

The Care Connection

NEIGHBORS WHO CARE, INC.

Volume 22 • Issue 2 • June 2018

Caring for Our Community, One Neighbor at a Time

LISTEN UP!

Did you know that the word “listen” also has the same letters as the word “silent?” It makes you wonder if this is purely coincidental...or absolutely intentional. Whatever the case, there is no question that listening is important, which is why we have dedicated this issue of *The Care Connection* to this often difficult skill.

Silence is Golden

Good listening skills require focusing on the person who is speaking, ignoring distractions, and suppressing the impulse to interject or interrupt. In essence, being a good listener requires what could be called *intentional silence*. Here are a few reasons why intentional silence supports good listening:

- **It shows respect.** Giving someone your undivided attention makes them feel valued, competent, and worthwhile.
- **It helps to establish positive relationships.** When listening intently to someone, you are demonstrating that you are genuinely interested in them and their feelings.
- **It offers a cathartic outlet.** Sometimes, people just need to get something off their chest. Or, they have bottled up emotions for a long time and have had no one to talk to. Lending a sympathetic ear may be all someone needs to feel some relief.

Refining the Art of Listening

In addition to intentional silence, there are other nuances to consider when practicing the art of listening.

- **Be empathetic.** When you put yourself in someone else's shoes, you can better understand their unique perspective.
- **Mind your body language.** Leaning in and making regular eye contact show your interest and desire to listen.
- **Pause before you respond.** Make sure that the person talking has finished before you speak. This can be especially challenging if you are an extrovert, but it is important to



ensure that they have nothing else to say at that moment. Pausing also gives you a chance to prepare a thoughtful response.

Many of our volunteers at Neighbors Who Care have the opportunity to practice their listening skills when interacting with our clients. Through reassurance calling, friendly visiting, driving someone to the doctor, going grocery shopping, or answering phone calls in our office, volunteers are able to give clients their full attention in order to meet their particular needs. Whether it's getting details about an appointment time or helping someone pick out fruit, our volunteers must actively listen to what our clients are saying while being respectful, patient, and kind.

Are you a good listener? Give yourself the opportunity to practice a little intentional silence this summer with a friend, neighbor, or loved one, maybe even as a Neighbors Who Care volunteer. You might really make someone's day, week, or year!


NEIGHBORS WHO CARE, INC.
"Senior Independence Through Volunteer Services"
10450 E. Riggs Rd., #113
Sun Lakes, AZ 85248
480-895-7133 • (F) 480-895-5508
www.neighborswhocare.com





Eric Ehst
Executive Director

**All services per
Calendar Year 2017**

Volunteers ~ 409

Clients ~ 646

Hours ~ 19,510

Miles ~ 147,322

Occasions ~ 17,333

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.*

IT TAKES ALL OF US

Eric Ehst, Executive Director

You've heard the old saying, "No man is an island." Well no successful charity is either. Neighbors Who Care only continues to exist (and grow) because of the support we receive from a huge number of community organizations and partners. In one recent example of a multi-partner collaboration, the IronOaks Tennis Club held their annual dinner-dance in March. The proceeds were to benefit Neighbors Who Care, but the money (\$5700) was donated to the Cottonwood Palo Verde Foundation which matched an additional \$5000, resulting in \$10,700 for Neighbors Who Care.

At Neighbors Who Care, we're lucky to receive support from a wide variety of clubs, organizations, businesses, and congregations throughout our Sun Lakes/South Chandler service area. In recent weeks (apologies to anyone inadvertently omitted) we've received checks from the Sun Lakes Women's Association, Sunbird Kare Bears, Springfield Women's Golf League, Ocotillo Women's League, Korean War Veterans, and a number of the local congregations. We regularly get help from Sun Lakes Rotary and Lions (breakfast & evening) Clubs, businesses such as Sun Lakes Disposal and Intel, and a potpourri of small bridge, tennis, golf, sewing, Mahjonn, and other clubs. The checks range from \$100 to \$10,000 and every dollar makes a big difference.

Just as important as our wide base of community support is the fact that every dollar we receive is matched by the time and effort of our dedicated volunteers to deliver about \$3 worth of no-cost services to our homebound and disabled clients for every \$1 that's donated.

