

The Care Connection

NEIGHBORS WHO CARE, INC.

Volume 18 • Issue 4 • Dec. 2014

Caring for Our Community, One Neighbor at a Time



Chandler Symphony and Neighbors
Who Care Winter Concert
December 7, 2014.

2014



Growing Together

The Year of
the Volunteer


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



NWC 2nd Annual Welcome Community Fair

By Carol Bowers, Volunteer Manager

When planning an event like this, it is always a good idea to account for a few glitches. What a surprise when everything runs perfectly. Well, would it be correct to say there were NO surprises. The weather was great, maybe more than great, 96°, and sunny. There were at least three other very big events the same day. Power wasn't something we had readily available. We forgot the grilling implements. The sun kept taking over the shade. No escape.... What a great day. We had many more people than last year and came out ahead financially. Thank you to Kelli for lending her fancy golf cart. It really helped.

As last year, the Dunk Tank, sponsored by the Sun Lakes Rotary, was a great success! Our fearless leader, Richard Eslick, again "volunteered" for the dunk tank. He was the star attraction and was sent to the depths more times than last year. ComForcare pulled off the biggest Horse Race since the tripple crown. We toss out a big thank you to Mark Young and his crew for the fun time. Not to be out-done, Home Instead

— **Community Fair** cont. on page 8-9





Eric Ehst
Executive Director

All Services per Fiscal Year. 2013-2014

Volunteers ~ 458

Clients ~ 584

Hours ~ 18,737.25

Miles ~ 132,325

Occasions ~ 18,682

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.

The “No Scrooge” Neighborhood

Eric Ehst, Executive Director

It's the holiday season again. Anyone who's read Dickens' A Christmas Carol or seen one of the many movie versions remembers that moment when Scrooge realizes that a person's true legacy is not how much money they accumulated, but the difference they made in the lives of others. The moment is dramatic and profound, the highlight of the story. Contemporary scientific research has confirmed that rich people aren't any happier than those with less. Money can't buy happiness, although I wouldn't mind trying to rent it for a little while. True happiness comes from inner fulfillment and nothing provides that better than helping others, knowing you made a positive difference in someone's life.

Welcome to Neighbors Who Care. Our volunteers make that vital difference in their neighbors' lives every day. It's amazing how much a little thing like driving someone to a doctor's appointment, changing a light bulb, stopping by for a friendly visit, or delivering a hot meal means to someone who can no longer do it for themselves. The gratitude shown by the people we help to keep their pride and dignity, living independently in their own homes, is enough to drive the “Scrooge” out of the coldest heart.

I've quoted from this client's note before, but it is truly the most eloquent description of our impact I have seen.

“Time and again your patience, understanding and gentle ways aided my recovery from spinal surgery. With no

family closer than 1200 miles, you phoned to check on me, you took me to post-op appointments, you brought me meals. I applaud all of you volunteers who are the heart of Neighbors Who Care. Thank you for coming to my rescue at a vulnerable time in my life.”

This holiday, don't be a Scrooge, donate a little of your time to help your neighbors. We have no set hours or minimum commitment. You can leave a legacy of hope and happiness. And, speaking of legacies, consider remembering Neighbors Who Care in your will or estate planning. Your donations provide the support necessary to recruit, train, and schedule our volunteers, and to provide professional case management services for the people we assist. They also help to insure that we'll be here in the future if you or your loved ones need a hand. Our volunteer-based operating model and minimal overhead triple the impact of your donations in the community.

Many in our community don't realize how lucky we are to have such a special, award-winning local organization with a national reputation for caring and excellence. Please check us out.

Please don't forget to make your holiday or end-of-year tax-deductible donation to Neighbors Who Care (a donation envelope is thoughtfully included in this newsletter). We really rely on your generous support to be able to provide the services our clients depend on. They're counting on you.

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...

NOW RECRUITING BOARD MEMBERS!

Few things are more critical to a nonprofit's health, success and sustainability than an effective board of directors. The board can make or break a nonprofit's success. That's why it's crucial to gather the right people for the task. Recruiting, building, managing and engaging a leadership team made up solely of volunteers is one of the most ambitious, delicate and daunting responsibilities a CEO or executive director has.

