I am ready to begin the day. Most of our calls are to transport members to doctor visits or for therapy. We have some ask to be taken for personal errands, and we have even taken an animal to the vet...owners have to ride along! ***The goal is to help members do tasks they are not able to easily do on their own, and to help them get out to socialize.*** Finding

drivers to take members to their chosen activities is easier as we find more volunteers willing to drive.



quickly. Using our computer program, we confirm the driver and then send a message to both volunteer driver and member, saying the ride is confirmed. This morning, I am in luck, all of the messages are asking to register for events. Looks like the Rummikub table is going to be full this week!

10:00 a.m. Phones are quiet, emails and voice messages answered, notes from previous Call Managers' shifts have been scanned for jobs not filled. I can take a coffee break...well, maybe just a sip. I still need to go through all of the requests for the next seven days to be

When we get a service request we send out three or four email requests, and hope volunteers respond

certain they are filled. Oh, here are two members that need rides and no one has asked to fill them. I'll call and send out emails to a few people that have said they are available and hope they answer before the end of my shift. Yeah! Success. I love it when I can find someone in the first call. Helps me, but this time I know it is really helping Cheryl, too. She really enjoys getting out to the social events.

12:00 p.m. Three hours have gone by in a flash. My coffee is cold and I never got to finish the scone I started, but I feel really good knowing that six seniors have comfortable, efficient rides to their appointments; four people will be able to socialize with their friends they have made in the Village; three members have chores completed; plus, I sent two names to our Membership Chairperson to register them to be a Village Member. ***I am making a difference and I am not even out of my pajamas! Life is good!***



Need help signing up for a Village event or service?



Call Managers are here to help!



Inside this issue:

Call Managers Make a Difference	1
Events: Laughter, Wine & Wellness	2
Perceptions of Aging/Meet Lori Bliss	3
Volunteer Spotlight	4

**See Insert for
Upcoming Events**

We're In for Laughter, Wine & Wellness



Always find a reason to laugh. It may not add years to your life but will surely add life to your years

WWW.LIVELIFEHAPPY.COM



Villagers enjoyed a fun evening of wine-tasting, good company and the comedy of Jason Love at the Sunland Vintage Winery.



Sunland owner Michael Giovinazzo tells Nancy and Dena about the wine they are sampling.

CVV Pet's Corner



**Meet Call Manager Sandra and her dog
"Tootsie" relaxing on the patio. If you'd like to
share a photo of you and your pet, email it to
cvv@conejovalleyvillage.org**



Karen and Lois (left) and Lori (right) joined other Villagers at the 2018 Wellness Fest to share CVV membership and volunteer info with attendees. Thanks to everyone who worked at our table!



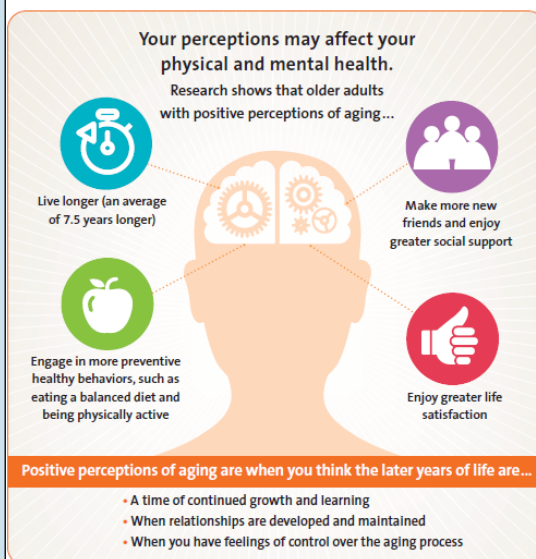
Photos courtesy of Maryann Gitt
and Dinah Frishling

Research: Positive Perceptions of Aging Create Better Outcomes

“Whether you think you can, or you think you can’t - YOU’RE RIGHT!” ~Henry Ford

By Vanessa Renna A recent research paper from the MatherLifeWays Institute on Aging in Illinois focuses on how self-perceptions of aging tend to influence thoughts and behaviors **without people being consciously aware that this is happening.** Researchers have found that negative perceptions of aging (the thought that later life is a time of physical loss) can lead to self-fulfilling prophecies and long-term harmful consequences for older adults’ bodies, minds, and healthy behaviors. However, older adults who **associate aging with ongoing growth and pursuit of meaningful activities and relationships** are more likely to engage in behaviors and view experiences in adaptive ways. “People are often unaware of the extent to which their views of aging shape their expectations and

