

**Kosciusko Leadership Academy  
Whitepaper  
2003**

**Community of Caring  
Volunteer Program**

**by**

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## **Community of Caring KLA Project 2003**

There are currently 240 (attachment A) elderly and disabled people in Kosciusko County who are on a waiting list to receive services. Our Kosciusko Leadership Academy (KLA) team partnered with Resources for Enriching Adult Living (REAL Services) to build a volunteer group through project Community of Caring to assist those people on the waiting list in Kosciusko County.

REAL Services was founded on May 1, 1966 by Lester J. Fox, CEO/President, as a private non-profit organization. Its purpose was to develop a comprehensive service network designed to meet the needs of older adults. After thirty years, REAL Services programs continue to expand and provide independence to disabled and elderly people through a staff of 250 dedicated employees in St. Joseph, Elkhart, Marshall, LaPorte and Kosciusko Counties.

The Community of Caring program was developed in 1995 to assist St. Joseph County people on waiting lists to receive free family respite care. In 2000, REAL Services recognized the need to expand the program to meet other needs of people in the community. Additional services were provided to elderly and disabled people, such as, volunteer grocery shoppers, homemaking volunteers, friendly visitors and handymen. Today it is a comprehensive program that enables volunteers to assist elderly and disabled people in their homes in St. Joseph, Elkhart, Kosciusko, Marshall and LaPorte Counties.

Prior to a volunteer being placed in any home, a REAL Services staff member will conduct an in-home assessment. The home environment will be examined to ensure safety and suitability for volunteer placement and to be sure the people meet the program guidelines. No person will be eligible for this program if he/she is combative, aggressive, violent or has a communicable disease. Situations that could put a volunteer at risk of infection, harm, danger or major discomfort could warrant a family ineligible for services. The person will be asked to sign a Family Contract, (attachments B-F) which outlines allowable and non-allowable activities that may be performed by a volunteer. The volunteer will be asked to sign a Community of Caring Volunteer Contract (attachment G).

When matching a volunteer with a person, the Program Director will take into consideration any special circumstances that a volunteer would need to be aware of (diagnoses, pets, smoking environment, distance to travel, etc.) before matching a volunteer with a person. The Program Director or staff member of REAL Services will introduce the volunteer to the person and the volunteer makes the final decision if he/she would like to be matched with a particular person.

If the person and volunteer agree to a match then they schedule visits. If visits need to be cancelled by either party, both parties must take the responsibility for rescheduling. The Program Director should also be informed of cancelled visits. Handymen volunteer jobs are arranged through a work order. The person receiving support will contact the Program Director to cancel or reschedule during normal business hours.

After the Kosciusko Leadership Academy team learned about the Community of Caring project and the needs of elderly and disabled people in Kosciusko County, we

immediately partnered with REAL Services. When the KLA team began this partnership, Kosciusko County only had one volunteer through the Community of Caring project. Our goal was to increase the number of volunteer from one to ten. This goal was met with a total of ten volunteers responding. Our team accomplished this by establishing two objectives.

The first objective was to enhance public awareness. This process began by developing a list of businesses and organizations (attachment H) to distribute information and request involvement in the Community of Caring project. The second step of this process was to distribute the information to the businesses and organizations identified (attachment I). The methods used in distribution were brochures, flyers, letters, articles for bulletins or newspapers, bookmarks, For Your Information booklets, and business cards to set up presentations. (attachments J-N).

The second objective was to establish a volunteer group that would provide the following services to elderly and disable people living in Kosciusko County:

1. Home Respite Companion – spend quality time in the home of a senior citizen or disabled person to socialize and/or provide safety to allow a family caregiver to leave the home.
2. Friendly Visitor – provide personal companionship to homebound individuals.
3. Grocery Shopper – shop and provide companionship for one or more people on a regular basis.
4. Housekeeper – provide light housekeeping, meal preparation, or errands for homebound persons.
5. Handyman – assist with minor home repairs.
6. Group Service Projects – local high schools, colleges, service clubs, youth groups and families are encouraged to adopt a senior citizen and provide interior or exterior work. Jobs may include painting, leaf raking, snow removal, etc. One time or on-going assignments are available.
7. Specialty – match your talents to changing agency needs in such areas as program development or enhancement, school presentations, research, grant development, etc. for a short commitment.
8. Internship – semester internships are available for students majoring in social work, gerontology, psychology, sociology, nursing and liberal studies.

Volunteers are provided a job description that outlines their responsibilities based on the job they have signed up to complete (attachment O). All volunteers are also provided extensive training to ensure they have the proper knowledge to effectively do the job. The training curriculum includes the following areas (attachment P):

1. Recognizing and Reporting Abuse
2. Universal Precautions
3. Medical Emergencies
4. Non-Emergency Procedures
5. Completing Monthly Reports
6. Active Listening
7. Reminiscence in Communication
8. Aging Process
9. Alzheimer's Disease
10. Facts About People with Disabilities
11. Suggestions for Interacting with People with Disabilities
12. Things to do While Staying with a Homebound Person
13. Depression in the Elderly
14. Bereavement

All of us play a critical role in reaching and supporting people with needs. Without our involvement, many people's needs could not be met. We are the link to build a stronger community. You can become a volunteer by contacting REAL Services. Thank you for volunteering.

Address: REAL Services  
P.O. Box 1835  
1151 S. Michigan St.  
South Bend, IN 46634

Phone: (574) 284-2644  
(800) 552-7928 (IN residents only)

E-mail: [jboynton@realservicesinc.com](mailto:jboynton@realservicesinc.com)

Web site: [www.realservices.org](http://www.realservices.org)

*Thanks for  
Volunteering*

*It is easy  
To touch another life  
To feel a part,  
Feel vital,  
Because we volunteer*

*Many hands are lending,  
Reaching, helping, sharing,  
Of others always caring.*

*That very special feeling...  
People volunteering,  
Time and talents we possess,  
To meet the needs of others,  
Small sacrifice, we stress,  
But more our thanks express,  
For in making that connection  
All our lives are blessed.*

**COMMUNITY OF CARING  
KOSCIUSKO COUNTY VOLUNTEER NEEDS**

City	Zip Code	Friendly Visitor	Respite Companion	Home-Maker	Grocery Shopper	Handy Man	Total By Zip
Akron	46910					2	2
Claypool	46510		2	2			4
Cromwell	46732			2	2	2	6
Etna Green	46524		2				2
Leesburg	46538	4	4	6	2	4	20
Mentone	46539	4	2	4	2	2	14
Milford	46542		8	4			12
North Webster	46555			4	2		6
Pierceton	46562		2	2	2	2	8
Silver Lake	46582	2	2	8	2	2	16
Syracuse	46567	2	4	16	2	8	32
Warsaw	46580	10	6	48	16	20	100
Warsaw	46582	2		6	2	2	12
Winona Lake	46590		2	2		2	6
Total By Needs		24	34	104	32	46	
Grand Total							240

**"COMMUNITY OF CARING"  
FRIENDLY VISITOR  
FAMILY CONTRACT**

I (We) wish to participate in the Friendly Visitor Program. I (We) understand that a volunteer will visit with \_\_\_\_\_ . Visits are generally weekly or bi-monthly between 2-4 hours in duration. I (We) agree to the following guidelines:

1. I (We) understand that a volunteer will provide friendship and companionship during each visit.
2. I (We) understand that the volunteer will not function as a health professional and may not dispense any medication or provide medical advice.
3. I (We) understand that the volunteer may not do any household chores, make any purchases or transport the above named person anywhere.
4. I (We) will see that the pink emergency care card is available for the volunteer prior to each visit and understand that volunteers have been instructed to contact 911 for emergencies.
5. I (We) agree to notify the Coordinator if there are any concerns regarding the service.
6. I (We) will not hold the friendly visitor responsible for any unforeseen occurrence arising during the volunteer visit.
7. I (We) will not hold the Community of Caring program, REAL Services, Inc. or its staff responsible for any injury to the above named person which may occur during the course of this program.
8. I (We) agree to contact the volunteer to cancel or reschedule any visits and will attempt to allow 48 hours notice, except for emergencies.
9. I (We) agree to notify the Coordinator and volunteer when services are no longer required.
11. I (We) understand that services are free and that volunteers may not accept any gifts. However, donations on behalf of the volunteer may be made to REAL Services.

I (We) have read, understand and agree to the above contract.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator/Staff \_\_\_\_\_ Date: \_\_\_\_\_

**"COMMUNITY OF CARING"  
RESPITE VOLUNTEER COMPANION  
FAMILY CONTRACT**

I (We) wish to participate in the Volunteer Respite program. I (We) understand that a volunteer will be available to stay with \_\_\_\_\_, allowing me (us) "free time". Respite breaks are generally weekly or bi-monthly between 2-4 hours in duration. I (We) agree to the following guidelines:

1. I (We) will try to minimize responsibilities of the volunteer as much as possible by toileting, feeding, etc. before the volunteer arrives.
2. I (We) understand that the volunteer will not function as a health professional, and may not dispense any medication or feed the homebound person.
3. I (We) understand the volunteer will provide companionship, recreation and basic safety/supervision during the volunteer visit.
4. I (We) will see that the pink emergency care card is available for the volunteer prior to each visit and understand that volunteers have been instructed to contact 911 for emergencies.
5. I (We) will be away no more than the agreed upon time.
6. I (We) agree to notify the Coordinator if there are any concerns regarding the service.
7. I (We) will not hold the respite volunteer companion responsible for any unforeseen occurrence during the volunteer visit.
8. I (We) will not hold the Community of Caring program, REAL Services, Inc. or its staff responsible for any injury to the above named person which may occur during the course of this program.
9. I (We) agree to contact the volunteer to cancel or reschedule any visits and will attempt to allow 48 hours notice, except for emergencies.
10. I (We) agree to notify the Coordinator and volunteer when client becomes hospitalized, enters a nursing home or when services are no longer required.
11. I (We) understand that services are free and that volunteers may not accept any gifts. However, donations on behalf of the volunteer may be made to REAL Services.

