

NWC Van is here!

NWC Client Transportation Van ...and how to use it.

Now the fundraising is finished, the van is here, and the hoopla has ended, the real magic begins when we start transporting our clients to Basha's, Fry's, and Wal-Mart each week beginning this month.

Those who have used our van service before may remember how it works. Each week, we have regularly scheduled van runs to three stores, plus, on the first Wednesday of each Month, Fry's is added a second time because of its Senior Citizen Discount of 10 percent is offered. Those who are approved for van transportation, may contact the office three business days prior to the desired scheduled van run. In other words, if you want to go to Wal-Mart on Friday, you must call by Tuesday to get on the list, first-come, first-served. Our new van is able to transport up to 8 clients, along with a driver and a volunteer helper.

The van drivers will secure the van, assess the list of clients planning to be picked up, and will 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. The group will be given one hour to shop being mindful of the number of passengers that must be returned home. We ask that clients adhere to this one hour rule.

Each shopper will have 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 our office at 480-895-7133 three days before the scheduled van run. Please see the 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)

START DATE FOR NEIGHBORS WHO CARE CLIENT VAN SERVICES

Neighbors Who Care clients who are already approved for van transportation services can expect to learn when they can begin signing up for weekly grocery trips via mail. Look for an announcement about when service will begin, how to sign up for this first-come, first-served service, and which stores will be visited on the weekly specific schedule in your US Mail. Adaptations are currently being made on the van. The expected start date is early June.

Inside the Connection:

Aging Made Easier	6
PM Sun Lakes Lion's Club, Commitment	8
Gerry Rooney, Volunteer Service Recognition	9
Sun Lakes, Dementia Friendly Community	11

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.

Summer has arrived.

Board of Directors and Executive Director, Sheryl Keeme

Summer has arrived. Yes, I know it doesn't actually arrive until June 21, but all you need to do is take a drive around the neighborhood midday to know it is mostly here already and so are the high temperatures. Most of the dog walking, bike riding, and gardening has stopped with the afternoon temperatures rising toward and past the 100-degree mark. It is a time where folks are scrambling to visit grandchildren or return to primary homes in places where the temps are still manageable.

Neighbors Who Care really doesn't have much of a slow down though as our clients continue to need their groceries, medical appointments, and help with the things that allow them to remain independent in their homes. Naturally, we're very excited to revive our client van transportation program. Yet, the van isn't the answer to many of our client requests for help getting around to doctor appointments or physical therapy appointments. Individual volunteers are still the most critical resource for transportation.

Not all of us can help as much as we may want to. We are enormously grateful for the volunteers who have helped our clients throughout the past 28 years, during the clutches of the COVID pandemic, and even when the mercury hits 110 degrees. Make sure you catch the story on Page 9 of Gerry Rooney, a gentleman who has been volunteering

with us almost since we were formed, 25 years ago! He was honored (and rightfully so!) by the City of Chandler for his Longevity. What a thrill for him and his family to receive this award.

In April, we brought back Gelato 64 to treat our volunteers to tasty Italian gelato.

As we move into our most challenging time to recruit volunteers and collect donations, I ask you to join me in considering helping with one extra volunteer experience a month during the hot days of summer. If we all do just a tiny bit more, we will get through the challenges of meeting our clients' needs just as we have for many years. We all can't be Gerry Rooneys, but on behalf of Neighbors Who Care and all of our appreciative clients, we thank you, our supporters and volunteers, for your faithful, ongoing help. Stay cool!



Mary Ernst gets her scoop of gelato to enjoy with fellow volunteers in April. Thanks to sponsor Sunland Home Care, more than 60 volunteers stopped by to catch up, enjoy some gelato, and enjoy the spring weather.

WWW.NEIGHBORSWHOCARE.COM

Is Leadership Your Passion? Are you a natural planner?

We're seeking administrative, leadership, and planning volunteers!

As we approach a new fiscal year, much is planned for the next 12 months at Neighbors Who Care. With so many in our immediate community, I'm sure we have talent that is untapped in individuals who have led organizations, raised funds, did strategic planning, and worked on corporate and community events for a living. In the next two quarters, we'll be putting plans in place for our second annual Aging Conference in January, developing a new and even more useful website, working on our annual donor event for fall, and so much more. Perhaps you would like to volunteer for us but are more interested in organizational and administrative work rather than helping clients? Well, we'd LOVE to have you join our team!