When we think about having a great board of directors, it can be tempting to fantasize about having lots of big-name powerhouses who could write large checks. Although the money would be nice, in reality, these people may have no real connection to our cause—and money can't cover that gap. The ABCs of donor prospecting—access, belief and capacity—all apply to board recruitment. We need to have **access** to these individuals. They need to **believe** in our cause. And we need to consider a board prospect's availability to commit time and talents to the organization. Other qualities we seek: a willingness to engage, a personal connection to the cause, a network of key contacts, capacity to give, prior board experience and specialized expertise.

Are You a Potential Board Member?

1. What makes our mission meaningful to you?
2. What are some of your prior board leadership experiences?
3. What skills, connections, resources and expertise do you have to offer and are willing to use on behalf of the organization?
4. Do you have any worries or concerns about joining the board?
5. Do you have personal aspirations that could be enhanced by board service?
6. How much time a month can you commit to meetings and serving the mission?
7. What motivates you?
8. What are your expectations from the management of the nonprofits where you've served as a board member?
9. Are you willing to make a financial commitment that is a stretch?
10. How important is socially interacting with other members?

Five Things Potential Board Members Might Ask Us

1. Who is on the board now? How did they get there?
2. How long are the terms? How many people are required for a quorum?
3. What committees exist? Who is on them? Are they active?
4. What do the financial statements look like? What is the annual operating

— **Board Members** *cont. on page 6*



Richard Eslick
Chair



Christine Raney
Vice Chair



Ron Chase
Treasurer



Colette McNally
Secretary



Mahnaz Pourian



Jonathan Askew



Gary Hutchinson



Wes Davis



Barbara Carr

Staff



Carol Bowers
Vol. Serv.



Bonnie Kosar
Case Worker



Eric Ehst
Exec. Dir.



Joan Byrnes
Dinner Del.



Verna Mahnke
Office Coordinator



Mira Suschak
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NEW FACES IN THE NEIGHBORS WHO CARE OFFICE



Mira Suschak
Encore Fellow



Verna Mahnke
Office Coordinator

We regularly meet new people. Just walk into the NWC office on any given day. You are sure to meet someone new. We rotate receptionists and schedulers twice every day, every four hours or so. Many of our office volunteers are scheduled for a particular day every week. In addition, most of them have been on our volunteer staff for quite some time. We appreciate each person who has dedicated themselves to taking requests and arranging volunteers to fill those requests. Nevertheless, our staff has had a missing link. Once again, we are introducing a talented new staff person in our office, Verna Mahnke, Office Coordinator. She is an excellent asset to our staff. She comes to us from Colorado and brings outstanding skill sets and a personality to match that are a good balance with the rest of our staff. Verna has family here in Sun Lakes, and is a Sun Lakes resident. If you would like to stop by and meet Verna, please do, and welcome her to Neighbors Who Care.

About the same time that Verna joined our staff, we welcomed an Encore Fellow, Intel retiree, Mira Suschak. Mira is also a Sun Lakes resident; she has a background in program development and management. She is currently working mostly from her home, to review and develop a community, client, and volunteer survey to help us with our strategic planning and future outreach and marketing goals.

Both Mira and Verna have jumped right in and helped with a few open houses and other volunteer opportunities. Welcome aboard and thank you for all you do!

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A very special thank you to all the sponsors, donors, and volunteers who have made this year's Neighbors Who Care Welcome Back Community Fair a major success.

Next year the EVENT will happen on October 24th.

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Albertson's - gift card

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Bob Ralston, photography
Sun Lakes Fire Department - Services
Sun Lakes Sheriff's Posse - Services
Tori Johnson - groceries
Irene Johnson - groceries
The Sun Lakes Chordaires - Ambassadors
The Sun Lakes Camera Club, photography

DUNK TANK VOLUNTEERS

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Rachel - Pinnacle Therapy
Lou - Neighbors Who Care
Richard - Neighbors Who Care
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Board Members*- continued from page 3*

budget? What are the top revenue streams and the largest expense categories? Is there a deficit? Does the organization have an annual audit and has it consistently been in good standing? Are there any outstanding legal issues going on with the agency?

5. What are the responsibilities of board members? Is the board well staffed with an existing leadership who are eager and capable of moving into new leadership roles on the board?