I (We) have read, understand and agree to the above contract.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator/Staff \_\_\_\_\_ Date: \_\_\_\_\_



**"COMMUNITY OF CARING"  
VOLUNTEER GROCERY SHOPPER  
FAMILY CONTRACT**

I (We) wish to participate in the Volunteer Grocery Shopper Program. I (We) understand that a volunteer will shop and visit with \_\_\_\_\_.  
Shopping and visits are generally bi-monthly and two hours in duration. I (We) agree to the following guidelines:

1. I (We) understand that a volunteer will take my grocery list and purchase needed items for me. I (We) understand that I will need to provide a blank check or cash to the volunteer to purchase the groceries.
2. I (We) agree to sign the proper REAL Services forms so that the volunteer may purchase the groceries.
3. I (We) understand that the volunteer may, but is not required to assist shelving the groceries in my home.
4. I (We) understand that the volunteer may stay and visit with me.
5. I (We) understand that the volunteer will not function as a health professional and may not dispense any medication or provide medical advice.
6. I (We) understand that the volunteer may not do any household chores, make any purchases other than groceries, or transport the above named person anywhere.
7. I (We) will see that the pink emergency care card is available for the volunteer prior to each visit and understand that volunteers have been instructed to contact 911 for emergencies.
8. I (We) agree to notify the Coordinator if there are any concerns regarding the service.
9. I (We) will not hold the volunteer grocery shopper responsible for any unforeseen occurrence arising during the volunteer visit.
10. I (We) will not hold the Community of Caring program, REAL Services, Inc. or its staff responsible for any injury to the above named person which may occur during the course of this program.
11. I (We) agree to contact the Coordinator and volunteer to cancel or reschedule any visits and will attempt to allow 48 hours notice, except for emergencies.
12. I (We) agree to notify the Coordinator and volunteer when services are no longer required.
13. I (We) understand that services are free and that volunteers may not accept any gifts. However, donations on behalf of the volunteer may be made to REAL Services.

*Attachment D*

I (We) have read, understand and agree to the above contract.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator/Staff \_\_\_\_\_ Date: \_\_\_\_\_

1/00

Attachment D

**“COMMUNITY OF CARING”  
HOUSEKEEPING VOLUNTEER  
FAMILY CONTRACT**

I (We) wish to participate in the Volunteer Housekeeping Program. I (We) understand that a volunteer will assist \_\_\_\_\_ . Housekeeping is generally done bi-monthly for one-two hours in duration. I (We) agree to the following guidelines:

1. I (We) understand that a volunteer may assist with some but not all of the following tasks: Light housekeeping, laundering clothes either in home or laundromat by washing, drying, and folding clothes. May assist with basic mending repair, ironing, changing linens and making beds. May also assist with letter writing, running errands such as grocery shopping and prescription pickup. May remove trash from the home. May assist with yard clean up (raking, cleaning gutters, cutting grass, trimming bushes, snow removal). May assist with washing inside/outside windows; removing screens/storms.
2. I (We) understand that I (WE) will need to provide a blank check or cash to the volunteer to make purchases.
3. I (We) agree to sign the proper REAL Services forms so that the volunteer may make the purchases.
4. I (We) understand that the volunteer will not function as a health professional and may not dispense any medication or provide medical advice.
5. I (We) understand that the volunteer may not transport the above named person anywhere.
6. I (We) will see that the pink emergency care card is available for the volunteer prior to each visit and understand that volunteers have been instructed to contact 911 for emergencies.
7. I (We) agree to notify the Coordinator if there are any concerns regarding the service.
8. I (We) will not hold the housekeeping volunteer responsible for any unforeseen occurrence arising during the volunteer visit.
9. I (We) will not hold the Community of Caring program, REAL Services, Inc. or its staff responsible for any injury to the above named person which may occur during the course of this program.
10. I (We) agree to contact the Coordinator and volunteer to cancel or reschedule any visits and will attempt to allow 48 hours notice, except for emergencies.
11. I (We) agree to notify the Coordinator and volunteer when services are no longer required.

Attachment E

12. I (We) understand that services are free and that volunteers may not accept any gifts. However, donations on behalf of the volunteer may be made to REAL Services.

I (We) have read, understand and agree to the above contract.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Coordinator/Staff: \_\_\_\_\_

Date: \_\_\_\_\_

1/00

Attachment E

**“COMMUNITY OF CARING”  
VOLUNTEER HANDYMAN  
FAMILY CONTRACT**

I (We) wish to participate in the Volunteer Handyman Program. I (We) understand that a volunteer has agreed to provide minor home repairs. I (We) agree to the following:

1. I (We) understand that the volunteer may assist with minor home repairs in such areas as carpentry, plumbing, heating and electrical. May provide painting. May install grab bars and smoke detectors and change batteries and light bulbs.
2. I (We) understand that a handyman volunteer is not to be considered my personal on-call helper as other clients are waiting to be served. Work that can be completed in 1 day will be authorized. If additional work needs to be completed, I (we) agree to contact REAL Services so that my name can be scheduled at a future date.
3. I (We) understand that all jobs must be approved by REAL Services and REAL Services staff will provide the handyman volunteers with a work order. Only work listed on this work order can be completed at this time. Handyman volunteers may not accept additional work from me.
4. I (We) understand that not all volunteers will have a professional license to complete tasks, but I (we) wish to have the jobs done anyway.
5. I (We) understand that it is my responsibility to purchase all the necessary supplies/equipment and have them on hand prior to having work started by a volunteer.
6. I (We) understand that the volunteer may not accept money to purchase personal items, groceries, medication, etc. for my personal use.
7. I (We) understand that I must provide the volunteer with money to purchase supplies/equipment when enough was not purchased prior to the start of the project.
8. I (We) understand that the volunteer may not transport me anywhere.
9. I (We) understand that the volunteer will not function as a health professional and may not dispense any medication or provide medical advice.
10. I (We) understand that the volunteer has been instructed to contact 911 for any emergencies.
11. I (We) understand the volunteer will contact the client to arrange for services.
12. I (We) understand that it is my responsibility to notify REAL Services in the event I need to cancel scheduled work.
13. ( We) understand that the volunteer may not accept any gifts for performing the work. However, donations on behalf of the volunteer may be made to REAL Services.

I (We) have read, understand and agreed to the above contact.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

REAL Services Staff: \_\_\_\_\_

Date: \_\_\_\_\_

2/00

Attachment F

**"COMMUNITY OF CARING" VOLUNTEER CONTRACT**

Volunteering is a rewarding experience. All of those involved in the relationship must have respect for one another and a desire to cooperate in meeting designated needs and responsibilities. By recognizing these responsibilities and fulfilling them, your experience with our agency will be enhanced. I agree to:

- Follow the allowable duties as assigned in my job description(s). I understand I must refuse client's request to take on additional duties beyond the scope of the job description.
- Maintain client confidentiality.
- Attend orientation and training sessions as scheduled.
- Provide feedback, suggestion, and recommendations to the Coordinator and staff if these might increase the effectiveness of the program.
- Decline work that is not acceptable to me. Maintain an open mind with regard to other person's standards and values.
- All volunteers should call the client the day before to confirm visits, except Volunteer Grocery Shoppers in St. Joseph County and Handyman Volunteers. Please be prompt and reliable in reporting for scheduled visits. Contact client and Coordinator (within 48 hours, if possible) if I need to cancel or reschedule a visit. Handyman cancellations will be made through the office. I understand that I may not bring family members or friends with me on these visits unless I have previously arranged.
- Respect a client's faith by not evangelizing.
- Report to Coordinator any observed or suspected abuse.
- Maintain a Monthly Report or Work Order and submit on a timely monthly basis.
- Understand that I may not accept gifts from the client(s). Instead, ask the client(s) to make a donation to REAL Services.
- Wear my name badge on all visits and turn in my name badge upon termination
- Accept the right of the agency or program to dismiss myself for poor performance, including poor attendance.

