

Since we closed to the public, we have made nearly **4,000 well-being phone calls and delivered emergency groceries to over 1,400 seniors.**

The volunteer drivers have been an enormous help in making those deliveries, especially after learning that **some seniors had not eaten in two to three days.** In May, we did a drive-by parade past several senior residences. We decorated vehicles and our branded vehicles letting them know we miss them. They welcomed us with open windows, even waving flags.

—Senior Services of Will County, Joliet



One of our clients reached out to us, distraught, when their \$30/month medication came to \$460 at the pharmacy (a brand name medication had been prescribed). A Strom staff member called the pharmacy and **Strom agreed to work with the pharmacy to pay the bulk of the \$435 deductible** and our client will be able to manage the co-pays going forward.

—Strom Center Inc., Monmouth



One staff member has been checking on their neighbor and providing home-cooked meals up to three times per week. Another calls their elderly clients during the weekend to offer support and someone to talk to. Before one staff member goes grocery shopping they check in with an elderly neighbor to see if they can pick up any items for them. **Such small acts of kindness makes a huge impact on others.**

—*Illinois Valley Economic Development Corporation, Gillespie*



Many individuals not allowed to work during this time have come forward to help with meal delivery. They will be notified in the event a volunteer is unable to provide deliveries. **Their willingness to help** in this capacity is a wonderful back up to ensure meals get delivered to those in need. Many of our volunteers and staff members are finding a way to donate money and/or food items to local food banks, and sending crossword and puzzle books to nursing facilities.

—Illinois Valley Economic Development Corporation, Gillespie



The Montgomery County Mask Makers began making masks and to date have distributed **over 11,000 masks**. The group has distributed masks to local hospitals, nursing homes and various places worldwide. An 83 year-old mother has been one of the mask makers. Others in the community have contributed money, fabric, elastic, thread, and other materials. In times of trouble, **an incredible amount of creativity and collaboration has emerged** to move mountains for the betterment of others!

—Montgomery County Health Department, Hillsboro



One of our clients lives alone and is in our Social Isolation Program. The client does not have any family and has been very depressed about not getting out. One of our staff members **picked up our client, provided homemade masks for each of them, and they took a drive** to a neighboring town's drive-through restaurant. Another surprise outing is in the works!

—*Strom Center, Inc., Monmouth*



The Jacksonville community has stepped up and come together for our agency when we announced the need for additional volunteer drivers for our **Doorbell Dinner Program**. This program is designed to provide medically necessary meals to seniors in Jacksonville. We received almost **40 calls in just three days** from people in the area who wanted to help. The volunteers ranged from a local teacher and high school students to active seniors who wanted to give back during this difficult time.

—*Prairie Council on Aging, Jacksonville*



The community has really come together to ensure our seniors don't go to bed on an empty stomach. United Way has packed over **6,500** individual meals for seniors in eight different towns across Knox County while our local Lions Club has ushered each meal safely to its destination. Seniors are pleased to receive the meals and know **that their community hasn't forgotten them**. It is a lovely example of community in its truest sense.

—*Volunteer Network on Aging, Galesburg*



We have **tripled the number of participants** we are serving home delivered meals to and have mobilized volunteers through local service organizations. Some seniors get teary eyed when we deliver meals, especially when we have donations of sweets from other organizations. **Special donations of pies and cookies have been a wonderful treat** to our seniors. They're so appreciative!

—*Volunteer Network on Aging, Galesburg*



We have received appreciative phone calls from participants who love the meals that we deliver.

They thank us for the good we are doing in the community. It is sobering to see how far the few meals go for some of the homes we deliver to.

—Volunteer Network on Aging, Galesburg



Without timely meal delivery by the Chinese American Service League's Adult Day Service, we could miss a meal or prepare an inadequate meal because we are physically unable to cook, much less shop for groceries. Missing meals would result in lack of nutrition and poor health. I cannot thank CASL enough for their remote service!

—A senior client of the Chinese American Service League, Chicago



We have visited with clients (who are now homebound) to retrieve documents, deliver emergency food/hygiene products and homemade masks. **Our clients experience overwhelming joy and heartfelt gratitude when we connect with them** via telephone. These simple interactions lessen the effects of loneliness and anxiety. We have made a difference by providing assistance through food, hygiene products, masks, furnace repairs, mortgage/rent payments, utilities and Rx copays.

—*Mercer County Senior Center, Aledo*



We thank our partner agencies who have been coming to our aid and helping fulfill our mission to **serve the nutritional needs of those most in need** in our community. From the staff of Open Door Rehabilitation Center in Sandwich, to the NCAT drivers in Grand Ridge, we appreciate everyone stepping up and continuing to reach out to assist us during this situation.

—*Voluntary Action Center, LaSalle*



Angel Ministries of Jerseyville donated 100 handmade cloth masks to the staff and volunteers delivering meals and providing in-home care. Working together with local health departments and emergency services, we were able to obtain additional PPE, making safety our main priority. **One of our meal recipients and a small group of ladies from her church donated 40 masks** to one of our five nutrition program facilities which delivers her daily lunch.

—Illinois Valley Economic Development Corporation, Gillespie



Around Easter our staff assembled and delivered Easter goodie bags to each of our clients at their homes (while maintaining social distancing). **It was well worth our time and travels to see the smiles we received** from both clients and caregivers during the visits. Each goodie bag was unique to the recipient, filled with such things as crayons, colored pencils, coloring books, puzzle books or picture find books, and a plush bunny. Depending on the client's diet, a special treat of chips, chocolate, cookies or popcorn was included. A copy of an activity book for seniors and their caregivers was given to everyone. And, of course we included masks (sewn by staff and volunteers in the community), disposable gloves and hand sanitizer.

