

# The Care Connection

## NEIGHBORS WHO CARE, INC.

Volume 20 • Issue 1 • March 2016

*Caring for Our Community, One Neighbor at a Time*



*NWC continuing  
our mission  
and caring for  
our community,  
one Neighbor  
At a time.*



**MOVING AHEAD  
IN STYLE**

**2016**



**BECOMING....**

**THE NEXT**

**20 YEARS**

  
**NEIGHBORS WHO CARE, INC.**

*"Senior Independence Through Volunteer Services"*

**10450 E. Riggs Rd., #113**

**Sun Lakes, AZ 85248**

**Phone: 480-895-7133**

**Fax: 480-895-5508**

**[www.neighborswhocare.com](http://www.neighborswhocare.com)**

## 2016 MOVING AHEAD IN STYLE

### Setting new goals and reaching for the stars

**By Carol Bowers, Editor**

Every quarter we try to bring our readers up to date on the happenings at Neighbors Who Care. We have the everyday things going on that some might not understand how significant they are. In a single day, we make and receive hundreds of phone calls. Literally, hundreds of phone calls.

Just in our dinner delivery department, Joan makes at least 70 calls each day. She is remarkable. The restaurants who prepare our client's meals each day send the menu with the selections for the day. She calls each of the clients scheduled to receive a meal, reads the selection, and tells them the cost of the meal. She sends the information to the volunteers who will be picking up the meals for their route, then notifies the restaurant of the meals that are ordered. All this takes place between 9am and 12:30pm each weekday.

At 8:30am, our office volunteers roll in. We have two shifts each day, one at 8:30am, and one at 12:30pm. Each shift consists of a scheduler, who calls volunteers to take assignments and a receptionist who handles all incoming phone calls.

The receptionist takes services requests from NWC clients, visits with new and prospective clients about our services, and completes referral information to forward to Bonnie our Case Manager. The receptionists also answers questions, registers new volunteers for Orientation, AARP Driver Safety, Recreation Therapy Events, and other events happening at any given time. The receptionists transfer calls to the staff and take messages. We have the most compassionate and well-informed receptionists I can think of. They seem to know where to refer people who are looking for everything from compassionate advice to a walker.

The Scheduler is the person who most of us speak to often. Each volunteer registered to provide a certain task on the day the scheduler is filling requests for, might get a call asking if they can provide the service that is requested. If the scheduler gets a recording, a message is left, if there is no answer, a request is declined, or accepted the call is noted in the computer. When a service is accepted the volunteer will get information about what is requested and expected on the day of the service. The advantage I have is that I often overhear the wisdom and skills of these volunteers who seem to know exactly what is needed, where to go to pick someone up, and how to get him or her to their appointment on time.

The office is a very busy place and Verna runs it well. We have other people who are making calls, recording stats, getting out mailings, helping with filing and other important tasks. We have planning committees, and training among other things that go on everyday. Our office is even a nice place to drop by to visit. We love to see people who stop in to say hello, request a service, or take a service request. There is often coffee and cookies in the Volunteer Room.

At the hub of all this hub-bub is Eric, our Executive Director. Always with his ear to the ground, he helps with donor requests, inter-agency opportunities in the community, ordering office supplies, keeping everyone on track, leading meetings, generally running

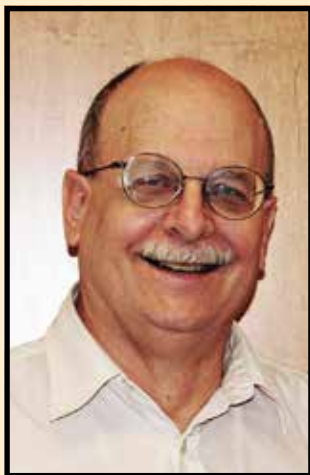


**Joan Byrnes,  
Dinner Delivery  
Coordinator**

— **MOVING** *cont. on page 12*

## A WORLD-CLASS RESOURCE

### Eric Ehst, Executive Director



**Eric Ehst**  
Executive Director

#### All Services per Calendar Year 2015

**Volunteers ~ 467**

**Clients ~ 578**

**Hours ~ 18,324.5**

**Miles ~ 128,332**

**Occasions ~ 18,632**

#### Our Mission

*The comfort of home  
and the dignity of  
independence; at  
Neighbors Who Care,  
community volunteers  
help the elderly live  
at home.*

#### Our Vision

*The elderly are able  
to live at home for as  
long as feasible with  
pride, dignity, and  
independence.*

Recently I was in Gilbert at a meeting of east valley senior service providers. As soon as I introduced myself as being from Neighbors Who Care another attendee spoke up, "My grandmother lives in Sun Lakes and you take such good care of her!" Then the moderator asked somewhat incredulously, "And you do all of this for free?" Before the meeting ended two other people came up to tell me that NWC cares for their relatives or friends and to compliment us on the outstanding job we do.

This was not an isolated incident or in any way unusual. Wherever I go, anywhere in the valley, I invariably get one of two comments. I either hear about a loved one or acquaintance whose life has been touched, or even "saved", by the volunteers of Neighbors Who Care. Or I hear some version of, "I wish there was an organization like yours where my mother/grandmother/friend lives."

We are periodically visited by representatives from charitable foundations, city agencies, and other service organizations. The tours almost always last twice as long as scheduled so we can cover everything we do and are followed by comments such as: "I had no idea you did all of that."; "Your volunteers are amazing."; and the ever-popular, "I really wish there was an organization like yours where my mother lives."

To the people of Sun Lakes and south Chandler, Neighbors Who Care is not a secret. What is not so generally known is the breadth of our services or the profound

effect we have on the lives of those we serve. We now have over 500 volunteers helping about 1500 clients. Demand is increasing as we add about 30 new clients each month and as they continue to age. About 40% are now over 85, with 75% over 75. Over 2/3 of them live alone, many with no local family to help out and without enough money to pay for all of the care they need. That's what makes us so vital. In their own words:

*"Thank you for coming to my rescue!"*

*"I know we couldn't have made it without your help."*

*"Thank you for the wonderful support you provided to my grandfather."*

*"I can never thank you enough."*

*"Without your help and kindness, I'd be in a home."*

Even as we work to meet the demand we're finding new ways to improve. We now provide free meals when clients can't afford them. We provide an extra layer of support to frail seniors discharged from hospitals and rehab centers. We are experimenting with new ways to keep our homebound clients socially connected and active.

