

SAVE THE DATE

NWC Aging Made Easier® Conference

If you attended Neighbors Who Care's first aging conference in November, you know how helpful and informative it was. There was even some FUN mixed in! We are announcing our new date and new location for this winter's Aging Made Easier® conference.

We are moving our conference from November to January 2023. Last year, the aging conference fell amidst the busiest time for Sun Lakes. To avoid competing with numerous fall events and the flow of new volunteers to Neighbors Who Care, the new date will be Tuesday, January 31, 2023. Since our event outgrew the Tumbleweed Recreation Center in Chandler, we are holding the event in the beautiful new worship center at Risen Savior Lutheran Church.

Speakers and details are still being prepared for this FREE aging information event. Please mark your calendar for:

Aging Made Easier® **Tuesday, January 31, 8:30 am to Noon**

The event features a Senior Services Provider Information Fair, a slate of powerful speakers, and morning treats.

Look for more information about speakers, registering, and additional details.

If you are interested in hosting a vendor table or becoming a sponsor, contact Jennifer Gustafson, at 480-895-7133 X160 or at jennifer@neighborswhocare.com.



Last year's event was sold out at 100 attendees and hosted 25 vendors. Our committee expects more than 200 guests and 50 vendors on Jan. 31, 2023.

Inside the Connection

NWC Dinner Delivery Shifts to New Vendor	4
Inflation Reduction Act – What's it Mean for Me?	5
Navigating the Road to Aging More Successfully	8
Mike Amato – A Driven Volunteer	9

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

**Special thanks to all
our volunteers in
2022!**

**Our clients are the
winners because of
the special people
who are so generous
with their time.**

**Volunteers: 316
Clients: 479
Hours: 9148
Miles: 69542
Occasions: 12108**

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**.

Hello Fall

Board of Directors and Executive Director, Sheryl Keeme

Dear friends,

Even with the monsoon storms and ridiculous humidity (for the desert anyway), I can tell fall is coming. Meetings have begun and planning sessions scheduled for any number of events and experiences around Sun Lakes in October, November, and beyond.

We wrapped up our fiscal year with a series of wins for our clients thanks to the generosity of our neighbors and partners. Our van is operating again and scheduled shopping routes are underway helping our friends join together to socialize, shop for their own grocery needs, and enjoy a spin around the community. Dates have been set for our September Medicare workshop, our December holiday concert partnership with the Chandler Symphony, and our second annual aging conference, Aging Made Easier© in January. (Look for those dates and others on the back page of this newsletter).

The board of directors have been busy updating and improving our bylaws and infrastructure. And together, we have updated our strategic plan to help us focus on the future as well as today.

Farewell to Board Member Jena Lugo

Please join me in saying farewell and thanks to Jena Lugo, Trust Officer with Trust Bank and one of our board members, as she and her husband make a move to the Pittsburgh area for a new position. (GO STEELERS!)

Volunteer With Us This Fall and Winter

As we move into our busiest time of year, with new residents flocking to Sun Lakes, and our friends waiting out the heat elsewhere make the trek back home, I ask you to consider volunteering. Perhaps you stepped back from volunteering as COVID ravaged our state, or maybe you have dipped your toes into learning about us but have not yet made the plunge into taking any volunteer opportunities, please consider re-engaging with us. Our client numbers are growing as we onboard an average of 27 new clients each month, with our average new volunteer count at 5 each month. With your help, we can be certain Neighbors Who Care clients will enjoy the security of knowing their needs will be always be met.

Looking forward to a great fourth quarter 2022!

Sheryl

Amazon Customers: Easy Way to Help NWC!

Amazon Smile Program Donates .5% of purchases to Neighbors Who Care!

1. Visit <https://smile.amazon.com/> and log into your Amazon account.
2. Find **Neighbors Who Care, Inc. (IN SUN LAKES, AZ)** and select it as your charity. ***CAREFUL - There is another Neighbors Who Care in Massachusetts.
3. Continue on to your shopping cart for your purchase and buy as usual.
4. Hooray! Neighbors Who Care will receive .5% back as a donation in our quarterly deposit from Amazon!

www.NeighborsWhoCare.com

NWC Board Reorganizes

The Board of Directors reorganized at its June Board meeting on Wednesday, June 24th.

