

The SAIL Messenger

A Monthly Publication: August 2015

Want to become a POPs Partner?

The Student Pharmacist—Oakwood Partners (POPs) Program, beginning its eighth year, links University of Wisconsin-Madison student pharmacists with community seniors for the purpose of gaining a better understanding of the senior's perspectives on health, clinicians' roles, and issues related to successful aging. When you become a POPs partner, you will be assigned a team of three first-year Doctor of Pharmacy students for this discovery experience spanning two academic semesters, for a total of eight (approximately one hour each) visits.

A lovely reception is held in May for students and their senior partners. Past students have identified the POPs program as their favorite part of the PharmD curriculum because they enjoy learning about the patient perspective and highly value the mentorship they receive. Past SAIL participants have raved about the wonderful relationships they established with the students and the information they learned. Interested? If so, please contact SAIL by August 10 at 230-4321 or email us at info@sailtoday.org. Huge thanks to Associate Professor Beth Martin and Oakwood Director of Pharmacy Angela Studnicka for leading this!



Member Rose Marie Lester (second to left) enjoying time with her student partners at the POPs reception in May.

AARP Smart Driver Course

Would you like to update your driving skills and your knowledge of today's rules of the road? Interested in learning about normal age-related physical changes and how to adjust your driving to compensate? Would you like to reduce your chances of receiving a traffic ticket, getting into an accident, or becoming injured? Would you be interested in getting a discount on your auto insurance?

SAIL Member and certified Smart Driver Instructor Dorit Bergen can help you accomplish all of the above — sign up for the upcoming course on Thursday, September 3, from 12:30 p.m. to 4:30 p.m. at Oakwood Heritage Oaks! The AARP Smart Driver™ Course is the nation's first and largest refresher course for drivers age 50 and older. For more information, contact SAIL at 230-4321.

Benefit of the Month:

Comprehensive medication reviews are included in Full Memberships and provided by Oakwood Village Pharmacy. Call us at 230-4321 for more information and/or to sign up.

Join SAIL and Enjoy These Benefits!

Associate Members receive:

- Access to Pre-screened Service Providers
- Invitations to Social and Educational Events
- Information and Referrals
- Discounts on:
 - Life Assist Personal Emergency Systems
 - MSCR Programs
 - Home Health United Medical Equipment
- Monthly Newsletter
- Shredding at SAIL
- Volunteer Opportunities

Full Members receive all of the benefits above, plus:

- Rise and Shine Daily Check-in
- In-home Technical Help
- Transportation
- Comprehensive Medication Reviews
- House Checks While You Are Away
- Mattress Flipping and Other Monthly Perks
- Notary Services

SAIL Supporting Active Independent Lives



6209 Mineral Point Road
Suite #210
Madison, WI 53705

SAIL is a program of the Madison Area Continuing Care Consortium, Inc. in collaboration with Attic Angel Association and Oakwood Lutheran Senior Ministries, Inc.

Office Hours

M-F 8:00 a.m.- 4:30 p.m.
Closed holidays

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SAIL Staff

Ann Albert
Laura Adell



SAIL Operating

Council: Christine Beatty, Carol Brown, Martha Christensen, Mary Ann Drescher, Jane Earl, Barb Gessner, Don Haasl, Patricia Kallsen, Joy Knox, Fred Ross, and John Schmidt (president).



A Message from Executive Director Ann Albert

This month marks the beginning of a new role for me— president of the Rotary Club of West Madison. I’m honored to lead this club in our efforts to improve the lives of people living in the Madison community and throughout the world. Thank you to SAIL member Rick Schaller for sponsoring me four years ago! Rotary and SAIL have a lot in common—both are membership based and both passionately committed to being of service to others. A recent letter from our president, K.R. Ravindran (“Ravi”), to fellow Rotarians mentioned a wall sign found in the workshop of Lego founder, Ole Kirk Christiansen, in the 1930’s. The sign read “Only the best is good enough.” Isn’t that the truth! Especially as I think about service—our service to one another whether it is paid or volunteer!

Shortly after reading this, I heard about a member who suddenly found herself without phone service. Imagine the fear and anxiety a person who lives alone must feel knowing she is without phone service and knowing her home alarm and her personal emergency pendant are not working. And, on top of it, her phone company seemed like it was in no hurry to resolve the problem! She called SAIL for help. We made several calls to the company, arranged for temporary phone service, and contacted our vendor Life Assist USA about our member’s loss of landline service. James at Life Assist USA knew exactly what to do—he travelled to the member’s home and installed a cellular pendant service at no extra charge. We assured her that we would follow through until the service issue was resolved—which took several phone calls and two more days!

This was a good reminder about why SAIL is valuable—one can’t put a price on exemplary service and peace of mind—and belonging to an organization whose members, volunteers, staff, and vendors actually live “only the best is good enough.”

