



## Call Managers Lead the Way for CVV

*Editor's Note: This is the first of two articles about our Call Managers team; stay tuned for more great info in April's issue.*

By Karen Hansen

What a group! They are Eleven Strong and truly work as a Team led by Val F. The Call Managers' goal is to ensure that the Village continues to meet the needs of the membership, remaining just a phone call away. So you get to know them better, we are happy to share some of their stories.

**Penny S.** starts out our lineup every Monday morning. Penny is one of the original crew and we used to tease Penny in those early days that we knew we could ask her anything about procedures, and she would remember what we had decided, a skill probably acquired as a management trainer for Verizon. She keeps notes for our weekly meetings, and trains our new Call Managers. Being a Call Manager is a perfect fit for Penny, who knows she can learn more about members as she is listening rather than talking. Penny drives for us, hosts village Zoom events and is part of the Volunteer Committee. Between Pickleball, Mexican Train, camping, and meeting friends, we are happy Penny finds time to be part of the team.



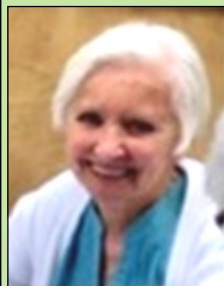
**John and Beth S.** insisted they be introduced together! Since they joined about a year ago, as a team, take weekly shifts as a team, solve problems and an-

swer questions as a team, and often even share the same Zoom screen, their request seems reasonable. They came to Thousand Oaks in 2016, from



China Lake, where they worked for the Navy as Civil Servants. John worked in computers and security, and Beth, in Quality Assurance and Verification. They fit quickly into our team with John making some additions and changes to the website, and Beth easily answering questions and building relationships with our members. While they have not gotten the full flavor of what the Call Manager job entails when we are fully serving our members without Covid-19 restrictions, they are looking forward to connecting and supporting the needs of our members, as a couple of course! And we are confident their skills will be fully utilized.

**Mary H.** has lived in the Conejo Valley since 1999, and worked most recently as the Clinical Nursing Director at the John Wayne Cancer Institute. She also taught at the UCLA



School of Nursing. After retiring, helping people who were healthy and searching for ways to keep active while becoming members of a community,

sounded like an ideal volunteer opportunity. She enjoys talking to our members and getting to know them. Mary appreciates the full benefits of working from home, sweats and no make-up is a huge plus after years of full blown professional dress codes. We love Mary's sense of humor. She always makes us laugh when she tells it like it is at our Team Meetings.

Another long time Conejo resident who also started her life career in the health care system is **Loretta A.** In addition to nursing training, Loretta worked for many years as a Clinical Analyst, implementing healthcare information systems. This background knowledge has been invaluable in the ongoing improvement of Club Express, the software CVV uses. Loretta is a member of the Village users advisory board, bringing suggestions from the call managers and directors for program changes. Loretta lets us know about frequent software updates. She volunteers to fill vacancies in our shift schedules, writes for and edits our newsletter, co-leads our Mystery Movie Zoom, and starting in March is leading a special Zoom science presentation on the brain. Loretta is another of our original Call Managers, and is just generally considered to be a Team player with a capital T.



See Insert for  
Upcoming Virtual  
Events

## News & Updates

**BETTER DAYS AHEAD**

### COUNTING ON BETTER DAYS AHEAD!

In the coming months we know that many of us will be able to receive the COVID-19 vaccine. 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 of the available vaccines. Call (805) 372-1826 or email [cvv@conejovalleyvillage.org](mailto:cvv@conejovalleyvillage.org).

### Thanks for the Donations

A huge thank you to Joyce J in Prescott AZ! While there's no Village in her neighborhood, she received such positive feedback about our Village from a CVV volunteer, she made a tax-deductible donation to our Village.

A sincere thanks and shout-out also to Marv and Geri F., Pam K., and Joe and Dee C. for their generosity making recent donations as well! As a non-profit, we appreciate the financial support.



### Valentine's Day Cards

Thanks and kudos to Jenny S, Barbara B, and Lois B for their creativity and hard work creating, printing, and putting Valentine cards in the mail for our members and volunteers. February was a tad gloomy month for some people, so the beautiful Valentine cards were a creative and welcome surprise!



### Remembering Hazel Kenzer



It's with a heavy heart that we share the sad news that we lost Hazel this February. She was born and raised in England and worked as a model in Paris. Hazel met her husband in Copenhagen and they moved to the U.S. in 1962. Hazel was an avid horsewoman who truly loved riding. We knew her as a lovely and colorful woman, a friend to many, and a committed gardener who absolutely adored her dogs and cats.

### WITH APPRECIATION - TONY & MARYANN

It's with mixed emotion that we announce Tony G. has stepped down as a CVV Board Member. Tony was one of the founding members who helped shape, mold, and grow our village into a thriving network of neighbors helping neighbors. He's played numerous roles within the organization as CVV's Treasurer, and as a Call Manager from the very beginning, to just name a couple. Maryann G. will also be stepping back from her roles which includes being our go-to photographer, helping coordinate outings and gatherings on the Events Committee, as well as being a member of the Newsletter team. While we're sorry to see them step away, we wish Tony and Maryann the best successes as they focus on their passions and future endeavors!



**CELEBRATE  
WITH US!**

**HAPPY  
M  
A  
R  
C  
H  
BIRTHDAYS!**

Join us for the **March 11th Birthday Bash** to help celebrate March Birthdays with our Village friends:

Laurel U.  
Bunnie R.  
Karen V.  
Sandra C.  
Martin S.  
Janice J.  
Brenda B.  
Joan E.  
Nancy H.