Even with all the support we receive from the clubs and organizations, and from hundreds of individual small donors and our many volunteers, it is still not enough to meet the growing needs in our community. We're setting new records almost every month. In March, we added a record 41 new frail, homebound, or disabled

clients needing assistance. We delivered a record 847 hot meals. The number of rides to medical appointments is up by more than 40% over 3 years ago and has almost doubled in 10 years. Recent surveys of our volunteers and clients tell us that even more is needed. That's why we're pursuing new initiatives such as Senior Center Without Walls and falls prevention training. And why we're entering new partnerships like the Sun Lakes Creative Engagement Partners.

One big thing I've learned from the clients we serve is how important Neighbors Who Care is in their lives. Most people think of us as simply driving people around, or delivering meals, or visiting and calling. Those are mundane descriptions of what we do, not of the impact we have. I recently reviewed the records of a client we have been serving for 21 years. She is disabled and lives alone. Without our help, she would have been forced to move out of her home and into an institution years ago. What our volunteers do keeps her healthy, happy, and independent. That is our impact. You can help out by volunteering, donating, or including us in your estate plans. Please join us. www.NeighborsWhoCare.com (480) 895-7133



*Neighbors Who Care received a generous
donation from the Sun Lakes Lions Club
on May 18, 2018*

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, on a quarterly basis. You have received this publication because we believe 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.

If you no longer wish to receive this publication, contact us at the address/phone on the front page.

NEIGHBORS WHO CARE BOARD OF DIRECTORS

Saying Thanks

By Grace Wilson-Woods, Board Member

Recognizing that I am in my second term as a member of the Neighbors Who Care Board, I want to say, I am grateful for the experience. Further, I want to say a personal "Thank you" to Neighbors Who Care (NWC) staff and all the volunteers. Saying thank you never goes out of style. More and more I am impressed with what NWC consistently does in the community.

Beyond the services provided free to the community, thank you letters are sent to each NWC donor and the Board members regularly make follow up "thank you" calls. When I first started, I did not get the full picture of this "Thankathon." There are no magic words to use, simply a genuine "Thank you." But the more calls I made, the more times I heard "thank you" from donors and clients about NWC. Donors shared what the program does for them or for a family member. Clients talked about the services they received and how friendly and patient the volunteers are who drive them to appointments or other services, etc. I always "thank" them for sharing. When they discuss "why they keep giving", I am so inspired and it motivates me to "keep giving" of my time. Each time I hear these positive responses, I realize that as a Board Member, it is my duty to pass the information on wherever I go. Perhaps, I can encourage you to do the same.

I know people have choices where they want to donate money or where they want to volunteer. Believe me, I am grateful for all donors. However, because everyone is so busy, I am really thankful for those who support NWC with their time. My deep "Thanks" goes to them for their commitment to serve. Because of them and their collaborative and timely work NWC is successful.

I look forward to this second term and hope to improve and increase my service. My last "thank you" is to NWC for allowing me to serve.

"There is a difference between truly listening and waiting for your turn to talk."

~ Ralph Waldo Emerson



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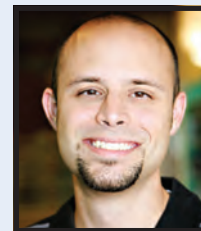
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HONORING OUR VOLUNTEERS



In conjunction with National Volunteer Appreciation Week, Neighbors Who Care volunteers were celebrated at a patio party held on April 16 at the Palo Verde Country Club in Sun Lakes. The event's theme, "We Have a Story to Tell", harkened back to the golden age of newspapers, complete with old fashioned manual typewriters and handmade newspaper flowers as centerpieces. But, more importantly, the party focused on the story of our Neighbors Who Care volunteers and how their contributions continually impact the lives of seniors in our community.

Thank you to all of our volunteers for sharing your time, talents, and your hearts!

THANK YOU TO OUR VOLUNTEER RECOGNITION PARTY SPONSORS

Your support helped to make our Volunteer Recognition Party a huge success!

