

# BAY TO SOUND NEIGHBORS



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## FROM THE PRESIDENT



Fall greetings to all. Bay to Sound Neighbors is just coming off our busiest months of the year, August and September. In fact, B2SN volunteers completed more than 1,000 member requests this year to date. This summer was more challenging than ever. Between June and September, we received a record number of requests from members for services. We do try to fill all requests that we receive, but due to the sheer volume of requests in the last half of summer, it simply was not always possible. Our main focus is on recruiting more volunteers, and just recently, we attended the Yarmouth Seaside Festival which was a successful recruiting event. Also, if you are a member of a local community or church group and would like us to come and speak to your group, please let us know.

I can hardly believe that we are now in our 5<sup>th</sup> year of operation. It seems like just yesterday that our organizing committees were furiously working toward getting Bay to Sound Neighbors off the ground in 2018. We are so grateful for local support from our community partners and members and for our giving volunteers who are truly passionate about helping elders in the community.

Carol Donohue

## VOLUNTEER SPOTLIGHT: Meet Our Service Coordinators

In the last issue, we introduced Sharon Ladley who oversees Bay to Sound's service operation. The following describes the role of our Service Coordinators who play an important role in our daily operation.

### What role do Service Coordinators play for B2SN?

Service Coordinators are volunteers who work in a virtual office, in their homes. They use their own computer and phone, and through the use of Google Voice, incoming B2SN calls are forwarded to the Service Coordinators phone during their 3-hour shift. They also use our Helpful Village software application to enter the service requests coming in from members and to monitor the open Service Request list. They ask the member for specific information about their request and then enter it into our system.

### How do volunteers find out what services are open that they can sign up for?

Each morning, all open requests are gathered and posted in the "daily email" sent to all volunteers. The volunteers then click on the requests that they want to take and that fit into their schedule. It works kind of like a match game.

### What else do Service Coordinators do for us?

It's up to the Service Coordinator to keep an eye on the Service Request List during their shift to check for open requests that are not yet filled and to let a member know when that occurs. They love talking with our members! Service Coordinators also field inquiries from prospective members and volunteers and triage calls and emails. It is a very important hands-on role, and we call it the "heartbeat" of our organization that keeps everything working like clockwork!



Pictured: A group of service coordinators attending a recent refresher training. Left to right: Margi Eckhouse, Tom Turner, Marcy Cohen, Sharon Ladley, Susan Feinberg, Mary Beth Durney and Kate Lathrop.



### Welcome New Volunteers!

We are thrilled you have chosen to join our organization. We celebrate you for your desire to help your fellow neighbors in Yarmouth and Dennis at a time in their lives when their needs are greater. Welcome aboard!

Catherine Ledec  
Fran McManus

Mary Beth Durney

### B2SN VOLUNTEERS IN THE NEWS



Two long-time B2SN volunteers, Marc and Mim Goldberg, were the recipients of a business of the year award earlier this year, on behalf of the nonprofit organization, SCORE, and presented by the Yarmouth Chamber of Commerce.

## AUGUST MEMBER LUNCHEON HIGHLIGHTS

In late August, B2SN Social Committee hosted a member luncheon enjoyed by all. Pictured here is one of our entertainers, volunteer Rick Woods, who sang and played guitar.



The Cape Cod Ukulele Club provided the entertainment after lunch. This unique and fun-loving group of 25+ ukulele players had everyone laughing as well as singing along and tapping to the beat.



## HAVE YOU HEARD OF CODE RED?



Code Red is a rapid emergency notification system delivered to you via your landline, cell phone or your computer. The purpose is to alert residents in the entire community or living within specific neighborhoods of emergencies that may affect them. A few examples are, extreme weather warnings, boil water orders, gas leaks or water main breaks. The system also has the potential to be used to announce a community event. Communities across the country use the Code Red system to communicate emergencies.

Any message from the Code Red system is pre-recorded allowing a message to be left for you. You will know who the caller is when you see "Emergency Notification" displayed on your caller ID.

To receive important Code Red messages you must register with your town.

- Dennis residents may register online at [www.town.dennis.ma.us](http://www.town.dennis.ma.us). Or call the Dennis Police victim services to enroll in Code Red at (774) 352-1474.
- Yarmouth residents may register online at [www.yarmouthpolice.com](http://www.yarmouthpolice.com), or for enrollment information call Yarmouth Police at (508) 775-0445.



## 2022-2023 Holiday Schedule

Please note that the office will be closed on these holidays:

- ❖ Thanksgiving Day and the day after
- ❖ Christmas Eve and Day
- ❖ New Year's Day
- ❖ Martin Luther King Day
- ❖ President's Day

Shop with Amazon during the holiday season and Support Bay to Sound Neighbors (B2SN)



Shop Amazon in the comfort of your home. The Amazon Smile Foundation will donate .05% of the purchase price of your order to B2SN. Go to [smile.amazon.com](http://smile.amazon.com), log in with your usual login and password. Select Bay to Sound Neighbors as your charitable organization. THANK YOU!

In this season of giving, please consider a donation to Bay to Sound Neighbors.

Answers: 1. Phantom of the Opera 2. Because of its unusual width 3. George M. Cohan 4. South Pacific 5. 1940's and 1950's (Oklahoma, Carousel and South Pacific era)



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**The Villager**

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## How well do you know your Broadway trivia?

1. What is the longest running musical in Broadway history?
2. Why is it called "Broadway"?
3. Who invented Broadway?
4. What Broadway show has won the most Tony's?
5. When did the "golden age" of musicals occur?

Answers on page 3.

## JOIN US!

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