We're looking for candidates interested in serving on one of our committees:

- Development (fundraising)
- Events
- Dementia Friendly Sun Lakes Champions

And, we're also looking for leaders that want to be a part of making sure Neighbors Who Care will be around for decades to help homebound seniors remain independent longer. This is helping out on our board of directors. Perhaps you'd like to learn more about board service?

Lastly, we'll be recruiting additional drivers for our new van in the weeks and months ahead. Our volunteer van drivers are always needed. Perhaps you are already providing transportation personally and now would like to be trained to drive the NWC van to take clients shopping. We can make that happen.

If you would like to learn more about any of these areas of volunteering, please call me to set up a time to talk more about it. I can share more specifics. Call me at 480-895-7133 X170. There's no greater feeling than knowing you are a part of something special, that's Neighbors Who Care.

--Sheryl Keeme, Executive Director



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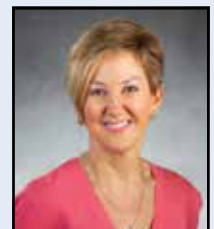
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Bonnie Kosar
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Dinner Delivery
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Verna Mahnke
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Administration



Cathy Franks
Administrative
Assistant

Protecting Seniors from Fraud

Help Protect Seniors from Fraud with these Tips

By Mahnaz Pourian from the Home Instead® office in Sun Lakes

Technology provides a great way to stay connected with family and friends, get access to news and entertainment, and simplify tasks like banking and scheduling appointments. But on-line activity can open us up to scams. What's more, scammers are particularly adept at targeting older adults. That's why it's so important for seniors to feel empowered when going on-line. Understanding best practices and signs of phishing, fraud, and other on-line scams go a long way to help boost confidence.

While new scams are perpetrated every day, the most common are those that attempt to create a sense of urgency around sensitive information, which is why older adults are often targeted by criminals for tax-related scams. Other cons regularly aimed at older adults include fake sweepstakes, tech support fraud, and imposters pretending to be a grandchild in distress in need of financial support.

In fact, a survey by Home Instead, Inc. revealed that two-thirds (67%) of U.S. seniors on-line have been the victim or target of at least one common on-line scam or hack. This is why older adults are encouraged to take the following precautions to protect themselves:

Share with care. It's easy to get caught up in social media and lose sight of the personal details we are making public. While sites like Facebook and Instagram can be a convenient way to stay connected with family and friends, especially during COVID-19, it's crucial to proceed with caution and avoid sharing non-critical information (like your location). Consider adjusting privacy settings to limit who has access to the profile content.

Think before you act. Communication that creates a sense of urgency – such as an email asking for money – is likely a scam. Scammers can get access to personal information by prompting you to click links in the emails they send. If something appears out of the ordinary, it's best to just delete it or reach out directly to the company or person to determine if the email is legitimate.

Beef up security. Locking all devices – computers, tablets and cell phones – with a strong, secure password can add a second line of defense. Consider mixing in letters, numbers and symbols, and leaving out easy-to-guess information, such as name or birth date.

Use security software. Installing anti-virus software from a reliable source can add an extra layer of protection to on-line devices. Be wary of security updates from pop-up ads or emails, as these may be malware (malicious software) that could infect your device. It's important to remember no software is infallible. Log out of apps and websites when you are done using them.

Contact an expert. It's natural to feel unsettled after being the target of an on-line scam. However, seniors must realize that it's nothing to be ashamed of. It's critical these incidents are reported to the proper authorities to provide support and to alert others who may be impacted in the future. If you do find yourself or your loved one affected by a scam, reach out to a trusted source – such as family member or a tech-savvy friend – for guidance.

Home Instead seeks to provide seniors and their loved ones with the necessary tools and resources to better protect themselves on-line. To learn more, visit www.ProtectSeniorsFromFraud.com for additional tips or call your local Home Instead office at 480-895-1460.

For more information about Home Instead®, contact Mahnaz Pourian at 480-895-1460 or go to www.homeinstead.com/195.



