

The Care Connection

Spring 2021 | Volume 25 Number 1 | www.neighborswhocare.com

NEIGHBORS WHO CARE, INC.
“Senior Independence Through Volunteer Services”

Jennifer Gustafson RETURNS TO NEIGHBORS WHO CARE

It wasn't that long ago, but it seems like just yesterday that I found my place at Neighbors Who Care," says Jennifer Gustafson, who returns to us as our new Community Engagement Manager. "I am so happy to be back!"

Many of you may remember that Jennifer previously served as our Community Outreach Manager from January 2018 to March 2019. During that time, she supported our mission through marketing, event coordination, and volunteer recruiting and orientation. She is now back to continue some of the work she started, but with a heightened emphasis on bringing our community together in new and different ways.

"It is no surprise that the need to serve Neighbors Who Care clients is greater than ever before," Jennifer explains. "Due to the pandemic, we are told to stay safe and stay home, which is absolutely important advice. As a result, however, there has been a decrease in volunteer availability which, in turn, has directly affected the number of services we traditionally provide to our clients. My goal is to engage with people in our community to help them find ways to safely and comfortably volunteer so we can continue to meet the increasing needs of our neighbors."

Jennifer has hope that, as more people receive their Covid-19 vaccinations, we will be able to return to a life where we can be there for each other and help one another more often. "If we've learned anything from the pandemic, it's that people need people for both physical and mental well-being," she says. "Now that most of us have experienced what isolation is like, I think we can truly relate to those who are alone every day. We understand the need for personal interaction and genuine kindness."

At the top of Jennifer's priorities is to welcome back volunteers who have taken a break from serving and to reach others in our area who have a desire to help. "As we gradually – and safely – return to some sense of normalcy, I really want to bring more people alongside us as community partners to help our clients. We may have to get more creative in how we do things, but the important lesson I think we've learned is that we are all better when we are thriving together."

In addition to her previous experience at NWC, Jennifer also understands what it's like to be on the other side of our services. She was introduced to Neighbors Who Care when her mother needed assistance after a hospital stay and rehabilitation.

"A social worker recommended Neighbors Who Care to help Mom with dinner delivery and transportation to physical therapy," she says. "What a blessing it was to find kind and caring volunteers who could support her needs. Mom would always tell me about the nice person who drove her to an appointment and how much she enjoyed the conversation and company. It really brightened her day and helped her with her recovery. And I can bet that my mom made it fun for the volunteers who helped her. That's the beauty of how this all works!"

If you're ready to come back to volunteer at Neighbors Who Care or are inspired to partner with us to help seniors in need, please let Jennifer know. "We are all in this life together, and there is nothing in this world that compares to caring for each other. Please join us!"



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OUR MISSION

Neighbors Who Care inspires a robust network of volunteers who respond to our ever-changing needs of our aging community, helping them live at home with pride, dignity and independence.

OUR VISION

An interdependent community of neighbors supporting those in need.



Sheryl Keeme
Executive Director

All services per
Calendar Year 2019

Volunteers - 374
Clients - 657
Hours - 20,303
Miles - 159,617
Occasions - 20,023

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.

Connect with Neighbors Who Care on YouTube, Next Door and Facebook for videos and updates, and please like, subscribe and follow our social media channels!

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.

Neighbors Who Care to lead Pursuit of Dementia Friendly Status for Sun Lakes

Sheryl Keeme

A coalition of agencies, community leaders and stakeholders, and residents are pursuing recognition as a Dementia Friendly Community. A national network of communities, organizations, and individuals, Dementia Friendly has become a movement to help communities become equipped to support its neighbors living with dementia and their caregivers.

Wayne Mangold, founder of Creative Engagement Partners, home of The Memory Cafe, was an impetus to beginning discussions and is among the coalition's Action Team members. He remembers the isolation he experienced in attempting to find help for his late wife and he after a devastating diagnosis of Alzheimer's. He sought resources and found little. His frustration led first to Creative Engagement Partners formation and, now, Dementia Friendly status for Sun Lakes.

Becoming a Dementia Friendly Community means engaging in a process to become friendlier to families dealing with the condition of dementia, through understanding and training. Currently, Sun Lakes Dementia Friendly lead by Neighbors Who Care, has engaged leaders from Arizona Rangers, Sheriff's Posse, Fire District, all three Phases of Sun Lakes, The Perfect Place, Creative Engagement Partners, Visiting Angels, and others to advocate for the growing numbers of adults with dementia, educate the public, and expand on community-based activities. With future trainings on the calendar to become Dementia Friendly Champions, Action Team members will offer information sessions and trainings to businesses, physicians, community groups, places of worship, and others who interact with residents on a day to day basis.