—Fox Valley Older Adult Services ADS, Sandwich



On Good Friday the staff at **our Senior Center organized a Drive-By Easter parade** in which about 30 vehicles participated, including fire engines and police escorts. The Easter Bunny went along for the ride and accompanied the ADS staff. The parade route went through town to the local hospital, around the two nursing home facilities, senior housing and then into the Senior Retirement Community and back to the Senior Center. Lots of waving, shouting Happy Easter wishes were shared.

—Fox Valley Older Adult Services ADS, Sandwich



A client who's disabled was only able to cook with a George Foreman Grill (which wasn't working). They called Strom to see if we could find someone to fix it as they were unable to go out to shop for a new grill. **A Strom staff member took it upon themselves to order one online which was larger and had more features, and had it delivered to the client as a gift.**

—*Strom Center Inc., Monmouth*



One of our clients who lives alone hires a person to mow their lawn. Due to the pandemic, the lawn worker halted yard work and our client contacted us for help. One of our staff members and their significant other took it upon themselves to **cover lawn mowing free of charge** until the client's former mower resumes the job.

—*Strom Center Inc., Monmouth*



A client who's disabled needed to replace a leaking water dispenser. The client was going to be without one until their stimulus check arrived. **Strom was able to order one and have it delivered at a reduced cost and assisted with payment.**

—*Strom Center Inc., Monmouth*



Since mid-March, Tammy Tenton has made sure that all of our CCP staff has been able to operate remotely, to guarantee our participants were being reached, and continue our efforts to provide high quality care coordination. We have received countless “Thank yous” and heartwarming stories regarding the work Tammy is doing. Tammy has exhibited an **unmatched level of selflessness** while also taking care of her own family. She is truly the epitome of what the program and service embody. **We could not be prouder to have such an asset on our team.**

—Premier Home Health Care Services, Inc., Chicago



We have started online presentations, clubs, and discussion groups using Zoom. **Everyone has been so grateful to reconnect with other members and their favorite instructors.** We are trying to schedule at least one activity or class each weekday. Instructors have been very willing to work this way, and members have been eager to do this. We have all mustered our tech skills to take part.

—North Shore Senior Center, Northfield



Three home care aides stepped up to help a couple in their 90's with grocery shopping, preparing modified meals based on their meal intake needs, delivering hot and culturally appropriate meals to their door on time, picking up medication from the pharmacy, running errands, providing telephonic emotional support, and conducting in-person wellness checks while maintaining social distancing. The couple and their family members expressed **great appreciation for the high flexibility and strong work dedication** of the three home care aides.

—Chinese American Service League, Chicago



Effective and creative ways to continue serving our clients were implemented immediately when the COVID-19 pandemic began in March. Due to the initiative of our staff and home care aides, there has been **little to no service interruption to adult day service** clients. Our new remote adult day service package offers **activities using virtual platform** such as WeChat. We will continue to encourage our seniors to stay strong and together to fight against Covid-19.

—Chinese American Service League, Chicago



There was a confirmed COVID-19 case in the senior building of a couple in their 90's. Even though their services had to be put on hold, our Home Care Aide Ms. Nongyan Xu, asked us if she could personally resume providing services to the couple, as she was concerned for their safety. Ms. Xu led by example to encourage other colleagues that “We Can Do It” and to **serve the most vulnerable in this unprecedented time.**

—Chinese American Service League, Chicago



Fifty volunteers recently assisted in the delivery of **5,000 emergency food packs**. Thank you, Danville United Way and East Central Illinois Area Agency on Aging, Inc. for assistance!

—CRIS Healthy-Aging Center, Danville



At this critical time, our daughter is busy working at a hospital and she cannot come home. It has become even more difficult to go grocery shopping. **Thank you, CASL, for providing the meal delivery service, and for your care!**

—A senior client of the Chinese American Service League, Chicago



My brother delivered the **frozen meals and 3-course dinner** you provided to us through your Frozen Meal Pack Distribution. Thank you ever so much!



—A senior couple in Downers Grove Township



Thank you to those who made the gift of groceries possible, and to the CASL staff who prepare and deliver fresh meals. The **generosity of the donors and the dedication of the CASL staff is not going unnoticed.** It's very appreciated!

—Caregiver of a senior client of the Chinese American Service League, Chicago



MAKE YOUR MARK: MAY 2020



LPN Casey Brose has shown exemplary care in keeping the residents and staff as safe as possible. She has made her expertise available to several of the Petersen Homes, and many fellow employees, teammates, and friends are thankful for Casey's **courage and bold service**. Casey is a dedicated, professional, and compassionate employee who has **put herself on the frontlines to fearlessly serve** our residents.

—Timbercreek Rehab and Healthcare, Pekin



We would like to acknowledge Emily Vizcarra for her **hard work and creativity in service to community safety**. Emily submitted our information to Masks For Heroes, and from there we have collected reusable cloth masks donations from people all around Illinois and even other states in order to outfit our caregivers with masks.

—Healthcare Plus Corporation, Palatine





We would like to thank Edna Leyva for **spending her free time after work and on the weekends sewing masks** for Home Care Aides and Family Home Care Aides. Her dedication is much appreciated!