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See Our Listings at
[YouTube.com/TheKolbTeam](https://www.youtube.com/TheKolbTeam)

NWC to Offer Help to Agencies Nationwide at Points of Light Conference

The synergy we enjoy at Neighbors Who Care with other area agencies, assisted living and independent living properties, for-profit senior industry providers, and civic groups benefits all of us. The more information available to our community, the better everyone's decision making can be. Since Neighbors Who Care has added providing vetted, helpful aging information to the community as one of our strategies in making new friends. The benefits have allowed us to grow our relationships and help stoke our volunteer engines with fresh, new folks to help our clients.

That's why Neighbors Who Care has been asked to present to the national Points of Light Conference this summer. In July, hundreds of agencies, government entities, hospitals, nonprofits, and other organizations will gather to learn best practices in growing volunteer programs, raising funds, making volunteering easier and more meaningful, and among many other topics. Community Engagement Manager Jennifer Gustafson and Executive Director Sheryl Keeme will deliver a presentation helping other agencies to build the infrastructure around this kind of program. With so many folks retiring here in Sun Lakes from somewhere else in the country, it can be difficult finding the right resources or even knowing where to look. That's why Neighbors Who Care helps vet these services and provide insight to our constituents through our referrals, community education, and our annual aging conference Aging Made Easier®.



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Aging Made Easier

Neighbors Who Care Aging Conference Save The Date



Last November, Aging Made Easier, our very first aging conference, was a great success with more than 80 attendees and 30 vendors attending Tumbleweed Recreation Center. Our goal was to supply state of the art information from experts that can contribute toward a healthier, more satisfying aging process.

We learned a few things from our first experience. First, October and November are very busy months with Arizona's great weather just kicking in and many of our Sun Lakes friends enjoying reconnecting after a long, hot summer. That's why we have set our date for a time when we're all a little more relaxed, late January.

We also expect to double our guest attendance and partners in year two which is why we have moved our event to Risen Savior Lutheran Church. Risen Savior Lutheran Church's new worship center is a beautiful facility that permits us to welcome more guests, more partners and vendors, and the comfort of plenty of space and a venue that is easily accessible and less than a mile from most of our Sun Lakes friends. We also hope to attract more attendees from our neighbors to the north, Chandler, Tempe, Mesa, and Scottsdale and the availability of seating in the worship center permits this.

Mark Your Calendar

Aging Made Easier®

Second Annual Aging Conference
Risen Savior Lutheran Church Worship Center
23620 S. Alma School Rd.
Chandler, AZ 85248
8:30 am – 1 pm

Look for our 2023 theme and speaker information in the months ahead.

This free conference will have tickets available on Eventbrite and by calling the office when registration is open.



Sun Lakes Fun Lakers held a Golf Rally



Community Engagement Manager Jennifer Gustafson popped in for a visit with the Fun Lakers, a Sun Lakes social club. The Sun Lakes Fun Lakers held a Golf Rally and generously offered a \$500 donation in proceeds from the event. Neil Donohoe of the social club presented the check.

At Neighbors Who Care, we never take the generosity of the clubs and groups in Sun Lakes for granted. We thank you, Fun Lakers!

REDEEMED TEAM

Redeemed Team realtors Suzy Steinman and Michelle Hudak held a Concert in the Park on an afternoon in March with the spotlight on Neighbors Who Care. A great afternoon of music and visiting with friends.



Pictured: Executive Director Sheryl Keeme and Community Engagement Manager Jennifer Gustafson greet guests and share Neighbors Who Care's secret weapon (Our Volunteer Experiences).



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NWC Events Calendar Makes Finding Events EASY!

We've added a new feature to our website. As Neighbors Who Care aims to continue to share learning opportunities, gatherings, and many other events to bring people together, virtually and in person, we want to make it as simple as possible to find what's happening. That's why we've added an empowered events calendar to our website.

Just find the Events tab and click. You will open up our calendar that shows the events, descriptions and venue information, as well as registration information.



PM Sun Lakes Lion's Club - A Commitment to Neighbors' Needs



Meet the PM Lion's Club crew with NWC Board Member Ramon Rubio, pictured center, along with the Neighbors Who Care's new client transportation vehicle sporting the Lion's Club logo.



Pictured in the check presentation photo: Lion's Club President Floyd Mullen; NWC Community Engagement Manager Jennifer Gustafson, and Board Member Ramon Rubio.