Board Chair Jennifer Lindley's term ended as chair and she has stepped into her new position of Immediate Past Chair. During her extended term, Jennifer led Neighbors Who Care through important initiatives to success, and assisted NWC through weathering the challenges brought about by COVID-19. Throughout her term, Jennifer's leadership combined with a strong, energetic board of directors achieved many goals. Among these are:

- Participated in Virginia Piper Charitable Trust's ATLAS program, a capacity-building program designed to help nonprofits achieve sustainability and strength to be able to serve its mission most efficiently.
- Worked to upgrade and strengthen staffing infrastructure making Neighbors Who Care an equitable workplace by investing in human resource initiatives for staff.
- Conducted the search to determine the criteria to fill the vacated executive director position.
- Led the charge to hire the current executive director in September 2020.
- Authorized the decommissioning of the outdated transportation vehicle and the campaign to raise funds to purchase and commission a new client transportation van.
- Worked with Vice Chair Madeleine Lutz, also chair of the governance committee, to update members' terms to assure a staggered rolling off of members.
- Established development, governance, and finance committees to work on board succession, board member recruitment, maintaining bylaws, fundraising and donor development, oversight of financials, budgeting, and purchasing and best practices.

The Board of Directors elected these positions:

Chair – Madeleine Lutz

Vice Chair – Mike Amato

Treasurer – Dr. William Wilhelm

Secretary – Cherie Dankas

NWC Office Staff



Jennifer Gustafson
Engagement
Manager



Bonnie Kosar
Case
Manager



Joan Byrnes
Dinner Delivery
Coordinator



Verna Mahnke
Director of
Administration



Cathy Franks
Administrative
Assistant



Jennifer Lindley
Board Chair



Madeleine Lutz
Vice Chair



Cherie Dankas
Secretary



William C. Wilhelm
Treasurer



Barbara Carr
Member at Large



Kim Kubsch
Member at Large



Kirk Deem
Member at Large



Mike Amato
Member at Large



Jena M. Lugo
Member at Large



Ramon Omar Rubio
Member at Large

NWC Dinner Delivery Shifts to New Vendor



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Joan Byrnes, our Neighbors Who Care's dinner delivery program coordinator, has been holding our program together, through COVID and through the subsequent shortages in staffing, rising food prices, and changes in supply chains. Despite the challenges, she has managed to continue to deliver healthy, satisfying meals to our clients.

Yet, when a recent perfect storm occurred with our vendors threatening our meal program, she knew something more permanent was needed to assure sustainability.

Gabriel Garfio, a Palo Verde food service chef, has been a true problem solver during many of these challenges, managing to help Joan get it done. Gabe comes from a family of restaurant and entrepreneurial business people and has established and run his own restaurant prior to his tenure at Palo Verde. From his beginnings at Mountain Shadows Resort in Paradise Valley, to his own restaurant, to Palo Verde, Gabe understands food service and has come to know Neighbors Who Care through our dinner program.



By the time this story is printed, Gabe will be our sole vendor for our dinner delivery program supplying a varied menu of traditional foods, salads, sandwiches, and entrees. His entrepreneurial father owns a concept known as Fruitlandia, a Mexican dessert franchise restaurant that he conceived. Gabe will be operating out of the commercial kitchen in Chandler that doubles as a processing location for the unique and delicious fruit syrups used in the dessert and parfaits offered by Fruitlandia's 11 (and growing) locations. Since Gabe had been preparing our dinner delivery menus for Palo Verde, he already knows the favorites of our clients and which dishes are the most sought after.

Neighbors Who Care truly values the partnerships we've forged. Without them, our capacity would be negatively impacted. Special thanks to Gabe, and his new venture, for stepping in with an innovative approach to fulfilling our meal needs. And, we have to also thank Joan, our staff dinner delivery coordinator, and our remarkable dinner delivery drivers for helping our client remain independent and well-fed!



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Inflation Reduction Act – What's it mean for me?

This month, President Biden signed four key Medicare reforms into law. One of the most significant Inflation Reduction Act law reforms was the expectation for it to make prescriptions and vaccines more affordable for 49 million older Americans with Part D plans.