POSITIVE PERCEPTIONS OF AGING



actions. **Creating more positive perceptions of aging can motivate people to engage in healthy behaviors.”**

Conejo Valley Village helps people take active steps to positively influence their perceptions of aging. **The services, activities and relationships we share as Village members and volunteers show us we can be healthier and have rewarding experiences and personal growth at every age.** Whether driving a member to a medical appointment, learning how to make candy or taking a hike, the Village supports the powerful idea

that we can positively influence our futures together, and encourages each of us to embrace the possibilities that tomorrow brings. For more information about the research,

visit www.matherlifeways.com.

“WE CAN DO THIS!” ~Conejo Valley Villagers

Meet Lori Bliss - Volunteer and Member

By Billie Sontag

At an early age, Lori learned about the value and wisdom of the older generation. She had a very close relationship with her grandmothers and spent time with both of them every week while in her teens. She loved talking with them about their stories and histories.

Lori earned a degree in Business and followed a career in Telecommunications Sales and Marketing while living in the Bay Area. She moved to Westlake Village after her two boys were born and was very active in their team sports and school activities.

Lori’s heart was always filled with the desire to work with older adults, so she pursued a Post Graduate Certificate in Gerontology. She enjoyed every minute of her studies and quickly put what she learned to good use. She approached Senior Concerns about an internship and worked in the Senior Advocates Office for a year, under the mentorship of Betty Berry. Lori spent ten years with Senior Concerns as a Care Manager, where she helped seniors and their families find resources they needed. She was involved with many senior assistance programs in Ventura County and also

“My passion is to help people age with dignity and independence. With Conejo Valley Village, I can have an impact furthering that cause”

~Lori Bliss



worked for Buena Vista Hospice. She volunteers at Mary Hall Tree Thrift Store to help Mary Health of the Sick Skilled Nursing Facility. Lori also volunteers with Food Forward, a non-profit that picks backyard fruits and vegetables and donates to food pantries and homeless shelters.

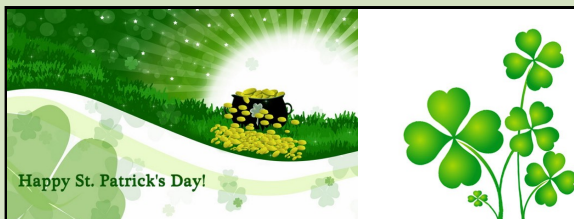
As a Care Manager, Lori saw holes that weren’t being filled for people who wanted to stay in their own homes and is happy Conejo Valley Village is designed to meet those needs. That’s why Lori joined and is a Board Director of Membership and Events. She strongly encourages everyone to take advantage of all the benefits of membership and to feel comfortable asking for help. She especially wants members to remain social and not isolate themselves, because studies show staying social has a positive influence on longevity. Lori welcomes suggestions for the events calendar.



P. O. Box 3162
Westlake Village, CA 91359

Phone: (805) 372-1826
Email: cvv@conejovalleyvillage.org
Website: www.conejovalleyvillage.org

The mission of Conejo Valley Village is to help seniors remain independent in their homes and stay active in our community.



Neighbors Helping Neighbors Stay Independent, Active and Connected

Conejo Valley Village is a nonprofit tax-exempt organization under IRS Code Section 501(c)(3). Donations are tax-deductible.

VILLAGE CONNECTIONS

Page 4

Volunteer Spotlight

Volunteers: Please email your total Administrative volunteer hours estimated through the end of the month by the **25th** to volunteerhours@conejovalleyvillage.org. Thanks for all you do for CVV!

March Volunteer Program Meeting

Tuesday, March 6, 1-3 pm

Oak Forest Estates Clubhouse

Light lunch provided (salad & dessert)



- Assisting with medical appointments - it's more than just providing transportation
- New Care Callers volunteer opportunity
- Meet with other CVV volunteers and share experiences & ideas to help members

Register online or by calling a Call Manager at (805) 372-1826.



Volunteering is the gift you give to someone else and yourself at the same time

Live Better by
Volunteering with CVV!