Join Jane in Building SAIL’s Endowment Fund

Member Jane Earl challenges you to help bring us closer to earning a \$5,000 gift from the Madison Community Foundation. **Between now and August 30**, Jane will match every dollar donated to the SAIL Endowment Fund held at the Madison Community Foundation (MCF) up to \$1,000! You may recall that earlier this year, in celebration of our 10-Year Anniversary and thanks to a generous donor, we established the SAIL Endowment Fund. The fund, a tribute to SAIL’s success in helping older adults stay connected and independent, will provide a permanent income to SAIL in years to come which will help grow services and provide support to older adults with low incomes.

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SAIL Volunteer News

A Message from Volunteer Coordinator Charlene Malueg

A volunteer, by definition, is a person who undertakes or expresses a willingness to undertake a service. I feel that this definition is missing one key element—how generously these individuals perform the specific tasks.

If you have ever volunteered I know you understand what I mean. Our volunteers at SAIL give of themselves so unselfishly and provide support in so many ways it's impossible to list them all!

This month, for example, SAIL volunteers have helped members with sorting papers, acquiring expert information needed for making a decision, moving heavy boxes, flipping mattresses, watering gardens and indoor plants, assembling equipment, travelling to appointments, coordinating rides, cleaning up flower gardens, and more. Volunteers also helped us in the office with mailings, answering the phone, data entry, analyzing data, participating in planning meetings and work teams, making calls and gathering information, coordinating social gatherings, creating reports, program planning, etc. The pattern here? There is no limit to what volunteers can do for our members, for one another, and for our organization!

Have a task you need help with? Call us!

When you make a request, we generally email all member and non-member volunteers with a brief description of the request (we do not include your name). Typically within a couple of hours we will receive a response by a volunteer and proceed to make the appointment with you and the volunteer.

Phone Support/Reception Volunteer Needed

We are looking for a volunteer to answer phones and provide light office support in the SAIL office on Tuesdays. Exact hours are negotiable. Phone and reception experience preferred but not required. Training will be provided. Contact SAIL for more information at 230-4321.

“He has come and gone. Everything good you heard about him is true, and then some. He took care of the two things that were bothering me the most. He found ways to do them by spotting things he could reuse. He is an excellent and comfortable people person. Easy to work with. He is a delight. Thank you for sending him. —E.S., SAIL Member and recent recipient of volunteer service.

SAIL Is On the Move!

As SAIL expands to Madison's downtown and eastside, thanks to support from the Madison Community Foundation, we will be looking for individuals to join us in a variety of positions including: volunteer drivers, handymen, companions, presenters, outreach, and computer support volunteers. If you are interested in learning more or sharing other talents, contact Charlene at 230-4321 or by email at charlene@sailtoday.org.



Please join me in welcoming our new volunteers! Thank you so much to all of you for agreeing to share your time and talents with SAIL!

Carol Hutchison—volunteer driver, in-home assistance, gardening, writing, and office support.

Cathy Andrews —volunteer driver.

Cindy Schott—volunteer driver.

Duncan McNelly—photography, gardening, handyman, bicycling or tennis partner.

Jannette (Jan) Poe—reading, movies, plays, shopping, simple baking, games including Sudoku and scrabble.

Kathy Poi—volunteer driver.

Ken Martin—In-home assistance, light maintenance, volunteer driver.

Pepe Indalecio—volunteer driver.



Thank you to volunteers Lois Curtiss, Winnie Shea, and Lu Kness for your help last month with the Members Make Us Strong and Mid-Summer Celebration mailing and phone support!

Upcoming Events Information

Need a ride to any of these events? Call us! 230-4321

SAIL Members' "Birthday Boys and Girls Club"

By Jim Batt, SAIL Member

Born in August, were you? Come meet SAIL cribmates!

Did you know that the only famous person—man or woman, past or present—born in August was Millard Fillmore? No, no, not that one, not the one-time president. Reference, rather, is to one Millard Ray Fillmore, late of Bingo, RI, who holds the world record for having devoured the most (27) “keeper-sized” bullhead fish in a 15-minute time period—raw and alive, which is more than can be said for Millard, who expired shortly after EMS personnel escorted him to a hospital only hours after his record-setting achievement.

What’s that? You say there were a lot of famous people born in August and a lot of major events in that month? Well, you sort it out. One thing for sure: A lot of really worthy women and men of SAIL happen to share August as their birth month. Come, see, and chat with some of your cribmates at 2:30 p.m. on August 18 at Panera’s (corner of Grand Canyon and Mineral Point Road). It’s all quite casual and fun, simply an enjoyable way to meet other SAIL’ers.

Nature Walks

Oakwood Village invites you to participate in an upcoming walk on Wednesday, August 5 at 10:00 a.m. with lunch. Or, Thursday, August 13 at 10:00 a.m. with lunch. Meet at the Tower Apartments entrance at 6209 Mineral Point Road. Lunch is provided by Oakwood at no charge. Call 230-4321 to register.

