

# SURREY *News*

DEVON • BROOMALL • HAVERTOWN • MEDIA • BERWYN

## INSIDE THIS ISSUE

1

Surrey's Incredible Volunteers  
Christi's Corner

2 – 3

### HOME CARE

Long-Term Care Insurance 101  
Surrey's Unique Approach  
to Live In Care  
LIHEAP  
2021 Medicare Open Enrollment

4 – 5

### PROGRAMS AND SERVICES

Speaking in Sports  
Giving the Gift of Surrey  
APPRISE Counseling  
Cream of Carrot Soup  
Surrey's Story Theater  
Active Living Every Day (ALED)

6 – 7

### VIRTUAL PROGRAMMING

November Calendar

### OUR MISSION

Surrey inspires and  
enables all of us, as we age,  
to live with independence  
and dignity, and as engaged  
members of the community.

[SurreyServices.org](http://SurreyServices.org)

## Surrey's Incredible Volunteers

Although we are in challenging times, Surrey volunteers have continued their tremendous contributions to our Surrey community by safely helping with friendly phone calls, grocery shopping, Grab and Go lunches, and administrative projects. To honor Surrey's extraordinary volunteers this year, a committee of (you guessed it) volunteers and staff created 15 "Coronavirus Survival Baskets" filled with yummy snacks, beverages, crafts, gift cards and other items. There also was a grand prize basket that, in addition to the regular basket, included a DVD Limited Edition Collector's Set of Downton Abbey! Any Surrey volunteer who contributed 15+ hours of service in FY20 was automatically entered in the Volunteer Raffle for one of the 15 baskets. Winners were drawn at random all locations. The winners are:

*Thank you* TO ALL OUR  
SURREY VOLUNTEERS.

We miss you and are here for you. Surrey staff and Board of Directors send our deepest thanks for your ongoing support. We look forward to the day when we can be reunited in person and celebrate together.

### ADMINISTRATIVE

Barbara Bushman  
Sherry Hess

### BROOMALL

Maurita Scola

### CONSIGNMENT SHOP

Jean Thorpe

### DEVON

Joyce DeYoung  
Dottie Miller

### DEVON CAFÉ

Laura Santoleri  
James Crossan  
*Grand Prize winner*

### EAST GOSHEN

Eileen DeSoi

### HAVERTOWN

Connie Buckley  
Joseph Clark

### MEDIA

Jo Ellen McDaniel

### MEMBER SERVICES

Thomas Schramm

### TRANSPORTATION

Marc Taub  
Clara Meyers

## Christi's Corner

*My first experience with Surrey was as a volunteer. My children were small, and I knew I could only volunteer for a short window of time. Jeanne LaRouche, Surrey's founder, suggested grocery shopping because with small children, it was something I did frequently. After a few weeks, I felt like extended family with the Surrey community. The bond formed with the people I shopped for was immediate and lasting.*

*My story is not unique. Surrey's incredible volunteers are vitally important to our mission and organization. Yet, if you ask volunteers, very often they will tell you how much they are benefitting from volunteering, not the other way around. This dedication has never been more apparent than during our current times. Volunteers have persevered through the challenges of COVID and continued to provide outreach to older adults in our community.*

*I cannot express how important Surrey volunteers are to everyone in our community. This month, as we remind ourselves of the things we are thankful for, I include our volunteers for the many ways they inspire us.*



Christi Seidel, President and CEO  
[CSeidel@SurreyServices.org](mailto:CSeidel@SurreyServices.org)

# HOME CARE

## LONG-TERM CARE INSURANCE 101

Long-term care (LTC) insurance provides reimbursement for care for someone who is generally not ill but is unable to perform two of the six activities of daily living (ADLs) such as dressing, bathing, eating, toileting, continence, transferring (getting in and out of a bed or chair).

When a policyholder wants to make a claim, the insurance company usually will need to review medical documents from the individual's doctor. Depending upon the policy, LTC may cover the following types of services: nursing home, assisted living, home care, home modifications and/or care coordination. The policy usually caps the amount paid out per day and the amount paid out during your lifetime.

