

# The Care Connection

## NEIGHBORS WHO CARE, INC.

Volume 20 • Issue 2 • March 2016

Caring for Our Community, One Neighbor at a Time



*Friends meeting friends at the NWC Volunteer Recognition Event March 2016*

## Honoring Our Volunteers

**By Carol Bowers,  
Volunteer Services Manager**

Neighbors Who Care honored 250 volunteers at our annual Volunteer Recognition Brunch. This year our theme was **Moving Ahead in Style**. We enjoyed an elegant mid-day meal and a lovely fashion show presented by *Bon Worth* and our very fashionable volunteers. More than 30 individuals were recognized by the city of Chandler, and given the bronze award from the Points of Light for their service of over 100 hours as a NWC Volunteer. Five, received a silver award for service over 250 volunteer hours. Neighbors Who Care honored Ron Chase, Joel Goldman, and Don Presten, with our annual Ambassador Award for actively supporting the mission spirit of Neighbors Who Care. Jim Wood, Marcie Noble, Dennis Mulcahy, and Bob Neely receive the Above and Beyond Award, awarded to individuals who have gone a little further to help those we serve. Irene Johnson, Verna Mahnke, and Leonard White received the Supper Star Service Award for driving over 2000 miles in 2015. And, Roberta Wise received her 20 year pin.



*Carol Bowers, Thanking the winners of the Ambassador Award for 2015, shared by Joel Goldman, Don Presten, and (missing) Ron Chase.*

*“Optimism is the faith that leads to achievement.*

*Nothing can be done without hope and confidence.”*

*- Helen Keller*

NWC serves individuals who live in a 32 square mile area of south Chandler and Greater Sun Lakes. The volunteers who drive our clients to doctor appointments and grocery shopping; to the bank and to hair dresser appointments; to their homes to preform minor repairs or balance check books; drive more than 138,000 miles each year. When asked why they want to volunteer for Neighbors Who Care I hear much the same thing from them: “I want to give back;” “I am doing this in honor of my mother, I wish there would have been a service like this when my brother and I were caring for her.” “I have been in law enforcement my whole career and this is much like what I did in my community, helping people and seeing to their safety.” “You do such wonderful things for people; I want to be part of this.”

The most interesting people serve our clients; a trial judge, a contractor, an airline pilot, a police officer, a veterinarian, a professor, a doctor, a nurse: A principal, a lawyer, a teacher, a realtor, a fleet manager, a student, a homemaker; An IT specialist, a corporate executive, a professional football player, and the list continues. All want to volunteer their time to serve with us. There are not enough words to say Thank you, not enough banquets, or certificates, or pins. For the volunteers and us who train and encourage, then serve with them: It is the warmth we feel in our hearts... The satisfaction we feel at the end of a long drive... Or the memory we have in our head of the person we shared our time... Knowing he or she will be that much safer and well at the end of the day is our reward. We can't help but smile.

To be a member of the Olympian team of volunteers at Neighbors Who Care, call us at 480-895-7133, [www.neighborswhocare.com](http://www.neighborswhocare.com)

**NEIGHBORS WHO CARE, INC.**

*“Senior Independence Through Volunteer Services”*

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

**Sun Lakes, AZ 85248**

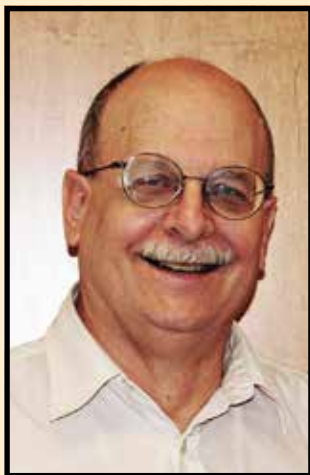
**Phone: 480-895-7133**

**Fax: 480-895-5508**

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

# NEIGHBORS WHO CARE CREATES COMMUNITY CONNECTIONS

## Eric Ehst, Executive Director



**Eric Ehst**  
Executive Director

**All services per  
Calendar Year 2015**

**Volunteers ~ 453**

**Clients ~ 633**

**Hours ~ 18,350.5**

**Miles ~ 136,265**

**Occasions ~ 18,681**

### 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.*

In April NWC kicked off a major new initiative to better connect, cooperate, and collaborate with the communities we serve. The initial meeting of the Neighbors Who Care Advocates' Circle brought together a group of civic, business, and community leaders, along with current and former board members of NWC. The purpose of the committee is to provide guidance, expertise and community connections for Neighbors Who Care as we research neighborhood needs, find new resources (volunteers, partners, and finances) and plan for the future. The first meeting was a great success. We shared details of the history and accomplishments of NWC; discussed how to create better connections and collaboration between all of our organizations; identified additional community leaders who should be invited to participate; and began a discussion of what unfulfilled needs there are in the community we all serve.

