

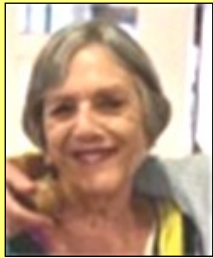


Call Managers Extraordinaire, Part Two

By Karen Hansen

Last month you met the Call Managers who man the phones the first half of the week, we continue with the rest of our incredible team, that covers the rest of the week!

We are glad **Sandra C.** has made time in her very busy schedule to be a Call Manager. She has lived in



the Conejo Valley for 43 years and worked as a financial planner before retirement. Prior to the pandemic, Sandra was an usher at the Thou-

sand Oaks Civic center and volunteered in the library gift shop. She loves to travel to exotic places and has shared travel slides on our Zoom programs. The Village has been her excitement lately while she shares her strong organizational skills, not only as a Call Manager, but also on the Event committee where she brings ideas, helps with the scheduling and hosts Zoom events. Being one of our main drivers for members through all of the Covid-19 challenges has given Sandra a chance to express her willingness to help so many of our members. Sandra is truly appreciated!

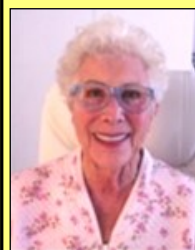
She may be one of our newest Call Managers, but **Angela J.** quickly became a "go-to" person. She saw the need for a way to easily record infor-

mation such as phone calls, pictures, buddies, and the many pieces of information needed to keep current with our members



and took it on as a project. Angela has over thirty years in the travel industry, (Did you ever see her at Pleasant Holidays in Westlake Village?) especially in the area of customer service and problem solving. She has certainly been an asset for the CM Team. In her spare time she loves to garden and create mosaics, not surprising given her ability to see how pieces fit together to make a story. Angela reports that she loves working with the CM Team, and we are happy she is here to keep us moving forward together!

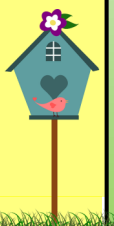
Jenny S. started in our original group as a Call Manager, and while she may say her computer skills are not her strength, her



people skills make up for any problems with using our programs. Jenny has spent most of her adult life volunteering to help people, either while visiting patients in convalescent hospitals or holding

art classes for hospital patients. CVV discovered early that Jenny is an amazing artist, and we have asked her to use that talent for us in many ways. She has created our birthday cards, valentine cards and other beautiful cards that you have seen from the village. Before the Pandemic, Jenny was a regular shopper for Shop-a-Hoy, and has continued to help CVV members avoid the grocery stores by shopping for them. At home, Jenny finds comfort caring for her Standard Poodle and her rescued Toy Poodle. Ask Jenny how her poodle helped her meet her husband twenty-two years ago!!

Nancy H. is one of our Call Managers who not only was part of the original group of CMs, but she was instrumental in starting the Conejo Valley Village. From focus groups, to information meetings, to actually starting the membership drives, Nancy has been a force working for the Village. Living in the Conejo Valley for more than thirty years, she recognized the value of supporting our seniors and helping them to be a part of a vibrant community. Nancy was



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See Insert for
Upcoming Virtual
Events

News & Updates

CVV SERVICES UPDATE

As the number of hospitalizations and new COVID-19 cases decreases and the number of people vaccinated increases there is reason for hope and optimism! While continuing to be guided by the CDC, and federal, state, and local authorities in our efforts to support both members and volunteers, the Board of Directors is pleased to announce we are slowly increasing services to our members. **The following changes went into effect March 15th.**

TRANSPORTATION: Member transportation will remain restricted to medical and dental appointments, but has been expanded to include vaccination appointments, routine medical, labs, screening services, eye appointments, teeth cleaning, physical therapy, etc.

When both the member and the driver are fully vaccinated, the member may sit in the front seat. Masks for both remain a requirement.

SHOPPING: You can once again request doorstep delivery of essential supplies such as groceries and medications. However, our volunteer numbers are still



limited, so whenever possible, please use delivery services offered by markets and other local businesses. You can check out many of these delivery resources by clicking the "Community Information" tab

on the CVV website, or by phoning a Call Manager at **(805) 372-1826** for more information.

OUTDOOR SERVICES: You can now request services or outdoor projects, such as light gardening and dog walking.

For each service, the Village safety protocols and procedures remain in effect including required use of face coverings and proper social distancing. We will do our best to match each service request with a volunteer provider, but this may remain difficult during the vaccination rollout and our gradual reopening.

Our Village has grown stronger and more resilient as a result of what we have done together during this pandemic. We look forward to being together in person very soon!

VACCINATION UPDATE



We are happy to share that more than **65%** of our members and volunteers have reported they have been vaccinated, many pleased with the ease of the process and relieved to be vaccinated.

To help the CVV Board plan for increasing services and activities, please let a Call Manager know when you have received your first and/or second doses. Call **(805) 372-1826** or email cvv@conejovalleyvillage.org.

If you want more information about the vaccines, please check the [CDC website](https://www.cdc.gov) or consult with your doctor. For information on scheduling vaccination appointments, go to vcrecovers.org.



Join us for the **April 8th** Birthday Bash to help celebrate April Birthdays with our Village friends:

Need Help with your Taxes? See the Insert for details.

Tax prep volunteers with the Conejo Senior Volunteer Program will provide assistance April 7th - May 14th at Goebel Center. **Space is very limited.**

Thelma W.

Kary W.

Barbara J.

Susan A.

