

Potomac REAL ESTATE

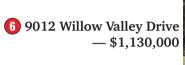
PHOTOS BY DEB STEVENS/THE ALMANAC

April, 2021 Sales, \$1,200,000~\$1,105,000

IN APRIL, 2021, 67 POTOMAC HOMES SOLD BETWEEN \$3,550,000-\$409,900.

5 5 Cloverbrooke Court - \$1,140,000









1 12900 Glen Mill Road — \$1,200,000



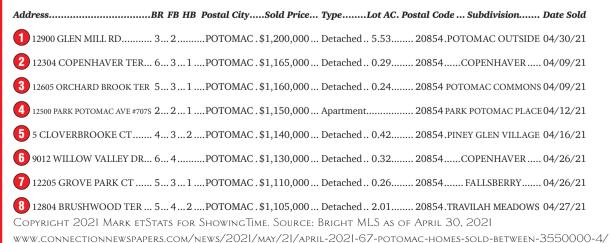




③ 12605 Orchard Brook Terrace — \$1,160,000



2 12304 Copenhaver Terrace — \$1,165,000





12804 Brushwood Terrace — \$1,105,000

Council Calls for Medicare for All

Council on Tuesday, in partnership with Progressive land, introduced a resolution calling on the U.S. Congress to enact Medicare for All.

The Council's statement on the resolution is below as well as a statement of support from Progressive Maryland.

The County Council and Progressive Maryland appreciate the support for the resolution that came from a broad and diverse set of community, labor, and ad-

ontgomery County vocacy groups including organizations like CASA, ATU Local 689, the Maryland Poor People's Campaign/Montgomery Region, and the Rockville Human Services Advisory Commission.

The full text of the Council resolution can be viewed https://www.montgomerycountymd.gov/council/ Resources/Files/agenda 2021/20210713/20210713_5C.pdf

Council statement:

"Access to high-quality health care should be a fundamental right

The Montgomery County Council stands united in support of the Medicare for All Act of 2021 and calls on the U.S. Congress to provide national health insurance for every Montgomery County resident and all people across our nation. We must build a national health care system that would end health disparities, effectively control costs, and assure everyone equal access.

"The COVID-19 pandemic has exposed the fragility of our employment-based health care sys-

tem at a time when people across our nation and here in Montgomery County need health care more than ever before.

The public health crisis has also laid bare existing racial inequities in our healthcare system for Black, Latino, and Indigenous people that have been perpetuated by systemic

"Despite important gains made by the Affordable Care Act, 32.8 million Americans lack health insurance. Here in Montgomery County, it's estimated that nearly 74,000 adults are uninsured, and more than 118,000 residents are underinsured including workers making low wages, part-time employees, contractors, and employees of many small businesses."

"If action is not taken to expand health care coverage on the national level, the growth of healthcare costs will continue, more residents will be unable to access essential health care services, and racial disparities will widen.

Congress must act now to protect the health and well-being of our residents, our community, and

Libraries Launch New Digital Literacy Resource

ontgomery County Public Libraries (MCPL) now offers the Northstar Digital Literacy program to help residents acquire or improve basic digital literacy skills. The resource includes the Northstar Digital Literacy Assessment, free online modules that test proficiency in essential digital skills. The assessments, built around basic computer digital literacy standards, were developed by leading Adult Basic Education groups and are now sustained by Literacy Minne-

Assessments are available to test proficiency in the following digital skill areas: Basic Computer Skills, Internet Basics, Using Email, Windows OS, Mac OS, Microsoft Word, Excel, PowerPoint, Google Docs, Social Media, Information Literacy, Career Search Skills, Supporting K-12 Distance Learning, Understanding your Digital Footprint.

Residents who take proctored assessment tests

and score 85 percent or higher can earn certificates and badges to show to employers or add to resumes to prove proficiency in key digital skills.

The resource also includes a learning component, Northstar Online Learning (NSOL), which offers customized, self-directed online instruction and practice resources making it easy for learners to review material, practice and prepare before taking proctored tests.