Our community is lucky. Neighbors Who Care is truly a world-class organization on the cutting edge of providing cost effective community-based solutions to the challenge of caring for our aging population. Our volunteers are among the best and most caring people in an increasingly hostile world. We'd love to have you join us: [www.NeighborsWhoCare.com](http://www.NeighborsWhoCare.com) (480) 895-7133.

*If you would like to experience the deep personal satisfaction that comes from volunteering to assist your neighbors or if you know of someone who needs our help, contact us at 480-895-7133.*

**The Care Connection** is the official newsletter of Neighbors Who Care, Inc.

This newsletter is delivered to all volunteers, clients, donors, and associates of Neighbors Who Care, inc. on a quarterly basis. You have received this publication because we believe that you take pride in your community and service to improve the quality of life for others, one neighbor at a time. This newsletter provides you with wellness information and advertising that enhances your awareness of other services in our community. We are always interested in your comments or suggestions.

While efforts to ensure accuracy are exercised, the publisher assumes no liability for the information contained in either editorial or advertising content. Neighbors Who Care does not endorse any commercial products or information that may be advertised in the newsletter.

## FROM THE BOARD

Happy New Year! Here we are in 2016 and at Neighbor's Who Care we are "Moving Ahead In Style!" Your board is excited to tackle the new year and our new programs designed to keep us moving forward to better meet the community's needs.

We have some very important projects that your board teams are actively working on this year. One team is working on reaching out to the community to assess the current needs of the seniors we serve. We hope to discover areas that may be currently underserved, as well as ways we can improve our current services. We feel that ongoing communication with our stakeholders is critical! Another team is discussing the logistics around creating an advisory board, or "Advocates Circle", so that we can leverage input and ideas from key community leaders, former board members, and stay connected in our service area. We are also assessing many options to upgrade our technology systems to improve client services and create a more robust donor database. I thank all the dedicated board members who are working hard all month long on these projects!

I also want to thank all of our monetary supporters last year. The individuals and organizations that donate to Neighbors Who Care are how we are able to provide these critical services, and we are humbly grateful for your ongoing donations. Two thoughts on donations for 2016 - first, we continue to highlight our Planned Giving Program - the ability to name Neighbor's Who Care in your Estate Plan as a beneficiary and second, look for information on a Special Giving Campaign to help cover the costs for our new technology data base! The purchase and installation of a new data base will have some upfront, one-time costs and if you would like to help with a specific and much needed project, here is your opportunity! Look for more detail to come!

Have a safe and prosperous 2016! Your Board thanks you for all of your support and for our opportunity to serve.

**Christine Lobdell Raney, Board Chair**

*Neighbors Who Care appreciates your donations in order to keep our important services and programs operating in the community. One way to support our programming is to remember us in your Estate Plan by naming Neighbors Who Care as a beneficiary in your Will, Trust or on your Life Insurance or Annuity policy. For more information on how to remember us in your Estate Plan, contact Neighbors Who Care Office (480-802-7133), or Christine Raney (480-802-0741, or Francisco Sirvent (480) 209-6942.*

## Staff



**Eric Ehst**  
Exec. Dir.



**Carol Bowers**  
Vol. Serv.



**Bonnie Kosar**  
Case Worker



**Joan Byrnes**  
Dinner Del.



**Verna Mahnke**  
Office Coordinator



**Christine Raney**  
Chair



**Barbara Carr**  
Vice Chair



**Ron Chase**  
Treasurer



**Colette McNally**  
Secretary



**Mahnaz Pourian**



**Jonathan Askew**



**Richard Eslick**



**Wes Davis**



**Joel Goldman**



**Grace Wilson-Woods**



**Francisco P. Sirvent**



# AGING & LONGEVITY

## *Aging in Place.....*

Carol Bowers and ([www.seniorjournal.com](http://www.seniorjournal.com))

The goal for this issue is to share some of the vision that we have for NWC in the future and we hope to involve you, our community and neighbors, input in this process. If experience is the guide, each time

we encourage, your participation in meeting our mission goal, it doesn't take long to find focus and make it a reality in short order.

At the end of January, board member Grace

Wilson-Woods and I went to a workshop in Phoenix, Creative Aging. It was a good opportunity to hear ways to make this journey in our life the best.

Living in the Greater

Sun Lakes South Chandler Communities give us choices and opportunities to make good decisions and Neighbors Who care is moving in the direction to continue these opportunities.

## **Aging in Place sounds great but may not be for Boomers or their parents**

*There is a lot more going on at the group home to support successful aging*

Feb. 25, 2015 - Baby boomers trying to pick the best living arrangements for themselves or their parents as they age should be wary of a phrase they coined in their younger years: If it feels good, do it.

So says Stephen Golant, a University of Florida

researcher who studies housing needs for older Americans. In his new book, "Aging in the Right Place," Golant argues that the popular notion of "aging in place" - staying home and being independent as long as possible - sounds great but doesn't work for everyone.

Older people sometimes become emotionally attached to their homes, Golant said, leading them to think it's the best place to live out their lives. In fact, he said, these places may lack activities, features and amenities needed to age successfully.

As a result, he said, older people increasingly find they must rely on other people to meet their everyday needs. But both family members and professionals may fall short as caregivers.

"We need to think about two sets of feelings -- not just feeling comfortable, but also being in a place where we feel capable of

achieving our everyday needs, from self-care to buying groceries to reaching doctors, and don't feel that our lives are spinning out of control," said Golant, who has studied older Americans' housing needs for more than 30 years.

The issue is becoming especially troublesome for moderate-income elders. Wealthy older people can afford the housing and services they need to live comfortable and independent lives, he said. Very low-income people often can benefit from government-funded programs and services to achieve these same goals -- although, they often confront waiting lists and bureaucratic obstacles.

Those in the middle, however, often find themselves outside the safety net of social, long-term care and housing programs offered by federal, state, and local governments, but cannot afford products and services offered by the private sector.

Among other points Golant makes in his book:

- Older people with success stories increasingly live in what are now called "elder villages" -- grass-roots, communally organized neighborhoods or building groups that help them feel more engaged and enable them to maintain their independence.
- Assisted living facilities are no different from any consumer product -- some are great, and some are awful. Older people should be discriminating customers.
- The hallmark of successful aging is to be proactive in planning next steps, rather than waiting until a crisis forces change.
- Older people who have poor health, disabilities or other disadvantages can still have happy lives if they make the right living choices.

