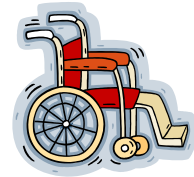


### Changes in Medical Equipment Program

Welcome to Chris Petersen who will be the new Coordinator for the Medical Equipment program. Jean Ebenholtz and Gary Lancaster are stepping down as Coordinator and equipment repair person, respectively, for the program. Both Jean and Gary have been active in the program since its introduction in August 2007. Their commitment and service is more than appreciated.



*For those of you who may not know, it is very important to note that Jean Ebenholtz single-handedly brought the dream of a Medical Equipment Loan program to NID some years ago. She nurtured that dream for some time, planned it, organized it and saw it through to become the viable, successful program it is today. NID and the residents of SCLH are both forever in Jean's debt.*

The new Medical Equipment team headed by Chris Petersen will include Mike Mitchell who will assume the role of keeping the equipment in good shape and will continue to deliver and pick-up items. Nancy and Mike Mitchell will be a team to serve as back-up to Chris when he needs relief or travels.

The remainder of the ME team consists of Karen Kremesec and Irene Kos who will continue to serve the ME team and the newest member, Mike Levine, who will deliver and pick-up items.

This program is greatly appreciated by those who have made use of it and the newly reorganized Medical Equipment team will be continuing the same fine service to our residents.

**Medical Equipment Note:** We have been fortunate to have received so many donated items from the community that our storage area is almost completely full. We are no longer able to accept crutches or plain aluminum walkers. We currently have 145 pieces of medical equipment in our inventory. When Jean started the program we had less than a dozen! Hats off to Jean, the Medical Equipment team and the generosity of our resident donors!

★★★★★

### Information & Referral Service

**MORE CHANGES!!** Our Information & Referral Service has changed its hours and the phones will now be staffed from 9:00 AM -5:00PM Monday thru Saturday. We found that we were getting very few calls between 5:00 and 6:00 so this not only gives the I&R volunteers a little break but will also allow them to get their calls entered into the database a little earlier. That should in turn help ease the load on our Dispatchers who have to follow up on the Handy Helper requests that come in.



What a difference a few years makes! In late 2006 we began to move from a strictly manual record-keeping system to our SecureSheet tracking system and went "live" in January of 2007. It's a good thing we did! Our growth has been pretty dramatic. Check out the following chart to see where our call volume has taken us over these few years.

	A	B	C	D	E	F	G	H	I	J	K
		2006	2007	2007	2007	2008	2008	2008	2009	2009	2009
1	Month	Number of Calls	Number of Calls	Increase Over 2006*	%Increase Over 2006*	Number of Calls	Increase Over 2007	%Increase Over 2007	Number of Calls	Increase Over 2008	%Increase Over 2008
2	January*	6	218	212	*	312	94	43%	311	-1	0%
3	February	62	146	84	135%	250	104	71%	301	51	20%
4	March	101	204	103	102%	286	82	40%	302	16	6%
5	April	105	173	68	65%	298	125	72%	348	50	17%
6	May	185	193	8	4%	331	138	72%	359	28	8%
7	June*	179	212	33	18%	343	131	62%	350	7	2%
8	July	209	324	115	55%	366	42	13%	385	19	5%
9	August	151	339	188	125%	293	-46	-14%	361	68	23%
10	September	178	294	116	65%	294	0	0%	344	50	17%
11	October	178	364	186	104%	354	-10	-3%	396	42	12%
12	November	181	310	129	71%	341	31	10%	328	-13	-4%
13	December	143	243	100	70%	345	102	42%	380	35	10%
14											
15	YTD Total	1678	3020	1342	80%	3813	793	26%	4165	352	9%
16											
17	*Some 2006 records are missing, particularly in January and also in June.										
18											

Volume really spiked in 2007 and has begun to flatten out a bit now that the community is built out. Approximately 55% of our calls are for Handy Helper services, 13% for the Medical Equipment Loan program and the rest is for information and referrals.

**Kudos to our I&R volunteers who graciously respond to resident's calls!!**



**Handy Helpers** Our next Handy Helper meeting is March 25th at 2:00 in the Multi-Media room at the Orchard Creek Lodge. A representative from Eagle Plumbing will be our speaker.