To access NSOL, customers must request a Northstar learner account: https://mcpl.link/ northstar-signup

To take a virtual proctored assessment test to earn a certificate or badge, customers can register for an upcoming test session:

Tuesday, July 27: https://mcpl.libnet.info/ event/5126178

Tuesday Aug 31: https://mcpl.libnet.info/ event/5336799

New Building at Glenstone

▼ lenstone Museum plans to construct a building specially conceived to house a major sculpture by American artist Richard Serra, extending the museum's outdoor program of art, architecture, and landscape along its Woodland Trail.

Designed as a collaboration between Richard Serra and Thomas Phifer of Thomas Phifer and Partners, architect of the Pavilions at Glenstone, the building will open in spring/ summer 2022.

The 4,000-square-foot concrete structure was commissioned to house a large-scale sculpture that is one of Richard Serra's most recent works. Visitors will approach by way of the Woodland Trail on the eastern side of Glenstone's property, following a curved path extending from the bridge over Greenbriar Stream, ultimately entering the building through a single, centered doorway.

"Richard Serra's works have been anchors in the collection since the beginning and Tom Phifer's vision has come to define the new Glenstone since he designed the Pavilions," said Emily Wei Rales, director and co-founder of Glenstone Muse-

Two of Serra's steel sculptures are installed in the Glenstone landscape: Sylvester, 2001, a torqued spiral situated just outside of the Gallery entrance, and Contour 290, 2004, a site-specific, 223-foot-long freestanding ribbon of steel located just beyond the Woodland

BULLETIN BOARD

Submit civic/community announcements at ConnectionNewspapers.com/ Calendar. Photos and artwork welcome. Deadline is Thursday at noon, at least two weeks before event.

THURSDAY/JULY 15

Thursdays in the Park Free Concert Series. 5:30-7:30 p.m. At Grand Park Ave. and Market Street (by Montgomery Country Conference Center Garage), 5701 Marinelli Rd., North Bethesda. Enjoy free outdoor live concerts every Thursday evening from 5:30 - 7:30 p.m. Fun lawn games will also be available as well as food and drinks for purchase. 2-hour free parking in the Montgomery County Conference Center garage for concert attendees.

July 15th -- Performer: Eli Lev & Megan Leigh Duo.

July 22nd -- Performer: Timmie Metz Duo.

July 29th - Performer: Juliet Lloyd Duo.

ENCORE EXPANDS SINGING PROGRAM FOR ADULTS WITH ALZHEIMER'S

Encore Creativity for Older Adults, the nation's largest choral program for singers 55+, is expanding its "Sentimental Journey Singers" (SJS) program, a chorus for individuals who have been diagnosed with early or beginning moderate Alzheimer's and other memory impairments.

After a highly successful pilot program in Virginia, Encore will be adding a second SJS location in Maryland this fall. Beginning in September, 2021, Encore will be offering its SJS programs at the following times and

SJS Strathmore: Mondays - 10-11:30 a.m. - beginning Sept. 13 at the Strathmore Music Center, 5301 Tuckerman Lane, North Bethesda,

With 16 Encore Chorales and 6 Encore ROCKS (rock/pop choruses) in the DC/MD/VA and New York City area, serving over 1,250 singers ages 55+, Encore Creativity for

Older Adults is perfectly positioned to deliver an excellent choral program for those with beginning or moderate memory impairment. Singers, along with their care partners, will delight in singing familiar and new songs in three-part

This fall, singers will be rehearsing familiar music for the holidays, along with classic favorites such as "Happy Together" and "Route 66." Participants will also learn healthy vocal technique skills to strengthen and improve their singing voice and to help them enjoy the thrill of singing in a chorus and the all-important social aspect of choral singing. "Alzheimer's is a very lonely disease. It's usually you and your caregiver so when these singers come out every week, the social interaction means a lot to them," said Jeanne Kelly, the Founder and Artistic Director of Encore Creativity.

Tuition for 15 weeks of rehearsals is \$190 and includes 15 rehearsals under a professional conductor, sheet music, rehearsal CD, and a December concert performance for family and friends that is free and open to the general public. There are no auditions and Encore is hopeful that all care partners will also sing. "The experience will offer teamwork, confidence, a lot of fun and incredible joy," said Kelly.