## Meet Member & Volunteer - Sharon Chernoff

By Loretta Allen

While interviewing Sharon Chernoff the term that immediately came to mind is *"Joie de vivre" - The Joy of living.*

Sharon's career started in the early 70's when she earned her MA in Marriage & Family Counseling and went on later to receive her Ph.D. Her growth group with supervision has helped her to become a better therapist and the experience taught her so much about herself—*"...to accept my weaknesses as well as my strengths. I learned to reach out and I am definitely a people person."*

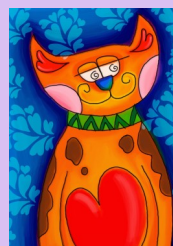
She married a second time in 1990 and because her husband was a professor at CSUN, they moved from West LA to Sherman Oaks and eventually came to Westlake Village in 2000. Her husband had Parkinson's and finally a fall put him in assisted living for three years.

When her husband passed away in 2017, she realized she needed closer friendships here in the Conejo Valley. Fortunately, Sharon, Dinah and Nancy were in an art class at the Goebel Center together which is where they introduced her to the Conejo Valley Village; the rest is history....

When asked to share her most important characteristics, Sharon said she loves to volunteer and learn. She enjoys painting whimsical animals - she copies cartoons and creates

paintings that make you smile, and participates in the Brandeis University Group. Sharon's love of the theater grew from her husband's involvement in theater, where he wrote plays and even had one produced in New York Off Broadway. And of course, being a mother. She has 2 sons and 3 granddaughters, and her 29 year-old granddaughter in England just got engaged!

As part of the Events committee, Sharon has participated in and led many activities for CVV, like the Widows Grief Group, New Years/Fourth of July celebrations, the Show and Tell event to share and increase your creativity, and mall walks. Our Conejo Valley Village is so fortunate to have Sharon as one of our members and volunteers.



P.S. Sharon goes by **Sharon Bloom Chernoff** because *"...professionally I am Bloom, my Boys are Bloom, my grandkids are too....so far"*.



## Meet Member & Volunteer - Marv Fineroff

By Loretta Allen

Interviewing Marv was like meeting Mr. Volunteer!! He has been such a blessing to so many organizations!

He and his wife Geri will be married 42 years next month and are

blessed with three daughters and five grandkids. Geri has been a playgrounds designer for a bunch of years and probably will retire later this year. Marv has been retired as a writer for General Telephone Co. of California for close to 30 years, but as he says, "I liked working a lot less than my wife."

Much of his life has been focused on family, volunteering, investing, and playing softball. He has been to about 50 cities chasing baseball games, attending investment conferences, and going on vacations. While Marv's volunteer list is way too extensive to list here, some of his proudest volunteer activities are:

- Working as a Big Brother in the Greater Los Angeles Big Brothers program
- Serving as a Foster Child parent in Ventura County
- For the last 5 years he has been a Goebel Adult Community Center Commissioner. He started at Goebel about 20 years ago when he volunteered in its softball program, including 3 years as commissioner to 225 senior ball players.

Fellow Commissioner Nancy H. shared her favorite Marv story:

*Marv and I were both working at one of the Goebel Commission concerts. I had dropped off some candy and chips as a gift for a friend living in a board and care. She told me that she "did not like that kind of M&M's and the chips were not the ones she loved either." I fussed about it with one of the other Commissioners and mentioned the M&M's and chips she liked better than the ones I got. The next day I saw Marv and he had brought me the exact M&M's and chips that I had mentioned my friend liked. I took them over to her and told her they were from a very kind man I work with. Marv is a regular worker at our Goebel bingos, it is fun to work with him. He and I both play when we work.*

Marv has been a volunteer with CVV for a little over a year and currently serves on the Events Committee. Marv feels that "Life has been good to me and I try to act accordingly. One of my beliefs is 'Be Good to People.' As for CVV, these people genuinely care for each other and it is inspiring to watch it in action."

His final words: "Being healthy and happy, I've enjoyed serving on the Events Committee this past year and hope to continue adding value to the Conejo Valley Village."





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

Place  
Stamp  
Here

**Reminder: Turn  
Your Clocks  
AHEAD one hour  
Sunday, March 14**



## **Neighbors Helping Neighbors Stay Independent, Active and Connected**



Place Address Label Here

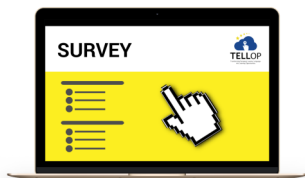
Conejo Valley Village is a nonprofit tax-exempt organization under IRS Code Section 501(c)(3). Donations are tax-deductible.

### **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](mailto:volunteerhours@conejovalleyvillage.org). Thanks for all you do for CVV!



### **Survey: Senior Adult Master Plan Review**

The City of Thousand Oaks' Council on Aging is conducting this [Survey](#) to compare data, determine progress and update the 2009 Senior Adult Master Plan. This plan is reviewed every 5 years. This survey will be available until **March 15, 2021**.



We encourage you to grab a cup of coffee or tea and share your thoughts on this important survey of 58 multiple choice questions about senior services in our community.

### **HEY, VOLUNTEERS!**

#### **Join us for March's Virtual Events...**

Take advantage of a great opportunity to meet members and volunteers online, and visit with people while you're staying Safer at Home!



**See the Virtual  
Events Insert!**