Itamar H.

Mark M.

Diana C.



Meet (Be Zen with) Jen

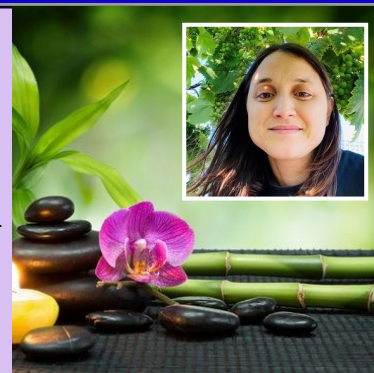
By Chris Jones

In a former life I overheard a coworker giving some personal information on the phone. What caught me by surprise (more shock) was when she said her birthday... she was in her 80s. Wait, what?! She looked mid-60s to me! I knew her well enough, so I mentioned privately that I couldn't help overhearing... but "you're in your freaking 80s!" and asked what she attributes her obvious excellent health and wellbeing to. One word... "Yoga."

Our Village has the privilege having various experts host online senior-friendly classes that help our minds, bodies, and souls, and yoga checks all three boxes. **Jennifer Reich** has been hosting CVV classes on Mondays called "FUNctional Fitness", leading participants through exercises to improve their strength, balance, and endurance. Who here couldn't use more of any one of those, right?!



And who better to lead us!? Jen is a certified and licensed Occupational Therapy Assistant, with a BA in Psychology and Social Behavior, a Certified and Registered Yoga Teacher, including Power Yoga and Sculpt Training, and also a certified Group Fitness Instructor



with the FITA training academy, including Bodyworks, Cycling, Boot Camp, and you guessed it... Kickboxing!

Jen is a very caring and talented individual, graciously offering her time on Monday mornings at no charge to help our villagers who want to be fit... get fit, and ideally stay fit and FUNctional! She has a fascinating [background](https://bezenwithjen.com) which you can read about on her website at <https://bezenwithjen.com>, including the benefits of [Yoga](#), and [other classes Jen leads](#). Consider joining one of Jen's future CVV Zoom sessions and learn more about this great way to stay fit...you'll be glad you did!

Call Managers Extraordinaire, continued

Continued from page 1

recognized as the 2018 Thousand Oaks Senior of the Year. She developed her business skills working for many years in the insurance industry as a corporate officer, and has used those skills in setting up our Village. She leads the monthly Community News Zoom meetings sharing new information and helping us navigate the trials of the world of seniors. She is on the Membership and the Event committee. As a Goebel Commissioner, she keeps us informed of activities beyond CVV. She has kept busy during the pandemic with her dogs, Charlie and Sweetie, while keeping her backyard garden as her "happy place."

Karen H. retired from working as an elementary teacher and principal for thirty plus years in the Las Virgenes School District. Looking for an outlet to use her skills as an organizer and a people person, she ran into Nancy H., and was hooked into the challenge of being a part of the Village. Very familiar with making schedules, Karen became the person



to make sure the phones have been manned since CVV opened in 2017. She loves talking to Villagers and making sure their needs are being met. She is responsible for the Call Managers Team running smoothly, making sure they have the latest information readily available to answer calls accurately and efficiently. Karen has mastered the skill and the art of leadership with sincerity and plenty of humor. She leads a monthly Zoom with Penny S. with inspiring conversation and camaraderie, and is on the Outreach committee, where she has a chance to talk...her favorite thing to do, whether it is about the Village or her grandchildren, she loves to share ideas and listen to people.

There they are: the Eleven Strong for CVV. Individually bright, caring, intelligent, and hard working; as a Team they are an incredible group of volunteers who make sure our community's needs are met promptly, efficiently, and with love. Thanks for all you do for CVV.

Our powerhouse CM team meets twice monthly on Zoom to make CVV an amazing community (pre-pandemic photo)





P. O. Box 3162
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Phone: (805) 372-1826
Email: cvv@conejovalleyvillage.org
Website: www.conejovalleyvillage.org

The mission of Conejo Valley Village is to help seniors remain independent in their homes and stay active in our community.

Place
Stamp
Here



Join Us on **APRIL 28TH**
CVV 4th Anniversary Luncheon
at Conejo Creek Park
Sign up by April 13th -
see Events insert for details!



Neighbors Helping Neighbors Stay Independent, Active and Connected



Place Address Label Here

Conejo Valley Village is a nonprofit tax-exempt organization under IRS Code Section 501(c)(3). Donations are tax-deductible.

VILLAGE CONNECTIONS

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More News & Updates

Volunteers: Please email your total volunteer hours estimated through the end of the month by the **25th** to volunteerhours@conejovalleyvillage.org. Thanks for all you do for CVV!

Do you like to....

- Write stories?
- Help others learn new things?
- Share current events and keep others informed?
- Meet new people?



You could be a contributor to our CVV **Village Connections** newsletter or even join the team! We're

looking for people with a natural curiosity about things and passion for sharing information, but no experience necessary. Call **(805) 372-1826** if you are interested!

CVV All Volunteer Zoom Meeting

Wed, April 7th
3 pm

Join us to share your volunteer questions, experiences, and ideas and to meet fellow CVV volunteers!

Sign up online or call
(805) 372-1826

Join us for our... CVV 4th Anniversary Luncheon in

the Park!
April 28th,
12 pm



Please sign up by April 13th so we can plan for the box lunch order! Call **(805) 372-1826** to reserve your spot!

See the Events Insert!