Over its more than 20 years of operation NWC has built excellent relationships throughout the community. Local congregations raise money for us, refer people who need assistance, and help us recruit volunteers. Community managers help publicize our efforts and inform residents of our programs. Fire, police, and sheriff's departments collaborate with us to help those in need of assistance. Medical offices help coordinate transportation and appointments. Civic organizations, clubs, and businesses support us in many ways.

The Advocates' Circle will help us to formalize and organize these relationships as we move forward. Better yet, it creates a forum, centered on Neighbors Who Care, where the diverse community representatives can communicate with and learn from each other. The world is changing rapidly and NWC will play a key role in determining how we are going to

cope with the exploding population of seniors, with the rapidly increasing lifespan, and with the changing expectations of retirement and independence. We have set an ambitious goal, to become a 'transformative' organization; a laboratory to create and implement revolutionary new ways to keep the exploding senior population independent and fulfilled; to meet both their physical and their social needs.

This improved cooperation and support network will play a vital role in giving NWC the resources and expertise to meet the changing and increasing community expectations. We express our profound appreciation to the founding members listed here and also to those community-minded organizations and individuals we have yet to recruit.



*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

*What's good for a charity is good for your beneficiaries, too!*

By Francisco Sirvent, Board Member

Thank you! Neighbors Who Care could not do what we do without the gifts from so many of you! We acknowledge it is a sacrifice on your part. The Board would like to encourage all of our generous donors to also remember that charitable giving does not need to result in leaving less for your beneficiaries. If you could set up your gifts in a way that resulted in a larger gift to the charity and no less for your beneficiaries, would you?

Here's an example. John & Marie have a total estate of \$552,350 (house, bank accounts, personal items, and investments). They want their estate to go to their three adult children equally. Part of their estate is an IRA worth \$178,000. If they plan the traditional way, there is a risk that their estate will end up paying \$71,200 in income taxes after they both pass. Ouch! Their children would end up receiving \$481,150.

If they choose to include a charity in their plan, and they set up the gift correctly, they can actually give all \$552,350 to

their children plus the amount of the IRA to their favorite charities, a total gift of \$730,350! Of course, this is a simple illustration of the results of a thorough plan. But isn't that exciting!

This is called Planned Giving. Planned Giving makes sense for people who are:

-Charitably inclined already (even for "small" gifts),

-Have IRAs, 401ks, annuities, appreciated assets, or other income-taxable investments, and

-Want to save taxes during their life and/or after their death.

Fewer than 38% of Americans take the time to get their estate planned. The ideas that estate planning is only for the wealthy or that there will always be tomorrow to get it done are common misconceptions. There is no time like now to make sure your wishes are correctly stated.

— **Board** cont. on page 8

*Jennifer Lindley is the Town of Queen Creek's Economic Development Coordinator with over 10 years of experience in non-profit leadership and economic development. Her expertise in redevelopment, economic and community development links people together to solve high profile local and regional challenges across the East Valley.*

*Before joining the Town of Queen Creek, Jennifer was the Executive Director for the Downtown Chandler Community Partnership and served as the Vice President of the East Valley Partnership. Her involvement in local organizations*

*including the Greater Phoenix Economic Council, International Downtown Association, Arizona Association for Economic Development, United Food Bank and a Valley Leadership Graduate Class XXX serve to connect her with leaders in the Arizona community and broaden her proficiency in economic development.*

*Jennifer lives in Gilbert with her husband and 3-year-old son. She is excited to bring her passion for helping others, expertise in non-profit leadership and community development knowledge to Neighbors Who Care.*