Encore believes that singing is a lifetime journey. Anyone who is interested in the SJS program, or other Encore choral programs, can visit encorecreativity.org

VAN HOLLEN NOW ACCEPTING SERVICE ACADEMY APPLICATIONS

U.S. Senator Chris Van Hollen (D-Md.) announced that his office is now accepting applications from students across Maryland for nominations to the Uniformed Service Academies in the Class of 2026.

Senator Van Hollen's office welcomes applications from all interested

candidates and seeks an applicant pool that reflects the diversity of the State of Maryland. The office strongly encourages applications from those with backgrounds and identities underrepresented among officers in the Armed Services. The Senator's office is working to expand outreach to these applicants through direct engagement with local schools, including information sessions for educators and students. All applications and supporting materi-

als must be received electronically by 5:00 p.m. on September 30, 2021. Qualified applicants will participate in a virtual interview with members of Senator Van Hollen's Service Academy Advisory Board in November 2021.

Email at academynominations@vanhol len.senate.gov or by phone at (301) 545-1500 with any questions.

FACE COVERINGS STILL REQUIRED ON TRANSIT

The Montgomery County Department SEE HELPING, PAGE 5

ENTERTAINMENT

Westfield Montgomery Movies Under the Stars

Join Westfield Montgomery for movies and snacks on the Boardwalk — located outside of The Cheesecake Factory

Friday July 23, 8pm - 10:30pm : Silent Movie Night

Saturday July 24, 8pm 10:30pm : Silent Movie Night

Friday July 30, 8pm - 10:30pm : Shrek

Westfield Montgomery Live Music

Join Westfield Montgomery for live music from local bands and performances by Maryland Live Arts.

Friday July 16th from 2pm-3:30pm - Katherine Riddle from Broadway Cabaret

Saturday July 17th from 1pm-2:30pm - Noah Dion Trio (Jazz)

Sunday July 18th from 3pm-5pm Chasing Autumn Band

Friday July 23rd from 3pm-5pm Driven to Clarity Band

Sunday July 25th from 1pm-2:30pm Grayson Moon on Guitar Saturday July 31st from 1pm-2:30pm Capital Duo Band

Sunday August 1st from 12pm-2pm Live DJ

For a full list of Boardwalk Bash Events, see https://www.westfield.com/montgomery/hellosunshine

Glenstone Museum

Glenstone Museum's summer and fall 2021 exhibition schedule includes a major monographic survey of work by Jeff Wall, an installation of more than a dozen works by Vija Celmins, and presentations by four additional artists: Isa Genzken, Rachel Harrison, Arthur Jafa, and Charles Ray.

Faith Ringgold, the first traveling exhibition to be hosted at Glenstone Museum, will remain on view through Oct. 24. The presentation, which opened in March, features more than 70 works spanning the American artist's six-decade career. The exhibition was organized by Serpentine Galleries, London before traveling to Bildmuseet, Sweden.

Two assemblage works—an installation by Isa Genzken and a sculpture by Rachel Harrison—will be installed in the Passage of the Pavilions in August.

Glenstone is open Thursdays through Sundays, 10 a.m. to 5 p.m. Visitors are also invited to explore the grounds or participate in self-guided sculpture tours. Admission to Glenstone is free and visits can be scheduled online at: www. glenstone.org. Same-day visits can be scheduled online.

Ongoing Entertainment LOCUST GROVE

Locust Grove Nature Center, POTOM 7777 Democracy Blvd. Outdoor TER. 1131 4 POTOMAC ALMANAC JULY 14-20, 2021



Take-out customers during Restaurant Week and beyond may also enjoy their meals at the Bethesda Streetery with locations on Norfolk, Cordell and Woodmont Avenues.

Savor Bethesda Restaurant Week

"Savor Bethesda" Restaurant Week will continue through Sunday, July 18. Participating downtown Bethesda restaurants will offer lunch, dinner and special treat menus at \$10, \$20 or \$35 for dine-in and take-out customers. Take-out customers may also enjoy their meals at the Bethesda Streetery with locations on Norfolk, Cordell and Woodmont Avenues. For details see https://www.bethesda.org/bethesda/savor-bethesda

exhibits, natural features, and trails are open every day from dawn to dusk. In the Upper Meadow, look for Monarch butterflies, caterpillars and eggs on the milkweed in summer. Check out the dogbane for iridescent dogbane beetles. Listen for wrens and bluebirds near the bluebird nest boxes. Watch for box turtles crossing the path in the early morning.