### Related Archive Stories

## **Nearly Half of Senior Citizens in America Need Help with Daily Routines**

**Growing need for improved community-based services and support for older Americans and their caregivers**

By Milly Dawson

Nov. 4, 2014

# NEW, INDEPENDENT PHARMACY

*Medmetrics Pharmacy is a new neighborhood pharmacy in our community. Shortly before they opened on the corner of Alma School and Chandler Heights, Adam McCown and Taylor Froiland co-owners, came to visit me at Neighbors Who Care. We are exploring ways to partnering with them and NWC. You may call them for more information about their new pharmacy at 480-883-3800 or check them out at [www.medmetricsrx.com](http://www.medmetricsrx.com)*

## What You Should Know About Independent Pharmacies

### Adam McCown, PharmD

Since we first opened five months ago, the question we've been asked most often is, "An independently owned pharmacy? I've never heard of that, what makes you different than [fill-in-the-blank-big-retail] pharmacy?" And that is a very understandable question for Phoenix, where the ratio of independent pharmacies to the big box chains is heavily tilted. But it turns out the answer to the question is, "A lot!" In fact, here's a list of the top ten reasons why Medmetrics Pharmacy is the neighborhood pharmacy experience you love, only better.

10. Med packs - We can package your medications in dosage packs organized by time-of-day. So instead of keeping track of a dozen pill bottles, you just grab a 'morning' pack or an 'evening' pack, and all your meds are already pre-sorted and ready to go. Let us do the work of med management for you, that's our job!

9. Med Sync - Do you ever get tired of going to the pharmacy every week, just to be told you can't refill some of your prescriptions yet because your insurance says it's too soon? We work with your insurance company to find a date when all meds can be refilled at once - getting your medications shouldn't be that hard!

8. Free Delivery to Sun Lakes and Sun Bird - Whether it's to avoid driving or just to avoid waiting in those long lines, we will bring your meds right to your door. And did I mention it's free?

7. Pet Meds - At Medmetrics, we can take care of the whole family, including the furry friends. We have commercial products at competitive prices, and we also compound medications for those specialized needs.

6. Compounding - Speaking of compounding, whether it's for a special dosage form, flavoring, hypoallergenic needs, targeted therapy, or an out-of-stock medicine, we can create special formulas to fit your specific needs.

5. Nutritional Consultations - Our pharmacists are highly specialized in nutrition and the effects diet has on your health. After all, food is medicine! Let us help you stay well by working with you one-on-one to form a food plan (not a diet!) that will make you feel healthy.

4. Vitamins & Supplements - At Medmetrics, we strongly believe in nutritional health and functional or lifestyle medicine. However, there are so many choices out there it's difficult to know where to turn. And the most expensive pill you'll ever take is the one that doesn't do anything for you. We are dedicated to doing the research to make sure we offer the highest in quality, purity, and efficacy to ensure you're getting exactly what you need, nothing more, nothing less.


3. Drug Nutrient Depletion - Are you aware the same pharmaceuticals that serve vital functions can also cause nutrient and mineral depletions? Our pharmacists monitor for these interactions and have safe, effective solutions to recommend if needed. Don't you think you'd want that from your pharmacist?

2. Shop Local - For every \$100 you spend at locally owned businesses, \$68 will stay in the community. What happens when you spend that same \$100 at a national chain? Only \$43 stays in the community.

1. Unmatched Customer Service - We fill prescriptions in 15 minutes or less. We know our customers by name. We take time to sit down with you to make sure you understand your medications. It's what we do - we love helping people. And we'd love to help you, too.

Now for all those differences, here's one thing that's the same - your copays. You may or may not know this (insurance coverage can be very confusing), but your insurance plan including Medicare Part D determines exactly what your copays will be for your medications, not the pharmacies. With very few exceptions (i.e., forced mail-order), your copays will stay the same at any pharmacy that is in-network for your plan. And Medmetrics Pharmacy is in-network with most all plans, including Medicare. All those great benefits I just mentioned above, and it's the same price! Call us today or stop in to talk with us about how easy it is (believe me, we do all the work) to make Medmetrics your neighborhood pharmacy.


**medmetrics**  
**PHARMACY**



# EAT DRINK

## AND THE IDEA OF *Giving*

CHARITABLE GIVING PRESENTATION  
PRESENTED BY  
TRUSTBANK &  
NEIGHBORS WHO CARE  
THURSDAY, MARCH 24, 2016  
4:00 PM TO 5:30 PM  
OAKWOOD COUNTRY CLUB CARD ROOM  
SUN LAKES, AZ  
FOR  
REFRESHMENTS, WINE & H'ORDEUVRES  
R.S.V.P. BY MARCH 17, 2016  
PHIL.HOTCHKISS@TBZ.COM OR 480-981-8680



## AND THE IDEA OF *Giving*...

Neighbors Who Care has partnered with TrustBank to present Charitable Giving. I hope you will respond to Phil Hotchkiss and join us all on an interesting conversation about giving. Giving is a certain way to see that the services we have been receiving and encouraging in our community for our friends and neighbors continue with our share. The idea of sharing and caring go together. I want to give what I can when I can to Neighbors Who Care. Right now is the time to make plans for my legacy. I hope you will join us for Wine and hors d'oeuvres on March 24th at Oakwood Country Club Card Room, as the guests of TrustBank.

Thank you, Carol Bowers, Volunteer Manager, NWC.



Thank you to MOGA (Men's Oakwood Golf Association) for their donation this year of \$365 raised for Neighbors Who Care.



## JOIN US FOR OUR COMMUNITY EVENTS...

### *Breakfast Club*

**8:00-9:00 A.M.**

Oct 7, Nov 4, Dec 2, Jan 6,  
Feb 3, Mar 2, Apr 6, May 4  
First Wednesday of the Month

### *Wine & Chocolate*

**4:00-5:00 P.M.**

Sept 18, Oct 16, Nov 20, Dec 18,  
Jan 15, Feb 19, Mar 18, Apr 15,  
May 20  
Third Friday of the Month

### *Adventurer's*

**3:00-4:00 P.M.**

Kickoff Party Oct 28  
Jan 27, Feb 24, Mar 23,  
Apr 27

RSVP: Jessica D. Pace | 480.883.6811 | [Jessica.Pace@tbaz.com](mailto:Jessica.Pace@tbaz.com)

4913 S Alma School Rd, Ste 5 | Chandler, AZ 85248

480-883-6800

In the Fulton Ranch Promenade





# TRIBUTE TO CAREGIVERS EVERYWHERE YOU ARE NOT ALONE

Mona Newsome Wicks PhD, RN, FAAN

You offer kind words.

