



## Newsletter for our Volunteers

July 31 2021



### President's Corner

We've definitely had our ups and downs this year. Between operating at full-service, then having to cut back to only "Urgent Calls" had an impact on us all. Since mid-March we've been in full-service mode, so hopefully that will continue. Thanks to all for enduring all the accommodations that necessary to do the tasks as safely as possible.



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Finally, in-person meetings are just around the bend. On **Monday, September 13th** we'll have our **All Hands** meeting in the Presentation Hall at Kilaga Springs Lodge. Coffee and pastries at 9 a.m. and the meeting starts at 10 a.m. Our new SCLH Executive Director, Bob Richardson, has agreed to say a few words. Then, we'll have a panel of one Coordinator each from Information & Referral (I&R), Dispatch, Handy Helpers and Medical Equipment for questions/answers, complaints, suggestions, ideas for improvement, etc. Whatever topic relating to our work at Neighbors InDeed is fair game.

Welcome aboard to our new 2021 Handy Helpers and Dispatchers who recently joined us in our mission. We hope you'll be able to attend the All Hands meeting and connect the faces to the voices on the phone.

Also, our **Annual Picnic** has a green light (so far) for **Sunday, October 3rd** at noon. We'll have great food, music, a trivia game and, of course, fantastic raffle prizes! We've had to change the date a time or two, but we finally made it. A flyer will be coming out around the end of August, and because of the timing this year, you'll be able to pay at the All Hands meeting and save yourself time and postage. Just deliver your \$5 each place

holder for you and your guest to me before or after the All Hands meeting. Checks are preferred, but if it's cash, please attach your name so there's no confusion. Of course, you can still mail or drop off at my house (I now have a mailbox by the door).

Stay safe and cool out there!

Pat Togstad, President



## Information & Referral

January through June 30, 2021 we've had 3,109 calls, which is already 640 calls more than the same time period in 2020. Breakdown is as follows:

Handy Helpers	849
Medical Equipment	397
I & R (referrals)	1,812
Other (Resources. Volunteers)	51
<b>Total:</b>	<b>3,109</b>

The large number of referral calls makes sense due to the homes getting older and residents remodeling, making repairs, updating, etc.

We have 16 current active I&R volunteers. Our ideal number would be 21, so please pass the word if you have anyone who might be interested.

Twenty-three volunteers are currently working on updating over 300 entries on the Resources List. We'll let you know how that Project turns out.

Thank you,

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



## Handy Helpers

The Handy Helpers made 851 visits to residents to do 1009 tasks this year. As usual, the top three types of visits were replacing smoke alarm batteries, light bulbs, and furnace filters. Our slow months were January and February when the Handy Helpers were doing “urgent calls” only. Residents appeared to understand and were cooperative during that time. Since then, visits and tasks have been increasing each month.

With the heat and drought, Handy Helpers may have more calls for thermostat and sprinkler controller adjustments. Check in with the residents about AC problems or watering issues and remind them to call back to I&R for referrals to vendors for those or any other problems.

Larry Schurr and Wayne Sloan  
Handy Helper Co-Coordinators



## Dispatchers

In the past few months, a few of our group have retired, and we are thrilled that we now have three new Dispatchers. Maureen, Pat and Bonnita will begin dispatching this month. One of the retirees returned, if you haven't heard, since he moved to St. George, Utah, but he missed us! REALLY missed us! So, Jack Wood, with the approval of the NID Board, is Dispatching! Welcome back, Jack!

So far, Handy Helper calls are fewer than before Covid. We are grateful because there are many HHs who are not available. There are 52 HHs...not counting Medical Equipment HHs. This past Monday, 27 signed out for the entire week. On Monday, 12

additional HHs signed out but were available other days. As a result, we had only 13 HHs available on Monday. There were 27 service calls that day and many HHs are not available for the full day. So, we hope you understand why we are asking you to take two (or three calls if just changing a light bulb, filter or moving a couple of boxes). Let's hope the Delta virus doesn't close us down again!

Sally Stevenson & Monica Maddern  
Dispatcher Co-Coordinator



## **Medical Equipment Loan Program**

So far in the first six months of 2021, we made 393 calls, including deliveries and returns. 206 of them were deliveries. Activity was slower in January and February, but increased during the last four. We're happy to be able to support our residents who need the medical equipment.

The current ME team currently has 18 volunteers. Lynn and I would like to express our continued appreciation to all of the team for their excellent level of supporting ME procedures to enable a smooth-running operation.

Arnie Sondergard and Lynn Newhall  
Medical Equipment Co-Coordinator

## **Volunteers**

As of June 30<sup>th</sup>, Neighbors InDeed had a total of 111 volunteers. We have had 3 new volunteers for Dispatch recently, including one who reactivated from retirement. Also, during the last 6 months, 3 new Handy Helpers were added.

Gail Holmes  
Volunteer Coordinator



### **Promo Distributor**

We are in immediate need of a volunteer to supply the two Lodges with NID brochures and flyers. It only takes a couple of hours every two weeks to check the supply levels and add more. We have the “how to” instructions for this task and Joan Brant-Love supplies the materials. Please contact Janet Roberts at [janetroberts5000@gmail.com](mailto:janetroberts5000@gmail.com) if you are interested or know someone who can help.

### **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 Writers**

If you enjoy writing or you know someone who does, consider volunteering to write a short article or two about Neighbors InDeed for the Sun Senior News or Compass. An editor and a Coordinator will review for accuracy. A professional writing background is not necessary. Please contact Pat Togstad at [ptogstad@msn.com](mailto:ptogstad@msn.com).

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



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