In the Lower Meadow, watch for bats hunting in late afternoon or early evening. Sit under the shade of the 200-year-old sycamore, and imagine what the park looked like when it was part of a large farm. Watch as Cabin John Creek flows briskly by. In the spring, listen for the calls of spring peepers and other frogs from the vernal pools. You might also spot minnows, crayfish, bathing birds, or signs of beaver activity.

Visit with the giants as you follow the trails through the Mature Forest. Towering white oaks and tulip trees dwarf the younger understory. See https://www.montgomeryparks.org/parks-andtrails/cabin-john-regional-park/locust-grove-nature-center/ for planned activities.

POTOMAC VILLAGE FARMERS MARKET. Thursdays, 3 p.m. to 6:30 p.m. Potomac United Methodist Church, 9908 South Glen Road. Potomac Village Farmers Market operates all Thursdays, May through November. Repeats weekly on Thursdays.

POTOMAC COMMUNITY CENTER. 11315 Falls Road. The Poto-4-20, 2021



Potomac Village Farmers Market

Thursdays, 3 p.m. to 6:30 p.m. Potomac United Methodist Church, 9908 South Glen Road. Potomac Village Farmers Market operates all Thursdays, May through November. Repeats weekly on Thursdays.

mac Community Center reopened Monday, June 28. Table tennis, volleyball, badminton, basketball, pickleball, open gym and more will be available. See https://www.montgomerycountymd.gov/rec/Resources/Files/potomac-2021schedule.pdf for details and hours.

PARK RANGERS AVAILABLE. 10 a.m. to 3 p.m. on Thursdays,



Fridays, Saturdays and Sundays. Chesapeake & Ohio National Historical Park, 11710 MacArthur Blvd. Park rangers are available to provide maps and information even though the visitors center is still currently closed. See https://

www.nps.gov/choh/index.htm

RIDE THE CAROUSEL. 10 a.m. - 4 p.m. Wednesday through Friday, 10 a.m. to 6 p.m. Saturday and Sunday. Glen Echo Park, 7300 MacArthur Blvd. The 1921 Dentzel Carousel was installed in 1921 and celebrates its 100th Anniversary all season long. Purchase tickets at https://glenechopark.simpletix.com/. \$5 per person for a fourhour time slot. See https://glenechopark.org/carousel/ for additional information regarding covid protocols.

CABIN JOHN PARK MINIATURE TRAIN RIDE. 10 a.m. - 5 p.m. Tuesdays through Fridays; 10 a.m. to 6 p.m. on Saturdays and Sundays. 7410 Tuckerman Lane. Scenic twomile, 15-minute train ride through Cabin John Regional Park. Tickets are limited and can be pre-purchased online at ActiveMontgomery.org -- \$2.50.(Children two and younger ride for free with an adult.) See https://www.montgomeryparks.org/parks-and-trails/ cabin-john-regional-park/miniature-train/ for covid precautions and ticket information.

PUBLIC ART. Bethesda is filled with public art. Browse a portion of the collection of public art on https://www.bethesda.org/bethesda/public-art for descriptions of projects and locations. Includes "Tunnel Vision," produced by the Bethesda Arts & Entertainment District, which showcases the work of 12 selected artists inside the Metro Tunnel that runs under Wisconsin Avenue.

JOSIAH HENSON MUSEUM AND PARK. Park is open from sunrise to sunset. Museum hours are Friday to Sunday, 10 a.m. to 4 p.m. 11410 Old Georgetown Road.

The life and challenges of Reverend Josiah Henson, enslavement in Maryland, and the ongoing struggles of racial equality and justice on the former plantation property of Isaac Riley where Henson was enslaved. Henson, whose 1849 autobiography, The Life of Josiah Henson, Formerly a Slave, Now an Inhabitant of Canada, inspired Harriet Beecher Stowe's novel, Uncle Tom's Cabin. \$5 adults, \$4 youth, \$4 seniors. See https://www.montgomeryparks. org/parks-and-trails/josiah-henson-park/

OUTDOOR SWIM HOURS. Bethesda Outdoor Pool, 6300 Hill-andale Road, Bethesda. 301-652-1598. For more pools including upcounty in Poolesville and Gaithersburg, and for summer hours see www.montgomerycountymd.gov/

See Calendar, Page 7 www.ConnectionNewspapers.com

Home Life Style

Raising the Bar

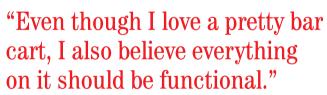
Ideas for bar cart design and cocktail party accessories.