You lift and you tug.

You bathe and you dress. You comfort  
and you hug. You drive and you shop.

You cook, nurse, and you clean.

You often, defer your personal dreams.

You are not alone.

You sometimes worry and you often  
pray.

You work first at home, and then at your  
job all day. You sleep very little, but you  
sleep when you can.

Sometimes you have more work, than  
you can possibly stand. Yet, you remain  
steadfast and hopeful.

You are not alone.

This month we honor you, We  
acknowledge your care. We  
acknowledge the love, That you  
unselfishly share.

Out of concern, we make these requests,

We ask that, when you are tired that you  
please rest. We ask you to walk, we ask  
you to sleep.

We ask that you healthily and regularly  
eat. We ask that you see your health care  
provider.

That you share your concerns as it is  
much healthier, Than isolation and  
proud silence.

You are not alone.

We remind you to ask for help and  
to weep, For tears can offer a much-  
needed release.

We pray for you, joy and a well-deserved  
peace.

Caring for others, without caring for self,  
can undermine physical, spiritual, and  
emotional health.

You are not alone.

Your efforts are an important and an  
unselfish contribution. This work greatly  
contributes to sustaining our nation.

We salute you and thank you for all that  
you do.

Most of all we wish happiness and good  
health to you.

You are not alone.

## FREE Living Trust Seminars – Offered Monthly

*Conveniently located in the immediate Sun Lakes area*

**You are invited to Complimentary Seminar with Attorney,  
Neighbors Who Care Board Member and Author,  
Francisco Sirvent, where you will:**

- *Gain Confidence in Structuring Your Estate Plan - Don't face the unknown without getting a qualified legal opinion*
- *Learn an overview of estate planning considerations for Arizona residents*
- *Learn that about half of us will become disabled. Wills DO NOT provide for disability concerns.*
- *Discover wills go through "probate court proceedings" and may be settled in ways you never intended.*
- *Understand methods to protect your assets should your spouse remarry after your death.*

**Choose the right day and time for you by visiting:**

**[www.KeystoneLawFirm.com/events](http://www.KeystoneLawFirm.com/events)**

**Or CALL: 480-209-6942**

**Seating is limited Reservations are REQUIRED!**



**Meet your host:**

**Francisco P. Sirvent, J.D., Author of  
Pack Your Parachute, Keeping Peril Out of Your Estate Plan**

THE WORLD'S MOST TRUSTED SOURCE  
OF NON-MEDICAL HOME CARE



*To us, it's personal<sup>SM</sup>*

**A FEW HOURS A WEEK TO  
24 HOURS A DAY!**



- ALZHEIMER'S CARE
- COMPANIONSHIP
- PERSONAL CARE
- MEAL PREPARATION
- MEDICATION REMINDERS
- INCONTINENCE CARE
- LIGHT HOUSEKEEPING
- SHOPPING & ERRANDS
- RESPITE CARE

**PROFESSIONAL • BONDED • INSURED**

**CALL TODAY FOR A FREE ASSESSMENT!**

**MESA**

**(480) 827-4343**

3850 E. Baseline Rd. Suite 128

**SUN LAKES**

**(480) 895-1460**

10450 E. Riggs Rd. Suite 117

**We work with all Long Term Care Insurance!**  
(Call for details)



**SERVING SENIORS IN THE  
SOUTHEAST VALLEY SINCE 1997!**

**HOMEINSTEAD.COM/195**

Each Home Instead Senior Care franchise is independently owned and operated.



## **Fry's Community Reward Program**

If you shop at Fry's Food stores and have a Fry's VIP card you can register to have your purchases count towards a donation from Fry's to Neighbors Who Care.

### **If you have a Fry's online account:**

- Go to [www.frysfood.com](http://www.frysfood.com)
- Click on "Sign In"
- Click on "My Account"
- Scroll down to "Community Rewards"
- Click on "Choose" or "Edit"
- Under "Select Your Organization" either find "Neighbors Who Care, Inc." or enter our organization number 25135
- Click on "Save Changes"
- You should now see Neighbors Who Care listed under "Community Rewards" whenever you visit your Account Summary page

### **If you do not have a Fry's online account:**

- Go to [www.frysfood.com](http://www.frysfood.com)
- Click on "Register"
- Enter your email address and create a password
- Select your preferred store
- Click on "Create Account"
- Enter your Fry's VIP card number (or phone number if tied to your VIP card) and your name
- When taken to the Account Summary page follow the instructions above to choose Neighbors who Care to receive donations from Fry's.





**Gladys  
Chernick**

## ***Thank you to our Events Committee.***

This year the committee worked very hard to make the 2016 Volunteer Brunch a wonderful event. The committee is made up of many hard workers: Lou Larsen, Debbie Sowder, Shelly Mattie, Michelle Paulsen, Helene Rusk, Gladys Chernick, Barbara Carr, Idamae Fleischer, Verna

Mahnke. *A special thank you to Gladys Chernick who has served on the Event's Committee for 5 years and on each event we have had.* Thank you, to all the guys and gals who have worked so hard behind the scenes. I know I have the best Volunteers anywhere.



*"Senior Independence Through Volunteer Services"*

## **CLIENT RECREATION PROGRAM**

**Carol J. Bowers, Volunteer Services Manager**

In January the Recreation group that has been meeting on the third Wednesday made Valentines that were taken to the Veterans Home in Phoenix. They made 92 Valentines. Some of us felt like we were back in school. But when we looked at what we were doing, why, and what we were saying we felt very much like we were doing something that would bring a smile to some one's face.

February is the month we turn our thoughts toward notions of the heart. We see commercials on television, ads in the newspapers, signs that draw our attention to beautiful jewelry, gushy greeting cards, and flowers to let the ones we love know our feelings. So it shouldn't surprise anyone that a valentine would come in the mail or the floral delivery truck pulls up in front of your door with a lovely arrangement from someone dear. The thought is what counts.

March 16th we will step it up a bit and have a Party! We will be meeting again at 1:00 pm. We will be having a crazy hat contest, so decorate your favorite hat.... There will be a prize for the craziest hat and door prizes. We will be celebrating St. Patty's Day. Shamrocks, games, and green refreshments... be sure to call NWC to make a reservation or arrange a ride. (These do not affect your weekly transportation allotments).



## **You have a choice.**



For hospice and palliative care,  
tell your healthcare provider you choose  
Hospice of the Valley.

