

THE JOSEPH GROH FOUNDATION

S. C. I



World

***Newsletter of the Joseph Groh Foundation
Fall 2021***

News Bytes



New Initiative Gets Brighter

Earlier in 2021, the foundation launched a new initiative called the Luminary Program. The program offers five levels of ongoing monthly giving for active donors, starting at \$10 per month. A range of benefits are available to donors, including individual recognition, exclusive content, volunteer opportunities, and a one-time thank you gift. By spreading awareness and engagement through the new Luminary program, the foundation has been able to reach grant recipients we would otherwise have had to turn down for the lack of funding. To give you an idea, **the current list of requests totals more than \$150,000**. Since inception however, 48 individuals have signed up

for this program, and their cumulative annualized level of giving is over \$50,000! For more information about becoming a luminary, please call 214-998-9749, or visit <https://www.josephgrohfoundation.org/luminary>



THE JOSEPH GROH FOUNDATION
A Beacon of Hope

Luminary - a person who influences or inspires others.

Become a Joseph Groh Foundation luminary, and give the invaluable gift of hope, today, and every day.

LUMINARY DETAILS

- Monthly giving program starting at only \$10 per month
- Benefits include exclusive content, thank you gift and individual recognition

www.josephgrohfoundation.org/luminary

Luminary Levels
Shine | Radiance | Brilliance | Beacon | Lighthouse

Thank You To All Our New Luminaries!

Three Tournaments in 60 Days

Even as late as spring, the verdict was out regarding our planned fall golf tournaments. While attendance was down slightly, the foundation held three tournaments between August 30 and October 31, as shown below.

| Dallas | Chicago | Minneapolis |
|---|--|---|
| Coyote Ridge GC; Carrollton, Texas | The Highlands of Elgin; Elgin, Illinois | The Links at North Fork; Ramsey, Minnesota |
| Monday, October 25 95 Golfers | Monday, September 27 48 Golfers | Monday, August 30 55 Golfers |

In total, over \$105,000 was raised for the foundation! Thank you to all our sponsors, golfers and volunteers who made this possible! **See who these generous and loyal companies are below.** Some pictures from the tournaments are shown below, **all pictures however are available now on our website. Plans for 2022 have not been finalized, but as soon as they are we will notify our newsletter subscribers and post on social media.**

Minneapolis

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Welcome Golfers to the 2021 Daikin Tournament for the Joseph Groh Foundation



DINNER SPONSOR



GOLD SPONSOR



SILVER SPONSORS



BEVERAGE SPONSOR



BALL SPONSOR



BRONZE SPONSORS



MEDIA SPONSOR



(L to R) Vicki Laplant, Eric Groh, Susan Kaufman & her team from title sponsor Daikin Applied

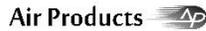
Chicago

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Welcome Golfers to the 2021 Ruskin/Titus Tournament for the Joseph Groh Foundation



DINNER SPONSOR



GOLD SPONSOR



LUNCH SPONSOR



AWARD SPONSOR



SILVER SPONSOR



BEVERAGE SPONSOR



BALL SPONSOR



MEDIA SPONSOR



Thank You Donors and Hole Sponsors



Title Sponsors Kyle Schultz, (far left) Air Products Equipment; James Livingston, (next to Kyle) Ruskin; Trenton Yarborough (far right) Titus

Dallas

Welcome Golfers to the 2021 Boxer Family Tournament for the Joseph Groh Foundation

GOLD SPONSORS



PLATINUM SPONSOR



SILVER SPONSOR



AWARD SPONSOR



BRONZE SPONSORS



BEVERAGE SPONSOR



BALL SPONSOR



MEDIA SPONSOR



THANK YOU TO OUR GENEROUS DONORS AND HOLE SPONSORS



Title Sponsors Scott Boxer at the \$10,000 Hole In One Tee

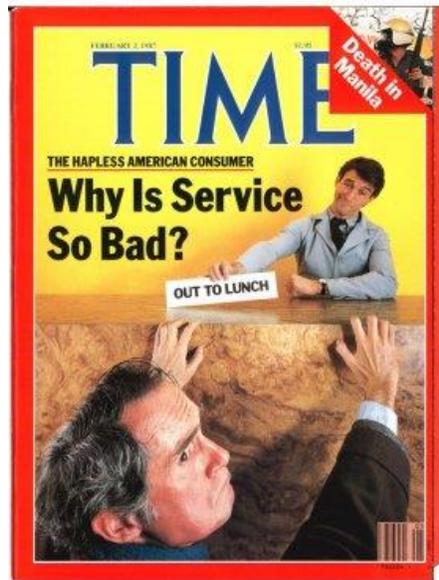
Customer Service

In 1987 Time Magazine published an issue with the banner headline, Why Is Service So Bad? At the time, I was a business consultant and worked with

HVAC contractors on, among other things, their customer service image and practices. I made sure each of my clients got a copy of this publication, and I worked with their staffs to understand the implications discussed in the article. Thirty-four years later, I think things have only gotten worse. For aging baby boomers and the disabled, that does not bode well.