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LOCAL ORGANIZATIONS DONATE TO NEIGHBORS WHO CARE

Neighbors Who Care thrives on the heartfelt dedication and hard work of our volunteers. We would not exist without them. But, equally important are the donations we receive from caring neighbors and local organizations. In the past few months, we have received fundraising proceeds from the following benevolent organizations:

IronOaks Tennis Club with matching funds from the **Cottonwood Palo Verde Foundation**

Ocotillo Women's League

Rotary Club of Sun Lakes

Sun Lakes Women's Association

Springfield Ladies Golf League

SunBird Kare Bears

Ironwood Friday Couples Golf League

Korean War Veterans

Sun Lakes Breakfast Lions Club

We are grateful to all of our donors for their continued generous support that helps to fund the many valuable services that we provide to our local neighbors in need. We thank you all for your kindness.



Proceeds from the IronOaks Tennis Club's charity dinner/dance were matched by the Cottonwood Palo Verde Foundation and donated to Neighbors Who Care.



NWC Board Chair Barbara Carr was on hand to accept a donation from the Ocotillo Women's League's fashion show fundraiser.



The Rotary Club of Sun Lakes continually supports Neighbors Who Care with their time and resources.

LEAVE A LEGACY!

You can help ensure the future of Neighbors Who Care

Hundreds of your friends, family members, and neighbors rely on Neighbors Who Care for essential services. We are their lifeline to the community. The need for our services is only going to grow as the population ages. With a gift from your estate you can leave a lasting legacy and ensure that your generosity will continue to touch the lives of others for many years to come.

Giving Options Include:

Bequest Gifts

A charitable bequest is simply a distribution from your estate to a charitable organization through your last will and

testament. After providing for the needs of your loved ones in your will or trust, you may choose to benefit organizations like Neighbors Who Care that reflect causes personally important to you.

Life Insurance/Annuity

This is an easy way to make a significant impact. You simply fill out a form that names Neighbors Who Care as a beneficiary to receive assets from a life insurance or annuity policy.

Charitable Trusts

Charitable trusts provide an annual income to the donor or a designated

beneficiary for life (or another period of time as you specify). Upon the death of the trust's beneficiary, the trust principal transfers to Neighbors Who Care.

You share our vision of a community where people can continue to live in the comfort and security of their own homes with pride, dignity and independence. By planning your gift today, you'll create an impact for generations to come.

For more information or to let us know that you have included Neighbors Who Care in your estate plans, contact our office at: (480) 895-7133.

OUR CLIENTS HAVE STORIES TO TELL

Christopher Bate: "If It Weren't For Neighbors Who Care..."

Christopher Bate has been a Neighbors Who Care client for several years. As he sits in his home among his prized macramé creations, he recalls how he found out about Neighbors Who Care and describes what our volunteer services mean to him.

"When I first moved to Chandler in 2008, I used to be able to walk to the store myself," Christopher begins, "but then things changed, and I found I needed some help."

Fortunately, Christopher's neighbor across the street told him about Neighbors Who Care. Now, he uses our transportation services for doctors' appointments, and he is a regular on the Friday van shuttle to Fry's for grocery shopping. He says he is so grateful for the opportunity to get where he needs to go.

But, Christopher also explains that his experience with Neighbors Who Care extends beyond the services he receives. "To me," he says, "it's about the people. I look forward to seeing the ladies in the van each week and the time I get to spend talking to our driver, Jim (Wood) while we wait together for everyone else to finish their shopping. He's a good man."

He continues, "These people have become friends, close friends."

To illustrate how much Christopher appreciates his Neighbors Who Care friends, he says that when he recently found out that he had diabetes, the first person he told was one of the women he rides with on the weekly shopping van. "I appreciated that she was there for me. Talking to her and having her understand helped to take the initial sting out of my diagnosis."



When Christopher thinks about his experience with Neighbors Who Care, it is obvious that he has been deeply touched. And, while he is planning a move to be closer to friends in Seattle, he says that one of the things he will miss most about living here is being a part of Neighbors Who Care. "Whether helping me go shopping or getting to the doctor, you all have made a big difference in my life," he says. "If it weren't for Neighbors Who Care, I wouldn't have had the support I needed to get by. Period."

Please Join Us on Facebook and Twitter

Social media is a great way to keep in touch with family and friends. But it's also a great way to stay in the know about Neighbors Who Care! If you are on Facebook, please "like" us at Neighbors Who Care, Inc., Sun Lakes, AZ. Or follow us on Twitter at @care_neighbors. We will keep you updated on NWC happenings while also posting information that is helpful, interesting, and fun!