## 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**



**Jennifer Lindley**



# The next 20 years at Neighbors Who Care



*Thank you from the NWC Volunteers  
to our donors*

*Neighbors Who Care 2016 Volunteer Recognition Brunch was sponsored this year by very generous business and individuals who made our day so special. Thank you to each one. Please support them in our community, as they are Friends of Neighbors Who Care who make our services possible.*







The 2016 Volunteer Recognition Event was attended by more than 250 Volunteers and their guests. At the end of the event a short video was made by Sheryl Keeme, to say THANK YOU to our donors. You can find it on our website at [www.neighborswhocare.com](http://www.neighborswhocare.com). Wally Curry of Bon Worth, Idamae Fleischer, Shelly Mattie, and Michelle Paulsen, presented a Fashion Show for our guests featuring the latest fashions received by Bon Worth located next to Safeway at Alma School and Chandler Heights. Our lovely models were: Pat Amica, Adriane Goldman, Sheryl Keeme, Bonnie Kosar, Lou Larsen, Judy McFarland, Helene Rusk, Amanda Springer, and Christine Lobdell-Raney. Assisting with the Fashion Show was Eric Ehst and Joel Goldman who escorted the models. Bob Ralston, Irwin Fleischer, and Phil Cobble recorded the event with their photography. The Event Committee this year was headed by Lou Larsen and a fabulous team: Barbara Carr, Gladys Chernick,


Idamae Fleischer, Shelly Mattie, Michelle Paulsen, Helene Rusk, and Debbie Sowder. Thank you Mia Hillery and her staff who served us so well.

Special congratulation go to our Award winners this year:

The Ambassador Award (a volunteer who actively supports the mission spirit of Neighbors Who Care) was shared by three deserving individuals: Ron Chase, Joel Goldman, and Don Presten.

The Above and Beyond Award (individuals who have gone a little further to help those we serve) was shared by Dennis Mulcahy, Bob Neely, Marcie Noble and Jim Wood.

The Super Star Service Award (volunteers who drove more than 2000 miles in 2015) was received by Irene Johnson, Verna Mahnke, and Leonard White.



# Friends of NEIGHBORS WHO CARE, INC.

## GOLD LEVEL SPONSORS \$1000



## 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







# Friends of NEIGHBORS WHO CARE, INC.

## BRONZE LEVEL SPONSORS \$250

**INDIVIDUALS: Gladys Chernick, Dale & Helene Rusk and Mark & Debbie Sowder**

**SABA & ROMANIN  
DENTAL ASSOCIATES**  
Serving Sun Lakes Since 1991

 **TRUSTBANK™**  
*Building Prosperity*

**SUN DEVIL  
AUTO**

**medmetrics**  
PHARMACY

**FRIENDS \$100: Dr. Joh Denboer and Christine Lobdell-Raney**

## 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!**

  
**KEYSTONE**  
Law Firm & Wealth Partners



**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



**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.

## NEIGHBORS WHO CARE

### Advocates' Circle - Inaugural Members

#### Cindy Barnes Pharr

Dean of Community Affairs –  
Chandler-Gilbert Community  
College

#### Ron Burchett

Commander – Sun Lakes  
Sheriff's Posse

#### Barbara Caravella

Director Membership  
Development – Chandler  
Chamber of Commerce

#### Jim Flyte

President – Sun Lakes Disposal

#### Marie Fotino

Banking Manager – Trust Bank

#### Denise Frazier

General Manager – Solera  
Chandler

#### Kelly Haynes

General Manager – Sun Lakes  
Country Club

#### Ed Lamers

Former Board President –  
Neighbors Who Care

#### Renee Levin

Community Engagement  
Manager – Intel Corp.

#### Troy Maloney

Fire Chief – Sun Lakes Fire  
District

#### Adam McCown

Owner – medmetrics  
Pharmacy

#### Steve Nolan

General Manager –  
Cottonwood/Palo Verde  
Homeowners Assn.

#### Nancy Sheridan

Former Board President –  
Neighbors Who Care

#### Layne Varney

General Manager – Sunbird  
Golf Resort Homeowners Assn.

#### Jim Wood

Former Board Vice President –  
Neighbors Who Care

### Board

*- continued from page 3*

Neighbors Who Care is a lifesaver for hundreds of Chandler and Sun Lakes families. Making a planned gift in favor of Neighbors Who Care is a great way to assure that our work will continue. And by leveraging the option to plan your gift to Neighbors Who Care, you can actually increase the amount you eventually pass on to your beneficiaries.