—Healthcare Plus Corporation, Palatine



We would like to thank Karl Shevick and the staff of Sleep on Latex in Niles. Sleep on Latex found us through Masks for Heroes and helped multiple Healthcare Plus Corporation locations by **committing to donate over 100 fabric masks weekly**. The masks are made from repurposed mattress material created from their sewing department.

—Healthcare Plus Corporation, Palatine



Mary Jane Matheny, “Jane,” has been a CAREGiver for seven years. Jane expressed that she was missing her time with her client she’s cared for over the past four years. **Everyone then worked together** to use a Home Instead tablet that had been placed in the client’s home to connect them through video calls. Now, Jane can come into the office and video chat with her client each week. While **virtual caregiving benefits the client**, it is good for Jane as well. She is proud to be a Home Instead CAREGiver and still provide care whether in person or virtually.

—Home Instead Senior Care, Springfield, IL





We would like to thank Elba Severino and her team who assisted in **working around the clock to repackage and distribute through mail, pick up, and drop-off of PPE** to Home Care Aides and Family Home Care Aides around Chicagoland.

—Healthcare Plus Corporation, Palatine



Recently, while conducting an assessment, Matthew Pepol identified that an older Illinoisan needed several essential items including food, incontinence supplies, and PPE. Mr. Pepol immediately facilitated getting the senior the things they needed. Additionally, he has **personally distributed and delivered supplies to our frontline workers/Home Care Aides** to ensure they have the necessary supplies to render safe care to our most vulnerable clients. **Mr. Pepol is truly making a difference in the lives of many older Illinoisans and deserves to be recognized for going above and beyond the call of duty.**



—Premier Home Health Care Services, Inc., Oak Park



We would like to recognize Senior Services of Kendall County and Yorkville Park District for their collaboration and immense help in these difficult times. Because of the need to change how we operate, Senior Services of Kendall County began **making calls to clients and taking meal orders** from those in need. We packed up the food to go, and the Yorkville Park District willingly stepped up to **deliver frozen meal packages** to clients. A team effort that has really worked in the past few months!

—Community Nutrition Network and Senior Services Association, Morris



One hundred personal handwritten notes inside greeting cards were sent to our seniors. One of our seniors who lives alone was **so grateful to receive our letter**, as it was the only piece of mail they received for the day. We want to make sure that our seniors are never forgotten.

—*Senior Services Associates Inc., Aurora*



Three members from First Presbyterian Church of Woodstock supplied blank **greeting cards** which were filled with encouraging messages for the 65 clients of Independence Health and Therapy facility in Woodstock. Writing the messages were two adults and a 6th grade student, Addison, who filled out almost **one-third** of the cards. The cards were gratefully received by the facility's staff and will be included in "goodie" baskets to be given to the current clients of the Adult Day Center.



—First Presbyterian Church, Woodstock



Minnie Vasquez took the initiative and found ways to keep connected with numerous senior groups. Utilizing a combination of Facebook Live and Messenger, text messaging, photos and good old-fashioned phone calls, **Minnie's leadership and ingenuity corralled employees and seniors to accomplish projects** that combat loneliness, social isolation, and helping the community at large.

—Senior Services Associates, Inc., Elgin



A huge thank you to AgeGuide in Lombard, Catholic Charities of the Archdiocese of Chicago in Waukegan, and Maravela's Banquets & Catering in Ingleside for **getting meals to us seniors each week.** A big thanks to everyone working during this horrible virus. Stay healthy and safe!



*—A senior client of the Senior To-Go Meal
Pick-up Program in Lake County*



White Crane Wellness Center has gone above and beyond in welcoming and supporting **wellness classes in online forms**. Their enthusiasm led to White Crane conducting the inaugural **‘Stress Busting for Family Caregivers’** online. One especially thankful caregiver said that in a million years they couldn’t imagine that something like this would be possible and available to her at such a critical time. White Crane is now planning a second session, followed by Bingocize as a social, educational and fitness program.

—White Crane Wellness Center, Chicago



The DuPage County Senior Citizens Council's Meals On Wheels Program worked with a group of agencies to assemble meal packs for drive-by pickups. Anyone over the age of 60, and living in our township was eligible to receive these meals. Averaging **100 cars on each pick-up day**, we have now distributed over **1,785** individual meals.

—*Downers Grove Township*



Thanks to contributions from State Representative Stephanie Kifowit, Kane County Board Member Theresa Barreiro, the Kane County Sheriff's Office, Aurora Township, the City of Aurora, the Fox Valley Park District, and Envision You Ministries, we were able to put together **activity bags that were delivered to 100 seniors**. The donations were a community effort in keeping our seniors engaged, active and connected while sheltering at home.

—Senior Services Associates Inc., Aurora



Our Home-Delivered Meals program continues to provide an average of **5,000 meals every month**. Thanks to AgeOptions, we've also teamed up with Top Box to **deliver fresh fruit, vegetables and meat products** to older adults in our community who cannot get out to the grocery store. A huge thanks to our volunteers who continue to step up day after day helping us deliver safely and efficiently to older adults in Palos, Lemont, Orland, and Worth Townships.

—PLOWs Council on Aging, Palos Heights



This journey has brought many uncertainties for our participants, families, and staff. Yet our staff has stepped forward, finding creative ways to support our participants, families, and each other. It is a pleasure to be able to recognize OSF HealthCare Senior World Peoria and Morton staff for the work that they have done during this unprecedented time. Each and every day, our staff **exhibits their dedication to those we serve** within our program and our organization as a whole.

