



The Shepherd's Center of Richmond is a nonprofit, nondenominational, service and education organization whose mission is to encourage older adults to remain active and independent through enrichment programs and volunteer service to their peers.



### **SAVE THE DATES!**

#### **Open University**

Winter Session:  
January 18 - March 11

#### **Open University**

Spring Session:  
April 5 - May 27

# Gray Matters

Newsletter of The Shepherd's Center of Richmond  
November 2020

## **Rides to Medical Appointments Resume**

Good news! We've resumed driving clients to medical appointments! The staff, Client Services committee and TSCOR COVID Task Force worked hard and put together significantly tightened procedures to protect both drivers and clients during the pandemic. So drivers, if you're able, consider checking Ride Scheduler and picking up a ride. Some drivers who have come to know longstanding clients already feel safe and comfortable resuming this work; we're encouraging others to become active again. After seven long months, we're grateful for our Board's approval of this essential service, and our clients, of course, are delighted.

But what about procedures? Safety first! Our drivers and clients already have the new procedures. Here's a synopsis of what we've put into place:

- The proper wearing of masks - covering both the nose and mouth - is required by both drivers and clients. Our drivers reserve the right to refuse providing transportation to a client without a mask.
- Following CDC guidelines, clients are verbally screened for symptoms and possible exposure to COVID-19. This happens first by staff when the ride is scheduled, and again by drivers the day before the ride.
- Rides are no-contact and only available for clients who are independently mobile: those who can get in and out of



homes, cars and doctor's offices without physical assistance.

- Drivers wipe down surfaces likely to be touched by clients before and after the drive.
- Clients ride in the back seat on the passenger side to increase social distancing.
- Fresh air circulates through vents and partially open windows (weather permitting).
- At the appointment site drivers remain outside the office (but typically, in the vicinity) until the appointment is over. Client-driver communication by phone brings the driver back at the right time for pick up.
- For now, TSCOR is limiting clients to one medical ride per month and we're not yet accepting new clients.

Shepherd's Centers in VA and elsewhere have maintained some level of service throughout this pandemic with no bad results (knock wood!), and we know we can, too. Every one of our drivers knows how essential this service is in Richmond.

Drivers know they help to ease the medical transportation crisis in Richmond. If you've never driven before, the need is great. Driving makes a huge, positive impact in a client's life and it will in yours, too. And if you're not yet ready, remember our "no guilt" policy!

Carol Parke,  
Chair, Client Services committee

## Letter From the Executive Director

Well, here we are...still. Hard to believe it has been over half a year of working remotely and meeting on Zoom, but as I said before, life and TSCOR must go on and they have. I've gotten very comfortable in Zoom Rooms and they are numerous! There have been virtual meetings of the TSCOR staff, board,

COVID Task Force, committees, men's and women's groups, as well as with local social services and professional associations to keep up to date on Richmond and the virus.

Like all of the lifelong learning programs in RVA, the Open University fall session is happening, where else, on Zoom! At the first class, I shared that this was a new experience for everyone involved and that I was glad we were in it together. There have been some hiccups in the process, but all in all, the OU has been well received and attendance has been similar to when we meet in person. I have really appreciated everyone dealing with technology that they never dreamed they would use. I have been blown away by seeing so many TSCOR people on the screen. It's great to see faces, at the very least, but oh, how I miss the hugs!

A good majority of volunteer drivers continue to make friendly calls to our clients, doing what they can to prevent social isolation. A handful of volunteers have been getting groceries for a few clients throughout the pandemic. How grateful we are to have such dedicated volunteers assisting some of the most vulnerable in our area. It is this dedication that has allowed us to open up transportation a little more by offering very limited service to our existing clients. I guess you could say that we have a TSCOR COVID Bubble. The stricter guidelines are not typical to any Shepherd's Center, but we have to do what we can to keep everyone safe during these precarious times.

I will end this message with a notable announcement. Your executive director was invited to join, and has accepted, a volunteer position on the board of directors of Shepherd's Center of America, the lead organization of the national network. I am proud to represent TSCOR and look forward to growing the awareness of the good work accomplished by the almost 60 Shepherd's Centers across the United States.

Take good care, everyone, and stay safe!

*Julie*



Julie Adams-Buchanan with her dog, Lillie, working together from their home office.