By Marilyn Campbell The Almanac

hile last summer was noted with virtual happy hours and cocktail parties, in-person gatherings are becoming increasingly prevalent this year. Local design gurus say that it's time for hosts to update bar carts and cocktail party supplies.

"The key to an elevated home-bar is not only the liquid that it is served but the glassware that houses it," said designer Maxwell Eckert, who resides in Potomac. "Try minimalistic, statement pieces. They can really set carts apart from others. Use things like unique or geometric shaped bottles."

Available in a seemingly endless array of sizes, shapes and styles, pitchers are a smart and useful investment.



— Caren Hoffman

"I am a big fan of mixing up a batch of cocktails before guests arrive," said Caren Hoffman, a party and events planner based in Alexandria. "It keeps things easy and lets everyone help themselves to a drink so the host can kick back and have fun."

Experiment with a variety of textures when curating a bar cart. "Try porcelain ice buckets or a silver ice bucket and tray set," said designer Tina Rose-Baker of Chantilly. "I also love to use



Photo courtesy of Tina Rose-Baker

As in-person entertaining reemerges this summer, accessories like silver serving trays and mint julep cups can make a chic style statement.

silver mint julep cups to serve in."

Display chic glassware that complements those vessels, says Hoffman. "Even though I love a pretty bar cart, I also believe everything on it should be functional so I always incorporate well-designed glass-

ware that double as decorative objects," she said. "I group my glasses together on a pretty tray to eliminate any feeling of clutter and so that I have plenty of room to actually mix up a drink."

"Cocktail napkins, which are limitless in options, can make a big statement with little effort," added Rose-Baker.

No matter how chic, most bar carts offer limited storage space, says Hoffman. "Baskets I trays can turn an otherwise cluttered bar cart into

and trays can turn an otherwise cluttered bar cart into a chic, organized one," she said. "Corral similar items like bar tools or glassware together in a low-profile basket. For summer, a chunky, woven texture feels really fresh."

Consider adding plants and greenery.

"A simple way to take a bar cart to the next level is adding greenery or flowers," said Hoffman. "I'm currently loving a few statement-making tropical leaves on my bar cart."

BULLETIN BOARD

From Page 3

of Transportation (MCDOT) is reminding residents that even though many COVID-19 restrictions are easing, Federal guidelines continue to require face coverings when traveling by public transportation. The regulation covers County Ride On buses, Ride On extra, Flash, Metrobus, Metrorail and when taking taxis or on-demand car services.

or on-demand car services.

All MCDOT buses have a supply of face coverings for those who do not have their own.

Most statewide restrictions regarding COVID-19 will end on July 1 and Maryland's state of emergency will legally lift on Aug.

15. However, Federal guidelines are still in place for public transit through at least Sept. 13.

All Ride On, Ride On extRa and Flash buses will remain free to all passengers through at least September. Fees were suspended during the onset of the pandemic.

For more information on MCDOT programs and services, visit montgomerycountymd.gov/mcdot, follow @MCDOTNow on Twitter, and subscribe to MCDOT's 'Go Montgomery!' newsletter.

MONTGOMERY COUNTY MINIMUM WAGE INCREASES ON JULY 1 The minimum wage will increase in Montgomery County on Thursday, July 1. Sponsored by then-County Council member Marc Elrich and signed into legislation on Nov. 17, 2017, Bill 28-17 raises the minimum wage incrementally, each July 1, until it reaches \$15 per hour in 2022. The number of workers employed by the business will determine the amount of the increase.

The County's minimum wage will rise to \$15 for employers with 51 or more employees and \$14 for employers with 50 or fewer employees; a small employer, with 10 or fewer employees, is required to pay \$13.50 hourly.

Potomac Community Village continues to be active.