**602.530.6900 or HOV.ORG**

*Comfort and dignity as life nears its end*



A non-profit community whose strength is based on personal service offered by dedicated professionals who focus on the specific needs of each individual.

### ***Pennington Gardens, a leader in our community for over 13 years, offers:***

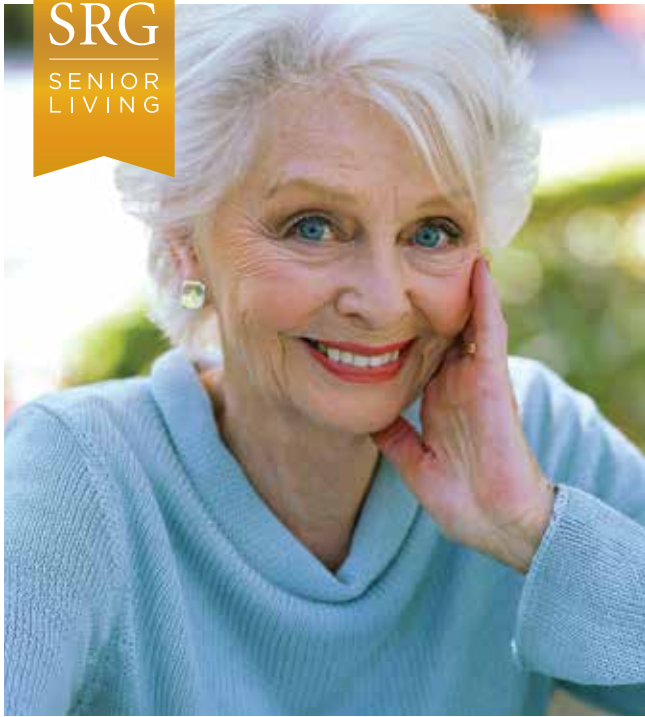
- An affordable and elegant full-service residence
- All levels of Assisted Living, Memory Care, Respite Care and Adult Day Care
- Affordable Independent Living Suites
- A superior management team, with two certified Community Directors
- Comprehensive Activities, Exercise and Entertainment
- Caregivers trained in-house by State Approved Trainer
- Delicious, home-cooked meals prepared by culinary institute trained chefs

**480-814-9046**

**www.penningtongardens.com**

**977 S. Pennington Drive, Chandler, AZ 85224**




**SRG**  
SENIOR  
LIVING


## Experience matters. Let us show you why.

**By any measure, 27 years of experience in senior living is a lot.**

And through the years, we've helped many people find a lifestyle perfectly suited to them.

Our secret? We listen.

And we've found that every person's need or desire to move is incredibly unique.

We've created equally unique places to live with great social opportunities, fine dining, accredited care services, and more. All with you in mind.

Come see how good it feels to have experience on your side.

Please call now to schedule your complimentary lunch and tour.

### **AWARD-WINNING MEMORY CARE**

**Hawthorn Court** • 13822 South 46th Place at Ray Road  
Phoenix, AZ • 480.359.3301

### **INDEPENDENT & ASSISTED LIVING**

**The Village at Ocotillo** • 990 West Ocotillo Road  
Chandler, AZ • 480.400.8687

[SRGseniorliving.com](http://SRGseniorliving.com)



## Amazon Smile Program

Amazon will donate 0.5% of the cost of any purchases made from Amazon.com to Neighbors Who Care if the purchaser uses the Amazon Smile Program.

There are two ways to make the donation:

1. you use to make purchases.

### **One Time Purchase**

1. Instead of going to [www.amazon.com](http://www.amazon.com) to make a purchase, go to [www.smile.amazon.com](http://www.smile.amazon.com).
2. Select Neighbors Who Care, Inc. (Sun Lakes, AZ) as your charity. Be careful as Neighbors Who Care, Inc. (Waltham, MA) is also listed.
3. Continue on to make your purchase.

### **Automatically Donate to NWC**

2. Go to [www.smile.amazon.com](http://www.smile.amazon.com)
3. Select Neighbors Who Care, Inc. (Sun Lakes, AZ) as your charity.
4. Follow the instructions to download the amazon smile app to your computer. This will place an amazon button on your web browser.
5. Anytime you wish to make a purchase from Amazon, click the button to go to Amazon Smile. It will open a box showing that you support Neighbors Who Care and allow you to search for your product. All purchases will automatically provide a donation to NWC.



You must download the app separately for each computer/phone/web browser.

## **Thank you to the Oakwood Lady Golf Association**

After a great day of golf and a wonderful luncheon Jan Skibo and OLGA presented Neighbors Who Care with a generous gift of \$1900. Thank you so very much ladies.



National Volunteer Week is April 12-18, 2016. Of course Neighbors Who Care has the best volunteers anywhere. We celebrate the unconditional affection of our neighbors every year at our Volunteer Recognition Brunch in March. Hopefully you will all understand that it is more difficult to plan two big parties back to back. We APPRECIATE every hour and mile you give to helping the people in our community.

We appreciate you twice as much in March so it will carry over to April. Celebrating our Volunteers!



## Alzheimer's and Dementia Care Relief Grant Program, Home care for families brought to you by Home Instead Senior Care and Hilarity for Charity®

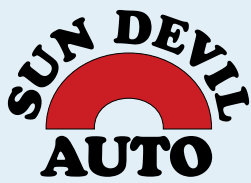
Families caring for loved ones living with Alzheimer's disease and other dementias are in crisis and need help. In fact, nearly 60 percent of Alzheimer's and dementia caregivers rate the emotional stress of caregiving as high or very high, and more than one-third report symptoms of depression. In-home care can help address this situation. That's why Hilarity for Charity® and Home Instead Senior Care® partnered to develop a grant program to help families facing the caregiving challenges of Alzheimer's disease. The program gives families in Canada and the U.S. the opportunity to apply for a care grant. Every grant recipient will receive a designated number of hours of in-home care from a Home Instead CAREGiver<sup>sm</sup> with Alzheimer's training. The number of hours will be determined based on the need of the family, number of applicants, and availability of grant funds.

Applicants can apply for grants online at [www.HelpforAlzheimersFamilies.com](http://www.HelpforAlzheimersFamilies.com).

Hilarity for Charity and Home Instead want to help as many people as possible. Our ability to provide care grants is directly connected to the dollars we raise. Our hope is that we can provide as many grants as possible for families across the United States and Canada.

Home Instead will work closely with you to make sure the CAREGiver is well matched for your loved one.