If you are interested in learning more, would like to become a member of the Action Team, or would like an Action Team member to visit your organization or group, contact Sheryl Keeme at sheryl@neighborswhocare.com, or call 480-895-7133, x170.

Dementia Statistics Alzheimer's and Other Dementias in the United States

Based on updated calculations collected by Alzheimer's Association

In 2021, an estimated 6.2 million Americans age 65 and older live with Alzheimer's dementia. More than 1 in 9 people (11.3%) age 65 and older has Alzheimer's dementia.

The percentage of people with Alzheimer's dementia increases with age: 5.3% of people age 65 to 74, 13.8% of people age 75 to 84 34.6% of people age 85 and older have Alzheimer's dementia.

People younger than 65 can also develop Alzheimer's dementia, but it is much less common and prevalence is uncertain.



NWC Board of Directors Gets It Done!

- Check out the accomplishments achieved by the NWC board of directors since January 1, 2021!
- Completed Revision of its Board Handbook offering current information to current and all prospective board members.
- Received Virginia G. Piper Charitable Trust grant thanks to ongoing relationship with the impactful Phoenix-area based foundation. The foundation is committed to helping nonprofits overcome taxing issues during the pandemic.
- Experienced growth in contributions made through the Arizona Tax Credit Qualified Charitable Organization program thanks to its pursuit of QCO designation for 2020!
- Agreed to support the pursuit of Dementia Friendly designation for Sun Lakes with Neighbors Who Care as a lead organization.
- Supported application of the second draw of PPP offered through

Pandemics End: What Does Volunteering Look Like Now? What will it look like next year?

If your family is anything like ours, you probably have had the post-covid conversation. You know the one where we begin wondering about curbside service from retail stores, or take out cocktails from restaurants, or even will telemed appointments become a regular "thing"?

What things that have changed do you think will return to the way it was and which things are changed forever?

Naturally, we're all speculating about what our world will evolve to in the months, and even the year ahead. Depending what camp you're in, you probably have your own ideas of what our post-COVID-19 world will look like one year, two years, or more into the future.

As the leader of an organization that relies heavily on the behaviors of others--namely individuals who volunteer--I am following the opinions and thoughts of think tanks and researchers who are also attempting to answer this heady question.

VolunteerMatch, a powerful online volunteer platform, has also been watching trends, and studying data collected from a variety of individuals working in the nonprofit sector, one where volunteers are the lifeblood of our missions.

In summary, two surveys were done. One in March 2020 and another in May 2020. Fear had subsided dramatically in just the few months between data collection, as numbers dropped from one survey to the next regarding those who are afraid of being exposed and contracting COVID as well as those who are afraid of affecting others. Other results offered indicators that are unsurprising. More volunteer training and opportunities were offered virtually, 45% more of the nearly 2300 surveyed.

Studying and processing data is time-consuming. We may not fully learn the effects of COVID on our volunteer patterns here at Neighbors Who Care for some time. After all, the pandemic is still a part of our daily lives. Yet, I've always been an optimist--preCOVID, during COVID, and postCOVID--and I believe this study's conclusions are true for us as well as the other charities they measured: Neighbors Who Care is a resilient nonprofit and the constituents we serve count on us. We won't let them down.

We will continue to:

- Recruit individuals as volunteers that are committed to our mission.
- Find easier, quicker procedures and technology to thoroughly train and onboard more volunteers.
- Educate our clients and volunteers of the safest ways to engage during volunteer sessions.
- Provide tools like masks, sanitizing agents, and gloves whenever needed to help everyone feel safe.
- Build relationships with organizations, businesses, clubs, groups, and neighborhoods to bring our message of taking care of our neighbors to more people, more often.

The impact of COVID on volunteering published by VolunteerMatch may be found here: <https://solutions.volunteermatch.org/hubfs/Ebooks/The%20Impact%20of%20COVID-19%20on%20Volunteering%20-%20A%20Two%20Month%20Comparison.pdf>

FOX & HAYWARD INSURANCE SERVICES

Greetings!

If you are like many clients I work with, you are concerned with the rising cost of medical care and prescriptions, and getting the most for your money on a fixed retirement income. I get it!