Our Help Desk is ready for you at 240-221-1370

To join our mailing list send email to <u>info@PotomacCommunityVillage.org</u>

Visit us at www.potomaccommunityvillage.org



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Mount Vernon Gazette

Special Edition: PET Connection

Publishes:

July 28, 2021
Ads submitted by:

July 22, 2021

The Pet Connection will publish on July 28 and photos and stories of your pets with you and your family should be submitted by July 22.



This edition provides a great advertising opportunity to reach pet owners where they live in a section sure to attract and hold their attention - be sure to take advantage of our different advertising options.

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CALENDAR

From Page 4 rec/facilities/aquaticcenters/outdoorpools.html

INDOOR SWIM HOURS. Shriver Aquatic Center, 5900 Executive Blvd, 240-777-8070 See. https://www.montgomerycountymd.gov/rec/Resources/Files/aquatics/KSAC.pdf

ICE SKATING. Cabin John Ice Rink, 10610 Westlake Drive. Cabin John Ice Rain has numerous public skate sessions every day of the week. See cabinjohnice.org for details.

Compiled by Ken Moore The Almanac

To include events in the Almanac's calendar, please contact Ken Moore at kmoore@connectionnewspapers.com; put Almanac Calendar Event in the subject line.

THURSDAY, JULY 15

POTOMAC VILLAGE FARMERS MARKET. Thursdays, 3 p.m. to 6:30 p.m. Potomac United Methodist Church, 9908 South Glen Road. Potomac Village Farmers Market operates all Thursdays, May through November. Repeats weekly on Thursdays.

GLEN ECHO FOLK DANCERS. Virtual. Thursday 7:30 - 9 p.m. lesson, followed by dancing from 9-10:15 p.m. See https://glenechopark.org/events-calendar.

Repeats weekly on Thursdays.

MOONLIGHT MOVIES AT THE MANSION. Kentlands Mansion 320 Kent Square Road, Gaithersburg. This week's movie is The Sandlot. Screenings take place from 7:30 to 11 p.m., with the movies starting just after sunset. Admission is \$5 per person. Light concessions will be available for purchase starting at 7:30 p.m. See https://www.gaithersburgmd.gov/about-us/city-facilities/kentlands-mansion

CRAFT OF FICTION. Writer's Center, zoom. 7-8 p.m. Novelist Kristen Arnett discusses her brand new novel, With Teeth. See https://www.writer.org/ to register and receive links for the Zoom session. Free.

FRIDAY, JULY 16

LIVE MUSIC. 6-8 p.m. Downtown Bethesda at the corners of Norfolk and Del Ray avenues. Bethesda Urban Partnership has helped organize additional restaurant seating outdoors in downtown Bethesda. The "Bethesda Streetery" will be set-up as open seating. Live music each Friday to enjoy while also enjoying outdoor dining. For precise locations and details and musical acts, see https://www.bethesda.org/bethesda/bethes-

da-streetery Repeats Friday evenings.

FRIDAY NIGHT DANCERS. 8:30 to 10:30 p.m. Virtual, Glen Echo Park. Join Friday Night Dancers for a virtual contra dance and live music. See https://glenechopark.org/events.

Repeats Fridays.

SATURDAY, JULY 17

REMEMBER THEIR NAMES. 2-4 p.m. Agricultural History Farm Park, 18400 Muncaster Road, Derwood. Each month, join the Agricultural History Farm Park in a day of remembrance as we explore stories from the county's journey to freedom. Learn about African American music, cooking and folktales. Learn about the Newman Family who called the farm home after the Civil War. And, finally, help us in reading aloud the names of those who were enslaved at the farm before the Civil War so their stories will never be lost. 20-person maximum. \$8. See https://www.montgomery-parks.org/events/remember-their-names-4/

WEED WARRIORS. 10 a.m. to noon. Bethesda Urban Partnership, 7700 Old Georgetown Road. Bethesda Green and Bethesda Urban Partnership are working together to pull weeds from sidewalks and tree boxes all through Bethesda. No prior knowledge needed - team leaders will help distinguish between weeds and wanted plants. Participants will be provided with tools, water and lunch. This event will be repeated Friday, Aug. 20 from 3-5 p.m. and Saturday, Sept. 18 from 10 a.m. to noon. Free, open to all. See https://www.bethesda.org/events-calendar