When we think about cultivating great board members, most

people think about big names and big wallets. But there's a lot more that goes into a great board member, such as a connection to the cause, the ability to give, prior board experience, a strong network of key contacts and an area of specialization, knowledge or influence that could help the organization.

WHAT DO GREAT BOARD MEMBERS HAVE IN COMMON?

1. They hold themselves and the organization accountable. Board members should be constructive partners in achieving the organization's mission.
2. They are genuinely passionate about the mission. There is no substitute for passion. Passion trumps everything. Studies show that not only does passion rub off on others and increase their happiness levels, it is also one of the primary traits making leaders successful.
3. They open doors to new donors and make a personal gift. If your board members haven't given of themselves why should anyone else give?
4. They are focused on fulfilling the mission and see the big picture. It's easy for organizational attention to drift away from the mission but a strong board maintains a laser focus on fulfilling the mission.
5. They ask tough questions. Great board members provide perspective, ask for updates from the field and offer objective analysis to support and expand the staff's reach and impact. They don't shy away from thoughtful questions such as: "Are we spending and raising money according to plan?" They're also open to self-reflective questions about the value the board is contributing to the organization.

Neighbors Who Care is always looking for potential new board members. If you think you may have an interest in serving our organization and community as a board member please contact our executive director at 480-895-7133.

Ron Chase
Treasurer

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Community Fair

- continued from page 1

served Margaritas (non-alcoholic). There was plenty of food and prizes. Thank you to all who donated raffle prizes.

The fire and rescue team, the Sun Lakes Sheriff Posse, CAP team, medical equipment coordinators, and so many others from our community gave their time and energy to making this so successful. Then, there were the Neighbors Who Care volunteers who worked tirelessly to see that this was the biggest and best party yet. Thank you to Christine, Colette, Donna, Dorothy, Gladys, Howard, Irene, Jan, Jerry, Joe, John, Jonathan, Judy, Larry, Lila, Linda, Loie, Lois, Louise, Lou, Mahnaz, Maureen, Mira, Nancy, Peter, Richard, Randi, Ron, Sylvia, Tori, Verna, and many others. If I missed anyone, I apologize. Thank you to you all.

Plan now and save the date, October 24, 2015 for the 3rd Annual Welcome Back Community Fair. There are many events happening all over the community. Our goal is to present an opportunity for you to meet the service providers for the greater Sun Lakes and south Chandler communities, offer a fun event for you and your family, and give you a place to fill your tummy and relax from a busy day. See you in October 2015.



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Birdies for Charity Raises Money for NWC



NWC is once again partnering with Birdies for Charity to raise money for our programs. In 2014 NWC received over \$11,000 through this partnership. The money is raised by donors pledging to give an amount based on the number of birdies made at the 2015 Phoenix Open Tournament in January (each penny per birdie pledged is approximately a \$15 donation). Donors can also pledge a set dollar amount if they like (\$20 minimum). The neat part is that Thunderbirds Charities gives NWC a 15% bonus on the money raised (\$1.15 for every \$1.00 you pledge). This is an extra 5% bonus in honor of the Thunderbirds 80th anniversary.

To make a pledge go to www.BirdiesForCharityAZ.com and select Neighbors Who Care (183) or contact the NWC office for a paper pledge form.

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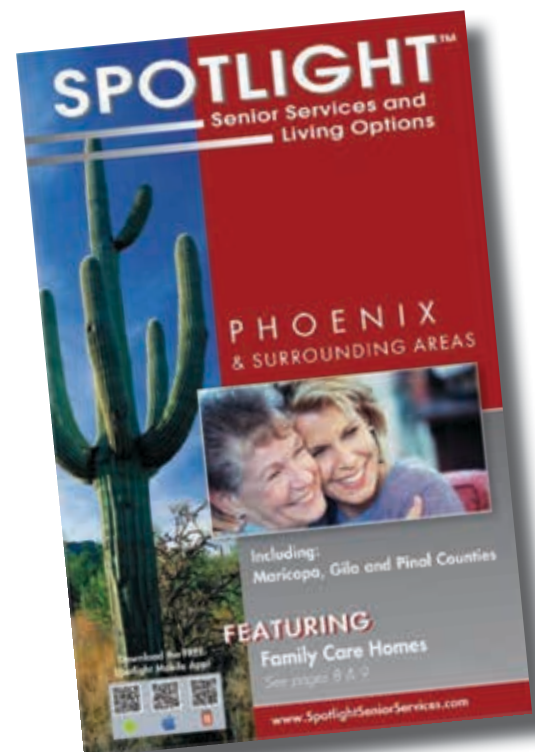
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2014 — The Year of the Volunteer GROWING TOGETHER