Grant applications will be kept on file for one year and will be considered quarterly.



## YOUR COMPLETE AUTO SERVICE PROVIDER

Family Owned & Operated ~ Since 1978

Engine Repair • Diagnostics • Emissions • Alignment • Suspension  
Transmission • Struts & Shocks • Clutches • Auto Glass • Window Tint



### WE ARE THE BRAKE EXPERTS

LIFETIME WARRANTY\*

**STANDARD**

As Low As

**\$89.95**

**PREMIUM**

As Low As

**\$139.95**

**Service Includes:**

- \* New brake pads or rear shoes
- \* Inspect master cylinder & brake hoses
- \* Resurface rotors or rear drums
- \* Road test the vehicle
- \* Repack front wheel bearings

Most Cars & Light Trucks

\*See Store Manager for Details (Except sealed units)

### FREE

- ✓ Towing\*
- ✓ Courtesy Shuttle
- ✓ Wi-Fi

\*See Store Manager for Details

### OIL CHANGE

**PREMIUM SYNTHETIC BLEND**

- ✓ Up to 6 Qts 5W-20 or 5W-30 Premium Valvoline Motor Oil

- ✓ Oil Change \* Lube \* Filter

- ✓ Complete Vehicle Inspection

Please call or go online to schedule an appointment

\*Most cars & light trucks ~ Plus Waste Disposal Fee

Includes  
Tire  
Rotation!

**\$16.95\***



Visit our Website  
to Schedule your  
Appointment today!  
[www.SunDevilAuto.com](http://www.SunDevilAuto.com)

## 20 Valley Locations - 2 Near You!

9716 E Riggs Road

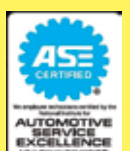
Sun Lakes ~ 480-895-0881

6300 S Higley

Gilbert ~ 480-840-6060

Open Mon-Fri @ 7am, Sat @ 7:30am, Closed Sunday

A+ RATING





**COSMETIC & GENERAL DENTISTRY****DR. JEFF ELAHI**

Prosthodontist

DDS (USC, California), MS (Marquette Univ, WI)

**We Now Offer:**

- Digital Imaging (80% less X-Ray Radiation)
- Routine & Perio Cleaning
- Laser-assisted Periodontal Gum Treatments
- Oral Cancer Screenings (VELscope)
- All on 4 Prosthesis • Implants & Mini Implants
- Dentures & Partials • Crowns & Bridges
- Tooth Colored Fillings • Teeth Whitening



[www.sunlakesdental.com](http://www.sunlakesdental.com)  
 Bashas' Shopping Center  
 S.W. Corner of Alma School Road & Riggs, Ste 109, Sun Lakes, AZ

**(480) 883-8000**

Most Insurance Accepted ~ Courtesy Consultation

0% Financing Available through Care Credit ~ Discounts For Non-Insured Patients

**Moving***- continued from page 1*

things, and keeping on top of this fine non-profit; he has fixed the leaky faucet and changed filters and lightbulbs, and he even takes out the trash on Fridays. The quiet man with a way about him that is second-to-none.

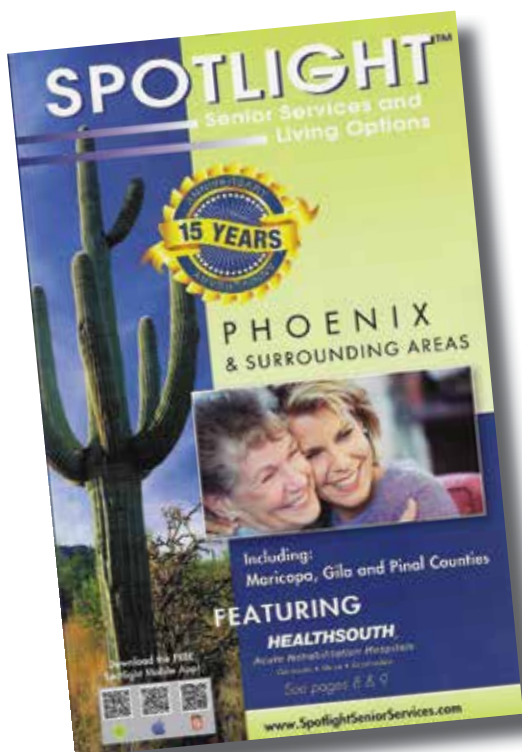
The Board of Directors has taken on important tasks as well. The board strategic planning committee is well underway, as is the community involvement committee. We will be hearing from them and the work they are doing as it unfolds.

The best way to keep up with all the new things happening at Neighbors is to follow us on our website at [www.neighborswhocare.com](http://www.neighborswhocare.com), another ways is to like us on Facebook at Neighbors Who Care, also on Ironwood Next Door, and Pinterest. Please help us by posting and pinning things that are interesting about Neighbors Who Care. We are still looking for #neighborswithselfies for our website, newsletter, etc. We have many volunteers who are helping us to stay current. Deb Sowder, Social Media Coordinator; Ron Chase, Website Coordinator; Sam Selby, Data Base Researcher; and others.

The Events Committee is meeting every week to make this year's Volunteer Recognition Brunch, March 12th a most excellent event. We are already getting inquiries about the Fall Welcome Back event that will happen on October 22nd. And there are other events and programs in the planning stages.

Last summer we rounded up NWC's finest: our staff, board members, and volunteers who met with Deborah Mainville-Knight a coach from Experience Matters, to process ACTIVE 8, Capacity Building Through Effective Volunteer Engagement. We met over a period of several months developing our plan of engagement. We now have a team of highly skilled volunteers: Lou Larsen, Grace Wilson-Woods, Madeline Lutz, Verna Mahnke, Dana Cosgrove, Britney Buckles, and myself who meet every-other week to evaluate and/or modify our target program of Recreational Therapy.

There are so many things going on and it is exciting to be part of it. Neighbors Who Care is moving ahead in the most extraordinary ways. We are becoming far more of a pillar in the community than ever. If you have ever thought about volunteering or have volunteered for Neighbors please consider the difference you will be making in our community. Not only will you feel the satisfaction of helping others, you will have the opportunity to meet new people and learn about the richness of their life, you can pay it forward, and one day become a person who will be blessing our community with the richness of your life experiences. Some of the positions we are filling are on the Outreach and Marketing Team, and the Wellness Team. We can get ahead of our self, which is not hard to do, so we have to be diligent. We are gathering information about our volunteers who have special talents and trying hard to include them in planning and development. If you have been volunteering and have served previously on a committee or board or have had a lifetime of experience in a specific area, or if you have a dream to start a program that will benefit people in the Sun Lakes South Chandler community, please call us. This is the time to move ahead. Our partners in the community are looking to us for direction and we want to bring you along.