CAROUSEL STORY TIME.9:30 a.m. Glen Echo Park, 7300 MacArthur Blvd. Harry the Carousel Horse by Karin Tetlow. Harry lives on a carousel on the Mall. He is unhappy because no children want to ride him and goes on a dream journey to find out why. On the way he meets different horses and finally finds Will, who helps him change how he feels. Will is an ancient horse who finds happiness by looking down on beautiful and mysterious crop circles. The book concludes with a Real Life Notes page with photographs of the horses, characters and places that inspired the story. For children ages 3 to 7 years old. RSVP preferred, not required. See https://glenechopark.org/storytime

LOCKSIDE CHAT. 11 a.m. Also at 1 p.m. Lock 20, adjacent to the Great Falls Tavern Visitor Center in Chesapeake & Ohio National Historical Park, 11710 MacArthur Blvd. Join park staff for 30 minutes to learn about locks along the canal. See https://www.nps.gov/choh/index.htm

Repeats every Saturday and Sunday until July 25, 2021.



POTOMAC ALMANAC

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Time to Kill



By KENNETH B. LOURIE

(Again, not a cancer column. Given the title, it would be a pretty gruesome reference to my life in the cancer world if it were.)

No. Not even close to a cancer column. But I am writing about a similar mind-numbing experience. However, this experience has nothing to do with disease/dying. Instead, it has to do with the effort, patience and excruciating lack of success in attempting to contact, meaning speaking to an actual person, at the Internal Revenue Service and/or at the Social Security Administration. The phone numbers you're "googled" to call are the opposite of hot lines. They are frigid. Almost too cold to tolerate, but since your financial life expectancy may be at risk, somehow you have to hold on for dear life. Or else pay, or rather be unable to pay, the consequences.

So I'm on hold for 14 minutes and counting, sort of. More like listening to some unrecognizable instrumental between looped messages that say (A) You're still on hold and (B) They haven't forgotten you and your call will be answered in the order in which it was received. (Actually, you're hoping they remember you.) Unfortunately, you have no choice but to hold on. The answers you seek are only found at these places/ numbers and unless you go to the source, you'll be barking up the wrong tree and/or not squeaking the right wheel. I'm fairly certain that if you don't call them, they're unlikely to call - back, or forward, especially if the reason for my two calls is to secure money coming to me instead of negotiating how I'm planning to pay them. So sit tight and be brave - and be near a bathroom to make sure nature's call doesn't interrupt your interminable wait on hold and/or be sure there are enough bars on your phone so a draining battery doesn't end your pursuit.

However, presuming the time it will take to speak to someone to be hours, not minutes, it can be an opportunity to while away your wait by multi-tasking and have the music offered up for your listening pleasure to serve as a kind of white noise as you go about some other personal business. In short, you can get things done rather than become increasingly frustrated that you're stuck by the phone accomplishing nothing. But you have to prepare and anticipate. This wait is not going to be a pleasurable experience. It's a means to an end, hopefully a rewarding one, but hardly one that's guaranteed.

If you can only talk yourself into realizing how good you'll feel once this phone task is completed. Rolaids has nothing on the relief you'll feel when you're finished with this day's work (almost literally). Moreover, knowing you don't have to call them back tomorrow is nearly motivation enough. Crossing this task off your todo list free's up not only time but mental space, as well. It's almost as if you've given your life back, at least for a few hours, anyway.

As I sit and continue to write this column, it is 38 minutes since I began this exercise in time utilization. And it's just now happened, a representative from the Social Security Administration has just interrupted the music loop and offered their assistance. Let me get my bearings and organize my thoughts so I'm clear in what I'm saying. I don't want to have to make this call again. I already have once before. I have called previously and after telling my tale, was put on hold while the operator researched my claim only to be disconnected when the operator returned to address my question. But this time, there was no disconnect. I received my answer in a reasonably timely manner and off I now go into the rest of my day. Next up: the IRS. Do I dare test my limits and call them on the same day as I called Social Security or do I reward myself and take a well-deserved break? Fither way, it's one down and one to go. I think I'll call tomorrow. I don't feel like testing my patience yet again, and besides, I'm finished with this real-time column

Kenny Lourie is an Advertising Representative for The Potomac Almanac & The Connection Newspapers.





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