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Neighbors InDeed's Information and Referral: At Your Service

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You may have called Neighbors InDeed for a Handy Helper to come and change your smoke alarm batteries, lubricate your garage door, unclog your sink drain, or perform another minor maintenance or repair task at no charge.

Or maybe you've called Neighbors InDeed to borrow a wheelchair, walker, or some other piece of medical equipment for up to four weeks.

But Lincoln Hills residents can also call 223-2763 for a great variety of information and referrals to more than 500 commercial and nonprofit service providers. About 35 percent of the 6,100+ calls received by Neighbors InDeed in 2011 fell in this category, indicating the value and popularity of this "I&R" service.

Need a good plumber, electrician, locksmith, handyman, housecleaner, or other HOME MAINTENANCE OR REPAIR professional for a job beyond the scope of Handy Helpers? Neighbors InDeed has an extensive list of such providers recommended by other residents. The I&R volunteer responding to your request will refer you to two or three of those offering the service you need and encourage you to obtain multiple estimates on the job you want done.

Perhaps you're seeking some form of PERSONAL ASSISTANCE OR CARE. This category includes such products and services as emergency assistance devices, disability home modifications, medical equipment and supplies (beyond what Neighbors InDeed can loan), Meals on Wheels, home delivery services, and in-home care. Neighbors InDeed can also make referrals to individuals and agencies that can help make informed decisions about nursing or residential facilities.

SUPPORT GROUPS compose another I&R category for those seeking help in dealing with a wide range of issues. Residents can learn about Association-sponsored groups addressing Alzheimer's and dementia, bereavement, breast cancer, low vision, and fibromyalgia in the Compass, but Neighbors InDeed also provides information about other area groups available to residents.

Finally, there's the catchall OTHER SERVICES category. Whether you need an attorney or an auto repair shop, Neighbors InDeed can refer you to recommended firms. The information about LOCAL TRANSPORTATION published on this page is another example of what's available by calling 223-2763.

Like everything else Neighbors InDeed does, the I&R service is handled entirely by volunteer residents. When you call, you'll be prompted to leave a message including your full name, address, phone number, and a brief statement of your request. This will enable

an I&R volunteer to do any research necessary to respond to your request and get back to you promptly.

I&R volunteers respond to messages from 9 to 5 Monday through Friday. Messages left on weekends or major holidays are answered the next business day. All messages are answered, although those received during peak periods or requiring more research may take longer than others. Neighbors InDeed should NOT be used for emergency requests.

Like its Handy Helper and Medical Equipment Loan programs, Neighbors InDeed's Information and Referral service exemplifies the value provided to Lincoln Hills residents by resident volunteers at no charge. Beneficiaries of this service may donate to Neighbors InDeed, of course. And their recommendations about service providers are encouraged to help ensure good service to others.

So the next time you have a question or need something that Neighbors InDeed might help with, call 223-2763 to realize another benefit of belonging to this caring community.