**Awareness, Support, Solutions****[www.SpotLightSeniorServices.com](http://www.SpotLightSeniorServices.com)**



## A Big Thank You

A Big thank you goes out to Intel employees who are partnering with NWC to make this holiday season a bit brighter for some of our clients. During the month of December they provided gifts to some of our homebound clients and caregivers.

What if we could solve all of our community's issues by connecting experienced talent with nonprofits in need of their skills so they can better achieve their missions? You can make a difference and pay it forward by Volunteering with Neighbors Who Care.

Call 480-895-7133 to register for the next Volunteer Orientation opportunity.



## The Perfect Place

A faith-based day care facility, providing a loving and nurturing environment for Seniors thru games, chair exercises, entertainment, educational challenges, snacks and more.

Located on the campus of :  
Risen Savior Lutheran Church  
23914 S Alma School Road, Chandler, AZ.

Contact us for information at: 480-895-2892  
Email: [ThePerfectPlace85248@gmail.com](mailto:ThePerfectPlace85248@gmail.com)

## Breathe a little easier...

You've worked hard to pay for your home, now let your home pay you. A reverse mortgage is a loan that converts the equity in your home into cash.



If you're 62 years old or older, consider this financial tool to:

- Boost monthly income
- Pay off a traditional mortgage or home equity loan
- Provide tax-free cash\* — an alternative to selling investments

Are you curious about this financial tool and how much you may qualify for?

Call me today — there is no obligation and no pressure.



**Teri Tinney** NMLS# 589393  
Reverse Mortgage Specialist  
**(480) 254-6651**  
[ttinney@fareverse.com](mailto:ttinney@fareverse.com)

[www.fareverse.com/ttinney](http://www.fareverse.com/ttinney)



**FINANCE of AMERICA**  
— REVERSE —

\*Not tax advice. Please consult your tax advisor. Finance of America Reverse LLC NMLS #2285 (www.nmlsconsumeraccess.org); Corporate Office: 8909 South Yale Avenue, Tulsa, OK 74137; Arizona Mortgage Bankers License #0921300, Mortgage Bankers Branch License #0117862 - 625 West Southern Ave., Suite E171, Mesa AZ 85210; Licensed by the California Department of Business Oversight under the California Residential Mortgage Lending Act; Licensed under the California Department of Business Oversight under the California Finance Lenders Law. Not all products and options are available in all states. Terms subject to change without notice. ©2016 Finance of America Reverse LLC. All Rights Reserved. EQUAL HOUSING LENDER. This material is not from HUD or FHA and has not been approved by HUD or any government agency.



Sun Lakes Disposal is generously donating revenue generated from its curbside recycling collection to Neighbors Who Care. If you are a client of Sun Lakes Disposal, your recycling efforts are hard at work! Neighbors Who Care is proud to have Sun Lakes Disposal as a partner in our effort to make Sun Lakes a better place to live.

If you are looking for a residential garbage service provider, please consider **Sun Lakes Disposal**.

**\$16<sup>.65</sup>** Sign-Up for  
Monthly Disposal Service  
And Receive  
**FREE** \* RECYCLING  
SERVICE!



**Sun Lakes Disposal**  
**Residential Garbage Service**

CALL TODAY  
**480.895.2965**  
[arizonasanitation.com](http://arizonasanitation.com)

\*One time \$25 container set-up fee  
(Includes container delivery)





## Transportation Raffle Winners

**Winners of the  
October • November • December  
Drivers Raffle are:**

### October 2015

**100-332 miles**

Mike Rice	332 miles
Esther Sheets	127.5 miles
Jim Rainwaters	117 miles
Albert McCabe	114 miles
Diana Tusing	103 miles

**50 – 99 miles**

Marie McCadden	99 miles
Sharon McGregor	95 miles
Elizabeth Bradley	93 miles
Joan Orent	90 miles
Gerry Nelem	69 miles
Ursula Gmerek	64 miles
Randi Rex	64 miles
Cathy Bowlby	61 miles
Bob Lowell	57 miles
Ginny Metz	51 miles

### November 2015

**100– 247 miles**

Bob Neely	247 miles
Verna Mahnke	205 miles
Larry Buehler	164 miles
Stu Frost	135 miles
Donald Zornes	126 miles

**50 – 99 miles**

Jean Kulander	96.5 miles
Vesta Hayden	97 miles
Nathan Pleitner	84 miles
Tom Chase	75 miles
Pat Muldoon	71 miles
Jean Caravello	67 miles
Rachel Enloe	65 miles
Joe Klimoski	62 miles
Morris Johnson	55 miles
Linda Brunelli	50 miles

### December 2015

**100 – 200 miles**

Dee Walsh	200 miles
Barb McKinney	150 miles
Mac McCarty	110 miles
John Reed	110 miles
Jamie Williams	110 miles

**50-99 miles**

Dennis Mulcahy	99 miles
Pam Crews	98 miles
Janet Hold	95 miles
Don Prestin	92 miles
Dianna Roeder	91 miles
Marita Reed	86 miles
Darlene Howard	66 miles
Evie Sherman	58 miles
Kathleen Baldwin	52 miles
Michael Roger	50 miles

## Advertising Rates and Information Ad Sizes and Price

Full Page 8" x 10"	\$800
Half Page Horizontal 8" x 4.875"	\$400
Half Page Vertical 3.875" x 10"	\$400
1/4 Page Horizontal 8" x 2.3125"	\$200
1/4 Page Vertical 3.875" x 4.875"	\$200
1/8 Page Horizontal 3.875" x 2.3125"	\$150

### Print-Ready Ads

- Acrobat PDF preferred (exact dimensions, outlined fonts and no crop marks)
- TIF, EPS or Hi-res JPG (Minimum resolution 300 dpi)
- Ads must be exact dimensions, outlined fonts, no crop marks and no spot colors or RGB (convert to CMYK)
- Any black, unless it appears in a photo, should be 100% K

### Article Submission

Word document, txt, or .rft file  
(include the title, byline, and article)

**For information contact  
NWC 480-895-7133**

Do you know the Lion's Club is a very generous supporter of Neighbors Who Care?