Under most policies, you'll have to pay for long-term care services out of pocket for a certain amount of time, such as 30, 60 or 90 days, before the insurer starts reimbursing you for any care. The policy starts paying out after you're eligible for benefits and usually after you receive paid care for that period.

If you need help sorting through coverages on an existing LTC policy, evaluating options to reduce premiums, or filing claims for reimbursement, Surrey's Personal Finance Manager can help.

**Call 610-647-9840 for information about this fee-based service that can help you sort paperwork, organize bills and much more.**

Jacky Kennedy Sisson, Surrey's Personal Finance Manager.



## SURREY *Home Care* SERVICES

Personal Care and  
Social Companions

RN Care Management

Medical Procedure  
Transportation

Personal Financial Management

Geriatric  
Care Management

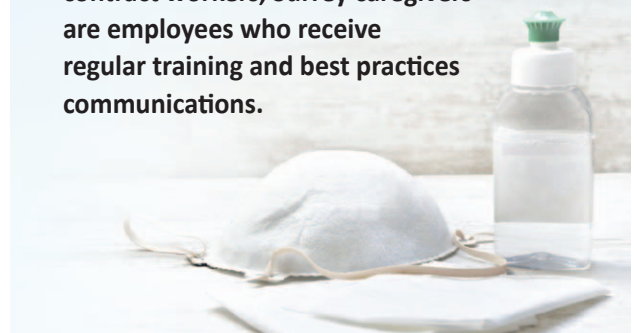
Live in Caregivers

610-647-9840  
SurreyHomeCare.org

## SAFE, RELIABLE CARE IN YOUR HOME

To protect everyone's health and safety, Surrey caregivers regularly go through a rigorous screening process and follow CDC Protocols to maintain the highest standard of health.

Unlike other companies who use contract workers, Surrey caregivers are employees who receive regular training and best practices communications.



## Surrey's Unique Approach to LIVE IN CARE

Live In Care is a service available for older adults who need round-the-clock assistance with daily activities, but who want to remain in their home. Care teams, consisting of two or three caregivers, are in the home in intervals. Typically, one caregiver is present for three-days and the other for four-days to help with bathing, dressing, meals and medication reminders. These care teams are what makes Surrey's service unique. Instead of a "revolving door" of different caregivers, Surrey assigns just two or three. This smaller, family-like team means better coordination of care, less disruption and improved communication with family and medical professionals. In fact, one of Surrey's current clients has had the same care team for 12 years — a testimony to the successful approach. In addition, live-in caregivers can assist with other important activities such as helping clients make and keep appointments with doctors, providing or arranging transportation, preparing and serving meals.

**If you are interested in finding out more about any Surrey Home Care Service, call 610-647-9840 or email [info@surreyhomecare.org](mailto:info@surreyhomecare.org).**



## LIHEAP

The Low Income  
Home Energy  
Assistance  
Program (LIHEAP)



helps families living on low incomes pay their heating bills in the form of a cash grant. Households in immediate danger of being without heat can also qualify for crisis grants. The cash grant is a one-time payment sent directly to the utility company/fuel provider to be credited on your bill. These grants range from \$200 to \$1,000 based on household size, income, and fuel type. This is a grant and does not have to be repaid.

### There are three ways to apply.

**ONLINE** by visiting  
[www.compass.state.pa.us/](http://www.compass.state.pa.us/)

**ON PAPER** by downloading the form, filling it out and returning to local county office.

**IN-PERSON** by visiting a county office.

### Call LIHEAP for more information.

**Chester County residents:**  
**610-466-1042**

**Delaware County residents:**  
**610-447-3099**

**Montgomery County residents:**  
**610-272-1752**

# 2021

**Medicare  
Open Enrollment:  
Chester County  
Residents**

**October 15 through  
December 7, 2020**

### This is the time when you can:

- Change from Original Medicare to a Medicare Advantage Plan.
- Change from a Medicare Advantage Plan back to Original Medicare.
- Switch from one Medicare Advantage Plan or Drug Plan to another Medicare Advantage Plan or Drug Plan.
- Join a Medicare prescription Drug Plan.
- Drop Medicare prescription drug coverage.