Selecting the right planned gift is a personal decision. There are many vehicles to choose from. If you are interested in making a planned gift to benefit Neighbors Who Care, the best course of action for you take is to start by asking some questions and learning your options. Both myself, Francisco P. Sirvent, and Christine Lobdell-Raney, have volunteered as members of the Board to answer any questions you may have about planning gifts. Our direct contact information is below.

Francisco P. Sirvent

Keystone Law Firm

(480) 209-6942

Christine Lobdell-Raney

Edward Jones

(480) 802-0741





My name is Sam Selby. I am retired having worked more than 40 years on IT projects. I volunteered to facilitate the effort to update the business systems and processes at NWC. A project by definition has both a start and an end. I started autumn 2015 and hope to have worked myself out of a job this summer.

I lived in Tempe for the past 30 years. I have a lot of friends and acquaintances within the NWC area. My first grandchild was born two weeks ago. We are in the stage of selling our home, thus downsizing, and evolving to become seasonal residents. ½ year in Minnesota and ½ year in Arizona and may be soon your neighbor within Sun Lakes. Guess which part of the year in each state!

Today's CareTrak system has been instrumental in the success of NWC. The DiFrancescos (Judy, Frank and Michael) have done an excellent and highly commendable job both in creating and maintaining the database for over 15 years!

The project I took on was to first help NWC evaluate options that would:

- enable web and cloud capability,
- send email notifications automatically and directly while working the system,
- allow volunteer to eventually self-assign themselves to certain opportunities,
- add "state of the art" donor and grant functionality,
- improve the accuracy and productivity when assigning volunteers to appointments,
- provide driving directions to help direct volunteers to clients and destinations,
- and lots more.

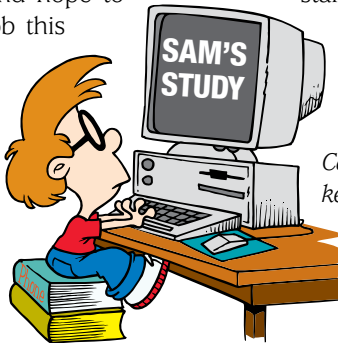
The challenge was to add all these additional features while not sacrificing the strengths that exist today in the CareTrak system built by the DiFrancescos.

We evaluated at least 30 different options; one of which was to enhance the CareTrak system. After documenting what NWC currently has, what it additionally needs, what the staff wishes, and capabilities that may be needed in the future, we asked for demonstrations and checked references, procured cost estimates and ultimately NewOrg was chosen. NewOrg demonstrated that they can accomplish almost all that CareTrak does today plus a huge percent of our wish list. Additionally NewOrg has industrial strength backup and security built in. Find out more about the system and company if you wish at [www.neworg.com](http://www.neworg.com).

In April, NWC has made this one big big decision of choosing NewOrg. Now we have to make hundreds, if not thousands of decisions and all important, to create system that can function as well as CareTrak has for so long. We are striving to create a system that removes some of the rote and redundant tasks and allows the NWC staff to concentrate on the more value add items and exceptions. My job will be to coordinate with the ever growing team through the building of our solution with NewOrg, the testing, migration, and cutover from CareTrak. I am committed to assist through the first few months of operation until we are judged stable. The team has a

lot of tasks and decisions over next few months beyond what they already were doing and have always done so well. There will be some hurdles and problems. Please bear with us as this will require extra time from the staff's busy day over the next few months. After we install, we will need you also be patient and understanding as we start to use the new system and learn its nuances and total capability. Change is tough, but I have heard, you can't improve unless you're willing to change.