I have received training and a copy of the Training Manual for the Community of Caring Program and understand my role as a volunteer. I agree to abide by the statements made in this Volunteer Contract.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Coordinator's Signature

\_\_\_\_\_  
Date

*Attachment 6*

**Kosciusko Community Locations of Contact  
Community of Caring – Volunteer Program**

- Churches – bulletins and flyers
- Grocery Stores – flyers and brochures
- Libraries – flyers and brochures
- Doctor’s Offices – flyers and brochures
- Nursing Homes - flyers and brochures
- Grace College – flyers, brochures and student union monitor  
Contact: Jim Swanson
- Lakeland Christian – flyers, brochures and discuss with school administrator
- High School/Key Club – flyers, brochures and discuss with school administrator
- Wal-Mart - flyers and brochures
- Butcher Shop - flyers and brochures
- Hair Dressers – flyers and brochures
- YMCA – flyers, brochures and other communication options
- Kosciusko Community Foundations – flyers, brochures and other communication  
Contact: Stephanie Noffsinger
- Chamber of Commerce – flyers, brochures and other communication options
- Orthopedic Companies – flyers and brochures
- Chore Time/Brock – flyers and brochures
- High School or Local Fairs – set up booth and present information
- National City Band and 15 North – utilize scrolling signs
- Times Union and The Paper – print article
- Radio – utilize for advertisement on WRSW and Wawasee 103
- Community Calendar on Television – free two week advertisement for not for profit
- Service Organizations – presentations about Community of Caring project
- Kosciusko Counsel on Aging – flyers and brochures  
Contact: Jack Felger
- KABS – flyers, brochures and bookmarks
- Medication Assistance – flyers and brochures
- Senior Center/Boy’s and Girl’s Club – flyers, brochures and presentations  
Contact: April Baxter and Cindy Knepper
- Bowen Center – flyers and brochures  
Contact: Ginger Rose
- Grace Village – flyers and brochures
- Senior Club – flyers and brochures
- Hospital – flyers and brochures
- Combined Community Services – flyers and brochures
- Mental Health Association – flyers and brochures



REAL SERVICES COMMUNICATIONS BY KLA GROUP

DATE	ORGANIZATION	ADDRESS	PHONE	CONTACT	LITERATURE DISTRIBUTED			NOTES
					BROCHURE	FLYER	BOOKMARK	
2/19/2003	LCB			Barb Michael	X			
2/19/2003	LCB			Vick Adams	X			
2/19/2003	LCB			Jessica Littlejohn	X			
2/19/2003	LCB			Jennifer Kline	X			
2/19/2003	LCB			Deb Rich	X			
2/19/2003	LCB			Sandi Brito	X			
2/19/2003	LCB			Kim Stanley	X			
2/20/2003	LCB			Carol Reed	X			
2/20/2003	LCB			Lisa Cassel	X			
2/20/2003	LCB			Jane Cox	X			
2/20/2003	LCB			Leda Demossell	X			
2/20/2003	LCB			Tina Rensberger	X			
2/20/2003	LCB			Pam Fletcher	X		Card	
2/26/2003	Wawasee HS Key Club		457-3147W					
2/26/2003	Randall Cory, DDS	801 N Huntington St, Syracuse	457-3175		X			
2/26/2003	Syracuse Public Library	115 E Main St, Syracuse	457-3022	Rosalyn Jones	X	X	X	
2/26/2003	Syracuse Community Center	1013 N Long Dr, Syracuse	457-3440		X	X		
2/26/2003	Syracuse Family Practice	1033 N Indiana Ave, Syracuse	457-5701		X	X		
2/26/2003	Rod Kaufman, Optometrist	406 N Huntington St, Syracuse	457-4476		X			
2/26/2003	Cool Beans Espresso	108 N Huntington St, Syracuse	457-0217		X			
2/26/2003	Beles Butcher Shop	504 S Huntington St, Syracuse	457-3312		X	X		
2/26/2003	Lance's Newmarket	S Huntington St, Syracuse	457-4202		X	X		
2/26/2003	Calvary UMC	SR 13 S, Syracuse	457-3778		X			
2/26/2003	McDonald's	902 S Huntington St, Syracuse	457-6220		X			
2/26/2003	David Mayden, DDS	205 E Lynwood, Syracuse	457-3138		X			
2/26/2003	Wawasee Kiwanis		658-2825W	Randy Walmsley				Interested in having you speak.
2/27/2003	Grace Bible Baptist Church	71570 CR 35, Syracuse	457-4572		X		Bulletin	Mailed
2/27/2003	Church of the Brethren	304 W Main St, Syracuse	457-3246		X		Bulletin	Mailed
2/27/2003	Saint Martin De Porres Parish	6941 E Waco Dr, Syracuse	457-8176		X		Bulletin	Mailed
2/27/2003	Church of God	104 E Washington St, Syracuse	457-2786		X		Bulletin	Mailed
2/27/2003	Grace Lutheran Church	206 E Main St, Syracuse	457-3845		X		Bulletin	Mailed
2/27/2003	Wawasee Community Church of the Nazarene	SR 13 S, Syracuse	457-2022		X		Bulletin	Mailed
2/27/2003	Saint Andrews UMC	1413 N Long Dr, Syracuse	457-4111		X		Bulletin	Mailed
2/27/2003	The Vineyard Community Church	10147 N SR 13, Syracuse	457-4880		X		Bulletin	Mailed
2/27/2003	New Salem Church of the Brethren	900 N 200 E, Milford	658-4885		X		Bulletin	Mailed
2/27/2003	Our Lady of Guadalupe Catholic Church	4th and Main Sts, Milford	658-9384		X		Bulletin	Mailed
2/27/2003	Christian Church of Milford	201 N Henry St, Milford	658-9151		X		Bulletin	Mailed
2/27/2003	Milford UMC	Catherine and West Sts, Milford	658-4814		X		Bulletin	Mailed
2/27/2003	North Webster Church of the Brethren	CR 600 N, North Webster	894-7000		X		Bulletin	Mailed
2/27/2003	Church of God	N Main St, North Webster	834-4281		X		Bulletin	Mailed
2/27/2003	North Webster UMC	7822 E Epworth Forest Rd, North Webster	834-2871		X		Bulletin	Mailed

REAL SERVICES COMMUNICATIONS BY KLA GROUP

DATE	ORGANIZATION	ADDRESS	PHONE	CONTACT	LITERATURE DISTRIBUTED			NOTES
					BROCHURE	FLYER	BOOKMARK/ OTHER	
3/2/2003	Wawasee Heights Baptist Church	Syracuse Webster Rd., Syracuse	457-4107		X	X	Bulletin	
3/3/2003	Northern Lakes Family Medicine	808 S Huntington St, Syracuse	457-8585		X			
3/3/2003	JC Jinks, DDS	1101 S Huntington St, Syracuse	457-5771		X			
3/3/2003	James Twilits, Chiropractor	502 N Huntington St, Syracuse	457-7177		X			
3/3/2003	Park Pharmacy	416 S Huntington St, Syracuse	457-3119		X			
3/3/2003	Milford Family Physicians	201 S main St, Milford	658-4142		X			
3/3/2003	Higbee Street Healthcare	301 N Higbee St, Milford	658-3232		X			
3/3/2003	Frank Wadas, DDS	SR 15 N, Milford	658-9100		X			
3/3/2003	Milford Public Library	101 N Main St, Milford	658-4312		X		X	
3/3/2003	Rex Wieland/ Michael Williams MD's	614 N Main St, North Webster	834-7677		X			
3/3/2003	Arden Walkgammuth, DDS	124 N Harrison St, North Webster	834-2000		X			
3/3/2003	Lance's Newmarket	SR 13 S, North Webster	834-2861		X			
3/3/2003	WAWC 103.5 FM	Syracuse	800-779-1094					Free announcements - ask for Bill Dixon
3/5/2003	Think Young Hair Salon	2828 East Jefferson Street - Warsaw	574-269-4957	Waunita Young	1	1	1	Booklet - For Your Information
3/5/2003	Elder Beeman	2858 Frontage Road - Warsaw	574-371-2550	Steven Blair		1		
3/5/2003	Owens Supermarket	2211 East Center Street - Warsaw	574-267-8848	Jeff Baer	20			10 Community of Caring/10 Real Services
3/5/2003	Pill Box Pharmacy	2280 Provident Drive Ct. - Warsaw	574-267-4900	Sherry Winn	10	1		10 Community of Caring Brochures
3/5/2003	Owens Supermarket	302 West Market Street - Warsaw	574-267-8707	None	15			5 Community of Caring/10 Real Services
3/5/2003	Kosciusko Family Healthcare	2236 DuBois Drive - Warsaw	574-267-8189	Mary Martin	10	1	1	10 Comm. of Caring/1 Booklet-For Your Info
3/5/2003	Masons Health Care	900 Provident Drive - Warsaw	574-371-2500	Karen Kaufman	10	1		10 Community of Caring Brochures
3/5/2003	Kosc. Home Care & Hospice	P.O. Box 1196 - Warsaw 46581	574-372-3401	Kathy Simpson		1		
3/5/2003	Health Net Plaza Suite C	1000 Med Park Drive - Warsaw	574-267-1693	Denise McFadden	10			10 Community of Caring Brochures
3/5/2003	Health Net Plaza Suite B	1000 Med Park Drive - Warsaw	574-267-7028	Ambet Gelbaugh	10			10 Community of Caring Brochures
3/5/2003	Health Net Plaza Suite D	1000 Med Park Drive - Warsaw	574-269-8320	Carol Edmonds		1		
3/5/2003	Provident Family Healthcare	1210 Provident Drive - Warsaw	574-288-4300	Suzie Berner	1	1		1 Community of Caring Brochures
3/5/2003	Marsh Supermarket	500 South Buffalo Street - Warsaw	574-268-2001	None	17	1		7 Community of Caring/10 Real Services
3/5/2003	Boy's and Girl's Club	800 North Park Avenue - Warsaw	574-268-1155	Cindy Knepper	7	1		7 Community of Caring Brochures
3/5/2003	Grace College	200 Seminary Drive - Winona Lake	574-372-5100	Jim Swanson	1	1		1 Community of Caring Brochures
3/5/2003	Grace Village Retirement	337 Grace Village Drive - Winona Lake	574-372-6200	Carol Buhmann	7	1		7 Community of Caring Brochures
3/5/2003	Kosciusko Community Senior Ct	800 North Park Avenue - Warsaw	574-288-2132	April Baxter	7	1		Interested in presentation - Comm. Of Caring
3/5/2003	Kosciusko Community Hospital	2101 East DuBois Drive - Warsaw	267-3200	Steven Jungbauer			2	Booklet - For Your Information
3/5/2003	Kosciusko Wellness Center	Provident Drive	372-7990	Steven Jungbauer	1		2	Booklet - For Your Information
3/5/2003	MedStat	1540 Provident Drive	372-7637	Steven Jungbauer			2	Booklet - For Your Information
3/6/2003	Kiwanis Club	P.O. Box 773 - Warsaw	Unknown	Unknown	2	1	1	Mailed brochures, flyer and business card
3/6/2003	New Frontiers	P.O. Box 1282 - Warsaw	Unknown	Unknown	2	1	1	Mailed brochures, flyer and business card
3/6/2003	Optimist Club	P.O. Box 1228 - Warsaw	Unknown	Unknown	2	1	1	Mailed brochures, flyer and business card
3/6/2003	Salvation Army	501 E. Arthur St. P.O. Box 175 - Warsaw	Unknown	Unknown	2	1	1	Mailed brochures, flyer and business card
3/6/2003	American Legion	301 North Buffalo Street	Unknown	Unknown	2	1	1	Mailed brochures, flyer and business card
3/6/2003	Big Brothers Big Sisters	90 EMS B33 Lane - Warsaw	Unknown	Unknown	2	1	1	Mailed brochures, flyer and business card
3/6/2003	Kosciusko County 4-H	100 West Center Street	Unknown	Unknown	1	1	1	Mailed brochure, flyer and business card