—OSF HealthCare Senior World, Peoria



Our nurses and social services teams have made bi-weekly wellness check calls to participants and their families. From donations received, our staff has been able to provide some basic living supplies and activity kits to participants in need. The supply kits include deodorant, shaving cream, toothbrushes, and soap. Staff has delivered **over 300 meals and mailed over 130 activity kits** to participants to help keep them engaged and mentally active.

—OSF HealthCare Senior World, Peoria



For the first time, we've teamed up with community partners and the Chicago Tribune / Daily Southtown to honor older adults – through a magazine that shares **inspiring stories and recognizes Community Champions**. For a copy of the magazine, please visit **www.plows.org** and sign up through the “Get Monthly Updates” section.

—PLOWS Council on Aging, Palos Heights



Home Care Aide Michelle Jackson (pictured on the left) goes above and beyond in her duties, and always with a smile on her face. Our clients **call and request to have Michelle come back** for future care, and she enjoys sharing her **upbeat attitude** with everyone she encounters. Such positivity needed now more than ever.



—Senior Services Plus, Alton



Home Care Aide Patricia Cook (pictured on the right) enjoys taking care of her clients as much as her clients enjoy her taking care of them. Patricia has a **great heart and is very caring and compassionate**. Clients speak highly of her and appreciate her positivity during these difficult times.



—Senior Services Plus, Alton





Home Care Aide Reanna Woolsey (pictured on the right) is an exceptional worker and has a warm and genuine heart for her clients. She will go **above and beyond** to make sure she leaves her clients feeling safe and cared for.

—Senior Services Plus, Alton

Home Care Aide Tameter Ward (pictured on the left) has a great personality and her love for all shines through. Tameter has always been praised for her caregiving, and **she continues to show her clients love and care** with every bit of service - no matter what the situation may be.

—Senior Services Plus, Alton



Our Home Services Director Regina Zwart and our Adult Day Service Nurse Betty Erickson have organized wellness calls and in some cases visits to clients and aides. Our **‘Seniors With A Purpose’ Program** has made over 1,200 masks that continue to be distributed.



—Fox Valley Older Adult Services ADS, Sandwich



Our staff brainstorms creative ways to ensure seniors receive essential meals and groceries. We have **collaborated with local food banks, local transportation, and recruited volunteers to help with grocery shopping and meal delivery.** We have been providing services remotely and utilizing volunteers to provide telephone reassurance and deliver essential items to seniors.

—CRIS Healthy-Aging Center, Danville



Thank you so much to Rick Martino and Cindi Grove for their help during these very trying times. Both Cindi and Rick deliver meals for our home delivered meals program, but both realized **our need for additional volunteers** as well as help in getting the word out about frozen meals available for seniors. Thanks to both Cindi and Rick, **volunteers were quickly recruited** and the new frozen meals to go program information disseminated to other agencies, seniors and volunteers in the communities.

—Community Nutrition Network and Senior Services Association, Morris



Thank you to those who made the gift of groceries possible, and to the CASL staff who prepare and deliver fresh meals. The **generosity of the donors and the dedication of the CASL staff is not going unnoticed.** It's very appreciated!

—Caregiver of a senior client of the Chinese American Service League, Chicago



MAKE YOUR MARK: MAY 2020



Mary Jane Matheny, “Jane,” has been a CAREGiver for seven years. Jane expressed that she was missing her time with her client she’s cared for over the past four years. **Everyone then worked together** to use a Home Instead tablet that had been placed in the client’s home to connect them through video calls. Now, Jane can come into the office and video chat with her client each week. While **virtual caregiving benefits the client**, it is good for Jane as well. She is proud to be a Home Instead CAREGiver and still provide care whether in person or virtually.



—Home Instead Senior Care, Springfield, IL



In April, our staff delivered 110 nonperishable food boxes to clients at a local senior building thanks to the support from AgeOptions and OpenKitchens. Some of the seniors in the building had been affected by COVID-19 and therefore have limited access to food. Thanks to our staff, AgeOptions, and OpenKitchens, **our seniors were able to receive the food they needed** during this time.

—Hanul Family Alliance, Mt. Prospect



A big thank you to all of you for my five frozen home delivered meals this morning. It will sure help me as I have no car and can't get to the store without asking someone to take me. **This is a great thing to do for all of us seniors** that can't get out and really shouldn't.

—A senior living in Skyline Towers, Alton



One client had tears in their eyes on the first day we delivered meals. The client was scared but very thankful for the food. All are very grateful for the home delivered food, but they are especially happy just to be able to **see and talk with our drivers** (even if it's through a door or glass window) and to have human contact.

—*Voluntary Action Center, Sycamore*



Evie McCain hasn't let self-isolation stop her from doing good for others in these difficult times. Evie reaches out to members by **mailing birthday and sympathy cards to let them know they are being remembered**. She has even delivered cookies to friends while still practicing social distancing. We appreciate Evie for her role in reducing isolation and building community.



—Normal Township Activity and Recreation Center, Normal



We developed the ***Send a Smile Campaign*** which encourages people of all ages to send an encouraging note, a drawing, or pick-me-up to brighten the day of our older adults. The notes can be dropped-off at the Township in a no-contact bin, mailed-in, or porch pick-up could be arranged with a staff member.