## Letter from the President

Dear Fellow Shepherds,

I hope all are enjoying this beautiful autumn while taking appropriate precautions for our safety and the safety of our families, friends and folks we don't even know. The approaching holidays will certainly be different, but we should not allow conditions to tamper our observances and our sharing of hope, joy and peace. We will do things quite differently, but we cannot allow this pandemic to conquer our spirits.

The diligence, tenacity and resourcefulness of our Education Committee, our Lifelong Learning Coordinator Erin Reibel and our Executive Director Julie Adams-Buchanan have provided an outstanding fall session. While we have greatly missed coming together physically, we have mastered the art of Zoom with courses and speakers of utmost quality and diversity. I encourage you to consider the advantages of our new method of presentation rather than longing for the way things used to be. Consider the fact that we can now reach many students who could not or who had great difficulty in coming to classes; they can now just turn on their laptops or use their phones to participate. We also can now reach students all over the world, not just in the Richmond area. As we approach winter, inclement weather will not have anything like

the same impact it used to have. And you can now participate in your pajamas (or less) if you are a little bit careful about your system's camera.

Our use of Zoom gives each of us the opportunity to let friends who were not previously involved with The Shepherd's Center the



chance to see how fun and interesting – and now convenient – our programs are. We are now accessible to a whole big and new community, including those with inquisitive and keen minds who are homebound or who have accessibility challenges. Each of us knows such individuals – let's not keep The Shepherd's Center our little secret.

The Shepherd's Center is a lot like love: it increases in value when it is shared with others. As we approach the holidays and the winter months, I encourage you to give your loved ones the gift of The Shepherd's Center.

Sincerely,  
Bernie Henderson,  
President, The Shepherd's  
Center of Richmond



Bernie Henderson

## Virtual Class at Open University

### A Student's Perspective

I trust most of you are as weary of staying isolated as I am. The distance we must keep between ourselves and our loved ones and friends is not something we have ever had to do in our lifetime. But this pandemic is still raging on, it seems, without end.

OU took precautions early in the pandemic. The steering committee agonized about what to do, knowing how important OU is for us. Classes were cancelled and moved to the fall session.

Personally, after lining up three excellent professors to teach classes last spring, I was, as you were, extremely disappointed. We were now stuck at home with no mental stimulation! We had to come up with other strategies. I learned to play backgammon on the computer and wasted many hours playing. I hope you filled your days with more important activities.

This summer the steering committee faced the same dilemma. Should classes be cancelled again? Could we meet in person? Should we try to line up enough students and professors willing to go online?

Zoom is a new phenomenon. Would enough of us be willing to try it? Well, yes, we would! And we did! Some of you call in by phone and some of you choose not to have your video on. Some of us get dressed and some stay in their pajamas. There are a lot of choices to participate. We still have our excellent instructors and we are still able to ask questions either by audio or by text. If you have not joined a class yet, it is not too late. The fall session concludes soon, but the winter session begins January 18. After you register, all you have to do is click on the link in the Sunday night email from Erin and join the fun. We're never too old to learn something new.

Our winter session will most probably be virtual also, since there seems to be no end to the spreading of this disease. We hope we will be able to

have a full schedule of classes. Please join us on Zoom, if you have not already done so. And pray that this virus will be defeated so that we will be able to meet in person for our classes in the spring.

Rita Gold  
Student, Open University



## The Joys and Sorrows of Zoom

### An Instructor's Perspective

It's a whole new world for those of us who have stood before a room full of TSCOR listeners in the past. The assessment of the radically altered situation after the onset of a pandemic in March this year can't avoid the dull cliché "new normal," but that's where we are. The programs that seemed to offer a means of telecommuting to a wide audience fell short in the face of new reality. Old stalwarts that we relied on to connect with family and friends have their shortcomings as a way of including many members in a "meeting" that mimics a traditional classroom setting.

Necessity led the education sector to a young startup meant to cater to business use but with sudden and vast adaptation as a virtual lecture hall. From the launch of Zoom in 2013, it has grown to 220 million users worldwide in 2020, largely to overcome the restrictions prompted by the virus.

For this sometime-speaker for the Shepherd's Center, salvation seemed at hand. There was a way to present online to our membership a series of slide lectures on subjects centered on German history. Not so easy, it turned out.