For the first time ever, an annual limit has been placed on what Medicare recipients will pay out of their own pockets for prescription medications. In 2025, Medicare beneficiaries will spend no more than \$2000 per year for their prescription medications. Additionally, they will have the option to pay monthly, tandem provisions commonly referred to as “cap and smoothing”.

Adults receiving Medicare have always been helped with their healthcare costs yet as expenses rise, out-of-pocket costs are growing more prohibitive for treatment. Particularly those with serious illness, costs can easily rise to thousands or even tens of thousands of dollars. And, with individuals whose incomes are often less than \$30,000 a year, these increases have become burdensome or even catastrophic.

The law includes:

- An annual limit of \$2,000 on out-of-pocket costs for people with Medicare Part D
- An option to pay costs monthly, smoothing out the financial burden throughout the year for people with Medicare Part D
- An end to vaccine co-pays for people with Medicare Part D
- An expansion of the federal Extra Help program, allowing more people in need to qualify for financial assistance

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See Our Listings at
YouTube.com/TheKolbTeam

Celebrating Our “Driving Force” Volunteers

In June, we hosted a luncheon in honor of our volunteers who coordinate and spend countless hours and miles driving our clients to their medical appointments. Held at The Park at Copper Creek, our Transportation and Office Volunteers were treated to a lovely plated meal prepared and served by the community's amazing kitchen staff. Entertainment was provided by the very talented Jeannette Cline on the piano, and our sponsors provided wonderful door prizes. In addition to The Park at Copper Creek, our other sponsors were Oak Street Health and Valiant Hospice and Palliative Care. We are grateful for their generosity and continued partnership with Neighbors Who Care. And, of course, we are so thankful for the kindness and caring of our outstanding volunteers. We could not do what we do at Neighbors Who Care without them! **Thank you to all!**



It's Not Too Early...Consider Making a Contribution

Tax day may be seven long months away, but we can put your dollars to work right now. Please consider making your Qualified Charitable Contribution to Neighbors Who Care now. If you are a single tax filer, you may make a \$400 contribution and recoup your dollars when you file your Arizona taxes in April 2023. For couples, you may make a contribution of up to \$800 and take the Arizona Tax Credit for your joint filing.

The summer and fall months—June through September-- are among the months Neighbors Who Care receives the fewest contributions. If you plan to give in 2022, we would be extremely grateful for your contribution a little earlier, if it's possible.

AZ CHARITABLE TAX CREDIT 2022



Pay the State or Give to NWC

PLEASE SEND YOUR CONTRIBUTION TO:

NWC, 10450 E. Riggs Rd., Ste. 113, Sun Lakes, AZ 85248
Or Call 480-895-7133 or Visit www.neighborswhocare.com

Senior Scams – Staying Ahead of Senior SCAMS

In August, Neighbors Who Care hosted its Summer Speaker Series at Park Senior Villas. Joyce Petrowski, founder and executive director of Resources/Outreach to Safeguard the Elderly or R.O.S.E., a nonprofit committed to helping seniors avoid scams, spoke to our attendees about scams that are currently circulating the community and tips to avoid those and others that spring up over time.

Joyce explained that thieves use emotions to manipulate and take advantage of senior citizens. Whether they exploit love with romance scams, fear with government scams, or worry over grandparent scams, each scam is designed to put the senior citizen into an emotional state in which their decision-making could be compromised. She explained prior to establishing R.O.S.E., a close relative met someone online and began a virtual relationship. Eventually, after many phone calls where her aunt was groomed by a person she never actually saw, she began giving him money for things he said he needed such as phone repairs, health concerns etc. It was not until her aunt began sharing what was happening with family, that she began to understand what was happening. Fortunately, her family intervened before she was bilked out of large sums of money.

Tips on senior scams:

Be aware of your emotions. Do not react to strangers via text, email, or phone, and verify what is being asked.

Talk to a trusted person. If you are contacted by any company or entity and are asked for money, discuss what's happening with a trusted friend or adult child.

Verify before trusting. If you are contacted by someone claiming to be a grandson or other relative, hang up and call your family member to verify before believing any claims of a crisis needing solving.

More information on senior scams will be offered at our Aging Made Easier® conference! Mark your calendar for January 31st.