—Township of Schaumburg, Hoffman Estates

A poster for the 'Send a Smile Campaign'. The title 'SEND A smile CAMPAIGN' is at the top, with 'smile' in a large, black, cursive font and 'SEND A' and 'CAMPAIGN' in bold, black, sans-serif capital letters. Below the title, a paragraph of text reads: 'The Township of Schaumburg is collecting handmade cards, drawings, or pick-me-up notes for older adults and people with disabilities in the community. Please consider creating an uplifting message for a neighbor! No artistic experience required. Help us reach our goal of 2,250 cards.' Below this, it says 'There are two ways to submit:'. Then, there are two numbered options: '1 Mail To: One Illinois Blvd, Hoffman Estates, IL 60169 ATTN: Megan Conway' and '2 Drop Off At: One Illinois Blvd, Hoffman Estates, IL 60169 ATTN: Megan Conway'. At the bottom, it says 'We can pick up quantities of 30 or more. Call 847-450-8011 for questions or more information.' The background of the poster shows a hand holding a pink marker and drawing on a card, with colorful pencils visible in the upper left corner.

**SEND A
smile
CAMPAIGN**

The Township of Schaumburg is collecting handmade cards, drawings, or pick-me-up notes for older adults and people with disabilities in the community. Please consider creating an uplifting message for a neighbor! No artistic experience required. Help us reach our goal of 2,250 cards.

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We have received many thank you **notes of encouragement and praise** for working with Maravela's Banquets & Catering in Ingleside to provide seniors with to-go meals. We are grateful to Maravela's for stepping up to move our meal program to a drive-through setting in their parking lot, **providing meals to seniors in need** during the pandemic.

—Catholic Charities of the Archdiocese of Chicago, Waukegan



Staff and volunteers made over **6,000 wellness calls** and reached out to senior clients of the Township to **check in, offer resources, share virtual programming options, and offer a care package**. The team is in the third round of wellness calls and we will continue to reach out every few weeks while we are staying at home. These initiatives keep residents engaged and illustrate our genuine care.

—Township of Schaumburg, Hoffman Estates



The Township has implemented virtual programs at least twice a day since mid-March. Each day offers a menu of programs from **physical fitness, education workshops, bingo, art classes, trivia,** and more! The programming is uniquely designed with a mind, body and spirit focus and to promote social interaction among our residents while adhering to social distancing requirements.

—Township of Shaumburg, Hoffman Estates



Every staff member has been encouraged to find ways to support our residents while maintaining the safety and health of all. Township employees have truly risen to this challenge and continue to serve our residents rain, shine, or online! We are **Making Our Mark** by **serving as a stable community fixture** and source of kindness, empathy and information during these trying times and beyond.

—Township of Shaumburg, Hoffman Estates



Ann Marie Doyle has always believed in giving back to her community and feels it is important to involve her children. She has routinely **brought one of her four children with her each time** she answers the call to volunteer for us. She told us the seniors are so appreciative and sweet. Thank you, Ann Marie, for your selfless acts of kindness.

—DuPage Senior Citizens Council, Lombard



Thank you to those who made the gift of groceries possible, and to the CASL staff who prepare and deliver fresh meals. The generosity of the donors and the dedication of the CASL staff is not going unnoticed. It's very appreciated!

—Caregiver of a senior client of the Chinese American Service League, Chicago



OLDER
AMERICANS
MONTH
MAKE YOUR MARK: MAY 2020

Illinois Department on Aging

Jason Gibbons, along with his Men in Black staff and family, have been delivering frozen meals to our homebound seniors since early March. Jason, without hesitation, was **willing to be called at any time** if we were short volunteers. While he typically has delivered meals with his staff, he has his family members help him deliver on unexpected calls. Jason recalls the **countless thank you's and tears from seniors** he has delivered meals. One senior said the Meals on Wheels drivers are the only people they see all day, and the five minute conversations mean the world.

—DuPage Senior Citizens Council, Lombard



When Coker Services, Inc. stepped up to help our efforts, one of their employees, Dan Hock, volunteered to meet seniors in his community. Being a World War II history buff, Dan delivered a meal to an individual with a WWII Veterans hat and **instantly made a connection**. “Thank you for your service, sir. May I ask where you served?” The veteran answered, “I landed D-DAY plus 2 and I served under General Patton.” General Patton is one of Dan’s favorites, and the **small conversation that ensued made a big impact**.



—DuPage Senior Citizens Council, Lombard



Kate Byrnside has been delivering frozen meals to homebound seniors weekly. A memorable moment for Kate was when she first started volunteering. One of the seniors asked if she was hungry and was very insistent that she eat with them in their home. Kate's heart just melted at the genuine **kindness the seniors display** when she delivers their meals.

—DuPage Senior Citizens Council, Lombard





Our Activities Director, Becky Lueken, has creatively repurposed our parking lot! **Parking Lot Bingo, Parking Lot Limbering, and Parking Lot Poms** are just some of the new and innovative events that take place every week.

—Fox Valley Older Adult Services ADS, Sandwich



Terry Murphy was pacing the floors during the lockdown when his wife suggested that he give us a call after she saw a request for help on Facebook. Terry said it has been **rewarding to spend just a few hours doing good things** for people who need it. “The seniors thank you repeatedly and are so grateful, which just really brightens your day.”

—DuPage Senior Citizens Council, Lombard



We would like to recognize the Home Delivered Meal providers across our entire service region for their commitment and hard work. As is often the case in times of greatest strife, many caring individuals have risen to the challenge going **above and beyond to support their communities through volunteerism and service**. Thank you Shirley, one of our meal delivery drivers, for continuing to deliver meals in our Hot Shot Vehicle.