Getting the free Zoom software loaded into my computer was easy enough, but its incompatibilities with my prepared digitized lectures seemed insurmountable. The lectures, re-edited over years, were compiled

using Corel's Presentations software (something bundled with the venerable WordPerfect program). For reasons yet unfathomed, the lecture remained invisible to those who joined the session, despite repeated abuse of the "Share Screen" key that supposedly makes it appear. Anxious investigation at my in-home end discovered an anti-phishing program that prevents hackers from reading my key strokes but that warns teleconferencers to consider turning the protection off temporarily. Aha! Yes, did that, but Zoom continued its adamant refusal to transmit the slide lectures. Time for human intervention.

There is no singing the praises of Erin Reibel loudly enough. This TSCOR lifelong learning coordinator captured an entire 40 megabyte slide show from my system, ran it flawlessly from her location while I spoke from my location with her advancing each slide in sequence at my command. Life with Zoom might even somehow be possible. As if to atone for its foul treatment of a fretful lecturer, a week later, and after downloading the absolute latest version (always recommended), Zoom hummed like a sonata. It still can't supply the goodies that always appeared at in-person language courses and historical talks, but who knows?

Fred Beck,  
Instructor, Open University



## OU Winter Session

The Winter Session of OU is likely to be online only, although the final decision will be made by the TSCOR COVID-19 Task Force and Board. Until we hear otherwise, the Education Committee is working on putting together an online-only schedule. We are planning to offer two courses each at 9:30 a.m. and 11:00 a.m. on Mondays and Thursdays as well as three or four language classes on Tuesdays. There will be lunch speakers at 12:30 on Mondays and Thursdays and the four-week *Lunch & Life* series at 12:30 on Wednesdays. Thus, in terms of format, the Winter will look much like the current Fall Session.

John Gordon,  
Chair, Education committee



## Driver's Video Goes National

It was just over a year ago that we finished shooting and editing our TSCOR Driver Recruitment Video. We've shown it at various speaking engagements and created public service announcements that aired on VPM and local non-profit radio stations. In addition, it's been a pivotal part of our ongoing effort to recruit new volunteer drivers.

Fast forward to 2020 – the pandemic put a temporary damper on so many things, including driving our clients. But we're still doing what we can, as are all the Shepherd's Centers throughout the country. TSCOR's video came to the attention of our national organization, Shepherd's Centers of America, and they liked it so much that they want to distribute it to all the Centers to use as a recruitment tool!

Obviously, a few edits needed to be made – removing any TSCOR references, changing logos and contact information, and changing some narration. Our volunteer voiceover talent, Pete Pettit, enthusiastically agreed to work with our videographer to re-record the new narration, while making sure to follow all Covid-19 precautions to stay safe. Then it was back to reviewing time stamps, footage and music to make sure all the changes were successful.

The result is a driver recruitment video that can be used by all Shepherd's Centers in the U.S., as well as our national organization. Plus, on the last screen shot, TSCOR gets the credit for creating the video. It's a win-win for all of us!

Jan Simmons,  
Client Services committee



Photo stills from the Driver's Video. Pictured below left: client Martha (left) with driver Randy Scott (right). Above, client Barbara (left) and driver Beth Blair (right.) You can see the video on our website! [tscor.org](http://tscor.org)

## Shepherd's Center of America National Conference

I just returned from the SCA Conference! Well, actually, as per usual these days, I attended the conference virtually in the comfort and safety of my home. Being new to the Board, I wanted to acquaint myself with the current issues of SCA. This conference came at just the right time. It was well-organized and the presenters were apropos, informative and interesting. SCA produced an excellent virtual program. It was a user-friendly way of connecting SCA representatives and at the same time expanding participation.

The conference held virtual presentations and discussions on diversity, equity and inclusion, social isolation and loneliness, creative solutions, funding, and celebrating aging. I was personally interested in the panel presentation that addressed isolated, underserved communities. Panelists addressed strategies and ways of connecting with communities that are historically black, LGBTQ, Hispanic or rural. These shepherd's centers had tailored their agencies to address underserved communities in varied and unique ways.

AARP presenters emphasized the

need for and implementation of tools to measure isolation and loneliness in older adults. This has become especially urgent during the pandemic. The downside of the current situation is that isolation and loneliness have increased. The upside is that we have developed new and innovative ways to connect with older adults and to assess their needs.