APPRISE volunteers, who are trained Medicare experts, will offer virtual appointments to help you evaluate your current plan and offer other options to meet your needs. There is no charge for this service, which is provided by trained volunteers.

### Open Enrollment Virtual Counseling

**Thursday, November 12 • Thursday, December 3**

Available times are 9 am – 2:30 pm  
by appointment only.

**Please call 610-647-6404 to make an appointment.**



# PROGRAMS & SERVICES



## *Speaking in* **SPORTS**

**Wednesday, November 18  
at 10 am, Zoom**

### *Who isn't missing the games we love?*

The Phillies and Eagles may be on TV, and so is golf, tennis, NASCAR and even the Triple Crown. But despite heroic efforts by certain sports leagues, teams and individuals, it is not the same. We are still longing for a way to gather and "talk sports." During this program, we ask participants to bring something to the Zoom call related to sports that is meaningful to you in some way (a ball or glove, a ticket stub, and old clipping, etc.) We will share our mementos and brainstorm ideas for a new program series.

## *Give the Gift of Surrey*

### **Searching for the perfect gift this holiday season?**

Give the **Gift of Surrey**, a holiday giving opportunity that provides older adults with opportunities and tools to enjoy programs, lectures, and nutritious meals, all from the safety of home.

**Visit Surrey's website to see how you can  
MAKE A DIFFERENCE  
to an older adult all year long.**

Gifts such as an annual membership to Surrey; technology, including tablets that deliver the means to participate in virtual programs; hearty soups and stews delivered during January and February and craft baskets are a few of the options. Purchase the **Gift of Surrey** for a friend, neighbor or anonymously.

**Visit [www.SurreyServices.com](http://www.SurreyServices.com) to see options or  
email Jill Whitcomb at [jwhitcomb@surreyservices.org](mailto:jwhitcomb@surreyservices.org)  
for more information.**



## APPRISE

### Counseling

Have questions  
about your medical  
insurance?

*Call for a virtual  
appointment.*

Chester County Residents:  
610-647-6404

Delaware County Residents:  
484-494-3769

## CREAM OF CARROT SOUP

### Ingredients:

1 garlic clove, minced  
1 medium onion, chopped  
2 tbsps. olive oil  
2 lbs. carrots, peeled  
1 medium potato, peeled  
6 cups chicken broth  
 $\frac{3}{4}$  cups milk  
Salt and pepper  
Lemon juice

*Makes 6 to 8 servings.*

Mince the garlic and chop the onion. Cut carrots and potatoes in half crosswise then slice into half rounds. Sauté garlic, onion, and olive oil in a 4 to 6 quart pan over medium heat until softened. Add the carrots and continue stirring over low heat until carrots soften, about 5 minutes longer.

Add the potatoes and broth and bring liquid to a simmer. Cover and continue simmering until vegetables are completely softened, about 30 minutes. Uncover and cool. Stir in milk. Purée cooked vegetables with liquid in a blender until smooth (be careful — liquid can be hot). Season to taste with salt and pepper and lemon juice. Don't skip the lemon, it really adds to the soup.



## Surrey's Story Theater



*Join us for Surrey's new way  
to end the week (or begin the weekend).*

Enjoy a short, entertaining story read by Surrey's volunteer thespians. Guest stars include Helen McCrane, an actor with Plays and Players Theater in Philadelphia and Caroline Metz, Surrey's Next Act Drama group moderator. Every Friday, during the month of November, a new story will be added to the Surrey YouTube channel. Once released, these stories will remain available for on-demand viewing. After listening, join Theater Chat group on Zoom to discuss the performance. To receive weekly schedules and links, email [info@surreyservices.org](mailto:info@surreyservices.org).