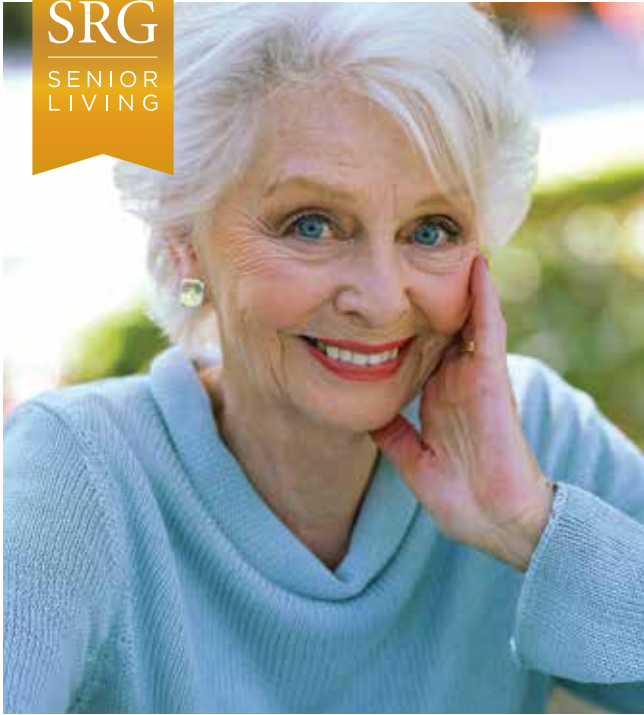
*Thank you to Judy, Frank, and Michael for the years of volunteer services you have given to Neighbors Who Care. Your countless hours and inestimable support to keep the Data Base at NWC going for over 15 years. We are almost ready to turn a new leaf. A big Thank you goes out to Sam too for all the detail and counsel that went into selecting the right Data Base to move us into the next 15 plus years. (Editor)*



**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)**


**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.



## **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.



## It began with an Encore...

Neighbors Who Care was among the first recipients of the Virginia Piper Experience Matters Encore Prize, in 2012. This prestigious award, presented to deserving non-profit service organizations in 2014, and awarded in October of this year. Experience Matters is unique to Arizona and it offers opportunities to those of us who are over 50 and have a lifetime of experience and passion to continue our legacy in to the future. Encore is a passion driven, needs motivated, and motivation inspired practice of improving the lives of others in our communities.

The professionals and highly skilled volunteers who participate in Experience Matters are from every lifestyle and are an elite company of people who have made a difference in Arizona. The volunteer who has participated in the services Neighbors Who Care provides our community is exceptional and recognized nationally. When attending affairs outside our greater Sun Lakes and south Chandler service area, people immediately recognize Neighbors Who Care and our mission for what we do.

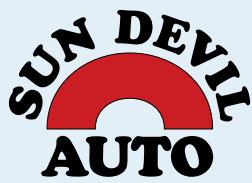
Last year, Neighbors Who Care participated in the Encore program called Active 8. At the Learning Lab that Eric and I attended, we met many other non-profit leaders who were either

reviewing their organization's long-term goals or developing their strategic plans for first time. This Learning Lab was the first step to forming an ACTIVE 8 team to explore the programs that might need further development as we move into the future. ACTIVE 8 stands for: Capacity Building Through Effective Volunteer Engagement, Assessment & Coaching & Training/Technical Assistance & In & Volunteer Engagement.

Our team finished our study with our coach Deborah Mainville-Knight of Tempe, AZ, and Linda Travis, Engagement advisor of Phoenix, AZ. the fall of last year. Our challenge was to identify highly skilled volunteers in the community to assist us in developing programs and/or improving on the programs we have currently been working on or planning to develop in the future.

We are pleased that we didn't have far to look for the people we need. We just had to ask and blow the dust off a few files. Word of mouth has been a very good tool to find people in our community. To identify ways we can use the skills of those around us is almost as fine a treasure as finding the drivers to take someone to Mayo Clinic.

— **Encore** cont. on page 12



## 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

Includes  
Tire  
Rotation!

- ✓ 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

**\$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

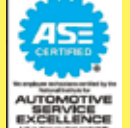
Sun Lakes ~ 480-895-0881

6300 S Higley

Gilbert ~ 480-840-6060

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

A+ RATING



**Encore**

- continued from page 11

To stay on pace and not get ahead of ourselves we commissioned an Engagement Team who has been helping write job descriptions and purpose and goal for our Volunteer Handbooks.

Britney Buckles and Dana Cosgrove are two former representatives of service provider agencies in our community. By recruiting them as volunteers with special skills, we have been able to develop our Therapeutic Recreation program and evaluate how it fits into our overall Mission Statement. The outcome of exercise had helped to envision how this will fit into the community, in greater Sun Lakes and our service area. It is interesting that the proposed program has taken on a different path that we are still exploring with our Friendly Visitors.