As a professional with more than 35 years of experience in the insurance industry, I specialize in helping YOU find the best plans for YOUR unique situation. My passion for this business was ignited long ago when I helped my own parents navigate their options in choosing a Medicare plan. Since then, I've helped many other clients to feel confident in their decisions and to get the best coverage at the best rates. New clients often say, "I was told to call you because you are very knowledgeable." For me, that is the ultimate reward. I love serving others and making a complex decision a little easier.

As a volunteer for both "Neighbors Who Care" and Sun Lakes United Church of Christ, I appreciate the opportunity to share in your health care journey. Thank you for placing your trust in me.

- Medicare Supplements
- Medicare Advantage
- Medicare RX Plans
- Educational Seminars

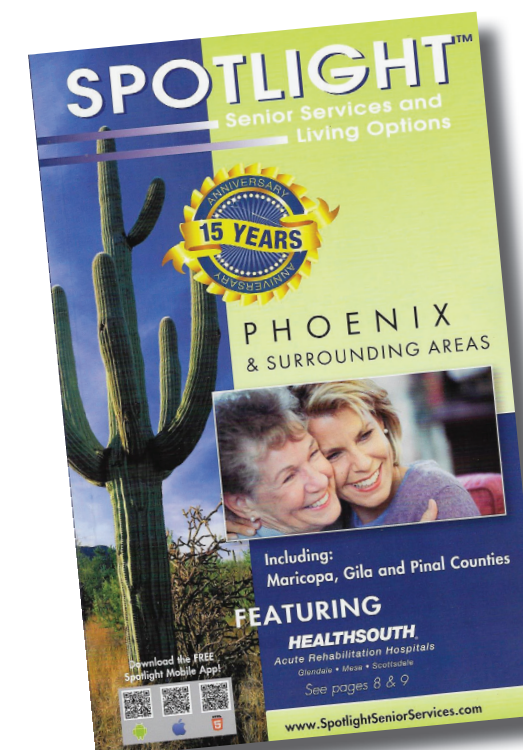


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We've Tried Pandemic-Lazy...

LET'S LEARN DURING THE LAZY DAYS OF SUMMER WITH OUR NEIGHBORS AT NEW ADVENTURES IN LEARNING

The long days of summer are the perfect time to learn something new whether you remain here in the neighborhood or spend summers elsewhere. New Adventures in Learning (NA) continues to offer its classes via Zoom in June and July so you can participate no matter where you spend your days.

Some of the classes being offered this summer include the following:

- "The Tulsa Race Massacre of 1921" by Gene Lariviere
- "Gmail--Beginner to Pro" by Rob Truman
- "Mary Tyler Moore in the Age of COVID-19" by Jim Evans
- "What is Antifa Anyway?" by Bill Gates

You can also join a class presented by JoAnne Gaudiso (on essential oils); Richard Lewin (on scams); Jim Evans (on war planes); Bill Haskell and Pat Sohler (book discussions); Jenn Lopez (on digital books); Joan Campbell on (travel safety and another on being safe in public).

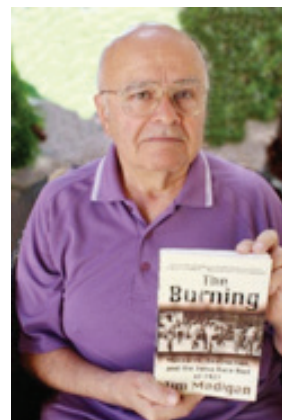
Additional classes you might enjoy include a roundtable on "What Makes a Good Life? Lessons from the longest study on Happiness" presented by Bobbie Reed, and join Mary Kenny live for one or both of her "Let's Walk" classes at nearby spots. See the curriculum guide for more information and more classes.

As noted above, Gene Lariviere is presenting "The Tulsa Race Massacre of 1921" this summer. He notes that this is the 100th anniversary of one of the worse racial tragedies in American History. How did it start? A young black man accidentally steps on the foot of a young white woman elevator operator. She screams. A lynch mob forms and blacks come to protect the young man. A riot erupts which destroys 36 square blocks of the country's most successful black neighborhood. Hundreds of blacks die and thousands lose their property and homes. To learn more, sign up for Gene's class, being offered twice this summer.

Summer semester registration begins on May 19 at 10 am. The first day of class will be on June 1 and the last is July 29. Most classes meet only one time during the summer.