The keynote speaker on Monday informed us that racial justice and COVID-19 have moved to the forefront of philanthropy. As a result, grant foundations like Gates and Rockefellers are more forthcoming in funding older adult organizations. This is due to the fact that so many older adults are part of diverse and underserved populations and are at more risk during this pandemic. It has been remarkable how quickly funders have changed direction as well as in getting funds out in a record amount of time. The racial justice field is expanding exponentially and will influence acceptance of any grant requests. In conclusion, the good news is that philanthropy was able to seize the main issues of the day and make a strong movement toward racial justice and giving assistance during the pandemic. This, in turn, will result in

assisting all older adults. We hope this direction will continue to evolve in the future.

In general, the SCA conference was very successful in both content and attendance. Because the conference went virtual, organizers were able to expand participation and allow discussion through the "lens" of the older adult. We know, however, that the value of sitting side-by-side with each other cannot be underestimated. We have entered a new world - a hybrid world. This hybrid model extends to each Shepherd's Center, allowing new and innovative ways to expand connections and keep us active and engaged. Let's hope we can combine in-person events and on-line connections successfully.

I would strongly encourage TSCOR members to visit

*(Continued on page 5)*



(Continued from page 4)

**shepherdscenters.org** for a better understanding of our organization.

Quotes to end this edifying conference:

*"The healing force of the world (is) people working together for a common good."*

- Dr. Elbert Cole, founder,  
Shepherd's Centers of America

And...

*"Life isn't about waiting for the storm to pass. It's about learning how to dance in the rain."*

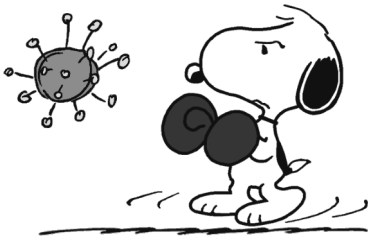
- Vivian Greene, author

Or my favorite...

*"Everything will be okay in the end.  
If it's not okay, it's not the end."*

- John Lennon

Pam Atwood,  
special correspondent



## Agape: Excerpts from *Love is the Way*

"Agape is love that looks outward...to act for the wellbeing of someone other than yourself. This love is a verb, it's an action. Become part of a community that wants to give and receive love. From a small gesture to a large sacrifice, every day presents an opportunity to do love. Striving to look outward at the common good...is what agape means. Can you commit weekly or monthly time to a goal that benefits others?"

As I read *Love Is the Way*, I was constantly reminded of The Shepherd Center of Richmond and the work done on behalf of our community. Agape is shown as love in action for the benefit of clients and students. And our volunteers ask for nothing in return.

So if you want to read a little something about what TSCOR is, read *Love Is the Way*. I suspect you will be uplifted as I was and gain timely hope and confidence for the future of our entire community.

Don Lecky,  
development committee

Excerpts from *Love is the Way*, by  
Bishop Michael Curry



## Happy 100<sup>th</sup> Birthday, Shirley Norman-Regal!

We have been privileged to have Shirley as a member of TSCOR and an avid student at Open University. She celebrated her 100<sup>th</sup> birthday in her own inimitable way: optimistic, joyful and with a spot of humor even while in lockdown. She attributes her longevity to being active, seeking out new experiences, continuously learning, and having a great family and friends. Cheers, Shirley!

## Groceries, Delivered A Volunteer's Story

Grocery shopping for our clients has indeed had its challenges during the pandemic. In spite of this, doing so is possible. It becomes a personal decision and an agreement between both client and driver for grocery shopping to be successful.

In my case, I have been shopping for several months for one of our clients who happens to be sight impaired. He is very appreciative of this service which gives him a chance to socialize and provide him with a sense of routine. I have set certain protocols, however, to which he has agreed. I call him the day before I shop, and he dictates his grocery list. On the day I shop, we meet in the lobby of the building in which he lives. He gives me his shopper's card and an EBT card, so no cash is exchanged. I always wear a mask, as his building has many VCU students going in and out which is concerning since he chooses not to wear a mask. There is hand sanitizer available which I readily use. I shop solo per the Shepherd Center's current protocols and return with the groceries to the lobby. I do not deliver to his apartment on the 9<sup>th</sup> floor due to the need to use the elevator which may or may not have several occupants at any given time. Upon returning his cards and receipt, I use the hand sanitizer provided. I know he would like to accompany me on a shopping trip, but current protocols prevent that. Should protocols become more relaxed, I would insist that he wear a mask.