WE HAVE A STORY TO TELL: A Volunteer's Life-Changing Experience

By Joanie Leckey

I'd like to share a personal experience that has left me a bit surprised. This experience involves the rewards I've found and the void in my life that was filled, simply by volunteering with Neighbors Who Care (NWC).

Moving to Sun Lakes and slowly meeting people, I decided to see what I could do to help my neighbors who might need help. Little did I realize that I would be the big beneficiary.



I was so fortunate to meet a very classy woman who is 91 years old and slowly going blind. I will call her Ruth. She was a model, singer, and a women's libber from an early age...and a hoot to be with. She was the wife of a dentist who adored her and took good care of her. She was also the mother of two daughters, but was now alone.

My first assignment with NWC was to take Ruth for her hair appointment on a Friday. I found her so appreciative, and seeing the great joy on her face as a result of just getting out of the house made me feel like a million bucks.

I asked Ruth if there was any other place that she needed to go. She had a list and also mentioned that her favorite place for lunch was Arby's as that's where she and her husband would go on a weekly basis when he was alive.

Before long, Fridays were our fun day together. I also found other activities that we both enjoyed doing, especially at Christmastime, including shows, musicals, parties and dinners. Slowly, she showed a love for me as she had for her late daughters, and I found a love for her as the mother I always wanted to have. Now I have an adopted mother who loves me, and Ruth has an adopted daughter who will take her anywhere, anytime.

I never expected this kind of relationship to happen when I joined Neighbors Who Care. Meeting and getting to know Ruth has been such a rewarding experience for both of us. I look forward to our Fridays and my time with Ruth. At the same time, I am looking for other places we can go and have fun together.

There is an old saying that comes to mind to explain my feelings: "Helping one person may not change the world, but you can change the world for one person." So, I'm sharing this story to encourage anyone who might have just a little extra time to spare to help someone in the hopes that you may find the same satisfaction and rewards that I have."

WHY SHOULD YOU VOLUNTEER?

By Jennifer Gustafson, Community Outreach Manager

I have one of the best vantage points here at Neighbors Who Care. Looking out from my office, I get to watch and listen to the amazing volunteers who sit across the hallway from me. This afternoon as I write, it is Debbie at the receptionist post and Kristine as the scheduler. And this morning, we had Rita and Rachel manning those positions. But no matter who is sitting across from me, I am continually impressed with the caring and genuine nature of our volunteers. Their positivity, professionalism, and patience come shining through with every phone call.

Over the years, we have been fortunate to have many remarkable volunteers who not only serve in our office, but also as field volunteers who interact face-to-face with our clients. Many have been serving with us for several years.

But our volunteer numbers often fluctuate as some move away or become clients themselves. We also experience a significant dip in our volunteer force during the summer when roughly 30 percent head home to cooler climes. Our clients, though, do not leave...and they still need to get to the doctor and to the grocery store. As you can imagine, with fewer volunteers on hand, this poses a huge challenge for us if we do not get extra help.

If you have been considering how you can give back to the community, now is the time. Volunteering with Neighbors Who Care is both easy and personally fulfilling. We offer a variety of services that will match your interests (see the NWC Service Guidelines on page 15), and there is no minimum service requirement. You can volunteer as little or as often as you like!

So, what's it like being a Neighbors Who Care volunteer? It's hard to describe unless you've actually experienced it for yourself. But I'll tell you that all of our volunteers say basically the same thing: "It's a good feeling to help our neighbors who can't help themselves. We are all here for each other, and that's just as it should be."

Please call our office today at (480) 895-7133 to learn more about joining our team of volunteers. In the words of Erma Bombeck, "Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another." By becoming a Neighbors Who Care volunteer, you CAN make a difference to those who really need our help.

Just For Laughs

An elderly man was having hearing problems and went to see a specialist. The doctor fitted him with some hearing aids that brought his hearing back to full strength.

A few weeks later, the man came back to make sure his new equipment was working properly. The hearing specialist said, "It all seems to be working well. Your family should be delighted you can hear everything now."

"Oh no," the man responded. "I haven't told any of them. I just sit quietly, listening carefully. I've changed my will four times!"

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WELCOME TO OUR NEW BOARD MEMBERS

We are pleased to announce the addition of three new members to our Board of Directors: William C. Wilhelm, M.D., Philip Hotchkiss, CFP, and Ramon Omar Rubio.