Visit www.newadventures.info to learn about classes and to register. On NA's home page, select "classes" in the box on the left. Current members can follow the website directions. For newcomers, contact Vincenza Heisler by email at nail@cgce.edu or call NA at 480-857-5500.

Neighbors Who Care friend Gene Lariviere's upcoming class is based on *The Burning: Massacre, Destruction and the Tulsa Race Riot of 1921*



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For more information, contact Jennifer at (480) 895-7133

or email

Jennifer@NeighborsWhoCare.com



"Senior Independence Through Volunteer Services"

Clients: Check Out Our Transportation Appointment Guidelines for Spring/Summer 2021

1. Please call between 8:30 am and 4:30 pm - Neighbors Who Care at 480-895-7133
2. Call at least THREE (3) Days BEFORE you need transportation service, so call Monday for Thursday appointments; Tuesday for Friday appointments...
3. Medical Appointment clients may use our free transportation service up to ONE (1) time a each week.
4. NWC Van Transportation is not being offered at this time. (Stay Tuned)

CLIENTS: Volunteers are in very short supply as folks continue to await their COVID vaccines. You are always so liberal with your thanks--we know how much you appreciate the volunteers! In this transition time, we ask you to take a moment before you say farewell, to share your heart-felt appreciation for the volunteer.

Service Guidelines

For more than a year, Neighbors Who Care has been working to continue to meet client requests, recruit new volunteers to replace our friends who have had to take a breather, and look after our most vulnerable during a very strange time.

As we begin to return to normalcy in the weeks and months ahead, we'll do our best to update our audience on how we are pivoting to continue our mission. As always, all services are booked through Neighbors Who Care at 480-895-7133. We ask for a three-day advance notice for all service requests.

Here is a list of our current service guidelines in tandem with our COVID response:

All volunteers and clients are asked to continue wearing a mask until further notice during all services.

Business Assistance – Volunteer help with writing checks, addressing envelopes, balancing checkbooks, registering to vote, and other services often requested by clients with impaired vision. Additionally, as our way to protect potentially vulnerable older adults, we offer counseling and assistance in dealing with contractors, such as resolution of service complaints etc.

NWC has limited this service to protect volunteers and clients. To check on the status of your request, clients are encouraged to call the office.

Transportation – Driving to/from medical appointments is a service available to clients once weekly based on volunteer availability.

Shopping/Errands – Client grocery shopping is done FOR the client during COVID rather than the client being transported. Volunteers will arrange to pick up shopping list and payment method, and will shop for the client and drop off the goods.

Dinner Delivery – Orders are taken by phone between 9 am and 12 pm daily with no contact delivery by volunteers between 4 and 5:30 pm, Monday through Friday.

Reassurance Calling – Volunteers place daily or weekly check-in calls.

These Services are COVID Limited or Not Available at This Time:

- Minor Repairs
- Respite Care
- Friendly Visiting
- Van Service
- Welfare Visits

Check Out Well-Connected - Learn and Get Engaged by Covia.org

This online and telephone community offers members program sessions on a wide range of discussion topics to keep listeners engaged and connected. Members may call in via a toll-free number at a designated time or they may connect via computer, tablet, or mobile device.

This free service may be accessed by requesting a free catalog at <https://covia.org/services/well-connected/> or by calling 877-797-7299.

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—Terry, Colleen and dog, Mandy
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When you are taking Care of a Partner or Loved One, it can be all too easy not to remember to take good care of YOU! One way you can do that is to join us for our Caregiver Support Group, still happening each week on ZOOM. Call our office to get more information on how to sign up and sign in online at 480-895-7133.

MONTHLY AUTO OR GOLF CART CHECK

Look for our Neighbors Who Care Auto & Golf Cart Check signs on the West Side of the Sun Lakes Country Club, on the 3rd Tuesday of each month, from 8 am to 10 am. This basic safety service is offered through Neighbors Who Care volunteers but is available to EVERYONE from October through May.

SPEAKER SERIES

Our Winter Speaker Series was a great success with more than 78 guests learning from local leaders and service providers. Look for future Speaker Series Topics coming up this year!

MEMORY CAFÉ

Neighbors Who Care is affiliated with Creative Engagement Partners, www.slcep.org. Each Monday, two sessions—one for the caregiver and another for the care receiver—are planned and offered virtually. If you are a caregiver of someone living with dementia or cognitive issues, contact Elaine Poker-Yount, Creative Engagement Partners Board Chair, at elaine@slcep.org.