The Engagement Team members are NWC Office Coordinator Verna Mahnke, Volunteer Lou Larsen, Volunteer Madeline Lutz, Board Member Grace Wilson-Woods, and me.

We have identified volunteers to assist with Volunteer Orientation, Handbook updating and identifying volunteers to assist Bonnie with follow up visits for new clients.

We currently have several items on our HELP WANTED LIST:

- **Dinner Delivery Auxiliary Volunteers,**

We want to train a team of volunteers to fill in for our Dinner Delivery Coordinator, Joan, from time to time.

- **Volunteer Van Drivers,**

Volunteers trained to drive our clients in the NWC Van. Van Drivers volunteer 4 hrs. one or more days each month to assist clients with shopping. Van Drivers must complete the AARP Driver Safety Class.

- **Transportation Services,**

We are always in need of drivers for transportation, especially in the summer when so many of our drivers return to their summer homes. We also are admitting more new clients than ever, we are asking our drivers to take more opportunities each week. The experience you have driving people to medical appointments has the highest ROI than any of our services.

- **Reassurance Call Coordinator**

Volunteer Rita Brown, has been doing an exemplary job, matching volunteers with clients who receive a friendly call each day. She has requested someone to relieve her as she pursues other tasks. It requires 2 to 3 hours each month collecting statistical information that is reported to our office...and no driving.

- **Wellness Committee Members**

Volunteer who have experience as caregivers or in the health care field assist clients as wellness educators, mentors, or coaches who encourage clients who are returning home from hospital or medical procedures.

- **Friendly Visitors**

Volunteers visit someone on a regular basis (usually weekly). The client and volunteer make their own schedule for visiting or other activities they choose.

Visits usually are an hour or two and give both the volunteer an opportunity to meet someone new and the client to avoid isolation. Friendly Visiting is one of the very special volunteer opportunities we have at NWC. There are openings now.

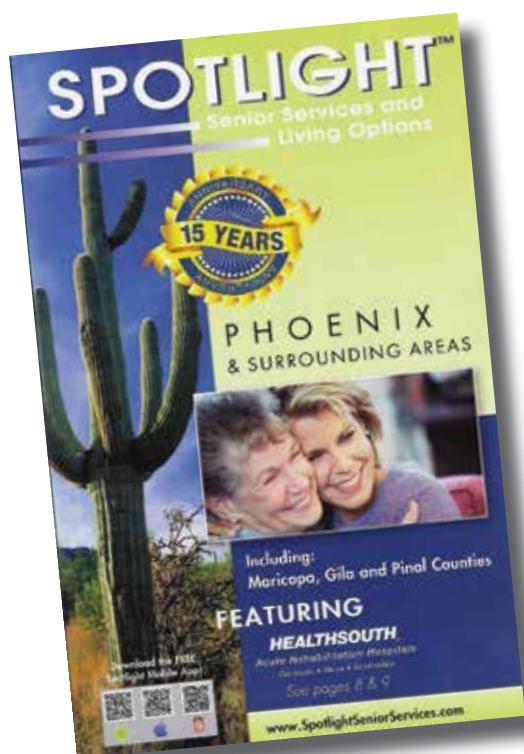
These and other highly skilled volunteer opportunities can be found in our Wish List.

Currently there are other committees and task force members meeting to enhance the services in our community, be more effective and efficient in our efforts to serve one another. The Marketing and Outreach Team is developing a strategy to inform the community about our services; reach family members and caregivers; and recruit new volunteers, and contributors to NWC. We are arranging community outreach opportunities, developing new marketing material, and training a speaker's bureau. We are updating our website, and other social media sites for you to explore.

The Engagement Team, Ambassador Circle, the Community Strategic Planning Committee and others from our volunteer and donor communities are working together to encourage others to live independently at home for as long as possible.

