

# RSVP NEWS

## UNIVERSITY EXPRESS—A FUN, FREE WAY TO LEARN, GROW AND BE INSPIRED

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The University Express Fall 2016 Semester is underway! Our FREE, one-hour classes are open to all adults 55 years and over in various locations throughout the County. Just as volunteering keeps you healthy, active, socially connected and inspired, so does lifelong learning. With a wide variety of topics, you'll learn new things, gain new perspectives, and engage in stimulating discussion with peers. Classes are taught by local experts including professors, attorneys, authors, financial executives, engineers, physicians, pharmacists, and historians. They often tell us that University Express participants are their best and favorite students!

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The Fall 2016 semester offers something for everyone. Local historian and author Gerry Halligan will tell the story of the prestigious Knox Family and Knox Farm. Distinguished journalists Rich Kellman and Rich Newberg will reflect on the changes in media over the past four decades. Experts from our sponsors—Excelsior Orthopedics, BlueCross BlueShield and Wegmans — will provide advice about healthy living, and help you to better manage chronic pain, arthritis, diabetes and more.

Classes are offered at Amherst Senior Center, Baptist Manor, Canterbury Woods, Cheektowaga Senior Center, Clarence Senior Center Grand Island Golden age Center, Hamburg Senior Center, Ken-Ton Presbyterian Senior center, Orchard Park Senior Center, Springville Concord Elder Network and the Town of Aurora Senior Center. When you find a class you would like to take, simply call the location where it is being held to register.

You can pick up a copy of the Fall 2016 schedule at your local county library branch, select Wegmans pharmacies, all University Express sites and online at:

<http://www2.erie.gov/seniorservices/index.php?q=university-express-classes>

Or call us at 858-7548 to request a copy. Get on board the University Express!

# Ombudsman Training

Are you a good listener? An effective communicator? Are you willing to speak up about a problem for someone who may not have a strong voice? Have you thought about becoming an Ombudsman?

The Region 15 Long Term Care Ombudsman Program (LTCOP) is looking for committed volunteers willing to serve as patient's rights advocates, investigating and negotiating resolutions to concerns voiced by residents in matters of resident services and care. Ombudsmen monitor the quality of care, provide information to the residents and their families to ensure proper treatment, and encourage residents to express opinions. In addition, Ombudsmen can be part of exciting new efforts to push for broader reforms and improved conditions in nursing homes and assisted living facilities.

People Inc. hosts the Region 15 Long Term Care Ombudsman Program (LTCOP), serving Erie, Niagara, Cattaraugus and Chautauqua Counties. Legal Services for the Elderly provides "in-house" legal support for the program and volunteers.

In order to become an Ombudsman, volunteers must complete a 24-hour certification training, and then agree to put in a minimum of 2 hours a week.

Ombudsmen are trained to work with family and facility staff to assist with resolving issues for the residents. Ombudsmen are then assigned to a facility and visit on a weekly basis to discuss problems, concerns, or simply to lend an open ear.

If you know of anyone who is willing to make this commitment, please have them contact Lisa Newman, the Region 15 program director, [lnewman@people-inc.org](mailto:lnewman@people-inc.org) or 817-9009.



## Tribute Day 2016 Highlights

On September 1st, 2016 RSVP celebrated and thanked our volunteers for the amazing amount of time, hard work and positive contributions they provide to our partner agencies and Erie County as a whole. Maureen Pantera, Buffalo Zoo Volunteer Coordinator and RSVP Advisory Council Member, hosted us at the Buffalo Zoo for a day filled with food, prizes, music, tours and an overall *wild* good time! We would like to thank Maureen, the Buffalo Zoo Staff and volunteer docents, all of our sponsors, partners, Site Supervisors, Advisory Council, the Department of Senior Services and of course, our fabulous volunteers! Take a look at some of the memories made that day! A special thanks to Patra Mangus of Catholic Charities, Ladies of Charity for taking such great pictures!



## TRIBUTE DAY HIGHLIGHTS, CONT.



Thank you  
RSVP  
Volunteers!



Best of the  
Best



# VOLUNTEERS NEEDED



The Buffalo Niagara RiverKeepers mission is to protect the quality of water in our area by keeping it free from pollution and invasive species, restoring habitat and ensuring public access. Volunteers serve at monthly clean-ups, tree and shrub planting and provide administrative assistance.

Currently, the RiverKeeper is seeking a volunteer to provide office assistance. This position allows volunteers to gain a wide knowledge of Riverkeeper's work, and get to help the entire ship run smoothly! At the front door, this volunteer will be representing Riverkeeper—an internationally recognized Environmental non-profit, dedicated to restoring and protecting our fresh water. It is important that volunteers are enthusiastic and interested in learning about the Organization!

The office is located at 721 Main Street, Buffalo NY, 14203 and some of the duties include : taking calls/ messages, guiding guests to conference rooms/restrooms, greeting walk-ins., assist with sending and sorting mail, file and alphabetize paperwork, finding and pulling paperwork as needed, etc.

Please call Carrie at the RSVP office 858 -7548 if you are interested.



ReStore is a retail outlet selling new and gently used household items including: furniture, appliances, building materials, housewares, etc.

There is a particular need at the 501 Amherst St, Buffalo, NY 14207 location (next to Wegmans)! Volunteers are needed to: stock shelves, provide customer service, operate the cash register, perform merchandise repair and so very much more!!!

Proceeds from the sale of goods go directly to HFHB to build more houses for low income families in the Buffalo area.

Please call Carrie at the RSVP office 858- 7548 if you are interested.