



Quarterly Newsletter for Our Volunteers

***A Happy and Healthy New Year to All of Us
and Our Families!
January 2020***

President's Corner

Happy 2020!

Its been a good year for Neighbors InDeed with events from "It's the Lifestyle" in February, to the Annual Picnic in May (check the website for pictures), and the All Hands meeting in September.

There are several events scheduled for 2020, so mark your calendars. Please note that we've added two new meetings for Program volunteers to give you the opportunity to meet each other and to have a Q&A and/or an instructional session.



February 11, 3 p.m. – 5 p.m. First annual Medical Equipment volunteer meeting in the Multi-Media Room. Any items to be addressed should be sent to Arnie or Lynn, Medical Equipment Coordinators.

February 25, 10 a.m. – 1 p.m. "It's the Lifestyle" event. Come visit our booth while you're checking out the clubs and other groups.

March 19, 1 p.m. – 2:15 p.m. Dispatcher annual meetings in the Solarium. Any items to be addressed should be sent to Sally or Vic, Dispatcher Coordinators.

March 19, 2:30 p.m. – 4:30 p.m. Handy Helpers annual meeting in the Solarium. Please note the time change. Also, any ideas and/or questions should be sent to Larry Schurr or Wayne Sloan, Handy Helper Coordinators.

May 3, 12 a.m. – 2:30 p.m. The Annual Volunteers Picnic in the Sports Pavilion.

September 14, 10 a.m. – 12 p.m. The annual All Hands meeting at Presentation Hall, with a social hour from 9 – 10 a.m. in the kitchen area. We would appreciate suggestions from you for this meeting, so email me at janetroberts5000@gmail.com with your ideas.

October 21, 2 p.m. – 4 p.m. First annual I&R meeting in the Solarium. Any questions should be sent to Pat Togstad or Carolyn Neece, I&R Coordinators.

Its been a successful year for NID. See the Program Reports for services. In addition, we've ensured that our original documents are backed up, developed a policy for responding to needs during a power backout, and developed Resources cards for residents. We are still working on updating volunteer manuals and developing Coordinator manuals, but have made a lot of progress on that project.

Thanks to all of you for the work you do for the residents of SCLH. You have made this a great organization with a community reputation to match.

Janet Roberts, President

Observed Holidays for 2020!

Board Approved, November 13, 2018

These holidays are for I&R and Dispatchers. HH and MEHH determine their own schedules with the residents.

- January New Year's Day
- January Martin Luther King Jr Day
- February Presidents' Day
- May Memorial Day
- July Independence Day
- September Labor Day
- November Thanksgiving
- December Christmas Eve (1 p.m. – 5 p.m.)
- December Christmas
- December New Year's Eve (1 p.m. – 5 p.m.)



INFORMATION & REFERRAL

Happy New Year and Happy New Decade!

Below are the total calls received each year in the last decade. We thought you might like to see all that you've accomplished over that period. Typically, half of all calls are for Handy Helper tasks and Medical Equipment loans/pickups. The other half is for tasks that NID does not perform but offers referrals to vendors from our Resource listing.

As you can see, 2015 had the highest number of calls. That was likely due to sprinkler controller resets due to watering limitations during the drought.

Year	# of Calls
2019	7531
2018	7420
2017	7400
2016	7,081
2015	7,604
2014	6,799
2013	6706
2012	6,115
2011	6,146
2010	5,111

Congratulations to all!

Pat Togstad and Carolyn Neece, I&R Co-Coordiators



DISPATCHERS

The Dispatcher Program currently has 17 volunteers and is looking for more. With an updated Manual, its easier to train new volunteers and keep them informed. We're working closely with I&R and HH to ensure that the service requests are handled as efficiently and effectively as possible.

This year, the Dispatcher volunteer Manual was updated and a new Dispatcher Coordinator Manual was developed. These Manuals have made it easier for volunteers to check to see how to do a task and has defined what the Coordinators do.

Sally Stevenson, Dispatcher Coordinator



Handy Helpers

Effective in January, your password to SecureSheet has been changed. If you didn't get the new password by email, please contact your Program Coordinators. While you're on the phone with them, check your email address to confirm that we have your current email address.

Handy Helpers (continued)

In 2019 Handy Helpers made 2,676 visits to residents, responding to 3,497 requests. (Not including the Medical Equipment visits.) This was an average of 223 visits per month. The top 3 types of visits are listed below. Of course, while you're there, you always do more!

Smoke Alarm Batteries:	481
Furnace Filter:	388
Light Bulbs:	338

The Handy Helper Coordinators are currently working with Joan Brant-Love to update the Volunteer Manual and to develop a Handy Helpers Coordinator Manual to define the responsibilities of the Coordinators.

Larry Schurr and Wayne Sloan, Handy Helper Co-Coordinator

Volunteers

As of the end of 2019, we had 114 volunteers.

We have already had one orientation this month and hope to add several new volunteers. The "It's the Lifestyle!" event in February usually attracts several new volunteers and the New Resident Orientations that are held every other month bring awareness of Neighbors InDeed services to new residents and encourages them to volunteer with us.

A Volunteer Coordinator Manual was developed with the help of Joan Brant-Love. This further defined the Coordinator responsibilities in processing volunteers from application to retirement.

Gail Holmes, Volunteer Coordinator



Medical Equipment Loan Program

The Medical Equipment Loan Program signed on a new Co-Coordinator at the beginning of 2019: Lynn Newhall. Her contributions to the Program have been greatly appreciated.

Medical Equipment (continued)

The Medical Equipment function in 2019 had another very busy year with 457 deliveries and 433 returns to support residents with their individual requests. This totals almost 900 pieces of equipment all MEHH's handled in 2019.

Some new equipment was purchased in 2019 to replace aging pieces that I felt were not in sufficient condition to either repair and/or then loan to our residents.

We currently have 19 volunteers supporting the ME function including a new one in December and two now joining in January. This should be sufficient support going forward in 2020.

Arnie Sondergard
Medical Equipment Coordinator



Information & Referral, Handy Helper and Dispatcher volunteers. If you have a friend or neighbor who might be interested in being a Handy Helper, an I&R volunteer or a Dispatcher, please have them call the NID phone line at 916-223-2763. We'll train them!

NID Press Liaison and Writers

If you enjoy writing short articles or you know someone who does, we need volunteers to write about Neighbors InDeed services every other month for the Sun Senior News and quarterly for the Compass. An editor and a Coordinator will check the work for accuracy.

A professional writing background is not necessary, just an interest in writing and sharing NID services with the rest of Lincoln Hills. The job can be shared as well. If you or someone you know is interested in doing this or sharing it, please contact me at janetroberts5000@gmail.com

**Thank you, Volunteers, for all you do!
You are our stars!**

**January
2020**