I have used the same home health care organization for the past 11 years. During that time, we have had 71 different caregivers, not including family members. We typically have short shifts, so that is somewhat understandable. Nevertheless, it feels like we are in constant training mode, because of the vast differences in experience among each of the caregivers. Recently however, our home health care company began being unable to fill a number of our shifts. I'm sure Covid had something to do with that, but it is extremely frustrating when it happens. There is never an apology or expression of empathy on the part of the company, only an email or phone call shortly before the shift letting us know that there won't be one. A month or so ago, one of their caregivers let us know she had contracted Covid. She had not been fully vaccinated. A few days later I began to experience chills, fever, and other symptoms typical of a UTI. Of course, that was on a Friday. I worked with my primary care physician to start a course of antibiotics over the weekend, but the symptoms broadened and did not subside. Still believing that I had a UTI, I decided to get tested for Covid nonetheless. Four days later I got the results – I was positive. When I began isolation and let the home health care company know I was positive and how I contracted it, I heard...crickets. Nothing. It was a good thing that I was fully vaccinated. On the backside of the isolation period, we resumed service with the company. The inability to staff shifts also resumed, so I placed a call to the organization. I asked if they believed they could reliably continue to provide the kind of service we needed – and the answer was no. Furthermore, we were advised that it would be in our best interest to find another organization, as they no longer wanted the short shift business that we represented.

This is completely understandable to the left side of my brain. It is strictly business, the result of a shift in the business model. The right side of my brain however feels a sense of betrayal after 11 years. It is I think, another foretelling example of the current state of customer service in an economy which relies more on services than products. It is a good lesson to those of the Boomer or disabled community. You must be flexible, you must be your own best advocate, and you must be relentless in your search for a business model that works for you and your family. You just don't have to like it.



Thanksgiving

Next week we will celebrate the beginning of the holiday season with a traditional American holiday, Thanksgiving. For some, it will be a joyous time of getting together to celebrate the three F's – family, food and football. For others however, the opportunity for discord might only be magnified by getting together with relatives. Throw in Black Friday, and no wonder many people get stressed out during the holidays. Perhaps lost in all the hustle and bustle is the reason we celebrate Thanksgiving in the first place.

Three hundred and ninety-six years ago a small ship carrying 102 passengers left Plymouth, England in September for the New World, lured by the promise of prosperity and land ownership. They were also seeking a place where they could freely practice their faith. Following a difficult 66 day journey, passengers of the Mayflower dropped anchor far north of their intended destination. One month later, they crossed Massachusetts Bay and established a village at Plymouth. During that first brutal winter, most of the colonists remained on board the ship, where they suffered from exposure and outbreaks of disease. Only half of the original passengers and crew lived to see spring. The following March, the remaining settlers moved to shore, thereby starting a wave of immigration that continues to this day. Far from being shunned by the natives, the settlers received an astonishing visit from an Indian who greeted them in English. Several days later, he returned with another Native American named Squanto, who was a member of the Pawtuxet tribe. Squanto had been kidnapped by an English sea

captain and sold into slavery before escaping to London and returning to his homeland. Squanto taught the pilgrims, weakened by malnutrition and illness, how to cultivate corn, extract sap from maple trees, catch fish in the rivers and avoid poisonous plants. He also helped the settlers forge an alliance with a local Indian tribe, one which would endure for more than 50 years. In November 1621 after the pilgrims first harvest proved successful, Gov. William Bradford organized a celebratory feast and invited a group of native American allies to join them in giving thanks. This is now remembered as America's "first Thanksgiving."

The trend by retailers to get you thinking about Christmas gift giving is not a recent one either. Abraham Lincoln established Thanksgiving as a national holiday in 1863, designating the final Thursday in November for its celebration. Franklin Roosevelt moved the holiday up a week in 1939 however, in an attempt to spur retail sales during the Great Depression. Opponents referred to his plan as "Franksgiving", and Roosevelt reluctantly had to move the holiday back to the fourth Thursday in November 1941.

So, if you are already dreading the journey over the river and through the woods, remember to think about why we celebrate Thanksgiving in the first place, and remember the blessing that is yourself, your family, and this country. Now, if you could please pass the ~~turkey~~, er I mean pie?



People You Should Know

Are you often down about your life circumstances? Are you feeling like life has it out for you? Have you adopted, dare I say a victim mentality? If

you're having one of those days, think about the individuals discussed below, and take some inspiration from them for your life.