Saturday, March 19th, 4:00 pm - 7:15 pm

is the Annual **SPAGHETTI DINNER**

Tickets are \$10 in advance and \$11 at the door  
(Sun Lakes Country Club)



**Spaghetti & Meatballs**

**Bread & Salad**

**Dessert, Coffee, Ice tea**

**Lemonade & water included**

**Proceeds Support:**

**NEIGHBORS WHO CARE,**

**Veterans & Lions Charities**

*Bring you slightly use or new Jeans to be donated*

**www.neighborswhocare.com**



**Neighbors  
Who Care  
Website**

**Things you  
will find**

- Calendar of events
- Previous newsletters
- Services for you
- How to volunteer
- Announcements

## CAREGIVER SUPPORT GROUP

**Every Monday**

**1—3 PM**

**Risen Savior Lutheran Church**

**23914 S. Alma School Road**



**All family  
Caregivers are  
welcome**

**Sponsored by  
Neighbors Who Care, Inc.**

**For information call**

**480-895-7133**





**Will be closed for the following holidays in 2015 - 16**

Labor Day, Thanksgiving and day following,  
Christmas Day, New Year's Day,  
Presidents' Day, Memorial Day, 4th of July

**Please make a note**

**NWC will NOT provide services on these days**

## NWC WISH LIST:

### *Needed Highly Skilled Volunteers*

Someone to reattach missing slats on  
vertical blinds

Someone to make picture frames

- Marketing
- Coffee
- Public Speaking
- Arts and Crafts
- Recreation
- Program Development



**Schedule for the  
NEIGHBORS WHO CARE  
"Go Daddy" Van**

Tuesday Wal-Mart on Arizona Avenue

Wednesday *Destinations will change*

Thursday Basha's Alma School Road

Friday Fry's Riggs Road

Volunteer Van Drivers are always needed: Are you already providing transportation for NWC and/or you would like to be trained to drive the NWC van to take clients shopping. Please contact our Volunteer Services Coordinator at

**480-895-7133**

## SERVICE GUIDELINES

All services are booked through Neighbors Who Care at **480-895-7133**.  
Please schedule at least three business days in advance of your appointment.  
Services are available Monday-Friday between 8:30 AM—4:30 PM

**Business Assistance** -- writing checks and letters; addressing envelopes; checkbook balancing; voter registration and tax preparation [this service is helpful for those with impaired vision]

**Business Service Advocacy** -- we provide counsel and assistance in dealing with contractors [home repair and financial] and ombudsman service in resolving service complaints

**Transportation** -- to/from medical appointments. Service is available twice each week. [when scheduling appointments please tell us the length of your appointment]

**Shopping/Errands** -- a ride to the bank or for groceries or we will shop for you. [the number of stops must be planned in advance; no more than three stops per outing]

**Dinner Delivery** -- orders are taken by phone between 9 - 10 am and delivered by volunteers between 3:30 - 4:30 pm Monday - Friday. Details are available by calling NWC at 480 895-7133

**Minor Repairs** -- such assistance as changing a light bulb or furnace filter

**Reassurance Calling** -- daily or weekly check-in calls

**Respite Care** -- a volunteer will stay with your loved one while you are out [this service is available up to four hours per week]

**Friendly Visiting** -- regular social visits from a NWC volunteer

**Van Service** -- the Neighbors Who Care van provides transportation to select locations weekly

**Welfare Visits** -- a brief daily welfare visit in the temporary absence of the primary Caregiver

**Recreational Therapy Program** -- providing moderate recreational activities to promote and encourage health, socialization, and independence in life activities away and at home

## CLIENT TRANSPORTATION APPOINTMENTS

**Please call: Neighbors Who Care  
480-895-7133**

**During Business Hours 8:30 am—4:30 pm**

When making transportation appointments,  
Please call at least three days in advance or up to  
one month in advance.

- Call Monday for a Thursday time
- Call Tuesday for a Friday or Saturday time
- Call Wednesday for a Monday time
- Call Thursday for a Tuesday time
- Call Friday for a Wednesday time

You may use our free services twice each week  
for Medical Appointments

You may use our services three times each week  
for dialysis or chemotherapy treatments

**Van service is available five days  
each week for shopping**



## MONTHLY AUTO OR GOLF CART CHECK

The 3<sup>rd</sup> Tuesday of each month 8 am – 10 am, Volunteers from Neighbors Who Care are available to assist you with a basic auto or golf cart check.



They will be located at the West side of the Sun Lakes Country Club.

This service is available to all.

Neighbors Who Care, Inc.  
10450 E. Riggs Rd., #113  
Sun Lakes, AZ 85248

## AARP Driver Safety Program

Neighbors Who Care offers the AARP Driver Safety Program every **2nd Thursday of the month at 12:30** in our Volunteer Room. The course is recommended for each of our Volunteers who drive our clients and required for our volunteer Van Drivers.



## Interfaith Council of Greater Sun Lakes

*Founded 1993 – Founders of Neighbors Who Care 1994*

First Baptist Church of Sun Lakes	480-895-1088
St. Steven's Catholic Church	480-895-9266
Sun Lakes Community Church	480-895-9147
Sun Lakes Jewish Congregation	623-640-5913
Oasis of Grace - Assembly of God	480-766-8927
Risen Savior Lutheran Church	480-895-6782
Sun Lakes Lutheran Church	480-231-1506
Sun Lakes United Church of Christ	480-895-6317
Sun Lakes United Methodist Church	480-895-8766
Temple Havuret Emet	480-803-4120
Unity Church of Sun Lakes	602-309-1818

## March • April • May

**Sun**

**Mon**

**Tue**

**Wed**

**Thu**

**Fri**

**Sat**

1:00  
Support Group  
@ RSLC

9-10:30 Social  
Security Overview  
Trust Bank

10:00 am  
Volunteer  
Brunch

1:00  
Support Group  
@ RSLC

12:00 pm  
Volunteer  
orientation

12:30  
Driver Safety  
@ NWC

1:00  
Support Group  
@ RSLC

8-10  
Golf Cart Check  
@ SL1

Recreational  
Therapy  
1-2:30 pm

1:00 pm  
Volunteer  
orientation

10:00 am  
Volunteer  
orientation

1:00  
Support Group  
@ RSLC

9-10:30 Women's  
Financial  
Empowerment  
Trust Bank

A Proud Partner Agency of



SEASON FOR SHARING

THE ARIZONA  
REPUBLIC

azcentral.com

GF  
GARDEN CITY

12 NEWS