Grocery shopping for this client has been successful, not just in providing the food he requests, but also in the friendship that it has created between the two of us. He always calls me later in the day to tell me that he has put everything away, thanks me for the shopping, and says how he appreciates the friendship. This leaves me with a good feeling and a sense of accomplishment, two ingredients of volunteerism.

Daymond La Marr,  
volunteer driver, grocery shopper





## Volunteer Spotlight:

Jan Simmons



### What is your professional background?

I'm a Chicago native who relocated to Richmond 21 years ago, continuing my career in accounting and finance for various companies. I also had my own accounting/consulting business for 10 years serving CPA's and small businesses. I retired in 2017.

### What are your hobbies, passions or other interests?

I love theatre and the arts! In some other universe I'm dancing and singing on Broadway, but in this one, I attend lots of theatre performances (pre-pandemic, of course), sing with two choral groups (now through Zoom) and take tap dance classes weekly (also through Zoom). Everyone always said, "She's not your typical accountant." The VMFA is one of my favorite places to spend time. I also love reading, walk every day, and am enjoying learning to paint and draw.

**What do you do for TSCOR?** I'm a 3rd year Board member, have served on the Education Committee to help Open University craft new processes for scheduling classes and recruiting instructors; I serve on the Client Services committee, which coordinates the work of our volunteer drivers (I'm a volunteer driver myself); and I played an integral part in creating TSCOR's Driver Recruitment brochure and Drivers' Video which we use to increase awareness about TSCOR and the transportation service we provide to the elderly in our community. Recently, the Shepherd's Center of America, the national network that TSCOR belongs

to, asked permission to use our Drivers' Video, so I've been coordinating the work involved to adapt it for national use. I've also written articles for the newsletter, and put those accounting skills into practice by translating OU attendance statistics into Excel files for OU planning. In addition, I've been in charge of running the Friendly Calls program we started in March due to the virus.

### What do you like most about volunteering?

I love driving clients to their medical appointments or to do their grocery shopping. The pandemic has put a temporary hold on most of that, but getting to know the clients is wonderful. They all have a story about their life, who they are, what they hold dear. Many of the clients I've driven have become good friends. I love being able to "give back" now that I'm retired. I think older adults are wonderful people who often get forgotten in the grand scheme of life. I love our mission statement - helping older adults remain active and independent. Too often they get left behind, and I'm very glad to be volunteering for an organization that recognizes the contributions they can still make and that we can all still learn, no matter how old we are.



## Ruth Bader Ginsburg A Legacy to Older Adults

Ruth Bader Ginsburg has fittingly been buried in Arlington Cemetery. We as a nation, as women, and as older adults, were privileged to have her in our lives. As the second woman to serve on the Supreme Court and a supporter of women's rights, RBG served 27 years in her justice capacity. She was "a force to be reckoned with" in her arguments and opinions. All of this was accomplished after the age of 60.

As I write this tribute to her, I found out a few things that I didn't know or

had forgotten:

- ◆ She was chastised in Harvard Law School for taking up a man's spot.
- ◆ She became the first female professor at Columbia University to earn tenure.
- ◆ She became a millennial icon in 2013. Justice Ginsburg's face was plastered on stickers, memes and t-shirts.
- ◆ Since 1999 she employed a personal trainer, Bryant Johnson, who worked out with her even during the coronavirus pandemic and almost until her death.
- ◆ She was the first woman and Jewish person to lie in state at the US Capitol.
- ◆ Finally, charmingly, she wore brightly colored earrings and gloves, and decorated her black robe with intricate lace collars.

RBG was at once inspirational, a trailblazer, promoter of women's rights, feminine, determined, iconic, athletic, and a role model for women, millennials, and older adults. Furthermore, during her 21 years of dealing with cancer and her husband's death, she rarely missed a day in her capacity as justice.

RBG showed older adults what can be accomplished when armed with determination and purpose, while rising above the adversities of aging.