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Neighbors Who Care supporters are varied. We receive regular contributions of \$10 from clients we serve as well as larger gifts for bigger projects such as our client transportation van. The PM Sun Lakes Lion's Club is a serial contributor to our mission. Each year, we are fortunate to receive a check when the club winds up its season and blesses the Sun Lakes agencies that make life liveable here in the community. This year, however, the evening club went one step further. When the group learned we were studying specs for the vehicle and collecting funds to buy a new van, they reached out to us and offered to help. By that time, however, the task force had decided on a vehicle and had even placed the order for it. With supply chain issues, there was no telling when the van would arrive. Yet, some time later, we received a check to help us with that purchase. That's why when we received the van, we made certain to let everyone who sees it traveling through the Sun Lakes community, would know the Lion's Club generously helped make it happen when they see the rear doors wrapped with logos of our van benefactors. And if that wasn't enough, the club still came through with a general contribution.

Neighbors Who Care is grateful for their generosity yet the greatest beneficiaries are the Neighbors Who Care clients. On behalf of our clients, we thank you!

Gerry Rooney Receives Volunteer Service Recognition from City of Chandler



Chandler Council member Christine Ellis, who served as our Aging Made Easier honorary chair in 2021, Mayor Kevin Hartke, and Gerry Rooney as he was awarded the City of Chandler Volunteer Longevity Award.

Our own Gerry Rooney was honored in April with the City of Chandler's Longevity Award for Volunteer Service. This award was given as part of the City's annual celebration of area volunteers during Global Volunteer Month. On hand to present this award to Gerry were Chandler Mayor Kevin Hartke and Councilmember Christine Ellis. Gerry's lovely wife Jean and his family were also there to celebrate.

Gerry started volunteering with Neighbors Who Care in August of 1998—almost 24 years ago! Gerry's track record of taking on a minimum of one service assignment for Neighbors Who Care clients EVERY week (that's 1,188 medical appointment transportation service occasions) is awe-inspiring.

One such client, a Chandler resident named Anita, had the pleasure of meeting Gerry recently when he drove her to a medical appointment.

When Anita was asked about her experience with Gerry, the first words out of her mouth were an immediate and enthusiastic, "Oh, he was absolutely wonderful!" She went on to describe Gerry as sweet, giving, and "extra special." "Gerry went out of his way for me. He helped me in and out of the car and he walked me through the door into the doctor's office with such care. And when my appointment was over, he was right there waiting for me to take me back home." Anita added, "Thank God for Gerry!"

While Anita's description of Gerry can be applied to so many Neighbors Who Care volunteers, what makes Gerry "extra special" is that in the nearly 24 years he has been volunteering with us, he has served our clients – each and every one – with the same level of care. He even continued to volunteer during the Covid-19 pandemic in 2020 because

he knew there were people who still needed support and had no one else to help them.

According to Neighbors Who Care Administrative Director Verna Mahnke, "Gerry has touched the lives of so many clients during his time as a volunteer and you can see what an impact Gerry has made!" Verna said. "We are grateful for his service and proud to nominate him for this well-deserved recognition."

Congratulations, Gerry!



Music Therapy for people with Parkinson's disease

Join Us



South East Tremble Clefs meets Thursday mornings in the Sun Lakes United Methodist Church on East Riggs Road, Sun Lakes.
Contact the Music Director, Carolyn Perkins at 480-486-0170
carolyn.perkins@q.com

Tremble Clefs Arizona provides singing therapy for people with Parkinson's disease. A clinically beneficial program provides vocal & breathing exercises. A family member is welcome to attend with the person who has PD. No musical experience is expected or required. Four locations in the Valley. For more information call Carolyn and visit our website:

TrembleClefsArizona.org



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.

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NWC SERVICES AND GUIDELINES

- NWC is here to serve the community of approved clients-free-within our 32-square mile service area with help from our team of volunteers.
- All services may be scheduled up to a month in advance and no less than **THREE BUSINESS DAYS** before the needed service.
- Our volunteers may deliver services according to our schedule of 9 am to 4 pm, Mondays through Fridays.
- To refer a friend, family member, neighbor, or yourself to become a client with Neighbors Who care, call
- 480-895-7133. Our case manager, social worker Bonnie Kosar must assess all referred individuals prior to requests for services.

SERVICES

Business Assistance - Such as writing checks and letters; addressing envelopes; checkbook balancing; and voter registration.