Movie Matinee:

Woman in Gold (2015), Sunday August 30, 2:00 p.m., Arts Center, Oakwood Village

Maria Altmann, an octogenarian Jewish refugee, takes on the Austrian government to recover artwork she believes rightfully belongs to her family. PG-13

Mid-Summer Eve’s Celebration:

Summer Vacation!

Featuring music by Darcie Johnston & Doug Brown and dances led by SAIL members Pepe Indalecio and Sandi Penzkover on Tuesday, August 11, from 6:00 to 8:00 p.m. (Music and dance performance from 6:45 to 7:45 p.m.) at Olbrich Botanical Gardens.

Cost is \$15 per member or guest of member (includes one free drink ticket) or \$20 per non-member. If this is a hardship, please contact SAIL for a discounted rate. Transportation is available by bus departing Oakwood or by another member driver.

Enjoy great instrumentals and vocals, a few sing-along selections, time to socialize, and tasty hors d’oeuvres and desserts catered by Blue Plate Catering. Cash bar.

To make a reservation: sign up at sailtoday.org “News and Events” tab” or call us at 230-4321.

Deadline: August 6

Advance Funeral Planning

Join us on August 19 at 2:00 p.m. at Oakwood Heritage Oaks and learn about one of the most important gifts you can give your loved ones—the gift of making a difficult time a little bit easier by making decisions about your funeral wishes before the need arises. Teresa Westing, MA, will present this program on behalf of Cress Funeral and Cremation Services. There will be ample time for questions following the presentation.

Preventing Burglaries

Madison Police Department’s detective Justine Harris will teach us how to prevent burglaries at your home, condo, or apartment. Sponsored by SW Triad. Join us on August 26, 6:00 p.m. at Meadowood Library, 5726 Raymond Road.

Lunch Bunch: Join us at on August 27 at 11:45 a.m. at Biaggi’s, 601 Junction Road. Join SAIL members and their guests for lunch! Please call SAIL to register. Need a ride? Call us!

August SAIL Event Calendar

Sun Mon Tue Wed Thu Fri Sat

30 (Aug) Endowment Fund Match Deadline Movie Matinee	31 (Aug) <i>Members Make Us Strong</i> Referral Cards Due					1
Highlighted programs are open to the public. Others are designed for SAIL members and their guests.						
2	3	4	5 Nature Walk 10:00 a.m. Oakwood Village	6	7	8
9	10 SAIL Operating Council Meeting at 4:00 p.m. (call for details)	11 Mid-Summer Celebration 6:00 p.m. Olbrich Botanical Gardens	12	13 Nature Walk 10:00 a.m. Oakwood Village	14	15
16	17	18 Birthday Club 2:30 p.m. Panera Bread	19 Advance Funeral Planning 2:00 p.m. Heritage Oaks	20	21	22
23	24	25	26 Preventing Burglaries 6:00 p.m. Meadowood Library	27 Lunch Bunch 11:45 a.m. Biaggi's	28	29

Questions? Need a ride? Call SAIL at 230-4321.

Information, News, and Updates

Welcome to Our New Members!

We hope you will join us in warmly welcoming our new members: Gwilym Williams (Greentree), Sandra Saul (Sunset Hills), James and Sandra Christensen (Parkwood Hills), and Marna King (Sundance)

A Message from Member Services Manager Laura Adell



Laura Adell

I'm pleased to report we have recruited three new vendors this past month:

* James, our new general home maintenance vendor. James was referred by two of our current SAIL vendors. *Shawn and his team—a family-owned eastside remodeling and handyman service, as well as lawn care and snow removal. Referred by two current members living on Madison's east side. *A cleaning company owned by a group of Madison women who specialize in house cleaning, maid service, move-out cleaning. Eco-friendly cleaning that will leave your home sparkling.

If you are interested in learning more or if you would like contact information, please call me at 230-4321 or log-in to the SAIL website at sailtoday.org for a complete vendor listing. Hard copy listings are available.

Upcoming Community Healthy Aging Fairs and Events



Positive Healthy Aging!

Wednesday, September 9 from 8:30 a.m. to 3:00 p.m.
Sheraton Inn at 706 John Nolen Drive, Madison

Presented by: Catholic Charities
Call SAIL for more information!

University of Wisconsin's 27th Annual Colloquium on Aging

Tuesday, September 22 from 8:30 a.m. to 1:30 p.m.
Gordon Dining & Event Center

Showcasing the latest research and resources on positive aging, with speakers, a poster session, and a health and resource fair. This event is free and open to the public. Call SAIL for information or visit UW Madison Institute on Aging website to register. Registration begins August 3 and spaces fill quickly!