Decide today, how do you want to spend **The Rest of your Life...?** Do you want the rest of your life to be **AVERAGE** or **MEMORABLE**? ***Make it Memorable, become a Neighbors Who Care Volunteer.***

## Awareness, Support, Solutions



[www.SpotLightSeniorServices.com](http://www.SpotLightSeniorServices.com)





# Fall Fair Home Coming Service Provider Fair

**Save the Date!**  
**October 22, 2016**

**10 am – 2 pm**  
**10450 E Riggs Rd**  
**Sun Lakes, AZ**  
**480-895-7133**

**Featuring:**  
**Sun Lakes Classic Cars**  
**Dry Heat Pickers**

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

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.

**experience MATTERS**  
Connecting Talent with Community  
[experiencemattersaz.org](http://experiencemattersaz.org)

**Quick Bites**  
NEWS & EVENTS

## 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)



**FINANCE of AMERICA**  
— REVERSE —

\*Not tax advice. Please consult your tax advisor. Finance of America Reverse LLC NMLS #2285 ([www.nmlsconsumeraccess.org](http://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  
January ~ February ~ March  
Drivers Raffle are:**

### January 2016

*100-224 miles*

Arnold Arellano	224
Sandra Krediet	147.5
Duane More	141
Art Baessler	122
Cheryl Stacy	111

*50-99 miles*

Katy Sundsrud	85
Judy Walker	83
Ken Baker	80
Loretta Crawford	78
Bobbi McManus	70
Jim Wood	61
Joyce Davey	56
Patty Donahue	54
Sara Bennerotte	50

### February 2016

*100-148 miles*

Mel Moss	148
Charlie Sivertson	148
Toni Ihry	130
Jim Rainwaters	130
Ed Lamers	105

*50-99 miles*

Shiva Sivakumar	88
Bonnie Watson	88
Leonard White	83
Sam Selby	78
Vickey Rustad	75
Art Clark	67
Susan Lamb	67
Ron Mancuso	59.5
Mary Turner	58
Pat Rappuhn	51

### March 2016

*100-142 miles*

John Rader	142
Bert Friedman	120.5
Wayne Dettlaff	114
Don Zornes	103
Ron Chase	103

*50-99 miles*

John Concannon	95
Marie McCadden	70
Joan Orent	55
Debbie Alexandra	54
Susan Vancer	52.5
Betty Sanders	52.5
Terry Bolduc	52.5
Dee Rietveld	52.5
Sheila Bross	50
Morris Johnson	50

## 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**



## SO WHAT'S FOR DINNER?

*By Joan Byrnes,  
Dinner Delivery Coordinator*

Summer is Coming!!!! Yes, the weather is warming up and we have to be ready for those hot summer days. So, I want to remind our clients who participate in our Dinner Delivery Service that our Volunteers that deliver the food have guidelines to follow when it comes to leaving your meals if you are not home. So as a friendly reminder, if you are not going to be home when your dinner is delivered or think you might be late getting home from an appointment, don't forget to put a cooler outside the door so that your dinner will be left. Our Volunteers are told not to leave the food if there is no container. Not only will the food stay cool in the container, but it will be safe from hungry little critters!

I will also like to remind our Dinner Delivery clients that on Monday through Friday, feel free to order an extra meal. By doing this you will be able to have an extra meal you might like for another day. Also, on Fridays, think about ordering an extra meal or meals for the weekend.

As an added convenience, you might want to prepay for your meals. Call our office and ask for me or Bonnie Kosar our Case Worker and we will be glad to explain how prepaying your meals can make your life easier. Either way, we are both here along with the other Volunteers and Staff to help you.

Talk to you soon..... Joan

**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**





**We'll be closed for the following holidays in 2016-17**

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

## 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



**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**

## 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.



**AVAILABLE AGAIN  
IN OCTOBER**

This service is available to all.  
Available October thru May.

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

## June • July • August

**Sun**

**Mon**

**Tue**

**Wed**

**Thu**

**Fri**

**Sat**

10:00 am  
Volunteer orientation  
  
1:00 pm  
Support Group @ RSLC

9-10:30 Social  
Security Overview  
Trust Bank

1:00 pm  
Support Group  
@ RSLC

12:00 pm  
Volunteer  
orientation

12:30 pm  
Driver Safety  
@ NWC

1:00 pm  
Support Group  
@ RSLC

1:00 pm  
Volunteer  
orientation

10:00 am  
Volunteer  
orientation

1:00 pm  
Support Group  
@ RSLC

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

1:00 pm  
Support Group  
@ RSLC