**ALL THEATER CHATS: 12 – 12:30 on Zoom**

*"Never Bet the Devil Your Head" by Edgar Allan Poe*  
AVAILABLE FRIDAY, OCTOBER 30

*"The Mouse" and "The Bag" by Saki*  
AVAILABLE FRIDAY, NOVEMBER 6

*"Men I'm Not Married To" by Dorothy Parker*  
AVAILABLE FRIDAY, NOVEMBER 13

*"Through the Looking Glass and  
What Alice Found There" by Lewis Carroll*  
AVAILABLE FRIDAY, NOVEMBER 27

## COMING IN DECEMBER

### Active Living Every Day (ALED)

**Thursdays, beginning December 3 at 11 am**

Dislike traditional exercise? There are many other activities you can do to keep moving and healthy. This program offers an array of options, different from traditional exercise programs, to help integrate physical activity into daily life.

Each class has a short lecture and group discussion to help participants set goals and find an enjoyable activity. Then participants create an exercise plan based on their lifestyle and preferences.

**Note:** This is not an exercise class. Participants exercise independently depending on their individual goals outside of class.



# Surrey Virtual Programming — November 2020

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		
Morning Stretch with Connie, 10 am <b>(Zoom)</b>  EnerChi with Connie, 1 pm <b>(Zoom)</b>  Telephone Trivia, 3 pm	2	Crafting/Knitting/Crocheting, 10:30 am <b>(Zoom)</b>  Walking from Home Workout, 1 pm <b>(Zoom)</b>  Caregiver Support Group, 2 pm <b>(Zoom)</b>  Group Crossword Puzzle, 3 pm <b>(Zoom)</b>	3	Morning Stretch with Connie, 10 am <b>(Zoom)</b>  Pinochle, 10:30 am <b>(On-line)</b>  Chair Yoga with Liz, 2 pm <b>(Zoom)</b>	4	Telephone Bingo, 10 am  Better Back Yoga with Liz Wanner, 11 am <b>(Zoom)</b>  Mindful Conversations 11 am <b>(Zoom)</b>  YogaStretch with Connie, 1 pm <b>(Zoom)</b>	5	
Morning Stretch with Connie, 10 am <b>(Zoom)</b>  Phone-In Relaxation and Body Scan, 11 am  EnerChi with Connie, 1 pm <b>(Zoom)</b>  Virtual Escape Room, 3 pm <b>(Zoom)</b>	9	Crafting/Knitting/Crocheting, 10:30 am <b>(Zoom)</b>  Phone-In COVID Support Group, 11 am  Walking from Home Workout, 1 pm <b>(Zoom)</b>  Caregiver Support Group, 2 pm <b>(Zoom)</b>  Group Crossword Puzzle, 3 pm <b>(Zoom)</b>	10	Morning Stretch with Connie, 10 am <b>(Zoom)</b>  Pinochle, 10:30 am <b>(On-line)</b>  Dollar Bill Origami, 11 am <b>(Zoom)</b>  Chair Yoga with Liz, 2 pm <b>(Zoom)</b>  Surrey Next Act, 3 pm <b>(Zoom)</b>	11	Telephone Bingo, 10 am  At Home Antiques Roadshow, 11 am <b>(Zoom)</b>  Better Back Yoga with Liz Wanner, 11 am <b>(Zoom)</b>  YogaStretch with Connie, 1 pm <b>(Zoom)</b>	12	
Morning Stretch with Connie, 10 am <b>(Zoom)</b>  Phone-In Book Club, 11 am  EnerChi with Connie, 1 pm <b>(Zoom)</b>  Telephone Trivia, 3 pm	16	Crafting/Knitting/Crocheting, 10:30 am <b>(Zoom)</b>  Phone-In Wonders of Opera and Classic Music, 11 am  Walking from Home Workout, 1 pm <b>(Zoom)</b>  Caregiver Support Group, 2 pm <b>(Zoom)</b>  Group Crossword Puzzle, 3 pm <b>(Zoom)</b>	17	Speaking in Sports, 10 am <b>(Zoom)</b>  Morning Stretch with Connie, 10 am <b>(Zoom)</b>  Pinochle, 10:30 am <b>(On-line)</b>  Memoir Class, 1 pm <b>(Zoom)</b>  Chair Yoga with Liz, 2 pm <b>(Zoom)</b>  Surrey Next Act, 3 pm <b>(Zoom)</b>	18	Telephone Bingo, 10 am  Book Club, 10:30 am <b>(Zoom)</b>  Better Back Yoga with Liz Wanner, 11 am <b>(Zoom)</b>  YogaStretch with Connie, 1 pm <b>(Zoom)</b>	19	
GRATITUDE TREE • Monday – Friday, November 16 – 20								
Morning Stretch with Connie, 10 am <b>(Zoom)</b>  Recipe Swap — Best Thanksgiving Side Dishes, 11 am <b>(Zoom)</b>  EnerChi with Connie, 1 pm <b>(Zoom)</b>	23	Crafting/Knitting/Crocheting, 10:30 am <b>(Zoom)</b>  Walking from Home Workout, 1 pm <b>(Zoom)</b>  Caregiver Support Group, 2 pm <b>(Zoom)</b>  Group Crossword Puzzle, 3 pm <b>(Zoom)</b>	24	Morning Stretch with Connie, 10 am <b>(Zoom)</b>  Pinochle, 10:30 am <b>(On-line)</b>  Memoir Class, 1 pm <b>(Zoom)</b>  Chair Yoga with Liz, 2 pm <b>(Zoom)</b>	25	CLOSED THANKSGIVING		26
Morning Stretch with Connie, 10 am <b>(Zoom)</b>  Relaxation and Body Scan, 11 am <b>(Zoom)</b>  EnerChi with Connie, 1 pm <b>(Zoom)</b>	30	Happy Thanksgiving						