—Voluntary Action Center, LaSalle



For a time, it seemed like things were changing hourly, as we all rallied to keep services up and running to ensure the older adults in our area continued to have their basic needs met. Individuals like Darnell do more than just deliver meals; they **provide security, peace of mind, vital information, and a friendly, familiar face**. They serve as a constant reminder to their clients that there are people who care about them and will continue to make sure they are cared for, regardless of what's going on in the world.

—Jamieson Community Center, Monmouth



These amazing people have always been part of the **backbone of our nutrition services**, and we welcome the chance to recognize their work. Our older adults continue to receive adequate nutrition during a time when many would have suffered food insecurity or had to put themselves at risk in order to continue enjoying regular healthy meals.



—*Jamieson Community Center, Monmouth*



Our Senior Meal Program drivers choose to **stand up and be the difference** in times like these, placing themselves between the potential harms threatening us and the people most vulnerable to that threat. It is no light matter to put oneself at greater risk for the sake of another or to give of ourselves when we are under stress and strain of our own.

—YMCA of McDonough County, Macomb



For many of our seniors, our Parking Lot Bingo activity was the first time they had been out for anything social since March. Our seniors told us how much they miss us, and how delighted they were to **call out to each other through their windows!**

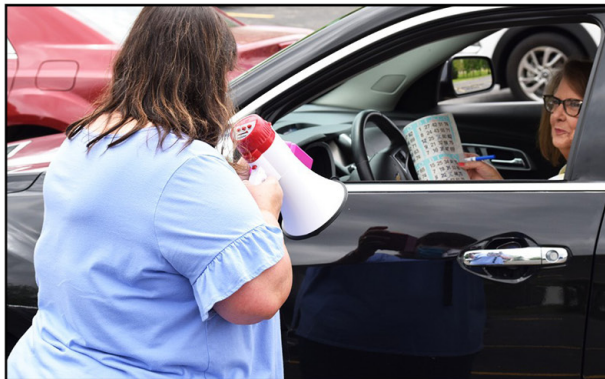
It was awesome to see! They all honked their horns for the winner(s) of each game.



—Mendota Area Senior Services Inc., Mendota



Our Director, Rayanne Sester, came up with a great idea - Parking Lot Bingo! By **being creative and willing to embrace change**, she and her crew put together an outdoor, socially-distanced Bingo activity. Participants were introduced to the idea through letters which were sent out to regularly-attending Bingo players, inviting them to participate in the event. The turnout was wonderful, with 15 participants filling the parking lot to play a revised version of one of their favorite games.



—Mendota Area Senior Services Inc., Mendota



Every one of our senior meal sites have worked **extra hours** every day to make up additional frozen meals to get to seniors. **Thank you to our resilient volunteers**; they only talk about how much they miss everyone, never how hard or different the work is now.

—Egyptian Area Agency on Aging, Inc., Carterville



Our volunteers are the **unsung heroes as they have been working hard** throughout all of this, with many of them being seniors themselves and scared for their own health, but still showing up every day to provide meals to those who are homebound.

—Egyptian Area Agency on Aging, Inc., Carterville



[illegible]

Kate Case, one of our regular volunteers, went above and beyond the call of duty. This young mother, who also home schools, made **homemade cinnamon rolls and soup to deliver to her regular participants** on her home delivered meal route!

—*Southeastern Illinois Agency on Aging, Inc., Mt. Carmel*

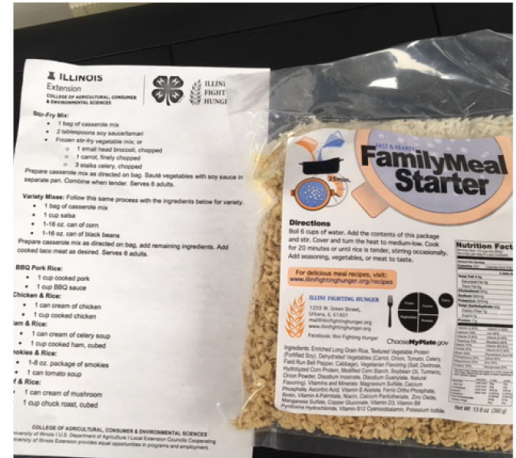


We have had many **homemade cloth masks donated for employees and volunteers** to use. Two particular individuals, Pat Matthis from West Salem, and Paula Glover from Albion have been running their sewing machines for hours! Thank you so much for your dedication.

—*Southeastern Illinois Agency on Aging, Inc., Mt. Carmel*



A local 4-H club leader called to inform us that some of the clubs worked with the University of Illinois Extension Office to prepare packets of food for our seniors. This “Family Meal Starter” had rice, dehydrated vegetables and vegetable protein along with added flavors and spices. It came with directions for cooking and several recipes. **We were able to disperse these shelf-stable food packets to all our home delivered participants** as well as those who came in to pick up meals to go. So thankful to our 4-H clubs and the community spirit!



—Southeastern Illinois Agency on Aging, Inc., Mt. Carmel

OLDER
AMERICANS
MONTH
MAKE YOUR MARK: MAY 2020

ILDOA
Illinois Department on Aging

We have terrific people in our community. Our centers have received extra help during this situation, with volunteers going above and beyond our calls for assistance. We have been able to supply our older adults with **backpacks which include personal protective equipment and supplies.** Thank you to all our community partners who continue to assist!

