



Medical Equipment - (from Arnie Sondergard) Medical Equipment Handy Helpers (10) delivered and/or picked up over 700 units last year to support residents in their recovery from various ailments. It is an effort greatly appreciated by the residents and all of us enjoy helping and assisting them when requested.

Inventory was done at the end of the year and our system is working very efficiently and all items were accounted for, with a few in transition because of paperwork flow in tracking the 200 units in storage. Residents have donated many items this year to support this program and it is appreciated by the NID Medical program.

Special Note: We had some surplus equipment that we donated - Walkers went to the Sutter Hospice on Harding Boulevard and crutches to the Sierra-at-Tahoe National Ski Patrol.

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Information & Referral - Cindy Atkinson, I&R Coordinator, predicted that we would go over 6,000 calls this year and she was right on target! NID began tracking numbers of calls beginning in 2006 and you can see the results below. Many, many thanks to the I&R volunteers who are staffing our phones from Nine-to-Five Mondays through Fridays. Very impressive, Guys!



2006 # of Calls	2007 # of Calls	2008 # of Calls	2009 # of Calls	2010 # of Calls	2011 Number of Calls
1678	3020	3813	4188	5111	6146

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From our **NID Treasurer, Don Maher** - Fran Rockwell has been learning the responsibilities of the NID treasurer position and all the ins and outs of our financial records on SecureSheet. This is a very important function so it's great to have a backup person in place.

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In November the **Dispatcher Team** held a meeting that Coordinator, Vic Albertazzi, claimed was not only productive, but "maybe historic." As a result many issues were addressed and process changes were made including how data is entered into SecureSheet. The next meeting of **Dispatchers** will be held **March 20th at 1:00 PM** in the Multimedia Room at OC. Mark those calendars! *Dispatchers are also invited to stay on for...*

Handy Helper Meeting – 2:00 PM, March 20th, Multimedia Room at OC. Two Home Depot staffers will be presenting. Topics will be landscaping and home issues.

From Herman Tijsseling, HH Coordinator:

Here is a recap of the most requested Handy Helper services of 2011:

Medical Equipment loan and return	579
Smoke alarm batteries	531
Electrical, light bulb replace	465
Garage door lube & adjust	458
Furnace filter clean & replace	424
Irrigation issues	341
Plumbing issues	221
Computer issues	121
Program & adjust thermostats	120



Other calls involved TV/DVD hookups (75), move furniture/boxes (61), CFL audit & install (57), Turn mattress (47), Garbage disposal problems (42), check deadbolt screws (42). We responded to a total of 3526 HH calls during 2011.

For the third year running, Handy Helpers will be conducting their FREE golf cart/NEV drive through clinic this year. April 20th at the Pavilion... Details to follow!

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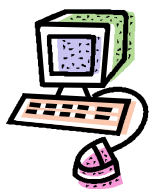
Volunteering with NID – Natalie Bradford, Volunteer Coordinator, ushered in ten prospective volunteers at our January orientation session and says she wants to throw a big ‘thank you’ out to all the NID Coordinators who showed up for the meeting. “There were a lot of questions and we had the right representation to give the right answers.”



Know folks who’d like to volunteer? Have them call **223-2763**. Natalie will contact each prospective volunteer, send out application packages and let them know when the next orientation will be held.

Additional help needed! Natalie is requesting a second Volunteer Co-Coordinator to help out when she is traveling or otherwise unavailable. To find out what’s involved call Natalie at 408-3944 or email her at nataliebradford@msn.com

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Public Relations – In addition to being Handy Helpers, Doug Brown and Barry Mackintosh continue to provide us with great PR via articles in the “Compass” and “Sun Senior News.” We’ve even heard that some residents cut the articles out and stash them away because the information is so helpful. Keep up the good work, you two! NID and our residents really appreciate the engaging work that you do.

Interesting Presentation Coming Up!

You might want to mark your calendars for an informative SCLH Community Forum presentation that will take place in May. Your friends and neighbors might be interested, too.

FINANCIAL ABUSE: INVESTIGATION, PROSECUTION, EDUCATION, PREVENTION

Wednesday, May 9, 2012 -- Free

2:00 PM – 4:00 PM

Orchard Creek Ballroom



Neighborhood Watch and the Community Forum Task Force are co-sponsoring this event. **Community Agency Multidisciplinary Elder Team (CAMET)** of the Placer County District Attorney's Office will present a case study on "Undue Influence" on an elderly victim of fraud and abuse in the community. The presenters will provide tips for preventing financial abuse and outline the current scams that plague our residents.

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And though it already started a few weeks ago, we do want to wish you and yours a happy and healthy 2012.

**HAPPY
NEW
YEAR**

Thanks for all you do!

You are our stars!!