William C. Wilhelm, M.D.

Bill and his wife, Joyce, built their home in Sun Lakes in 1999. They have a daughter, twin sons, and five grandchildren.

After graduating from Gannon University and Hahnemann Medical College of Philadelphia, and completing a Pediatric Residency, Bill served as Chief, Department of Pediatrics, at the American Hospital in Wurzburg, Germany. After five years in the military, he entered private pediatric practice, and retired after 35 years. During that time, he served as Chief, Division of Neonatology and Chairman, Department of Pediatrics and was active on many hospital committees. He also consulted with the Achievement Center, a nonprofit physical/learning disability organization where he also was an active and emeritus board member for many years.

Bill currently belongs to the Men's Iron Oaks Nine Hole Golf Club, and he also spends time tutoring first graders.



Philip Hotchkiss, CFP

Phil serves as Vice President and Chief Wealth Strategist with TrustBank Arizona. He is an expert in the financial services industry having served over 20 years in diverse executive roles. Before coming to TrustBank Arizona, Phil served as a Client Advisory Officer for BMO Harris Bank and as Vice President at Northern TrustBank.

Among his many civic involvements, Phil is a member of the Development Committee for the Chandler Center for the Arts, and he conducts numerous presentations on the topic of Charitable and Planned Giving for many other nonprofits in the Valley. He is also a current member of the Central Arizona Estate Planning Council and a past Board Member of the Financial Planning Association of Greater Phoenix.

Phil received his Bachelor of Science in Business Administration from Menlo School of Business Administration and holds a CERTIFIED FINANCIAL PLANNER certification.



Ramon Omar Rubio

Ramon is the Executive Officer for the Sun Lakes Sheriff's Posse. He has served with the Posse for eight years and plays an integral part in the organization's everyday operation.

A native of Argentina, Ramon came to the United States when he was 19 years old. As a skilled pipe fitter, he owned and operated a plumbing/heating business in the Chicago area before moving to Arizona in 2004. He ultimately retired as a pipe fitter for Intel after 54 years in the industry.

As a Sun Lakes resident, Ramon not only enjoys serving the community with the Posse, but also as a member of other local organizations. He volunteers with the Arizona Fire & Medical Authority/Sun Lakes Community Assistance Program and is active in both the Sun Lakes Chapel for All Faiths and the Sun Lakes Lions Club, Breakfast Chapter.

Please join us in welcoming Bill, Phil, and Ramon to our Board of Directors.

MEMORY CAFÉ LAUNCHED IN SUN LAKES

The public opening of the twice-monthly Sun Lakes Memory Café took place on May 7 at Sun Lakes United Methodist Church. Seven couples, caregivers and their partners took part in this free event sponsored by Sun Lakes Creative Engagement Partners (SLCEP). The partner organizations include Banner Alzheimer's Institute, Neighbors Who Care, Oakwood Creative Care, The Perfect Place, Hospice of the Valley, and Visiting Angels East Valley.

It is exciting to have such a resource open in Sun Lakes as there are few options available for people in the Southeast Valley that do not require travel to downtown Phoenix or other distant locations. This is a truly collaborative effort. SLCEP was created through the efforts of Wayne Mangold, a caregiver

— **Memory** cont. on page 13

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:

One Time Purchase

1. Instead of going to www.amazon.com to make a purchase, go to 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.
4. Or you can go directly to <https://smile.amazon.com/ch/86-0966061> to have your purchase automatically credited to Neighbors Who Care. You can bookmark this site to donate each time you shop.

Automatically Donate to NWC

1. Go to www.smile.amazon.com
2. Select Neighbors Who Care, Inc. (Sun Lakes, AZ) as your charity.
3. Follow the instructions to download the amazon smile app to your computer. This will place an amazon button on your web browser.
4. 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.
5. You must download the app separately for each computer/phone/web browser you use to make purchases.



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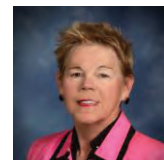
Agent Spotlight

Susan Hayward


Successful in the insurance industry for over 35 years, Susan started helping her parents when they turned 65 and needed guidance in choosing a Medicare plan. Helping guide them through the Medicare maze was such a privilege. She now specializes in helping consumers find the best plans for their needs.