Attachment I

REAL SERVICES COMMUNICATIONS BY KLA GROUP

DATE	ORGANIZATION	ADDRESS	PHONE	CONTACT	LITERATURE DISTRIBUTED			NOTES
					BROCHURE	FLYER	BOOKMARK/ OTHER	
3/6/2003	Lion's Club	P.O. Box 301	Unknown	Unknown	1	1	1	Mailed brochure, flyer and business card
3/6/2003	Warsaw Rotary	2919 East Center Street - Warsaw	Unknown	Unknown	1	1	1	Mailed brochure, flyer and business card
3/6/2003	KABS	1804 East Winona Avenue - Warsaw	267-4990	Rita Baker	150	1	65	101 Community of Caring Brochures
3/6/2003	Deputy	700 Orthopedic Drive - Warsaw	267-8143	Penny Linn	1	1		Real Services - Kosciusko Brochure
3/6/2003	Combined Community Services	110 East Prairie - Warsaw	269-6019	Peggy Wright	5	1		Real Services - Kosciusko Brochure
3/6/2003	Mental Health Association	P.O. Box 822 - 920 Fisher Ave. - Warsaw	269-2102	Sandra Frush	4	1		Real Services - Kosciusko Brochure
3/6/2003	Silver Lake Medical Center	602 North Jefferson - Silver Lake	280-352-2113	Debbie Chalk	2	1		Real Services - Kosciusko Brochure
3/6/2003	Silver Lake Veterinary Clinic	9347 South State Road 15 - Silver Lake	280-352-2105	Barb Hudson	1	1		Real Services - Kosciusko Brochure
3/6/2003	Silver Lake Town Hall	604 North Jefferson - Silver Lake	280-352-2120	Teresa Howell	1	1		Real Services - Kosciusko Brochure
3/6/2003	Lion's Club	108 North Harrison - Silver Lake	280-352-3038	George Franklin	1	1		Real Services - Kosciusko Brochure
3/6/2003	Mentone Family Medicine	615 East Main - Mentone	353-7561	Terri Synder	1	1		Real Services - Kosciusko Brochure
3/6/2003	Mentone United Methodist Church	P.O. Box 456 - Mentone	353-7898	Pam McFadden	1	1		Real Services - Kosciusko Brochure
3/6/2003	Burkett United Methodist Church	P.O. Box 25 - Burkett	491-4345	Pam McFadden	1	1		Real Services - Kosciusko Brochure
3/6/2003	Post Office	Main Street - Mentone	Unknown	Unknown	1	1		
3/6/2003	Pill Box Pharmacy	101 East Main Street - Mentone	353-7835	Giorgia Lowman	1	1		
3/6/2003	Blomet	58 East Bell Drive P.O. Box 587 - Warsaw	267-6639	Human Resource	30	7		20 Community of Caring Brochures
3/6/2003	Insight Communications	919 East Winona Avenue - Warsaw	269-1881	Unknown				Ad on VSP-TV station
2/28/2003	Lakeland Christian Academy	1089 South 250 East, Winona Lake, IN	267-7265	Don Clemens	x	x		Possible Community Services/students
2/28/2003	Sacred Heart Catholic Church	125 S. Harrison, Warsaw, IN 46580	267-6942	Cathy Smith	x	x		Possible Community Services/students
2/28/2003	Warsaw Comm. Library	310 East Main St., Warsaw, IN 46580	267-6011	JoAnn Byers	x	x		news rfs.
2/28/2003	Warsaw Comm. High School	1 Tiger Lane, Warsaw, IN 46580	267-5174	Erin Elliot	x	x		news rfs.
2/28/2003	Warsaw Comm. Church	200 Roy Street (Pastors personal address)	269-1088	Denny Wilson	x	x		news rfs.
2/28/2003	Walnut Creek Church	2033 S. 150 West, Warsaw, IN 46580	267-4032	Mrs. Haggy	x	x		news rfs.
3/7/2003	Church of Jesus Christ/Latter Day	1101 N. CR 175 E., Warsaw, IN 46580	269-2118	Carol Reed	x	x		news rfs.
3/7/2003	Warsaw Wesleyan Church	2402 Old 30 West, Warsaw, IN 46580	267-7983	Deana Freeman	x	x		news rfs.
3/7/2003	Kos. Co. Comm. Foundation	102 East Market, Warsaw, IN 46580	267-1801	Stephanie Neffinger	x	x		news rfs.
3/7/2003	Chamber of Commerce	313 South Buffalo St., Warsaw, IN 46580	267-6311	Joy McCarthy-Seessing	x	x		news rfs.
3/7/2003	First United Meth. Church	179 S. Indiana Street, Warsaw, IN 46580	267-6933	Laurie Mock	x	x		news rfs.
3/7/2003	First Presbyterian Church	210 S. High Street, Warsaw, IN 46580	267-7044	Krista Koon	x	x		news rfs.
3/7/2003	Medronic Sofamor Danek MFG	2500 Siveus Crossing, Warsaw, IN 46580	267-6826	Deana Kendall	x	x		news rfs.
3/23/2003	Warsaw Baptist	2005 Fisher Avenue, Warsaw, IN 46580	269-5246		x	x		news rfs.
3/23/2003	Abundant Life Assembly of God	State Road 15 South, Warsaw, IN 46580			x	x		news rfs.
3/23/2003	Redeemer Lutheran	1720 East Center St., Warsaw, IN 46580			x	x		news rfs.
3/23/2003	Touch of Life Church	2339 Old Road 30, Warsaw, IN 46580			x	x		news rfs.
3/23/2003	First Christian Church	Lake Street/Courthouse Sq., Warsaw, IN			x	x		news rfs.
3/23/2003	Christ's Covenant Church	1371 S. 250 E., Warsaw, IN 46580			x	x		news rfs.
3/23/2003	End Time Harvest	1017 E. Winona Ave, Warsaw, IN 46580			x	x		news rfs.
3/23/2003	1st Baptist Church of Warsaw	2619 Patterson Rd., Warsaw, IN 46580			x	x		news rfs.
3/23/2003	Lakeland Conservative Grace	2538 S. Co. Farm Rd., Warsaw, IN 46580			x	x		news rfs.
3/23/2003	New Horizon Comm. Church	1300 Wooster Rd., Warsaw, IN 46580			x	x		news rfs.

Attachment I

REAL SERVICES COMMUNICATIONS BY KLA GROUP

DATE	ORGANIZATION	ADDRESS	PHONE	CONTACT	LITERATURE DISTRIBUTED			NOTES
					BROCHURE	FLYER	BOOKMARK	
3/23/2003	Pleasant View Bible Church	2782 W. CR. 200 N., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/23/2003	Calvary Baptist Church Oswego	3085 E. Amstrong Rd., Leesburg, IN 46582				X		news fls. Cover letter stating who we are
3/23/2003	New Hope Free Will Baptist Fellowship Baptist Church	3651 N. Detroit St., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	First Baptist Church of Oswego	1838 E. Kosciusko, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Comm. Bible Church of Warsaw	2947 S. Co. Farm Rd., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Country Bible Church	8766 E. 500 North, Leesburg, IN 46582				X		news fls. Cover letter stating who we are
3/26/2003	Warsaw Bible Church	2906 S. Woodland Trail, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Dulcietown Brethren Church	4057 E. 300 North, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	North Winona Church of Brethren	2475 E. CR 100 North, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Zion Fellowship	309 W. Levi Lee Rd., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	1st Church of Christ Science	1011 Mariner Dr., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Church of Christ	1902 E. Main Street, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Church of God	1089 Rozella Rd., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Bethany Fellowship	127 S. Lincoln, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Saint Anne's Episcopal Church	424 W. Market Street, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Morning Star Foursquare Church	2506 S. SR 15, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Free Methodist Church of W. Lake	902 College Ave., Winona Lake, IN				X		news fls. Cover letter stating who we are
3/26/2003	Community Grace Brethren	809 S. Buffalo, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Grace Brethren Church W. Lake	1200 Kings Hwy, Winona Lake, IN 46590				X		news fls. Cover letter stating who we are
3/26/2003	Leesburg Grace Brethren Church	101 W. School Street, Leesburg, IN 46582				X		news fls. Cover letter stating who we are
3/26/2003	Trinity Bible Methodist Church	5875 E. North Street, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	House Living Stones	315 Cedar Street, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Valley Springs Fellowship	522 W. Market Street, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Jehovah Witnesses	3191 W. 200 Street, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	St. Peters Lutheran Church	125 East Main Street, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Mennonite Church of Warsaw	1250 Husky Trail, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Sandy Ridge Mennonite Church	3071 S. Co. Farm Rd., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Warsaw Missionary Church	125 Fawley St., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Church of the Nazarene	1849 Springhill Road, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Cooks Chapel Church	1654 Fisher Ave., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Victory Christian Center	4567 W. CR 100 S., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Pentecostal Lighthouse Church	284 S. 250 East, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Seventh Day Adventist Church	345 N. 175 E., Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	Celebration Church	825 North Harrison, Warsaw, IN 46580				X		news fls. Cover letter stating who we are
3/26/2003	United Pentecostal					X		news fls. Cover letter stating who we are

## REAL Services Inc. Area 2 Agency on Aging

REAL Services, Inc./Area 2 Agency on Aging is a non-profit social service agency whose mission is to assist the elderly and disabled with services to allow them to remain independent in their homes.