## FRIDAY

6

Morning Stretch with  
Connie, 10 am **(Zoom)**  
Let's Do Telephone Lunch,  
12 noon  
Story Theater Chat, 12 noon  
Phone-In Surrey's Story  
Theater, 12 noon  
Qigong with Liz Wanner,  
1:30 pm **(Zoom)**

13

Morning Stretch with  
Connie, 10 am **(Zoom)**  
Let's Do Telephone Lunch,  
12 noon  
Story Theater Chat, 12 noon  
Phone-In Surrey's Story  
Theater, 12 noon  
Qigong with Liz Wanner,  
1:30 pm **(Zoom)**

20

Morning Stretch with  
Connie, 10 am **(Zoom)**  
Let's Do Telephone Lunch, 12  
Story Theater Chat, 12 noon  
Phone-In Surrey's Story  
Theater, 12 noon  
Pinterest Club, 1 pm  
Qigong with Liz Wanner,  
1:30 pm **(Zoom)**

CLOSED

27



**The NOVEMBER CALENDAR is for ALL CENTERS and contains programs open to all Surrey members.**

**Our programs are all virtual or over the telephone.**

### How Can I Participate in Programs?

Each week you'll receive an email with a listing of the week's programs and a link to register. Click the link and you'll be ready to go. You can also email [khenderson@surreyservices.org](mailto:khenderson@surreyservices.org) or call 610-566-0505 for more information about a specific program.

### Featured Programs

#### NEW PHONE IN PROGRAMS

**Surrey is offering new programs that are available by dialing in to a local phone number with your telephone. No need for a computer, tablet or smartphone.**

*Give one a try this month.*

**TELEPHONE TRIVIA** • Mondays, November 2 and 16 at 3 pm

**TELEPHONE BINGO!** • Thursdays, November 5, 12 and 19 at 10 am

#### NEW! PHONE-IN SURREY'S STORY THEATER

Fridays, November 6, 13 and 20 at 12 noon

**COPING DURING COVID** • Tuesday, November at 11 am

Learn strategies to help stay positive when isolated. This program will be led by Surrey's Krishna Evans who is a licensed clinical social worker.

**NEW! PHONE-IN BOOK CLUB** • Monday, November 16 at 11 am

#### NEW! PHONE-IN WONDERS OF OPERA AND CLASSICAL MUSIC

Tuesday, November 17 at 11 am

To participate, please email Mary Gengenbach at [mgengenbach@surreyservices.org](mailto:mgengenbach@surreyservices.org) or call 610-466-2070 at least 24 hours before the program is scheduled. She will provide the dial in phone number.