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Neighbors On The Move - Van Service is Underway



Neighbors Who Care's van service is now running with regularly scheduled van runs to three stores. Because Fry's is the most popular store among our clients that offers 10% to seniors on the first Wednesday of the month, a separate extra trip is added on the first Wednesday of each month to take advantage of the discount.

Clients who have been for van transportation may contact the office prior to the desired scheduled van run to be added to the list. The new van is able to transport up to eight clients, along with a driver and a volunteer helper. Those who wish to be included must sign up, first-come, first-served to the list. Because of limited seating, you must sign up for each van service; we are unable to keep you on a standing list of passengers.

The van drivers will secure the van, assess the list of clients planning to be picked up, and create an efficient route. Then, the van will pick up each passenger, help them onto the van, and make their way to the store after all are on board. We ask shoppers to shop being mindful of the number of passengers that must be returned home. To help with this, we encourage shoppers to limit their shopping time to one hour.

Each shopper will be given his or her own bin number, and all of their groceries will be stored in their respective bin until they arrive home.

If you are approved for van transportation, you may begin to arrange your shopping trip by calling 480-895-7133.

Here is our van schedule:

Tuesdays - Wal-Mart on Arizona Avenue

Thursdays - Basha's Alma School Rd.

Fridays - Fry's Riggs Rd.

(First Wednesday of every Month, the van will go to Fry's to take advantage of its 10% off promotion)

Additional runs may be added from time to time as volunteer driver availability allows.

Successful Aging Conference

Neighbors Who Care as part of Sun Lakes Coalition of Care Announces:

Successful Aging Conference: Navigating the Road to Aging More Successfully

Thursday, October 13, 2022

8:30 a.m. – 2:30 p.m.

Sun Lakes United Methodist Church

We all want to age successfully. Join us as we address some of life's detours that take us off the course of our expected journey.

Uncover what your specific needs are with our panel of expert speakers and supportive resources with all the information you need in one place.

Our speakers, experts in their fields include:

Brian Browne: Uncovering the Science of Successful Intentional Aging

Elaine Poker-Yount: Normal Aging vs. Not-Normal Aging: We ALL Want to Know Where We Stand

Joan Marlow: How to Best Advocate for Your Own Healthcare as Well as Your Loved Ones

Aaron Fransua, Esq: Navigating the Side Streets of Estate Planning You Don't Want to Miss!

Breakout Sessions

- Medicare's Big Changes - What You Need to Know
- How to Protect Your Assets From the Cost of Long-Term Care
- Leaving Our Home - How Do We Know When It's Time?

The take-aways from this conference are tips, tools, techniques and resources from our speakers and vendors providing the answers to questions you don't know to ask! This information will help you to make better decisions when you don't know what to do, or where to turn, first.

Wouldn't it be great as you go through life making choices that will create calm vs. crisis? JOIN US.

This conference is FREE but seats are limited.

RSVP NOW: admin@slcep.org, or call 480-203-8548

We Have a Story to Tell

Mike Amato: A Driven Volunteer



There are so many reasons why Neighbors Who Care volunteers choose to become Neighbors Who Care volunteers. For Mike Amato, it's about fulfilling his calling to help seniors. "God has given me a passion for coming alongside them," he humbly remarks. "(For me), being matched up with Neighbors

Who Care is the right fit." And we couldn't agree more.

Mike joined our volunteer ranks in June of 2021 after recently retiring and moving with his wife Debbie (who is also a wonderful NWC volunteer!) to Sun Lakes. He ramped up quickly and has since logged more than 300 hours of service and driven well over 3,200 miles while serving our clients. Mike provides such services as dinner delivery, minor repairs, respite care, and shopping/errands. But his greatest contribution continues to be his service as a transportation driver. He has taken various clients to medical appointments in excess of 130 times!

"What satisfies my soul the most is being able to help someone who needs it," Mike says.

No matter which service Mike is providing for our clients, he is also engaging them in conversation and treating them with dignity and respect. This goes right along with our mission.

"We are so grateful to have a volunteer like Mike on our team," says Sheryl Keeme, Executive Director. "In addition to the services he provides, his kind, helpful, and positive demeanor shines through whenever he engages with our clients. He not only gets the job done, but he does so while making an incredible impact on the people he serves."

Mike says he especially enjoys volunteering because, "It's like I have many, many grandmothers!"