The Area 2 Agency on Aging serves the residents of Elkhart, Kosciusko, LaPorte, Marshall and St. Joseph Counties.

For over 30 years REAL Services has been reaching out to serve elderly persons within our community. However, the need is great. Today, with increasing population of older adults and special needs children, families unable to meet their needs, and depleting government funding, persons must wait for formal services.

REAL Services is committed to assist families with informal services through the generous talents of volunteers.

Contributions are always welcome and appreciated.



Through your help.....  
REAL Services, Inc./Area 2 Agency on Aging can offer a variety of services under the Community of Caring Umbrella that address unmet needs of the elderly and disabled clients through carefully screened and trained volunteers who reside in the counties of: Elkhart, Kosciusko, LaPorte, Marshall and St. Joseph.

REAL Services, believing in the dignity of all people, will provide services to eligible persons without regard to race, creed, sex, or national origin.

With support from the State of Indiana Family and Social Service Administration.

# Community of Caring

Home Respite  
Companions  
Friendly Visitors  
Grocery Shoppers  
Housekeeping  
Handyman  
Service Projects

There are Volunteer Opportunities  
in the following Counties:

- Kosciusko
- LaPorte
- Marshall
- St. Joseph
- Elkhart

Attachment J

## Volunteer Opportunities With REAL Services, Inc.

Choose the area that is right for you!

- Home Respite Companion - Spend quality time in the home of a senior citizen or disabled person to socialize and/or provide safety to allow a family caregiver to leave the home and have a "respite".
- Friendly Visitor - Provide personal companionship to homebound individuals.
- Volunteer Grocery Shopper - Shop and provide companionship for one or more clients on a regular basis.
- Housekeeper Volunteer - Provide light housekeeping, meal preparation or errands for homebound persons.
- Handyman - Assist with minor home repairs.
- Group Service Projects - Local high school, colleges, service clubs, youth groups and families are encouraged to adopt a senior citizen and provide interior or exterior work. Jobs may include painting, leaf raking, snow removal, etc. One time or ongoing assignments are available.
- Specialty - Match your talents to changing agency needs in such areas as program development or enhancement, school presentations, research, grant development, etc. for a short commitment.
- Internship - Semester internships are available for students majoring in social work, gerontology, psychology, sociology, nursing and liberal studies.

I am interested in becoming a volunteer in the following area(s):

Check your preference

- Home Respite Companion
- Friendly Visitor
- Volunteer Grocery Shopper
- Housekeeping Volunteer
- Handyman
- Group Service Project
- Internship
- Specialty
- Other \_\_\_\_\_

Please circle the county where you would like to volunteer - Elkhart, LaPorte, Kosciusko, Marshall or St. Joseph.

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Day time phone: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

Please mail to:  
 Volunteer Service Coordinator  
 P.O. Box 1835  
 1151 S. Michigan St.  
 South Bend, IN 46634  
 (219) 284-2644  
 (800) 552-7928 (IN residents only)

[iboynton@realservicesinc.com](mailto:iboynton@realservicesinc.com)  
 Web site - [www.realservices.org](http://www.realservices.org)

## Volunteer Job Descriptions

**Friendly Visitor**  
Provide personal companionship to homebound individuals.

**Grocery Shopper**  
Shop and provide companionship for one or more clients.

**Group Service Projects**  
High school/college students, youth groups and service clubs can assist the elderly with painting and yard work.

**Handyman**  
Assists with minor home repairs when needed.

**Home Respite Companion**  
Spend quality time in the home of a senior citizen or disabled person to socialize and/or provide safety to allow a family caregiver to leave the home and have "respite".

**Housekeeping**  
Provide light housekeeping, meal preparation or errands for homebound persons.

**Nutrition Sites**  
Site volunteers assist in serving nutritious noon meals for older adults.

**Ombudsman**  
Visits assigned nursing facilities as an advocate for the residents.

## Volunteer Opportunities

- Community of Caring  
Friendly Visitor  
Grocery Shoppers  
Group Service Projects  
Handyman
- Home Respite Companion  
Housekeeping
- Nutrition Sites
- Ombudsman

For volunteer opportunities or community relations assistance, please call extension 266  
Or [dheimberger@realservicesinc.com](mailto:dheimberger@realservicesinc.com)

## Join us and make a difference!

**St. Joseph County Office**  
1151 South Michigan Street  
PO Box 1835  
South Bend, IN 46634  
(574) 284-2644  
(800) 552-2916  
[www.realservices.org](http://www.realservices.org)

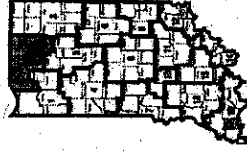
Offices also located in the following counties:  
Elkhart LaPorte  
Kosciusko Marshall

## REAL Services, Inc.

Resources for Enriching Adult Living



## Kosciusko County



REAL Services has the responsibility of planning, developing, implementing and administering a network of services that are of high standards, are known, available and used by older adults and low-income households in our area, based on their age and/or economic status.

The ultimate objective of REAL Services is to assist in establishing a community in which those we serve can maintain their independence to the maximum degree possible and find meaning and satisfaction throughout their lives.

## Programs Available in Kosciusko County

### Case Management

This program provides needs assessments and care plans that allow older and disabled persons to receive assistance from REAL Services and/or other community agencies

### Energy Assistance Program

Assists low-income households with electric and heating expenses during the winter months.

### Family Development Program

Assists families in becoming self sufficient by setting goals, providing support and promoting education.

### In-Home Services

The purpose of this program is to provide an array of in-home services which allow the elderly and disabled to remain in their own homes for as long as possible, thus providing optimum independence by diverting the individual from institutional care.

### Nutrition Sites

This program is designed to provide low cost nutritious meals, with recreational activities and informational programs. The program promotes better health among older adults through improved nutrition and the pleasure derived from group participation.

### Ombudsman

The Ombudsman Program provides a trained individual to investigate complaints and concerns regarding nursing home care.

### Pre-Admission Screening

The Indiana Health Facility Legislation provides for the pre-admission screening of all persons who apply to enter a nursing home. This helps prevent unnecessary or premature institutionalization.

### Senior Employment Program

This program places low-income, older adults age 55+ in non-profit or public community agencies for up to two years.

### Students for Seniors

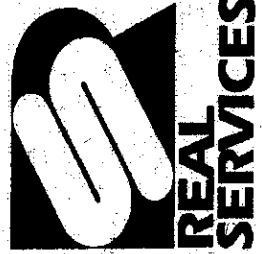
This program builds bridges between the generations. Third grade students learn about the aging process, and have an opportunity to ask questions. Children are taught how to "be a detective" in order to identify and assist an endangered adult.

### Weatherization

This program helps income eligible households reduce fuel consumption and fuel expenses by providing weatherization measures for homes at no cost to those served.

Other Programs Funded through The Area 2 Agency on Aging / Real Services, Inc. include

Home Delivered Meals  
Transportation



(800) 552-2916 or (574) 284-2644

## History of REAL Services, Inc./ the Area 2 Agency on Aging

REAL Services was established in May 1966, with the purpose of developing a comprehensive service network designed to meet older adult needs in St. Joseph County. In 1974, REAL Services was designated as the Area 2 Agency on Aging. It's purpose was to identify the needs of older adults, plan for services to meet those needs and administer funds entrusted to us through the Older American's Act.

Since 1974, the agency has grown and developed to include Elkhart, LaPorte, Kosciusko and Marshall counties. In addition to the variety of services we offer to the elderly, we also have developed programs to assist low-income families.

If you have any questions, need information, or would like to refer someone to our services, please call extension 260.



*REAL Services  
Area 2/Agency on Aging  
Kosciusko County*

*Community of Caring Volunteer Program*

*REAL Services has been serving the elderly and disabled in our community for over 35 years. While we do a remarkable job assisting the elderly and disabled in our community, we need your help.*

*Volunteers are needed to help our clients that are waiting for services with friendly visiting, respite companions, light housekeeping, grocery shopping and handymen services. No hands on care required just a smiling face and kind heart.*

*If you have a few hours a month to spare, we need you. Make a difference in the life of one our clients by spending a few hours of quality time being their friend, homemaker, grocery shopper, respite companion, or handyman.*

*In Kosciusko County we have over 200 clients that are waiting for services. Other volunteers agree that they receive more than they give and so will you.*

*Please contact the Volunteer Service Coordinator at 1-800-552-7929 extension 266 for more information. You will be glad you did!*



## LOOKING FOR VOLUNTEERS

Residents of Kosciusko County we need your help! We are members of this year's Kosciusko Leadership Academy. We have chosen as our White Paper Project to promote Real Services and specifically their Community of Caring Volunteer Program. This program provides services to the elderly such as home respite companions, friendly visitors, grocery shoppers, etc.