Susan appreciates the opportunity to have met with so many in our community who have placed their trust in her to meet their insurance needs

"Placing your trust in me for your insurance needs is the reward I get when someone calls and says 'I was told to call you because you are the Medicare expert.'"



Susan Hayward
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Music to Your Ears...and for Your Health

Plato said that “Music gives a soul to the universe, wings to the mind, flight to the imagination, and life to everything.” For those of us who are music lovers, we probably couldn’t agree more.

There are so many benefits that come with listening to music. Entertainment is only a small aspect of how music can enrich our lives. Recent scientific studies show that listening to music also improves our mental and physical well-being.

Here are five reasons why you might consider adding more music to your daily life:

1. **Music makes you feel happier.** Recent research has proven that listening to music releases the neurotransmitter dopamine, which can trigger emotions such as excitement and joy. Music can also be a natural antidepressant.
2. **Music lowers stress.** Stress causes approximately 60% of illness and diseases in our bodies. But, if you listen to enjoyable music, the stress hormone cortisol decreases and counteracts the effects of chronic stress.
3. **Music improves sleep.** Insomnia is a major issue in the United States, particularly among the senior population. Listening to classical music for approximately 45 minutes before bed, instead of reading or watching TV, can serve as the perfect nighttime lullaby.
4. **Music strengthens your memory and ability to learn.** Researchers have discovered that listening to positive, pleasurable music can improve how you learn and recall information. Listening to music from the past also helps Alzheimer’s patients by stimulating pathways in the brain that may still be healthy, allowing them to reminisce about happy times in their lives.
5. **Music relaxes before/after surgery and can improve recovery.** The melody of soothing music before surgery can decrease anxiety. It can also increase relaxation and minimize pain while resting in bed post-op. Research has also shown that music containing familiar lyrics can support auditory and verbal memory in stroke patients.

So, no matter what kind of music you are “In the Mood” for, “Chances Are” you can find many songs that will help you feel like you are “On the Beautiful Blue Danube,” whether you are listening “In the Wee Small Hours of the Morning” or delighting in “The Music of the Night.”



Awareness, Support, Solutions



www.SpotLightSeniorServices.com

LISTEN TO YOUR ADULT KIDS WHEN DOWNSIZING

Please brace yourself. Some of what you are about to read may be difficult to hear. But, on behalf of your grown children, it must be said: *Your kids don't want your "stuff."*

Of course, there are always family treasures such as jewelry that they may want to inherit. And other family mementos can have great meaning to your kids. But, be prepared to find out that some of your coveted items may not be wanted by your heirs. For example:

Books

Old books are interesting, but they are usually not rare or in good enough condition to be valuable. If you have online access, check out Biblio.com to see if what you have is worth anything. If not, donate. You can also give your modern book collections to libraries at retirement communities.

Greeting Cards, Postcards, and Photographs

Old greeting cards and postcards are not valuable unless handmade by a famous artist or sent to you by Jackie O. Postcard stamps, however, may be of interest to a stamp collector. Family photos, naturally, are valuable keepsakes, but if your kids don't want boxes and boxes full of old pictures, consider having them made into digital files to preserve your family history.

Figurines and Collectible Plates

They may hold fond memories, but collectibles like Hummels and Bradford Exchange plates have no real market value. And they probably do not fit in with your kids' farmhouse décor or interest in dusting. Try donating them to a retirement community that does a holiday gift exchange or just find anyone who will take them. You can always take photos of your favorite objects so you can savor their memory.

Sterling Silver and Fine China

Your grown children probably don't have time to polish silver. And they likely don't do much formal entertaining. Unless the scrap value for silver is high enough for a meltdown, matching sets of sterling silver are hard to sell. You can find sites like www.replacements.com that offer matching services for recognized patterns. The same goes for fine china dinnerware and tea sets. Does anyone use a saucer anymore? Again, try www.replacements.com.

The bottom line when it comes to downsizing your belongings is this: Ask your kids first if they want them, but don't be offended if they don't.

Excerpts from this article were taken from a Next Avenue article written by Elizabeth Stewart dated March 1, 2018.



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Arizona Talking Book Library

The Arizona Talking Book Library serves Arizona residents with low vision, those who have difficulty holding or handling a print book, and individuals who have a reading disability from organic dysfunction.