To add to Mike's dedication to serving our clients, he is

also a member of our governing Board of Directors (also a volunteer position) and has recently been tapped to serve as this year's Board Vice Chair. And, if that isn't enough, Mike is also serving on our Aging Made Easier conference planning committee for the second year in a row. He isn't afraid to roll up his sleeves and do whatever is needed to accomplish a task.

With all of this on his plate, Mike also supports Neighbors Who Care with his financial resources as a regular donor, and he encourages donations from others including those in local clubs and organizations who can help raise funds through benefit events and activities.

Needless to say, we feel blessed to have Mike Amato—with his can-do attitude and his giving heart—as a Neighbors Who Care volunteer. And we know that Mike feels equally blessed to be able to serve those in our community who need our help. Thank you, Mike!

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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



Susan Hayward
Sun Lakes Resident
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The Village at Ocotillo Helps Families Tackle a Complex Topic

The question of future care and assistance can be a complex topic to address. The Village at Ocotillo, a luxury retirement community in Chandler, AZ encourages families to have honest and frank discussions about well-being and future care needs by communicating openly about retirement living choices and preferences with their loved ones and adult children.

Planning and knowledge of available resources can help the whole family find a peace of mind. The subject may not be an easy one to broach, but senior living resources can help families tackle this complex subject allowing them to make better-informed decisions. Touring a senior living community can also provide family members with tremendous insight to a senior's preferences, as well as educate the entire family as to what housing and care options are available.

The Village at Ocotillo provides personalized care services within an enriching environment including supportive assisted living services to help with day-to-day activities. Backing these programs and services is a 3-year accreditation from The Commission on Accreditation of Rehabilitation Facilities (CARF) - an international, nonprofit organization that accredits health and human services providers.

The community's resort-style atmosphere is complemented by genuine hospitality, exceptional service and outstanding amenities. The community's full and engaging calendar of social, cultural, educational and recreational programs includes educational classes, health and wellness workshops and extraordinary cultural programs. Augmenting this is gourmet dining, resort-style amenities and the freedom from day-to-day home maintenance.

Owned and operated by Senior Resource Group, The Village at Ocotillo offer Independent and Assisted Living in beautifully designed one- and two-bedroom residences. To schedule a tour and discover The Village at Ocotillo located in Chandler, Arizona, please call **480.400.8687** or visit **TheVillageatOcotillo.com**.



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- Coordinating medical appointments
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- INR monitoring
- Colostomy/ileostomy care
- PleurX drain care
- Screening for depression, nutrition, and home safety
- (COPD, CHF, Diabetes) Chronic care education
- RN accompanied visits to and from doctor's appointments
- Making referrals to financial, legal, or medical professionals and suggesting ways to avert problems
- Mental health visits

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UPCOMING EVENTS

FREE Golf Cart Check

Tuesday, September 20, 2022

Free basic auto or golf cart check-up. Sun Lakes CC
Meet on the west side of the country club.

8 am - 10 am

Can't make Tuesday? Call our office to schedule a visit.

Medicare 101

Wednesday, September 28, 2022

10:00 - 11:00 am

Sun Lakes Sheriff's Posse Office
9531 E Riggs Road, Sun Lakes

Successful Aging Conference

Thursday, October 13, 2022

Sun Lakes United Methodist Church
8:30 a.m. - 2:30 p.m.

FREE Golf Cart Check

Tuesday, October 18, 2022

Free basic auto or golf cart check-up. Sun Lakes CC
Meet on the west side of the country club.

8 am - 10 am

Can't make Tuesday? Call our office to schedule a visit.

FREE Golf Cart Check

Tuesday, November 22, 2022

Free basic auto or golf cart check-up. Sun Lakes CC
Meet on the west side of the country club.
8 am - 10 am

Chandler Symphony

NWC Holiday Deck The Holidays Concert
Sunday, Dec. 3, 2022
Two Performances - 3 pm and 7 pm

AGING MADE EASIER® SECOND ANNUAL AGING CONFERENCE

Tuesday, January 31, 2022

8:30 am - Noon

Risen Savior Lutheran Church Worship Center

Services Offered by Neighbors Who Care and it's Cadre of Volunteers
Call **480-895-7133** or check our online calender **NeighborsWhoCare.com/events**