**Have a topic you'd like covered in one of the HH meetings this year?**

We're always looking for suggestions. Just email or call:

Herman Tijsseling [gitanherm@ssctv.net](mailto:gitanherm@ssctv.net) 434-7307

or Larry Schurr [lsure46@sbcglobal.net](mailto:lsure46@sbcglobal.net) 543-5320

Because of our new program, HHs have installed compact fluorescent lights (CFLs) in 22 SCLH residences since the end of October. It is estimated that these bulbs have already saved enough electricity to power four average-size Sun City homes for one year. This represents a savings of 21,000 watts of power.

Please continue to hand out the CFL Program description sheet. Our CFL flyer is the second attachment on the email that brought you this newsletter. You can also find more info in Doug Brown's CFL article on Page 19 in the January Compass.



**Volunteer Notes** – Know someone who would like to volunteer with NID?? Just have him or her call **223-2763** and a volunteer application packet will be sent out promptly. We hold “no obligation” orientation meetings for potential volunteers almost every month (holiday season excepted). At these meetings we present a slide show telling the history of NID and explain all of our different programs and opportunities for volunteers. At the end of the meeting attendees are welcome to sign up for one of our programs or can go away, think about it and get back to us later.



There were some retirements in 2009 but we also gained 57 brand new volunteers during the year. **Welcome to all!**



## NID Donations

The Lincoln Hills Foundation has been our primary financial supporter for many years. **(Please support them when you can! They offer Bingo, dine-around restaurant coupons and other events throughout the year.)**



However, in recent years our contributions from appreciative residents (by way of our comment/donation cards) have grown and grown. Even though our incoming calls increased by just 9% between 2008 and 2009 you can see by the chart below that our incoming donations from residents increased by a whopping 24% during that same period.

The following is a snapshot showing our donation history for the past two years.

	2008				2009				
	Amounts	% of Total \$	# of Donations	% of Total Number	Amounts	% of Total \$	# of Donations	% of Total Number	% Increase Over 2008
<\$10	351.50	3%	70	11%	371.00	2%	74	9%	6%
\$10-19	2,225.00	17%	196	31%	3,205.00	20%	282	36%	44%
\$20-29	6,415.00	49%	289	45%	7,480.00	46%	335	43%	16%
\$30-49	1,365.00	10%	41	6%	1,170.00	7%	35	4%	-15%
>\$49	2,757.25	21%	41	6%	3,960.00	24%	62	8%	51%
<b>Total</b>	<b>13,113.75</b>	<b>100%</b>	<b>637</b>	<b>100%</b>	<b>16,186.00</b>	<b>100%</b>	<b>788</b>	<b>100%</b>	<b>24%</b>

**We're very grateful to our SCLH residents BUT... the biggest "thank you" goes to all of our volunteers who are obviously providing very satisfactory services to our residents!**

★★★★★



**Website input needed!** We want to provide a registered volunteers password-protected webpage on the NID website just for **you!** Some proposed components you could access with just a couple of clicks of the mouse include HH Bulletins, I&R Tips, schedules, forms, policies and procedures, SecureSheet instructions, etc. We want to know what items YOU would like to see on this password-protected site. There are two ways to get involved. 1) Just send any of your suggestions to Janet Roberts at [janetroberts5000@sbcglobal.net](mailto:janetroberts5000@sbcglobal.net) 2) We'll also be setting up a **focus group of NID volunteers** to hone in on the best ideas. To be part of the focus group, please contact Janet at the email address above. Thanks in advance for your help!

To check out our website go to <http://www.neighborsindeed.info/>

**New Year's Eve started with a lovely, full blue moon.  
Best wishes to everyone for a happy, healthy and prosperous 2010!!**



**Our volunteers are the very best part  
of Neighbors InDeed!!**

Just a reminder that the CFL Program flyer is the second attachment on the email! Please check it out and if you would like a set of copies contact Joan Brant-Love at [joan.brant-love@sbcglobal.net](mailto:joan.brant-love@sbcglobal.net) or 434-6095.