Looking at the number of people who have been volunteering and making donations for Neighbors Who Care and the number of people who have touched the lives of others over all the years makes one smile. Just to know that there have been more than a thousand individuals and businesses who have done a little or a lot to serve the people in the Sun Lakes and south Chandler communities is amazing. We are honoring all those who contribute \$1.00 or more by putting a leaf on the Giving Tree. This fiscal year we begin a giving drive to fill our Giving Tree with leaf clusters. Each level will be different. Each time you make a donation a leaf cluster with your name will be added to the Giving Tree.

When you make a donation of:

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- \$1000 to \$2499—Silver
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- Over \$5000— Flower Cluster

Stop by the NWC office to see the tree and help to fill it.

SO WHAT'S FOR DINNER?



*By Joan Byrnes, Dinner Delivery
Coordinator*

Here comes the Holidays!!!! Ready or not, they are right around the corner. Busy, busy time of the year... But let's not forget what is really important. Helping each other and the kindness we show to others not only around the Holidays but all year long.

At Neighbors Who Care, we know what it is to give and receive. Every time one of our Dinner Delivery Volunteers take a meal to one of our neighbors gets their mail from their mailbox or picks up their newspaper from their driveway, they are giving and receiving at the same time.

Did you know that Our Volunteers not only deliver the meals to our Clients, but they also will bring in your mail and newspapers if you request? Our Volunteers know to do this because the printed label on each meal that is delivered will tell them that the Client has requested this service to be done. Just another special something our Volunteers are willing to do to help. If you are unable to get to your mailbox or get your newspaper, please tell me the next time I call to take your meal order and I will request the person delivering your meal to do that for you.

At Neighbors Who Care it's all about "Caring". We care about the people we serve, the work we do, and we all strive to build mutually rewarding relationships with our neighbors.

Thank you.

Joan

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sponsored by Christine Lobdell Raney/Edward Jones
2nd Tuesday of the Month ~
Call Diane to RSVP 480-802-0741

Jan. 13th

TECHNOLOGY,

How to use the new Gadget you
received as a gift

Feb. 10th

DRIVER INDEPENDENCE AND SAFETY presented by TB

Mar. 10th

TOPIC TBA presented by Elaine
Poker-Yount of Visiting Angels

Apr. 14th

NEIGHBORHOOD SAFETY

How to leave you home safely for the
summer presented by the Sun Lakes
Fire Department



HOSPICE
of the VALLEY

Not for profit. For comfort.

Providing compassionate end-of-life care since 1977

24/7 care by on-duty staff

Holistic approach

Serving patients in their own homes and in our
palliative care units

Maricopa and northern Pinal counties

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Interfaith Council of Greater Sun Lakes

Founded 1993

Founders of Neighbors Who Care 1994

President - Rev. Don Hendricks
Sun Lakes Community Church

Vice President - Rev. Jim O'Neal
Sun Lakes United Methodist Church

Secretary - Rev. Debbi Brown
Unity Church of Sun Lakes

Treasurer - Sr. Carol Bowers
Sun Lakes Lutheran Church



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 Havuremet	480-803-4120
Unity Church of Sun Lakes	602-309-1818



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: 480-895-2982
Email: ThePerfectPlace85248@gmail.com

Transportation Raffle Winners

**Winners of the
July - September 2014
Drivers Raffle are:**

July 2014

\$50 Gift Card 100-518 miles

Gary Hutchinson	518 miles
Virginia Meeker	278 miles
Sue Edwards	195 miles
Sherrill FiMauro	147 miles
Dennis Mulcahy	104 miles

\$25 Gift Card 50-99 miles

Peter Winkler	94 miles
Susan Lamb	84 miles
John Repar	80 miles
Max Platt	73 miles
Terry Jung	60 miles
Elaine Hair	59 miles
Bob McManus	58 miles
John Concannon	56 miles
Pat Bibler	51 miles