At the age of 39, polio struck and left his legs paralyzed. Determined to walk again, he set himself on a stiff regimen of exercise. He never did achieve that goal, but those close to him encouraged him to re-enter his profession. At a time when disabled people were often sent to asylums, he insisted on "good cheer" and won the hearts and minds of millions. For his resolute self-determination, he was awarded the task of leading the nation through the Great Depression and World War II. – Franklin Roosevelt

He was diagnosed with ALS at the age of 21 and told he wouldn't live to see 25. He set out to prove them wrong. For 30 years he was a full professor of mathematics at Cambridge University and directed their center for theoretical cosmology. He wrote dozens of books during his life, and pioneered work in the study of black holes and relativity. – Stephen Hawking

He was born without limbs and not expected to survive. Nearly everyone with this birth defect does not make it past infancy. He did however and was determined that his disability was not going to limit him in life. With the support of his family, he managed to graduate from Griffith University, traveling the world as an evangelist and motivational speaker. He is married with four children, he is an author, musician, actor and enjoys fishing, painting, and swimming. – Nick Vujicic

At the age of three, he knew he wanted to play the violin. He was discouraged, but undeterred, he taught himself to play. A year later he was paralyzed by polio, but he pushed on. Now, he is an internationally known violinist and conductor, and has won more than 12 Grammy's and numerous Emmys. – Itzhak Perlman

After a long illness, she found herself in a wheelchair. Even though her passion was scuba diving, she found a way to remain active in the sport via a specially designed wheelchair. She filmed sequences of herself underwater and made digital artworks of underwater life. – Susan Austin

Born in Mexico in 1907, she struggled with polio as a child which damaged her right leg and foot. When she was 17, a traffic accident left her with severe injuries to her hips and spine, making her wheelchair dependent. Following her accident, she began painting primarily self-portraits. Many of her works mix realism and fantasy, and explore themes such as identity, gender, class, and race. Her work has been studied by art students around the world and she was the first Mexican artist to have their work displayed in the Louvre. – Frida Kahlo

Born with spina bifida, she grew up to become one of her country's most successful disabled athletes, winning more than 20 medals in the Paralympic games as a wheelchair racer. Following her racing career, she sat on the board of several foundations and served as Chancellor of Northumbria University. She is currently a member of Parliament. – Tanni Grey-Thompson

By the age of 14, his muscular dystrophy had progressed to the point where he had to use a wheelchair. Not wanting to give up on mobility, he created a motor scooter a few years later that made it possible for him to go to work. Then, he equipped an old Jeep with hand controls and a hydraulic tailgate so he could load his scooter without assistance. Next, he retrofitted a Dodge van with a wheelchair lift. News of his inventions spread, so to meet the demand he founded a company to manufacture accessible vehicles. He has been called the father of the mobility industry. – Ralph Braun

In the words of Franklin Roosevelt, "People are not prisoners of fate, but prisoners of their own minds." These people (and many others) are proof of that statement. They don't focus on what life has taken away from them, they focus on what is possible. That is an outlook all of us can embrace.

A Day in the Life

This feature is a sometimes humorous, sometimes offbeat, and sometimes irreverent look at life as seen through the eyes of a severely disabled person. Management takes no responsibility for these ramblings.

Auto Attendant

It may come as a surprise to millennials, but there was a time when business telephones *were actually answered by people!* That's right, people were actually paid to sit by a telephone, wait for it to ring, and greet the caller with a live voice. As proof, they only need to watch a movie that was made before they were born.

Nowadays, it happens so often we don't even give it a second thought. We call an organization such as a medical supply company whom we want to give money to, and we get the following response. "Thank you for calling Sanitary Colostomy Supplies, please listen carefully to our menu as it is constantly changing. If this is a medical emergency, please hang up and dial 911. Para Español Presione uno <PAUSE > For sales, press 1; for billing press 3; for appointments press 6. If you are a doctor or provider who

would like to be a doctor, press 9; for nurse Susie press 8. Please note, the nurse only returns calls on Tuesday and Thursday after 4 PM. Calling multiple times and leaving messages will only result in yours being lost in the shuffle. The office is closed from 11:30 AM until 1 PM for lunch." If you are lucky, this exhausting litany is followed by, "For all other callers, please stay on the line and someone will assist you." If you are unlucky, this literally is followed by click/bzzzzzzzzzz. That is when I have to call for my finger functioning assistant, as I am a quadriplegic.

Every once in a while, you call a truly enlightened organization where the auto attendant instructs you to "press or say 1." When you encounter such a service, you should let organization personnel know (once you reach them of course) how much you appreciate the simple courtesy of having a voice option. Who knows, this feedback may save them from going to a less expensive voice mail system in the future which doesn't have this feature during a "budget rightsizing exercise".

For all of you who are either running a company or in charge of your company's phone system, I am laying down the fingerless challenge! Call your organization as though you were a customer, and first, see if you have a strong urge for a Jack and Coke after listening to the voice prompts from the auto attendant. If so, please indulge your urge before proceeding to fix the system! Next comes the fingerless challenge. Can you reach the party of your choice by using only your voice? If not, will you be automatically transferred to a live person once the auto attendant cycle is complete, or will you be hung up on? If it is the former, you may congratulate yourself on not having to give your company's phone system the finger!

As for myself, I am thinking of installing one of those pushbutton phones very close to my bed so that the next time an auto attendant tells me to press 1, I can just give it the tongue.



SCI World is a newsletter production of the Joseph S Groh Foundation