Kosciusko County has over 240 people on the waiting list and only 4 volunteers at this time. If you have any time to give please consider volunteering your time to this worthy cause.

If you would like additional information please feel free to contact:

Deb Leach, Community of Caring Volunteer Coordinator  
Real Services, Inc.  
1-800-552-7928 Ext. 254  
[dleach@realservicesinc.com](mailto:dleach@realservicesinc.com)

Thank you for your consideration to this matter.

Abbe S. Muta  
Teresa Bartman  
Brenda VanAmberg

*Attachment M*

## BULLETIN OR NEWSLETTER INCLUSION REQUEST

FROM: Deb Leach, Community of Caring Volunteer Coordinator  
REAL Services, Inc. 1-800-552-7928 Ext. 254  
E-mail: [dleach@realservicesinc.com](mailto:dleach@realservicesinc.com)

Would you be able to publish the below information in your bulletin in the near future? We have many people on waiting lists.

Wanted: A few good souls who are willing to spend time with elderly/disabled people on a scheduled basis to provide friendly visiting, grocery shopping, home respite companionship, light housekeeping, and minor handyman repairs. Youth groups and service clubs are encouraged to offer their talents to assist older adults with lawn work, window washing, and general yard beautification. The need is great in Kosciusko County. No nursing care required just a warm heart and smiling face. If you are that special volunteer please contact our main office at 1-800-552-7928 ext. 266 for additional information.

Attachment N

**REAL SERVICES, INC.**  
**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** Community of Caring Friendly Visitor

**DESCRIPTION OF ASSIGNMENT:** The Friendly Visitor provides companionship to homebound senior citizens or disabled persons. Visitors exchange friendship and share their experiences. Volunteers may be matched to one or more clients.

**SPECIFIC DUTIES:**

- ◆ Visit homebound senior citizens weekly or bi-monthly for one hour of socialization.
- ◆ Reports any problems or concerns to coordinator
- ◆ Be mindful of client health limitations/restrictions by not providing gifts of "sweets" or other food if client should not receive.

**NOT ALLOWABLE:**

- ◆ Transporting client anywhere while officially volunteering
- ◆ Any type of personal or hands on care, such as bathing, dressing, grooming, feeding, medication dispensing
- ◆ Accepting money to make client purchases

**QUALIFICATIONS & SKILLS:**

- ◆ Minimum of 21 years of age
- ◆ Empathy; ability to communicate with elderly and disabled population
- ◆ Ability to maintain client confidentiality
- ◆ Ability to respond to emergency situations
- ◆ Reliable transportation or valid driver license, current auto insurance coverage, safe driving record
- ◆ Consent to criminal background check

**TIME COMMITMENT:** Flexible schedules. Weekly or bi-monthly one-hour visits for a minimum of six months.

**TRAINING:** Training will consist of reviewing allowable/non-allowable activities, emergency situations, recognizing abuse indicators, universal precautions, and completion of monthly reports. An introductory home visit will be made with the coordinator and volunteer for a volunteer/client match.

*Attachment 0*

**REPORTS REQUIRED:** A monthly status report summarizing visits is required to be written and submitted via U. S. mail, e-mail or fax on a timely basis.

**REPORTS TO:**

St. Joseph, Elkhart, Kosciusko, LaPorte & Marshall counties - Deborah Leach,  
REAL Services, Inc., P.O. Box 1835, 1151 S. Michigan, South Bend, IN 46634,  
dleach@realservicesinc.com

**BENEFITS:**

- ◆ Satisfaction of filling an unmet community need
- ◆ Make new friends
- ◆ Personal growth
- ◆ Exposure to various ethnic groups and cultures
- ◆ Liability and supplemental medical insurance coverage

8/01 (Jobdes51)

**REAL SERVICES, INC.**  
**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** Community of Caring Respite Volunteer Companion

**DESCRIPTION OF ASSIGNMENT:**

Provide a weekly or bi-monthly scheduled "break" in a caregiver's home to allow the caregiver opportunities for socialization and free time outside the caregiving arena in such areas as arranging lunch with a friend, attending church services or club meetings, going to a baseball game or shopping, etc. Volunteer may spend quality time socializing with the client, if appropriate, and provide a safety net during the time the caregiver leaves the home.

**SPECIFIC DUTIES:**

- ◆ Provide 2-4 hours of weekly or bi-monthly scheduled visitation to provide socialization, if appropriate, and safety to homebound disabled or elderly persons
- ◆ Engage in activities with homebound person when appropriate. Activities may include playing cards, writing letters, reading aloud, simple crafts, listening to music, playing table games, or sharing stories.
- ◆ Ability to respond to emergency situations by calling 911
- ◆ Identify and report special needs of the care receiver or caregiver to coordinator. Also be mindful of client health limitations/restrictions by not providing gifts of "sweets" or other food if client should not receive.
- ◆ Report possible signs of abuse to program director.
- ◆ Prepare monthly reports and submit in a timely manner.
- ◆ Attend scheduled training/support sessions when appropriate.

**NOT ALLOWABLE:**

- ◆ Transporting client anywhere while officially volunteering.
- ◆ Any type of personal hands on care, such as bathing, dressing, grooming, feeding, toileting and medication dispensing.
- ◆ Accepting money to make client purchases

**QUALIFICATIONS AND SKILLS:**

- ◆ Minimum age of 21 years of age
- ◆ Caring heart and genuine desire and committed to working with the disabled of all ages and elderly ill population
- ◆ Mature and empathetic
- ◆ Reliable transportation or valid driver license, current auto insurance coverage, safe driving record.
- ◆ Ability to apply specialized skills learned in training
- ◆ Ability to maintain confidentiality
- ◆ Ability to respect all parties in a non-discriminatory manner
- ◆ Ability to respond to emergency situations
- ◆ Consent to criminal background check

**TRAINING PLAN:**

Training will consist of reviewing allowable/non-allowable activities, emergency situations, recognizing abuse indicators, universal precautions and completion of monthly reports. We also cover information on Alzheimer's Disease, disabilities, aging, and communication skills. An introductory home visit will be made with the coordinator for a volunteer/client match.

**REPORTS REQUIRED:**

A monthly status report which summarizes visits is required to be written and submitted on a timely basis via U.S. mail, e-mail or fax.

**TIME COMMITMENT:** Semester basis for a student and 6 months minimum for non- student volunteer; 2-4 hours weekly or bi-monthly

**REPORTS TO:**

St. Joseph, Elkhart, Kosciusko, LaPorte & Marshall counties - Deborah Leach, REAL Services, Inc., P.O. Box 1835, 1151 S. Michigan, South Bend, IN 46634, [dleach@realservicesinc.com](mailto:dleach@realservicesinc.com)

**LOCATION WHERE SERVICE PERFORMED:**

Service is performed in a caregiver's home within the above listed counties. Volunteers may choose which cities they are willing to travel to for their volunteer assignment.

**BENEFITS:**

- Satisfaction of helping those in need.
- Opportunity to gain skills and knowledge that may be applied to paid work.
- Consistent direction, support, supervision and training by professional staff.
- Personal growth.
- Exposure to a variety of persons, medical problems, and environments.
- Liability and supplemental medical insurance coverage.

8/01 (Jobdes3)

**REAL SERVICES, INC.**  
**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** Community of Caring Volunteer Grocery Shopper

**DESCRIPTION OF ASSIGNMENT:**

Provides grocery shopping for disabled/homebound client(s) and visitation if time allows. Volunteer may develop a one-on-one relationship with assigned client(s).

**SPECIFIC DUTIES:**

- Provide scheduled grocery shopping/pharmacy, bill paying and banking trips, plus home visitation and socialization to homebound client(s).
- Purchase grocery items per written list.
- Complete provided agency forms
- Drive own vehicle
- Report any drastic changes regarding client's health, environment, etc. and makes recommendations to coordinator
- Report possible signs of abuse to coordinator

**NOT ALLOWABLE:**

- Transporting client
- Medication dispensing
- Any type of personal or hands on care such as bathing, dressing, grooming, feeding

**QUALIFICATIONS AND SKILLS:**

- Minimum of 21 years of age
- Proof of valid driver license
- Proof of current automobile accident insurance coverage /safe driving record
- Consent to criminal background check
- Ability to carry groceries
- Ability to read
- Knowledge of grocery stores and grocery items
- Genuine desire to work with the elderly and disabled population
- Ability to respect confidentiality
- Ability to respond to emergency situations
- Mature and empathetic



**TRAINING PLAN:**

Training will consist of reviewing allowable/non-allowable activities, emergency situations, recognizing abuse indicators, universal precautions and completion of required paperwork. We also may cover aging, Alzheimer's Disease, disabilities, and communication skills. An introductory home visit will be made with the coordinator and volunteer for a volunteer/client match.

**TIME COMMITMENT:** Minimum of 6 months.

**REPORTS REQUIRED:** A monthly status report which summarizes visits is required to be written and submitted on a timely basis via U.S. Mail, e-mail or fax.

**REPORTS TO:**

St. Joseph County - George Hawthorne, 1151 S. Michigan, P. O. Box 1834, South Bend, Indiana, 46634, 219-233-8205, [ghawthorne@realservicesinc.com](mailto:ghawthorne@realservicesinc.com), fax 219-284-2142.