AARP DRIVER SAFETY PROGRAM

Look for this online at www.aarp.com/auto/driver-safety

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Our friends at Daytime Care Facility The Perfect Place have reopened to both clients and volunteers for loved ones to visit.

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Mary Ernst, got an extraordinary surprise



Mary Ernst, Sheryl Keeme, and Pastor Victor Hardy

On an ordinary Monday in April, Neighbors Who Care volunteer Mary Ernst got an extraordinary surprise. Chandler Mayor Kevin Hartke selected Mary to receive the Mayor's Choice Volunteer award. Pastor Victor Hardy, Executive Director of For Our City Chandler, popped over to Neighbors Who Care with balloons for Mary and a party in a gift bag!

Rori Minor, of Chandler Neighborhood Resources, helped set up the surprise for Mary at Neighbors Who Care.

Mary's beaming smile lit up the room as she learned of her award. Her joy spilled over to all of us at Neighbors Who Care. In a time when so much has been a struggle, we celebrate Mary Ernst for the miles she drives for our clients, for the smiles she gives, for the kindness she offers, and for her commitment to helping.

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Community Giving Programs Mean Extra Dollars for Neighbors

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March is National Social Worker Month JOIN US IN RECOGNIZING

Bonnie Kosar, NWC'S CARE MANAGER



Bonnie Kosar, licensed social worker, has been with Neighbors Who Care for 18 years. She is the perfect example of the phrase: If you love your job, you never work a day in your life. Bonnie balances a remarkably significant number of clients, remaining in touch with them, continually monitoring care plans, and employing fantastic problem solving skills. Bonnie strengthens and improves the lives of many in the Sun Lakes community offering support with her weekly Caregiver Support Group, as one of the rotating facilitators for our community partner Creative Engagement Partners' Memory Cafe, and in countless other quiet ways making certain immediate needs such as food, comfort items, or other help never go unmet.

***Bonnie: We could not do
what we do without you!***

Neighbors Update:

COVID VACCINES

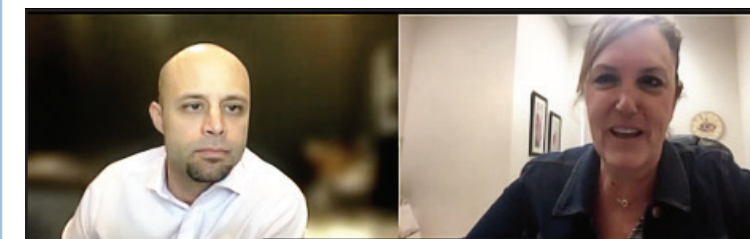
The Word of the Day throughout January and much of the first quarter was VACCINE. As shipments of two different vaccines began their transport around the country, Arizonans, and particularly, Sun Lakes residents scrambled to understand the complicated processes to secure online accounts and ultimately, appointments. Thanks to partnerships with For Our City, Chandler; IronOaks Unit Captains' instruction updates, and Chandler Neighborhood Resources, Neighbors Who Care worked to help the elderly and other residents secure their appointments, and receive help to get to vaccine sites.

WE GOTTA GELATO - DELICIOUS THANKS TO OUR VOLUNTEERS

It feels like we're in the homestretch of a pandemic that has upended our entire lives. So many of our volunteers--the lifeblood of Neighbors Who Care-- have had to step back for health reasons. We wanted to welcome back vaccinated volunteers, look for new friends, and especially, thank those volunteers who could remain with us during COVID's darkest days. On April 7, Outreach Engagement Coordinator Jennifer Gustafson invited our friends and they came out to enjoy a little spring weather, music, and some Gelato, sponsored 100 percent by our partners Devoted Health Plans. It was a DELICIOUS way to reconnect and show appreciation!



WINTER SPEAKER SERIES



Attorney Francisco Sirvent of Keystone Law Firm is introduced by Sheryl Keeme, NWC Executive Director at our first session of our Winter Speaker Series. Got a topic in mind? Pop us an email at info@neighborswhocare.com or call Sheryl at 480-895-7133 X170.

Special thanks to speakers: Francisco Sirvent, Keystone Law Firm; Elaine Poker-Yount, Visiting Angels; Rose Saunders, The Perfect Place; Wayne Mangold and Judy Banyai, The Memory Cafe (Creative Engagement Partners); and Kim Kubsch, Joyful Downsizing, for presenting our first Winter Speaker Series. Nearly 80 attendees over five weeks learned from these volunteer presenters. Look for our next speaker series soon.

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