Services provided include a lending library with audio books and magazines; movies with audio descriptions; and Braille books and magazines by postage free mail. Additionally, you can receive a loan of special equipment to play audio books; audio and Braille book downloads; and access to over 300 newspapers and magazines by phone or online.

For more information, refer to <https://azlibrary.gov/talking-books> or call (602) 255-5578.



SO WHAT'S FOR DINNER?

By Joan Byrnes,
Dinner Delivery Coordinator

Cool Dinner Deliveries When It's Hot, Hot, Hot

The HOT WEATHER is here! You certainly don't need me to remind you of that. But, it is the perfect time to remind our clients who get Dinner Delivery that our delivery volunteers have rules and guidelines to follow when it comes to delivering your meals.

Our volunteers are told that if you are not home, they are not to leave the food outside unless there is a cooler at the front door. Please remember, if you are not going to be home between 4:00 – 5:30pm when your dinner is delivered, or if you think you might be late getting home from an appointment, don't forget to put a cooler out with ice in it to keep the food cool and safe from the heat and animals. Leaving a container with ice in it will guarantee your meal being left and also save you the stress of worrying that you might not be home in time!

Also, with the hot weather upon us, you might not be that hungry. When you just want a light bite, we offer options such as two slices of pizza for \$4 and whole sandwiches, soup with a half-sandwich, or dinner salads for \$5. These items come from Bashas' and are available every weekday throughout the year. Of course, we still offer meals Monday – Friday from Bashas', Monday and Thursday from Cottonwood Clubhouse, and Fridays from Asian Grill.

While we understand that sometimes you might not have the correct change, if at all possible, please have an amount close to the cost of your order. Our volunteers have many meals to deliver, and having to make an extra stop at the bank to get change will only make it longer for them to be out in the heat. As a suggestion, we have a Prepaid Meal Program so you don't have to worry about a money transaction when your meals are delivered. Many of our clients take advantage of this option because it is so much easier for everyone.

If you have any questions about our Dinner Delivery service, please feel free to ask me the next time I call you. I am glad to listen to your needs and help you come up with solutions to make your dinner delivery a breeze. And we could all use a little extra breeze this time of year, right?

Stay cool!

Choose me to buy
or sell your home!



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ATTENTION SELLERS!
I have motivated
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Patricia Duffy
Direct: (562) 900-4916
pduffpat@hotmail.com
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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^{.65} Sign-Up for
Monthly
Disposal Service
And Receive
FREE * RECYCLING
SERVICE!



**Sun Lakes Disposal
Residential Garbage Service**
CALL TODAY
480.895.2965
arizonasanitation.com

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

Stay Healthy This Summer

Listening to your body is essential all year long, but it is especially critical during our Arizona summers. Here are some tips to protect you from overheating or potential heat stroke:

- Turn on your air conditioner and/or fans
- Close your blinds or curtains on windows exposed to direct sunlight
- Pay attention to the weather forecast and plan your day accordingly
- Avoid outside activity including exercise, yard work, and dog walking
- Dress in cool, lightweight clothing
- Drink lots of water and limit alcohol and caffeine as they can dehydrate
- Keep in touch with family, friends, and neighbors so they know you're OK.

Take good care of yourself this summer!

Memory

- continued from page 9

dedicated to bringing memory loss support to our area, and is made possible by the financial support of the Cottonwood Palo Verde Foundation. The Café sessions will be staffed by a rotating group of professionals from the partner organizations and the facility is donated by the Sun Lakes United Methodist Church.

The event is patterned after the successful Tempe Memory Café and provides a safe space for those experiencing Alzheimer's, Parkinson's, memory loss, and other forms of dementia and their caregivers to relax, socialize, and to learn from professionals and from others in like situations. Each meeting begins with refreshments and a social gathering followed by a support session with information and discussion for the caregivers and a cognitive engagement activity for their partners.

The free sessions will occur on the 1st and 3rd Mondays of each month at Sun Lakes United Methodist Church, 9248 E. Riggs Rd, Sun Lakes 85248. Come on down and check it out. There is no cost and no commitment. All are welcome. We look forward to helping people from throughout the Southeast Valley and Maricopa. Please visit www.slcep.com for more information.



Fry's Community Reward Program

Neighbors Who Care receives over \$1000 each year from Fry's because our supporters shop there. You could help us get more just by signing up. 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.

