



# Welcome to February

## Acts of Kindness and Community Engagement

## Random Acts of Kindness

## Supporting Local Initiatives

In conclusion, February's theme of love and reflection offers a multifaceted opportunity to enrich our lives and the lives of those around us.

## Service Corner

- We provided over 300 direct services to 734 members. All of this was accomplished by only 130 active volunteers.
- The Hub made over 500 reassuring calls in 28 days.
- The final numbers for January are not complete, however, it appears as though the number of services provided has increased dramatically.
- In just one week, our 65 transportation volunteers completed 75 transports for medical and grocery.

## What an outstanding effort



## **Hands that Help** **Lorie Huss, Transportation Coordinator**

*Born and raised in Cleveland, Ohio in 1954, Lorie was the 3<sup>rd</sup> of 4 children. After graduating from Kent State University, she entered the business world and lived in West Virginia, Dallas and Atlanta before moving to Sun City with her husband, Les in 2014.*

*After working from home for several years, she retired and became a transportation volunteer in January 2019. Many of her friends, who are also Staying Connected volunteers, encouraged her to accept the additional roles as Hub volunteer and, later on, as Transportation Coordinator. Lorie recently commented "I am grateful to everyone for their guidance, patience and continued support. I am Inspired by the dedication to service of all the volunteers, especially that of our drivers. We could not fill the numerous requests week in and week out, without our wonderful drivers."*

Thanks for  
all that

Thanks for  
all that  
you do!



While we are on the subject of February, mid-winter for us, we hear many complaints about how cold it has been...well...How cold is it? Our lowest recorded January temperature in Bluffton was 4 degrees in 1986. Our average low temperature is 42 and the average high is 59. If this makes you feel cold, here are four tips for managing cold weather according to Dr. Kenneth Horup.

1. Dress in layers both inside your home and outside.
2. Stay active on the coldest days. Find an indoor activity that suits your abilities. Our health clubs offer a myriad of classes and programs.
3. Stay hydrated. It is recommended that you consume 4 to 6 cups of water daily. This sounds a bit counterintuitive, but drinking cold water will keep you warmer than coffee or hot chocolate.
4. Keep your feet warm and dry. Multiple sock layers and foot exercises. Do whatever you can to keep the cold away from your feet.

And one extra tip from your editor....**Go on a Caribbean cruise.**



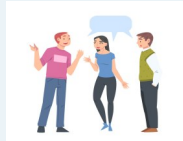
# Volunteer Recruiting

At present, we are receiving more membership applications than volunteer applications.

**We need your help in recruiting new volunteers.**

## Here are some suggestions:

Talk to your neighbors, your pickleball and softball teammates, your golf group, your card, billiard, motorcycle, and yes, even your Buckey club (Congratulations).



You get the picture, everywhere you go brag about Staying Connected and the level of service we provide. Don't forget to mention how great it makes you feel to be helping a fellow resident.

We have sent a letter to every Neighborhood Representative asking that we be invited to their annual meeting to talk about Staying Connected. If you get the chance, please speak with your NR and endorse our request.

Lastly, we have allotted a significant budget expense for advertising and recruiting. You will be seeing advertisements and special events in the very near future.

**Our #1 Goal This Year is to Increase both the number of volunteers and the level of volunteer participation.**

## WHAT'S HAPPENING

### **Stories From The Field.....**

A Special Recognition to a volunteer, who shall remain anonymous, most likely saved a life by following our No Response Procedure. This person arrived at the member's home for a transport request. After ringing the doorbell and not receiving a response, the volunteer called the member. The member answered the phone and said that she had fallen and could not get up and begged the volunteer to not call 911. Following our proscribed procedure, the volunteer called the hub who then called 911 and told the volunteer to stay until EMS arrived. EMS arrived, entered the home determined that medical transport was required, and called the ambulance.

This a huge shout-out to a volunteer who followed the procedure.



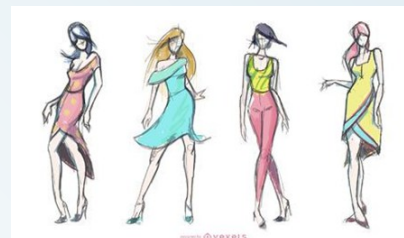
A copy of our No Response Procedure is included in this newsletter. We recommend that you keep a copy in your glove compartment should you ever need to use it. A copy of this procedure can also be found in the Volunteer section of our website and also in Vic Net.



# UPCOMING EVENTS



**The Marketing** and Event planning team is preparing for a "Launch Into Spring" Luncheon and Fashion Show on March 7, 2025. **AIDEN LANE** will present its newest Lowcountry spring fashions. There will be a buffet lunch by our favorite caterer, Smoking Valley Chef, and a complimentary wine bar. Also available will be a chance to do some shopping. A Pop-up shop will have some of **Aiden Lane's** brightest new spring fashions and accessories for sale. Tickets are \$45 and are available through the website.



**There will** be a presentation and discussion hosted by our Sponsoring Partner, Novant Health, February 27 at the Lakehouse. Joel Taylor, President of Hilton Head Medical Center, and other members of the leadership team will explain exciting changes coming in 2025. They will answer some of the most frequently asked questions about Novant Health and what they see for the future of healthcare here in the Lowcountry. More information coming soon.



**Home Maintenance Volunteer Event**, March 10, Edisto Room.  
More details to follow.

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Staying Connected SCHH, Inc  
PO Box 1281, Bluffton, SC 29910  
843-705-2259  
[hub.coord@stayingconnectedschh.org](mailto:hub.coord@stayingconnectedschh.org)





### **No-Response Action by Volunteers**

If you go to a house for a scheduled, confirmed service and no one answers, here are the steps needed for this potential emergency situation.

Call the member's home and cell phones.

If there is no answer, try the door. If it is unlocked, open and listen for noises and call their name but do **not** go into the house.

Walk around the house and look into windows to see if you can see anyone.

- **If you see someone** that needs help, **call 911**.

- If you do **not** see someone, **do not call 911**.

Next, if it is during Hub hours, **call the Hub at (843) 705-2259 or (843) 705-2258**. Tell the Hub your name, cell number, and the member's name. Tell them whether you have called 911. The Hub will call the Member Coordinator or another Staying Connected contact to come.

#### **If the Hub is closed or both lines are busy:**

Call the Member Relations Manager who will discuss the next step with you.

If you don't reach her/him, leave a message with your name and number, but....Keep calling until you reach a live person.

Please stay until someone from Staying Connected arrives or until they call you.

Within a day or two. Please complete an Incident Report available on the Staying Connected Website or on the Vicnet home page.

#### **Next in line for communication:**

Member Relations Manager:	Linda Foster	781-223-4483
Home Visits Coordinator:	Lori Anthony	843-707-1648
Home Maintenance Coordinator:	Bill Miles	717-887-0157
Transportation Coordinator	Lorie Huss	678-358-3175
Director Services Manager:	Mary O'Brien	401-369-2376