



Dispatchers

These unsung heroes and heroines of Neighbors InDeed are responsible for ensuring that our residents' requests for assistance are responded to in a timely manner by our Handy Helpers. A Dispatcher on duty checks our database of Callers several times a day, determines which calls need to be assigned and sets about searching for a Handy Helper to answer the call. He/she will locate a Handy Helper who is available, advise him/her what tasks are requested, provide the requesting resident's contact info and any other information that is pertinent to the service call. Tracking down busy HH volunteers isn't always easy. Each assignment can involve placing up to four or more phone calls before an available Handy Helper is located. Obviously, this position requires a lot of patience and persistence, however, these tenacious Dispatchers know that they are key to getting Neighbors InDeed services out to our SCLH residents.

We presently have several openings on our Dispatcher Team so if you have an interest in becoming a Dispatcher or if you have a friend or neighbor who might be interested, please let us know. Dispatchers are considered the backbone of NID and are the reason that our operation runs as smoothly as it does. Learn more about being a Dispatcher on the Volunteers page at <http://www.neighborsindeed.info/>

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NID Website

It's vastly improved, it's user-friendly and it's *lookin' good!!* Go to <http://www.neighborsindeed.info/> and check it out.

We are very excited about the terrific work done by Larry Eckert and Dave Wood. They spent countless hours on a very serious upgrade that produced a site that is crisp, colorful and oh-so-easy to navigate with lots of useful menu bars. We are proud to have a website that is so user-friendly while providing valuable info about NID and its services. It also contains links to other organizations in our area and information about local support groups. Thanks to Janet Roberts for adding extensively to the content while working with Larry and David. Do take some time to really explore it and send the link to your neighbors and friends. I'm sure they'll be impressed. We all owe a debt of gratitude to Larry and David. If you run into them, please let them know.



And, whether you were or weren't able to attend the NID potluck on June 7th you can check out the photos from the event. Click on **Volunteers** in the top menu bar. The photos can be found at the bottom of the Volunteers page.

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Speakers Bureau

Dispatcher/Board Member, Natalie Bradford, has graciously agreed to head up our new Speakers Bureau program. The aim is to reach out to other groups in LH and request an opportunity to explain NID and its services to their members. Natalie has already lined up more than a dozen speaking engagements for us. We're really pleased to have these occasions to get the word out.

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NID Funding

Just a quick note that we were surprised and delighted to receive a generous donation of \$500 from the Kiwanis Club of Lincoln earlier this month. They have been such wonderful NID supporters over the years. When the holidays roll around and Kiwanis are again selling See's candies at Orchard Creek Lodge, please consider picking up a treat or two as a way of saying, "Thanks."

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Medical Equipment Loan Program

Program Coordinator, Jean Ebenholtz, wants to thank volunteer Chris Peterson for taking over for her while she was recently away for more than two weeks on vacation. Jean reports that all worked well in her absence.



Jean also had some equipment news. We now have a bed rail to loan out. This item is an assist to help people get out of bed. The bed rail was donated to us this month and is one of those items that had been occasionally asked for in the past but we did not have one available until now.

We are no longer taking donations of regular walkers – we have many on hand and our storage facilities are overflowing. Our neighbors in Lincoln Hills have been most generous and we have received walkers with seats, transport chairs and even a regular wheelchair over the past month or so. Gary Lancaster continues to check out the equipment and keep it in good shape.

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Information & Referral Service



Our Information & Referral Service Coordinator, Betty Chiang, wants to thank Janet Roberts who is stepping down as Co-Coordinator after contributing a great deal to our I&R service. Janet will continue on as a member of the NID Board and as our Resources Coordinator (busy lady!).

Betty also informs us that I&R has started a "mentoring" program. The intent is to have experienced I&R volunteers "mentor" new volunteers in a hands-on one-on-one training with the cell phone, Call Instructions Manual, Resources Manual and SecureSheet. "We feel the personal experiences of the mentors will enable the volunteers to understand how to apply the I&R procedures in everyday practice. We now have four experienced I&R volunteers who will mentor new volunteers – Sandy Melnick, Janet Roberts, Lynn Newhall and Sheridan Brown. A big thank you to the mentors for their help."

The next I&R potluck is scheduled for October 14, 2009 (note date change) I&R volunteers are asked to save the date, come and enjoy the delicious food and get to know each other better.

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Handy Helpers want to remind you that the next Handy Helper quarterly meeting will be held on September 24 from 2:00 PM to 4:00 PM at Orchard Creek Lodge. Home Depot will be presenting information about safety and security in the home including windows and doors. Save the date and be on the lookout for more details as the time gets closer.



1st Annual NID All Hands Meeting – If you weren't able to make our very first annual All Hands Meeting at the Kilaga Springs Presentation Hall, see the upcoming August 1 issue of the Sun Senior News. Our Press Liaison, Doug Brown, has (as usual) written an engaging account of the event. Our guest speakers were Lincoln Fire Chief Dave Whitt, Councilman Tom Cosgrove and Gail Williams from Public Works. Other presenters were Ken Sheehan from Neighborhood Watch, Mark Dentinger of the LH Foundation and our own Janet Roberts. Lots of useful and interesting information. We plan on having a similar meeting next year.

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Free caps! Each Neighbors InDeed volunteer is entitled to one of our spiffy new logo caps. If you didn't pick yours up at the June 7 picnic you can contact Larry Schurr at lsure46@sbcglobal.net and arrange to get yours.



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Volunteer Opportunities – Our Volunteer Coordinator, Kathie Levine, tells us that so far this year we've have had 47 prospective volunteers attend our orientation meetings. At these meetings folks learn about Neighbors InDeed, the services we offer and our current volunteer openings. Attendees are not obligated in any way by attending an orientation. This is just an opportunity for them to find out if NID and one of its programs are right for them. If you know anyone who is thinking about volunteering with us, just have him/her call **223-2763** to request a volunteer application packet.

The wonderful volunteers of Neighbors InDeed are our most valuable assets!

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Enjoy the rest of your summer and thanks so much for all you do for Neighbors InDeed.