### ZOOM PROGRAMS

**VIRTUAL ESCAPE ROOM "THE CLASSICS"** • Monday, November 9 at 3 pm

An **ESCAPE ROOM** is a game in which a team of players cooperatively discover clues, solve puzzles, and accomplish tasks in order to progress and accomplish the goal of "escaping". The theme of our game is "The Classics".

**DOLLAR BILL ORIGAMI** • Wednesday, November 11 at 11 am

Join us in celebration of World Origami Day to learn simple Origami using a dollar bill.

**AT HOME ANTIQUES ROADSHOW** • Thursday, November 12 at 11 am

Join us for a Zoom home edition of "Antiques Roadshow". Bring 1-2 items of personal significance or pieces from your travels to show and share the story with your Surrey friends.

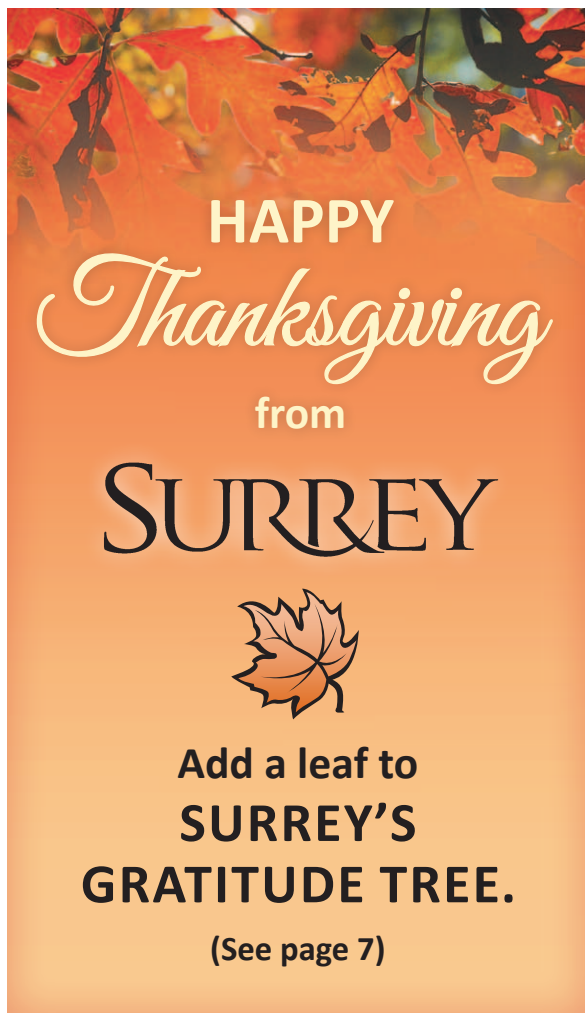
**GRATITUDE TREE** • Monday – Friday, November 16 – 20

Pick up a paper leaf during one of the grab and go meal pick-ups and write down what you are most grateful for this year. Return your leaf so it can be added to the All Surrey Gratitude Tree!

#### RECIPE SWAP & DISCUSSION: BEST HOLIDAY SIDE DISHES

Monday, November 23 at 11 am

Join us as we share some tried and true holiday side dish recipes.



# SURREY

*Services for Seniors*

60 Surrey Way, Devon, PA 19333

ADDRESS SERVICES REQUESTED



NONPROFIT ORG  
U.S. POSTAGE  
**PAID**  
SOUTHEASTERN, PA  
PERMIT NO. 7



Add a leaf to  
**SURREY'S**  
**GRATITUDE TREE.**

(See page 7)

## SURREY SERVICES FOR SENIORS

### DEVON

60 Surrey Way, Devon, PA 19333 • 610-647-6404

### BROOMALL

(at Trinity Church)

144 Lawrence Road, Broomall, PA 19008 • 215-307-7158

### HAVERTOWN

(at Annunciation BVM Parish)

401 Brookline Blvd., Havertown, PA 19083 • 610-446-2070

### MEDIA

302 S. Jackson Street, Media, PA 19063 • 610-566-0505

### Consignment Shop

810 Lancaster Avenue, Berwyn, PA 19312 • 610-647-8632

**SurreyServices.org • info@surreyservices.org**

SURREY  
SALUTES ALL  
VETERANS.