August 2014

\$50 Gift Card 100-458 miles

Maria Arellano	458 miles
Katie Moon	138 miles
Pat Richards	117 miles
Ed Lamers	107 miles
Jamie Williams	100 miles

\$25 Gift Card 50-99 miles

Gordon McCleary	95 miles
Ron Chase	79 miles
Ed Hill	76 miles
Shiva Sivakumar	63 miles
Woody Neiman	57.5 miles
Colette McNally	57 miles
Jerry Bolduc	55 miles
Teddy Cole	55 miles
Rick Hester	54 miles
Ann Galleger	51.5 miles

Sept 2014

\$50 Gift Card 100-134.5 miles

Ester Sheets	134.5 miles
Carol Virkler	123 miles
Larry Buehler	120 miles
Peter Hammer	109 miles
Loie Rudge	100 miles

\$25 Gift Card 50-99 miles

Dwight Snyder	97 miles
Gerald McHugh	87 miles
Jim Space	84 miles
Gary Boss	83 miles
Cheryl Stacy	71.5 miles
Jamie Williams	66 miles
Carol Cummings	65.5 miles
Marcia Wagoner	64.5 miles
Joe Klimoski	60 miles
Liz Hall	54 miles

AARP Driver Safety Program

Neighbors Who Care offers the AARP Driver Safety Program each **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.



Monthly Auto or Golf Cart Check



The **3rd 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.

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



Interfaith Council of Greater Sun Lakes Calendar

Dec. 7, 2014 Chandler Symphony Winter Concert
SL UMC 3:00 and 6:30 pm

Mar. 1, 2015 Unity Concert - SL UMC 3:00 pm



Will be closed for the following holidays in 2014 - 15

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

Wish List

Thank you for all who donated cookies,
popcorn, and coffee.



NWC Service Guidelines

All services booked through Neighbors Who Care at 895-7133. Please schedule at least three business days in advance of your appointment. Services are available Monday-Friday between 9 AM—4 PM.

- ♥ **Van Transportation** — grocery shopping to select local stores
- ♥ **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 3 stops per outing)
- ♥ **Business Assistance** — writing checks and letters; addressing envelopes; checkbook balancing; voter registration; tax preparation (this service is helpful for those with low vision)
- ♥ **Business Service Advocacy** — we provide counsel and assistance in dealing with contractors (home repair and financial); and ombudsman service in resolving service complaints
- ♥ **Minor Repairs** — such assistance as changing a light bulb or furnace filter
- ♥ **Respite Care** — a volunteer will stay with your loved one while you are out (this service is available up to 4 hours per week)
- ♥ **Dinner Delivery** — orders are taken by phone between 9-10 am, Monday - Friday, details are available by calling NWC at 895-7133
- ♥ **Friendly Visiting** — regular social visits from a NWC volunteer
- ♥ **Welfare Visits** — a brief daily welfare visit in the temporary absence of the primary Caregiver
- ♥ **Reassurance Calling** — daily or weekly check-in calls



Schedule for the NEIGHBORS WHO CARE "Go Daddy" Van

Monday	Wal-Mart on Arizona Avenue
Tuesday	Wal-Mart on Arizona Avenue
Wednesday	<i>Destinations will change</i>
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

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 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**





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

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PHOENIX, AZ
PERMIT NO. 498

*Please don't forget
to make your holiday
or end-of-year tax-
deductible donation to
Neighbors Who Care.
Your neighbors are
counting on you.*

December • January • February. 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1:00 Support Group @ RSLC		9:00-12:00 Medicare Benefits Counseling @ RSLC			
Chandler Symphony and Neighbors Who Care Winter Concert	1:00 Support Group @ RSLC	9:00 Community Education Workshop @ UMC	9:00-12:00 Medicare Benefits Counseling @ NWC	12:30 Driver Safety @ NWC		
	1:00 Support Group @ RSLC	8-10 am Golf Cart Check @ SL1 4 pm DementiaWise Webinar @ NWC - December Only	9:00-12:00 Medicare Benefits Counseling @ RSLC	1:00 Vol. Orient. @ NWC		
	1:00 Support Group @ RSLC		9:00-12:00 Medicare Benefits Counseling @ NWC	1:00 Office Retraining @NWC		