Business Service Advocacy - Counsel and help in dealing with contractors and ombudsman service in resolving service complaints.

Transportation - To/from medical appointments one time per week.

Shopping/Errands - Ride to the bank or grocery store, or our volunteers can shop for you. No more than three stops per outing.

Dinner Delivery - Orders are taken for approved dinner clients between 9 am and 11:30 am. Volunteers deliver meals from 4:00 to 5:00 pm.

Minor Repairs - Help in changing light bulbs or furnace filters.

Reassurance Calling - Check-in calls daily or weekly.

Respite Care - Volunteers will stay with your loved one while you are out for up to four hours, 2 two hour sessions weekly.

Friendly Visiting - Social visits from a volunteer.

Van Service - Transportations to select locations weekly.

Welfare Visits - Brief daily welfare visits when the primary caregiver is away up to two times a week.

Sun Lakes Soon to be Dementia Friendly Community

Two sessions of Dementia Friendly Information Classes offered in June and July

Neighbors Who Care and Creative Engagement Partners, organizers of Memory Cafe inside Sun Lakes United Methodist Church, have paired up to formally request that Sun Lakes be declared Dementia

Friendly Sun Lakes as a Dementia Friendly community. Over the last year, Dementia Friendly Information classes have been held in Neighbors Who Care offices each month, helping folks in our community understand the disease better and also best practices on interacting with friends and neighbors living with dementia. This grassroots endeavor is meant to let those households with folks living with dementia know that residents here care. The classes are part of a movement to help our community of people understand five key messages about dementia, how it affects people and how we can make a difference in the lives of people living with memory loss.

People living with dementia need to be supported in the communities they live in. In Sun Lakes, you can help by becoming a Dementia Friend.



**Dementia
Friendly
America™**

Dementia is an overall term that describes a wide range of symptoms associated with a decline in memory or other thinking skills, severe enough to reduce a person's ability to perform everyday activities.

Join us by learning more about Dementia Friends at June's upcoming information session.

One session is being offered in both June and in July, on Tuesday, June 7 at 1 pm and on Thursday, July 21, at 10:30 am. Both sessions will be held at Neighbors Who Care offices, 10450 E. Riggs Rd., Ste. 113, Sun Lakes.

Sessions last one hour and explain the five key messages, and help attendees understand dementia friends and what it means to be one. The goal is to help community members become less intimidated by interacting with people living with it, and learn small ways they can make a difference for people living with dementia. Read more about what Dementia Friendly Communities are at www.dfamerica.org.

To sign up, email Sheryl Keeme, Neighbors Who Care Executive Director, at sheryl@neighborswhocare.com or call 480-895-7133 X170.

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- PleurX drain care
- Screening for depression, nutrition, and home safety
- Chronic care education (COPD, CHF, Diabetes)
- 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

480.447.8893 | SunlandHomeCareAZ.com





"Senior Independence Through Volunteer Services"

10450 E. Riggs Rd., #113
Sun Lakes, AZ 85248

UPCOMING DATES

June 21

Golf Cart and Auto Check

Free basic auto or golf cart check-up. Sun Lakes CC

Meet on the west side of the country club.

8 am to 10 am

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

June 28

Transportation and Dinner Delivery Volunteer Event

The Park at Copper Creek

July 19

Golf Cart and Auto Check

Free basic auto or golf cart check-up. Sun Lakes CC

Meet on the west side of the country club.

8 am - 10 am

Jan. 26, 2023

**Aging Made Easier© Second Annual Aging
Conference**

8:30 am - 1 pm

SUMMER SPEAKER SERIES

Senior Park Villas - 10:30 am - Noon

July 19

10:30 am - Noon

**Topic: Amazing Dental - Dental Tourism: What You
Don't Know About Expert Dental Work in Mexico
for Seniors**

Aug 2

10:30 am - Noon

**Topic: Hearts for Dementia - Tactics for Preserving
Brain Health**

Aug. 16

10:30 am - Noon

Topic: Movement for Pain-Free Living

Aug. 30

10:30 am - Noon

Topic: TBD

**Call Neighbors Who Care Offices to
RSVP 480-895-7133**

**Services Offered by Neighbors Who Care and it's Cadre of Volunteers
480-895-7133 - Check our calendar www.neighborswhocare.com/events**