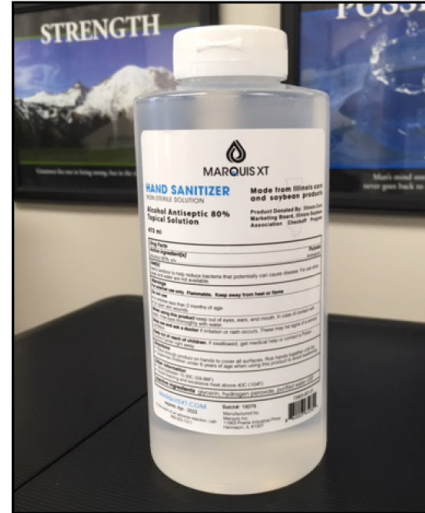


*Area Agency on Aging
Older Americans Act
Make Your Mark*

—Southeastern Illinois Agency on Aging, Inc., Mt. Carmel



The Edwards County Farm Bureau donated a fresh batch of hand sanitizer to meet the increase in demand. Rebecca Perry, their director, **hand-delivered the case of 12 bottles**. It was dispersed to our sites for use at the Senior Citizen Centers for employees and volunteers. Thank you for stepping up and helping our community.



—Southeastern Illinois Agency on Aging, Inc., Mt. Carmel



When a few of our regular, but more vulnerable, volunteers could no longer serve, Citizen National Bank in Albion stepped in to help. They **rotated some of their own employees and the ones who were temporarily off work to aid us**. This same bank gave a donation to the Senior Center to help with the purchase of digital thermometers. They were purchased for our Albion site as well as sites in Grayville, West Salem, and Fairfield.



—Southeastern Illinois Agency on Aging, Inc., Mt. Carmel



We are maximizing our partnerships to **minimize social isolation, provide education, and promote healthy activity.**

Mather Telephone Topics covers a variety of issues and we have facilitated calls relating to the 2020 U.S. Census. We continue to assist individuals fill out the U.S. Census, and make sure that *Everyone is Counted!*

—AgeOptions, Oak Park



We have coordinated the delivery of **167,000 shelf stable meals**, supported congregate meal sites that have remained open (with 76% of sites providing 36,000 catered meals to go and the remaining 24% of sites distributing shelf stable meals), managed the delivery of **803 boxes of fresh produce and meat** (allowing for over 30,000 individual meals), and we have processed **556 new requests for food and assistance**. We continue to stay strong and support our older adults!

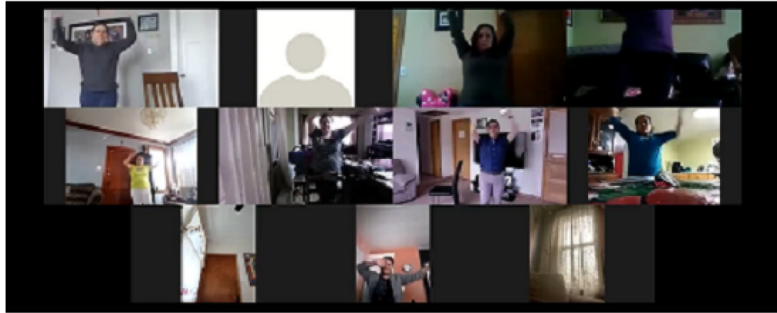
—AgeOptions, Oak Park



An elderly Latino couple, both diagnosed with COVID-19, was referred to the hospital. They were connected to Telehealth equipment and taught how to communicate through the equipment. Both the husband and wife are deaf, and the family only speaks Spanish. Fortunately, Diana Soto is bilingual and understands some sign language. The couple was re-admitted to the hospital where **Diana's Spanish and sign language capabilities became extremely helpful to the couple's family** who was desperately trying to find out their parents' condition. For the duration of their hospital stay, Diana was able to help them stay connected with doctors and their loved ones. Once released, Diana was successful in helping them continue to manage their conditions. Both are now doing well in recovery. For many of these patients, ASI homecare aides, are the only people they see during quarantine which gives them hope for recovery.

—ASI Home Care, Chicago





The stay at home order did not stop our staff from helping older adults stay active. We began hosted **virtual workout classes** via Zoom. Participants enjoyed dancing and making much-needed social connections. We are *Making Our Mark* by figuring out new ways to meet the needs of our clients.

—AgeOptions, Oak Park



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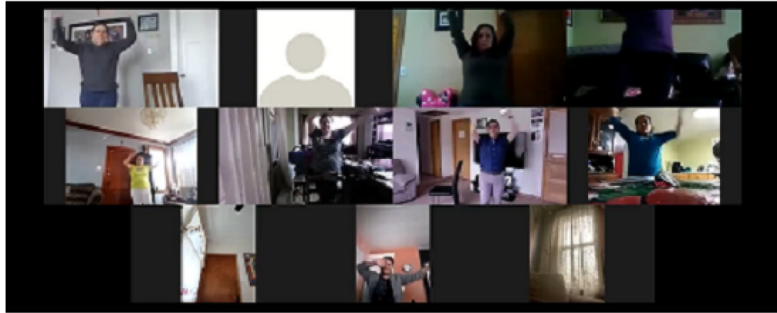
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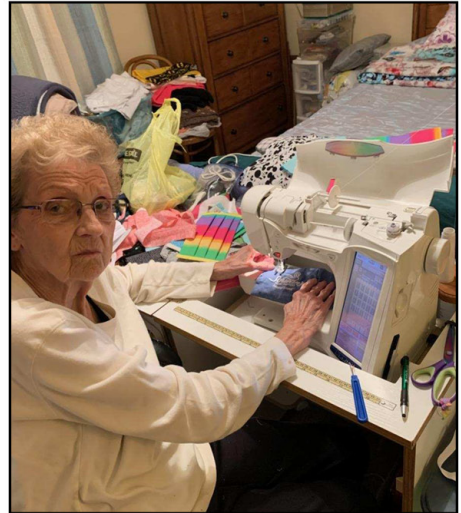


We thank our partner agencies who have been coming to our aid and helping fulfill our mission to **serve the nutritional needs of those most in need** in our community. From the staff of Open Door Rehabilitation Center in Sandwich, to the NCAT drivers in Grand Ridge, we appreciate everyone stepping up and continuing to reach out to assist us during this situation.