Only Leaves Should Fall

Falls are a leading cause of serious injury and loss of independence among older adults. Over 40% of people who have a serious fall end their lives in a nursing home. The Safe Communities Falls Prevention Task Force, of which SAIL is a charter member, invites you to attend its annual screening workshop on Wednesday, September 23 at the Fitchburg Senior Center from 1:30 p.m. to 4:30 p.m. (arrive 1:15 p.m.). University of Wisconsin-Madison students will assist in providing gait, balance, strength, vision, blood pressure, cognition, and additional screenings aimed to help you identify your own risks for falls. Register by calling the SAIL office at 230-4321 by September 16. Transportation available.

Share your Ideas ! *By Sarah Gang*

Hello! As you may have read in last month's newsletter, I am a student intern from the University of Wisconsin – La Crosse. I've really enjoyed working with SAIL and am excited to continue expanding community awareness of SAIL throughout the summer—especially in the Downtown and East areas where our membership has lots of opportunities for growth.



One of the ways to get the word out about SAIL is by utilizing Facebook. My personal goal this summer is to double our Facebook page's "likes" and to utilize the page more to make it an engaging resource for followers. If you haven't done so yet, check out our page at www.facebook.com/sailvillage and "like" us! Friends and family who are not members can also "like" our page to get a feel for what SAIL is all about and stay up-to-date with this evolving organization!

There are many more ways to expand our social media presence to get the word out about SAIL. Do you have other ideas about expanding SAIL's social media presence through apps, websites, or other internet resources? What types of things do you like to see on SAIL's Facebook page? Please share your feedback and ideas—email me at sarah@sailtoday.org or give me a call at 230-4451. I look forward to hearing from you about ways that we can connect others to this great community of members!

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Once our endowment reaches \$10,000, the Madison Community Foundation will contribute \$5,000 to help build the fund! The endowment concept is pretty simple—the larger the fund, the larger the annual distribution to SAIL each year. To help meet Jane's challenge, donate online at www.sailtoday.org or donate to the Madison Community Foundation directly with a note that your gift is to the SAIL endowment fund. Jane, by the way, faced a challenge herself this past month. Read Jane's story below.

Peace of Mind is Priceless

A recent bad experience with a home service provider she hired outside the SAIL vendor network, is one of many reasons Jane Earl is especially grateful for SAIL. This negative, somewhat scary experience prompted Jane to contact Laura at SAIL and select a SAIL service provider knowing our providers have proven experience and glowing references from other SAIL members. As a volunteer member of our Membership Growth and Marketing team and a member of our Operating Council, and a believer in our vision, Jane has supported our organization in big ways these past few years. Her recent experience with a non-vetted service provider, however, demonstrated first-hand to her the value of SAIL in helping seniors avoid scams and poor quality services. While we can't claim 100% success in our vendor program, we can assure you we will give you 100% effort in selecting and maintaining a high quality, trustworthy, competent pool of vendors, volunteers, and paid staff to meet your service needs!

Members Make Us Strong Campaign Needs You!

By now you should have received the referral card and return envelope for this summer's membership campaign. We hope you will share names of people you think would be interested in SAIL or perhaps know others who would be interested such as clients, friends, family members, etc. If you turn in your referral card by the end of this month, you will be eligible for a \$50 gift card!

Recent Programs and Events



Another successful neighborhood gathering!

“Long-Term Care Insurance Decoded: How to Ask the Right Questions and Get the Most Out of Your Policy”

Last month’s program on long-term care insurance taught us what to look for in a long-term care insurance policy and how to use it. Long-term care insurance can be confusing and overwhelming, but Wendy Sulzer and Ellie Kachel gave some great tips about what to do to be more prepared! A few “take-aways” include:

- **Ask the right questions when selecting a provider:**

Does the agency employ a nurse, social worker, or other qualified professionals to provide an assessment?

Will a personalized plan of care be created for you, and what are the qualifications of the person creating this plan?

- **Know the details about your policy:**

What is your elimination period and how is it measured? What is your cost structure? What is your benefit period?

- **Understand the terminology in your long-term care policy:**

ADL – Activities of Daily Living including bathing, dressing, eating, toileting, incontinence, transferring.

Elimination Period – Period of time claim holder must pay out-of-pocket before benefits kick-in.

Thanks to our vendor BrightStar for making this program possible!



Having “The Talk”

You may remember having the talk with your parents back when you were a teen. There’s another “talk” and you need to have it with your kids or whomever you’ve assigned to handle your affairs. *The Other Talk: A Guide to Talking With Your Adult Children About the Rest of Your Life* written by Tim Prosch offers practical advice on how to have open, honest conversations on subjects that can be difficult to talk about later in life. Thank you, SAIL member L.C., for recommending this helpful guide covering health care and treatment, finances, living arrangements, and more! Call SAIL if you would like to borrow our copy.