Elkhart, Kosciusko, LaPorte & Marshall counties - Deborah Leach, REAL Services, Inc., P.O. Box 1835, 1151 S. Michigan, South Bend, IN 46634, [dleach@realservicesinc.com](mailto:dleach@realservicesinc.com)

**LOCATION WHERE SERVICE PERFORMED:**

Service is performed in a client's home in one of the above mentioned counties.

**BENEFITS:**

- \* Satisfaction of helping those in need
- \* Opportunity to gain skills and knowledge that may be applied to paid work
- \* Consistent direction, support, supervision and training by professional staff
- \* Personal growth
- \* Exposure to a variety of persons and environments
- \* Mileage reimbursement for agency business
- \* Liability and supplemental medical insurance coverage

8/01 (Jobdes5)

## TIPS FOR VOLUNTEER GROCERY SHOPPERS:

- If you are a volunteer grocery shopper, be sure you understand your allowable and non-allowable activities as indicated on your Job Description.
- You will be provided with a Volunteer Grocery Shopper Grocery List. (See sample). Some hints that will help you purchase the correct groceries for a client:
  1. Always read the grocery list before you leave the client's home to avoid confusion while at the store and only purchase what is on the list.
  2. Always ask what size of can they wish you to purchase.
  3. Always ask what brand name they prefer and if they will accept substitute brands. Remember tuna comes in various sizes. It also comes in water and in oil.
- Volunteer Client Finance Form – You will be asked to sign this form when you accept money or check from a client. You will also sign this form when you return any change to the client. These forms will be given to you each time you shop for a client.
- The large grocery stores have been contacted and are aware that REAL Services with volunteer name badges may purchase groceries by check for our clients. If you have any problem making purchases, contact your program coordinator.
- Understand and complete the Volunteer Contract.
- Be sure to turn in your Monthly Report. Additional reports will be provided by program coordinator.
- ◆ Call the client the day before to confirm your visit.
- ◆ Inform program coordinator and client on any cancellations and rescheduled visits.

**REAL SERVICES, INC.**

**VOLUNTEER  
CLIENT FINANCE FORM**

I gave the volunteer cash/check in the amount of \$ \_\_\_\_\_.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

I received a receipt for merchandise and the correct change.

CASH/CHECK      \$ \_\_\_\_\_

MERCHANDISE    \$ \_\_\_\_\_

CHANGE            \$ \_\_\_\_\_

CLIENT  
SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

Volunteer Name: \_\_\_\_\_

Total Time Volunteered Today (includes travel time): \_\_\_\_\_

**REAL SERVICES, INC.**

VOLUNTEER GROCERY SHOPPER – GROCERY LIST

NAME:

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DELI:

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PRODUCE:

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CANNED GOODS – FRUITS, VEGETABLES, SOUP & JUICES:

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MEAT:

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DAIRY:

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FROZEN:

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---

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LAUNDRY & CLEANING SUPPLIES:

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CEREALS, CRACKERS & CANDY:

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PAPER GOODS, COFFEE, TEA

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---

ALL OTHERS:

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**REAL SERVICES, INC.**  
**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** Community of Caring Housekeeping Volunteer

**DESCRIPTION OF ASSIGNMENT:** To provide direct and practical assistance of light household tasks and related activities for older adults and disabled clients who have no means to purchase this service or may be on a waiting list to receive services. Services are provided in the client's home to help the client maintain, improve, or safeguard his/her individual functioning at home.

**SPECIFIC DUTIES:** Duties will be arranged individually and circled below with each client/volunteer match and may include some, but not all of the below.

- ❖ Perform light housekeeping tasks that may include dusting, mopping floors or vacuuming carpets
- ❖ Laundering clothes either in the home or Laundromat by washing, drying and folding clothes
- ❖ Basic mending repair; ironing
- ❖ Changing linen and making beds
- ❖ Washing inside/outside windows, removing screens/storms
- ❖ Removing trash from the home
- ❖ Letter writing
- ❖ Yard clean up (raking, cleaning gutters, cutting grass, trimming bushes, snow removal)
- ❖ Running errands such as grocery shopping and prescription pickup

**NOT ALLOWABLE:**

- ❖ Transporting client
- ❖ Any type of personal or hands on care, such as bathing, dressing, grooming, feeding
- ❖ Medication dispensing

**QUALIFICATIONS AND SKILLS:**

- ❖ Minimum of 21 years of age
- ❖ Empathy; ability to communicate with elderly and disabled population
- ❖ Knowledge of homemaking skills
- ❖ Good physical health to perform these tasks
- ❖ Ability to respond to emergency situations
- ❖ Ability to maintain client confidentiality
- ❖ Reliable transportation or valid driver license, current auto insurance coverage, safe driving record
- ❖ Consent to criminal background check

## HOUSEKEEPING VOLUNTEERS

- Be sure you understand the allowable and non-allowable activities as indicated in your Job Description.
- Understand and complete the Volunteer Contract
- Turn in Monthly Report on a timely basis.
- Don't take valuables to the home with you.
- Call the client the day before to confirm your visit.
- Inform program director and client on any cancellations and rescheduled visits.

Volunteer Client Form – You will be asked to sign this form when you accept money or check from a client. You will also sign this form when you return any change to the client. (See page 32).

**REAL SERVICES, INC.**  
**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** Community of Caring Volunteer Handyman

**DESCRIPTION OF ASSIGNMENT:** The Volunteer Handyman assists elderly and disabled clients with minor home repairs/painting in order to enhance their safety. REAL Services will instruct clients to have all supplies/equipment on hand for project completion.

**SPECIFIC DUTIES:**

Specific duties are previously arranged according to the skills of each volunteer and may include the following:

- ◆ Provide minor home repairs in such areas as carpentry, plumbing, heating and electrical.
- ◆ Painting
- ◆ Installing grab bars, smoke detectors
- ◆ Changing batteries or light bulbs
- ◆ Purchase miscellaneous supplies to complete project in the event enough are not available.

**NOT ALLOWABLE:**

- ◆ Transporting client
- ◆ Medication dispensing
- ◆ Accepting gifts for work completed
- ◆ Accepting money to make client purchases for personal items, groceries, medication, etc.
- ◆ Exchanging phone numbers between client and volunteer

**QUALIFICATIONS AND SKILLS:**

- ◆ Minimum of 21 years of age
- ◆ Knowledge of carpentry, plumbing, electrical, or other handyman activities and proof of professional license, when appropriate.
- ◆ Experience in home repairs
- ◆ Empathy; patience, ability to communicate with elderly and disabled population
- ◆ Ability to maintain client confidentiality
- ◆ Ability to respond to emergencies
- ◆ Reliable transportation or proof of valid driver license, current auto insurance coverage, safe driving record.
- ◆ Consent to criminal background check
- ◆ Completion of liability release form



**TIME COMMITMENT:** Flexible schedules. Weekly or bi-monthly regularly scheduled one-hour visits for a minimum of six months.

**TRAINING:** Training will consist of reviewing allowable/non-allowable activities, emergency situations, universal precautions, recognizing abuse indicators and completion of monthly report. We may also cover aging, Alzheimer's Disease, disabilities, and communication skills. An introductory home visit will be made with the coordinator and volunteer for a volunteer/client match.

**REPORTS REQUIRED:** A monthly status report which summarizes visits is required to be written and submitted on a timely basis via U.S. mail, e-mail or fax.

**REPORTS TO:**

St. Joseph, Elkhart, Kosciusko, LaPorte & Marshall counties - Deborah Leach, REAL Services, Inc., P.O. Box 1835, 1151 S. Michigan, South Bend, IN 46634, [dleach@realservicesinc.com](mailto:dleach@realservicesinc.com)

**BENEFITS:**

- ❖ Satisfaction of helping those in need
- ❖ Opportunity to gain skills and knowledge that may be applied to paid work
- ❖ Personal growth
- ❖ Exposure to a variety of ethnic groups and cultures
- ❖ Liability and supplemental medical insurance coverage

8/01 (Jobdes54)

## HANDYMAN

- If you are a handyman volunteer, be sure you understand the allowable and non-allowable activities as indicated on your Job Description.
- Your program coordinator through a Work Order will provide Work to you. The program coordinator will make a client home visit to determine the scope of the project and to inform the client to have necessary supplies on hand so you may complete the job or jobs.
- The program coordinator will introduce you to the client and discuss the job and supplies.
- You may complete the jobs as indicated on the Work Order.
- We ask that you turn in your Work Order to program coordinator when the job or jobs have been completed. Be sure to indicate the amount of time the job took you to perform and any problems you encountered.
- Understand and complete the Volunteer Contract.
- Call the client the day before to confirm your visit.

Volunteer Client Form – You will be asked to sign this form when you accept money or check from a client. You will also sign this form when you return any change to the client. (See page 32).

## RECOGNIZING ABUSE :

As a REAL Services volunteer, you are our "eyes and ears in the community". In some instances, you may be the only person our client sees all day. For that reason, always stay alert to the physical surroundings, environment, the client's behavior, etc. when entering their homes, visiting or delivering meals. If something does not feel right and you suspect abuse, contact your program director so that he/she may report the incident to APS (Adult Protective Services) or CPS (Child Protective Services).

## REPORTING

Anyone who suspects that an endangered adult is being neglected, abused, or exploited has the duty to report the facts. Failure to report suspected abuse is a crime. Persons who in good faith make such a report are protected from retaliation and from liability for making the report, even if the report turns out to be wrong.

When a report is received, the government will investigate the situation. If the investigation reveals that the person is indeed an endangered adult, as defined above, then the protective services may begin procedures to intervene in the situation and provide the victim with needed protective services. These services may include medical, psychiatric, residential and social services.