—*Voluntary Action Center, LaSalle*



Our sincere thanks to volunteers who created hundreds of homemade fabric masks for use by the Meals on Wheels staff, the meal delivery volunteers, and for our seniors at home who found themselves in need of masks. One mask maker, 82-year-old Caroll Ohligschlager, of Sandwich, has made **over 350 masks to give free to those in need**. Caroll still works as a professional seamstress and has been a very active volunteer in her community for her entire life!



—Voluntary Action Center, LaSalle



Volunteer Marilyn Lower arrives to help at our Meals on Wheels kitchen every day of the week! When she is not helping dish out portions she decorates the plastic tableware and adds fun emoji stickers to the hot meal lids. It's just a little thing, but our folks are staying home, so **it is important to let them know we are thinking about them**, and she gets joy in doing it too! Thank you, Marilyn.



—Voluntary Action Center, LaSalle

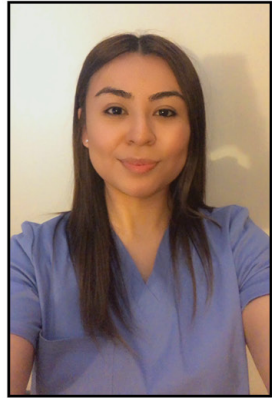


Many of our loyal Meals on Wheels volunteers needed to step aside as they are at-risk themselves. As a result, we communicated our need to encourage volunteerism. Our efforts were not in vain. **New volunteers have stepped up to assist**, warming the hearts and lightening the load on our staff.

—*Voluntary Action Center, LaSalle*



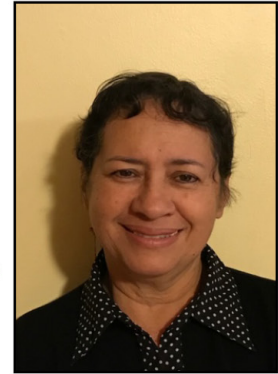
During the onset of the COVID-19 pandemic, Dina Calderon immediately reached out to us and asked if she can assist more clients who might need services. She helps **prepare meals for them for the week and does their grocery shopping along with making sure their home is properly clean**. Dina's clients have described her as a very sweet, patient, hardworking caregiver, who goes above and beyond for them. She is dedicated to continuously assisting our clients during this time of need.



—Sahara Asian Elderly Care, Skokie



Patricia Zabaleta is currently taking care of four clients during the ongoing COVID-19 pandemic. Clients have said that Patricia's presence has been very important to them during this time as they have no other help. Patricia gives her clients **much-needed companionship at these isolating times**. Not one time has Patricia refused or said no. We truly honor and appreciate all she has done and is continuing to do.



—Sahara Asian Elderly Care, Skokie



Maine Township's Senior Department provides social activities for our senior population and their members, known as the MaineStreamers. When our staff started reaching out to the members for wellness checks and to update them of new, online programming, they realized **a lot of their members needed masks**. Four MaineStreamer "Heroes", Sharon Slobodecki, Carol Szymanski, Joyce Ratliff and Carol Witcher, jumped into action. They decided they would start sewing handmade washable masks to be sent to their fellow MaineStreamers. Between the four of them, **they made close to 1,000 masks!** The staff held a mask drive for all of our members so they could receive a free mask. The donation of their time and materials and their concern for the well-being of their fellow members and neighbors is truly outstanding!



—Maine Township, Park Ridge



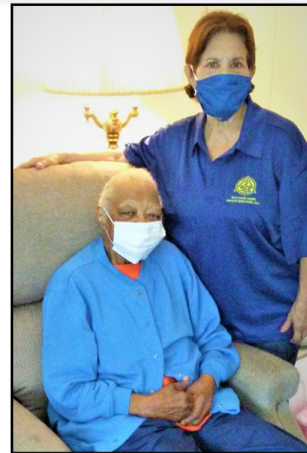
Creativity not only keeps our seniors busy it also reduces the chances of them becoming depressed. One of our clients, Ms. Beverly, has been *Making Her Mark* by **making sweatshirts to keep herself warm during the winter months**. It may be the summer now, but we are all eagerly anticipating happier times in the future!

—Max Care Home Health Services, Roselle



Juanita, one of our caregivers, saw the need for her client to have a lift chair during the ongoing pandemic. The client is currently on dialysis three times a week, which causes difficulty for her to be mobile. Juanita contacted Max Care Home Health Services to see if they could assist. Max Care contacted DuPage County, and **emergency funds from IDoA were used to get the lift chair for the client within three weeks** from when it was requested.

Juanita states that the client is so happy, and transitioning to the restroom is much easier. It is wonderful to see such amazing people make a difference for our elderly population!



—Max Care Home Health Services, Roselle



Our in-home service providers approached us with increased needs for cleaning supplies. One client was extremely **worried about having adequate supplies to stay safe**, due to high product demand. With the help of emergency funds, **we were able to deliver some supplies** to the client. The client was grateful for the cleaning supplies, and is more at ease.

—Senior Services Plus, Alton