Good news - you no longer have to reenroll every year!

If you have a Fry's online account:

- Go to 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
- 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



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**

Transportation Raffle Winners

Winners of the
Jan., Feb., March 2018
Drivers' Raffle are:

January 2018

100+ miles

Loretta Crawford
Sue Edwards
Mary Ernst
John Rader
Kim Urech

50-99 miles

Jean Caravello
Rodney Imhoff
Stephen McIver
Bobi McManus
Woody Neiman
Evelyn Rainwaters
John Reed
Jerry Rex
Dianna Roeder
Helga Wahl

February 2018

100+ miles

Jerry Alexander
Larry Buehler
Gary Burns
Tim Douglas
Dot McNulty

50-99 miles

Art Baessler
Roxy Banta
Rose Ann Dennette
Carolyn Griffis
Janet Hold
Connie Kindsvater
Marie McCadden
David Ransberger
Susan Vancers
Patricia Whitaker

March 2018

100+ miles

Ed Hill
Lynnette Marzano
Duane More
Kris Ongert
George Thomas

50-99 miles

Kathy Burns
Dorothy Dufner
Don Holen
Ford Kitchel
Joanie Leckey
Connie Luther
Colette McNally
Paul Porzel
Janet Rhea
Frank Smith



*Our office will be closed for
the following holidays in 2018:*
4th of July, Labor Day, Thanksgiving and
day following, and Christmas Day.

**Please make a note
NWC will NOT provide services on these days**

NWC WISH LIST:

Cases of Bottled Water • Monthly Office Cleaning
Storage Shelves • Carpet Cleaning
Recycle Bin • Plastic Bottle Crusher
Storage Room Cleaning

Please call us at Neighbors Who Care if you are
able to donate any of these items or services.

Thank you!

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

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

www.neighborswhocare.com



**Neighbors
Who Care
Website**

Things you will find

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



NWC 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 9:00 AM—4:00 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
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 would you 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 three days
each week for shopping*



MONTHLY AUTO OR GOLF CART CHECK

The 3rd Tuesday of each month 8 – 10 a.m. from
Neighbors Who Care are available for basic
auto or golf cart check.



**AVAILABLE AGAIN
IN OCTOBER**

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

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

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

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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.



Volunteer Orientation Schedule

We are always glad to welcome new volunteers to Neighbors Who Care! Here are the dates for our upcoming Volunteer Orientations so you can get started in your new role supporting our neighbors in need. **All orientations run from 1:00 – 3:00 pm.** Call the office at (480) 895-7133 to reserve your spot.

June

Tuesday, June 5
Tuesday, June 26

July

Tuesday, July 17

August

Tuesday, August 7
Tuesday, August 28



CREATIVE ENGAGEMENT PARTNERS
SUN LAKES

MEMORY CAFÉ

WHEN:

OPENING SESSION: MONDAY MAY 7th
(Then Every)
FIRST AND THIRD MONDAY
9:30–11:00 a.m.

WHERE:

Sun Lakes United Methodist Church
9248 East Riggs Road, Sun Lakes, AZ 85248

Memory Café is a comfortable, safe, and engaging place for people living with memory loss along with their care partners to meet with others in a like situation.

Drop in, grab a cup of coffee and talk with others. A professional, knowledgeable about a variety of conditions that affect memory and thinking, such as Alzheimer's disease, will be available to answer questions and provide education and supportive ideas.

FREE EVENT

QUESTIONS?

CALL:
(480) 580-8317
EMAIL:
waynejmangold@gmail.com

PARTNERS:

Banner Alzheimer's
Institute
Neighbors Who Care
Oakwood Creative Care
The Perfect Place
Hospice of the Valley
Visiting Angels East Valley
Keystone Law Firm
Wayne Mangold, a
community advocate

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Verde Foundation

WWW.SLCEP.COM



Fall Community Fair Save the Date!

Neighbors Who Care will be hosting our Fall Community Fair on Saturday, October 27, 2018 near our office on the corner of Riggs Road and Alma School Road, in the heart of Sun Lakes.

This annual event provides the opportunity for you to connect with 75+ businesses from our area that offer services to the senior community. We'll also have food, entertainment, and a few fun surprises that you won't want to miss!

If your business would like to participate in this event, please contact us at (480) 895-7133. More information on securing your space will be available soon.