TSCOR's mission runs parallel to RBG's way of life by helping us to find purpose, enrichment, activity and service to others. We owe a lot to Ruth Bader Ginsburg and we are privileged to have TSCOR to assist us along our path to aging well.

Pam Atwood,  
special correspondent



## Staying Connected Men's & Women's Groups Zoom

The TSCOR Men's and Women's groups continue to connect and share common interests via Zoom. New members welcome!

**Women's Group:** Join us at 2:30 pm on the second Thursday of most months via Zoom. Members enjoy speakers, group discussions, occasional lunches and field trips. Our next scheduled meeting is Thursday, November 12. To receive the Zoom link, contact:

Julie Adams Buchanan  
jadams@tscor.org.

**Men's Group** meets monthly via Zoom to share experiences, knowledge and ideas. Contact:

Jim Evans  
jameslevans@yahoo.com  
754-7765

## Tired of Talking to Your Cat? Be a Friendly Caller!

At the end of March, we began a Friendly Caller program to keep in touch with our clients. Would you like to make a new friend or two? Join our program! (And yes, your cat adores you, but he'd enjoy an uninterrupted nap...)

- # of Friendly Calls made since March: **232**
- # of Friendly Clients: **82**
- # of Friendly Callers: **29**
- # of Happy People? Including clients, family friends, volunteers and staff?...**Immeasurable!**

## Holiday Shopping Wait, what?

The holiday season will soon be upon us (it may already be upon us, as significant disagreement exists over what is the appropriate amount of time to observe Halloween and Thanksgiving before bringing out the inflatable Rudolph) and like everything else this year, shopping will likely be an online experience.

But wait! Something GOOD can come from all of this! Black Friday and Cyber Monday are just around the corner. Do your shopping on **smile.amazon.com**, designate *The Shepherd's Center of Richmond* as your favorite charitable organization, and Amazon Smile will donate 0.5% of your purchase to TSCOR! You shop, Amazon Smile gives, TSCOR receives! It's a win-win-win.

So if your neighbor's inflatable decorations appear long before you finish giving thanks, don't let it get you down. Just go shopping! Put an Amazon Smile on everyone's face.

**smile.amazon.com**

**amazon**smile  
You shop. Amazon gives.



## More Ways to Give Support TSCOR

Buying the perfect present is not the only way to give. Consider these ideas as you do your holiday shopping this year:

- Don't know what to give that "Someone Who Has Everything?" How about a donation to TSCOR in their honor?
- Remember TSCOR in your end-of-year giving. Donations can be made online. Use your employer's matching fund program, if available.
- If you are already in the holiday spirit and wish to give now, we invite you to contribute to our annual appeal. Your gift supports TSCOR's mission and makes Richmond a more caring community for older adults.



## In-Kind Donations

- ♦ St. James's Episcopal for COVID-19 masks and hand sanitizer

## Donors

Individuals:

- ♦ General: \$9,402
- ♦ Clients: \$775
- ♦ Memorials: \$400
- ♦ Annual Appeal Total: \$800
- ♦ Matching Gift: \$160

Groups:

- ♦ St. James's Episcopal Church

Grants:

- ♦ St. Mary Catholic Church
- ♦ ITN America

## In Memoriam

Pauline Brooks  
Ernest Castle  
Carolyn Clemons  
Pearl Freeto  
Lucille Gouldin  
Lt. Gov. John Hager  
Gene Knoop  
Rosalie Sandler  
Maria Sheehan  
Lisa Stassi  
Dorothy Vye





**The Shepherd's Center of Richmond**  
**3111 Northside Ave., Suite 400**  
**Richmond, Virginia 23228-5441**

The Shepherd's Center of Richmond. Older adults remaining active and independent through enrichment programs and volunteer service to their peers.



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## **Staying Active and Connected**

**Stopping the spread of  
coronavirus while  
staying safe and healthy  
doesn't mean going it  
alone.**

**It means connecting  
with TSCOR!**

**TSCOR.ORG**  
**804-355-7282**

Take seniors on  
no-contact drives to  
medical appointments.

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Make no-contact  
grocery deliveries.

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Take online classes  
with Open University.

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Make Friendly Calls  
to a client.

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Zoom with the Men's  
& Women's Groups.



**Shepherd's Center of Richmond**