## DEFINITIONS

**Adult Abuse** – The infliction of physical or psychological injury to an endangered adult so as to adversely affect such person's physical or psychological condition; or the failure of a caregiver to take responsible measures to prevent the recurrence of physical or psychological injury to an endangered adult.

**Endangered Adult** – An endangered adult is a person at least 18 years of age who: a) cannot manage their property or take care of themselves, b) because of some incapacity resulting from old age, infirmity, senility, insanity, mental illness, mental retardation, habitual drunkenness, or drug abuse, and c) is harmed or threatened with harm from neglect or battery, or exploitation of their personal service or property.

**Exploitation** – Means, but not limited to the improper or illegal use of management of an endangered adult's funds, assets, or property, or the use of an endangered adult's power of attorney or guardianship, for one's own profit or advantage.

**Neglect** – The failure or omission of the part of the caregiver to provide the care and services necessary to maintain the physical and mental health of an endangered adult including, but not limited to, food, clothing, medicine, shelter, supervision and medical services, that a prudent person would deem essential for the well-being of an endangered adult.

*Reporting material provided by Legal Reference for Older Hoosiers, 1996, Courtesy of Indiana Bar Foundation, Inc.*

Attachment A

## CHILD ABUSE

**Physical Abuse** is any non-accidental physical injury to a child caused by a parent or care giver which results in or threatens serious injury. Often, parents who physically abuse their children do not intend to seriously injure them but get carried away by anger and frustration in their own lives. A child may also be considered physically abused if a child is injured as the result of a parent's failure to take appropriate action to prevent the injury.

Children who have been physically abused may have unexplained bruises or welts, burns, fractures, abdominal injuries or bite marks. These children may show fear of adults, inappropriate behaviors or be slow in their development.

**Neglect** is the failure of a parent or guardian to provide a child with adequate food, clothing, shelter, medical care, education or supervision. Neglect is a chronic problem often resulting, not from poverty, but from lack of knowledge on the parents' part regarding proper care for children or household management.

Children who are neglected are constantly hungry or tired, grossly unclean, underweight or abandoned. Neglected children may suffer delays or retardation in their growth and development due to the lack of good nutrition, sleep and medical care. Children who are not supervised may injure themselves, start a fire, wander away from home, or otherwise come to some harm.

**Sexual abuse** is generally defined as any physical conduct with a child by an adult or older child in a position of power over the child for the sexual gratification of the adult or older child. Other terms for child sexual abuse include child exploitation, child molestation, incest or child pornography. Usually, child sexual abuse is not violent, and the child knows the abuser.

There are rarely clear physical signs of sexual abuse. Some behavioral signs of child sexual abuse may be abrupt changes in usual behavior, nightmare, bedwetting, sudden fear of a person or place or increased sexual behavior.

An important factor in all of the above types of maltreatment of children is the emotional abuse of the child. To be hurt so much by someone who should care and protect is very damaging to the emotional development of child. Even adults who do not physically harm a child may cause emotional harm to a child with their words—words that threaten, harshly criticize ridicule or harass.

*Information provided by the Indiana Chapter, NCPA*

**RECOGNIZING ABUSE:**

**INDICATORS OF HARM**

**ABUSE**

**Occurs when the client has been:**

**Hit** with a hand, fist or object

**Kicked** with a foot or knee

**Bitten** in a way that results in either temporary or permanent disfigurement

**Shoved, pushed, pulled or tripped** or has an arm, leg or neck twisted or wrenched, causing pain and partial or complete immobility of the afflicted area

**Exposed** to extreme heat or cold, left unattended in a hostile environment or abandoned by the caregiver

**Threatened** with death, torture, physical punishment or abandonment

**Scratched, hair pulled** or has been unnecessarily or excessively restrained (either physically or chemical)

**Subjected** to harmful institutional treatment program

**Ridiculed** excessively, made fun of, verbally teased, assaulted or harassed

**Assaulted** sexually

**Forced** to take medicine that was not prescribed or to take prescribed medicine in amounts or on a schedule which is contrary to medical directions or healthful standards

**Locked** in or forcibly confined to a room, closet, shed or other area

**Forced** to consume an excessive amount of food or liquid or denied adequate food or liquid as a punishment

## EXPLOITATION

**Occurs when the client has:**

**Been expected** to perform housekeeping or child-care services that are physically or mentally beyond the client's capabilities

**Been deprived** by force or duplicity of civil, legal, personal or sexual rights

**Been coerced** verbally or threatened into participating in sexual activities against the client's wishes or best interest

**Been institutionalized** unnecessarily by the family or other caregivers

**Been made** a part of medical, scientific or behavioral experimentation without freely-given, informed consent

**Been prevented** from withdrawing consent from any experimentation

**Had property** taken or stolen

**Had property** sold and the profits stolen through fraud

**Lost money**, income, investments or property through another's misappropriation of what rightfully belongs to the client

**Been bribed**, through another's deceit, to give away something of value without fair compensation or a real understanding of the value involved

**Been forced** or duped into relinquishing monthly income, social security check (or other retirement/disability) to the family or other caregivers for their benefit rather than the client's.

## NEGLECT

### Occurs when the client is denied:

**Adequate** medical treatment, including prescribed medicine at prescribed times, necessary surgery, first aid or physical examinations by a medical doctor when indicated.

**Adequate** amounts of nourishing food or liquid provided on a reasonable schedule to maintain bodily health and balanced nutrition.

### **Adequate** care, including:

- Concern
- Interest
- Attention
- Privacy
- Supervision when needed
- Respect for personal, legal, sexual and civil rights
- Socialization with others outside the residence
- Freedom of movement within the residence

### **Adequate** shelter, including:

- Safe housing in good condition
- Sanitary and healthful living conditions
- Comfortable amounts of space, air, and light immediate surroundings

## UNIVERSAL PRECAUTIONS:

What is it? It is universal standards of practice used by health care personnel to help prevent the transmission of blood-borne disease in the home environment.

Volunteers are encouraged to practice universal precautions to control the spread of disease. Hand washing has been found to be the single most important method of controlling disease. The following procedure is recommended.

### FREQUENCY: Wash hands:

- Thoroughly when entering and leaving a client's home
- Immediately after contact with moist body substances of a client
- After using the toilet
- Before meal preparation and eating by both client and volunteer
- Before applying and after removing either sterile or clean gloves

NOTE: Sterile gloves are available for use by volunteers at client homes.

### METHOD:

- Stand away from sink, use running water, and adjust it to desired temperature.
- Wet hands and wrists thoroughly, holding them downward over sink to allow the water to run toward the fingertips.
- Using a generous portion of pump soap, scrub each hand with the other, creating as much friction as possible for 20 seconds.
- Rinse the hands thoroughly by holding them under the running water, with elbows higher than the hands to allow the water to flow downward to the fingertips.
- Dry wrists and hands with paper towels, wiping from the fingertips to the wrist area.
- Since the faucet handle is considered contaminated, turn off the water by using a dry paper towel.



## **DEALING WITH EMERGENCIES:**

### **WHAT TO DO IN A MEDICAL EMERGENCY**

1. **Stay calm! Reassure and calm the client. DO NOT MOVE OR TRY TO PICK UP A FALLEN CLIENT.**
2. Determine the seriousness of the problem and take appropriate action.
3. **Anytime a client hits his/her head or if a situation is serious, contact 911.** Refer to pink Emergency Care Card (usually located on the client's refrigerator).
4. If you are certified in CPR and first aid, proceed as directed by medical personnel.
5. Contact family member, if possible. Also contact program coordinator. If an emergency occurs on a weekend, notify the program coordinator the following Monday.

### **NON-EMERGENCY PROCEDURES**

1. If the client is generally not doing well (i.e. complaining of pain or discomfort), attempt to reach the caregiver or one of the emergency contacts listed on the pink ER Care Card.
2. Contact Ask-A-Nurse – 219-288-9977 for suggestions.
3. Advise the caregiver, if one is available, upon their return

When visiting clients who live alone, never leave the home if the client feels ill without having first spoken to a contact person.

If a client orders you to leave the home, remain. Try a calm, firm approach, assuring the person it's okay.

Community of Caring  
Emergency Care Card

Client Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Caregiver Name: \_\_\_\_\_

**Emergency Contacts:**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Relationship to Client: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Relationship to Client: \_\_\_\_\_

**Medical Information:**

Doctor's name: \_\_\_\_\_ Phone: \_\_\_\_\_

Hospital Preference: \_\_\_\_\_

Allergies: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Special Concerns: \_\_\_\_\_

Medications: \_\_\_\_\_

Provided by REAL Services, Inc. (219) 284-2644  
(219) 233-8205  
(800) 552-7928

Ask a Nurse: (219) 288-9977

Community of Caring  
Emergency Care Card

Client Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Caregiver Name: \_\_\_\_\_

**Emergency Contacts:**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Relationship to Client: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Relationship to Client: \_\_\_\_\_

**Medical Information:**

Doctor's name: \_\_\_\_\_ Phone: \_\_\_\_\_

Hospital Preference: \_\_\_\_\_

Allergies: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Special Concerns: \_\_\_\_\_

Medications: \_\_\_\_\_

Provided by REAL Services, Inc. (219) 284-2644  
(219) 233-8205  
(800) 552-7928

Ask a Nurse: (219) 288-9977

## MONTHLY REPORTS:

Volunteers whose assignments consist of respite, friendly visiting, grocery shopping, or homemaking are requested to complete the Monthly Volunteer Report. The report covers your client contact for an entire month. Briefly indicate what occurred during your visit and be sure to indicate any problems.

These reports not only indicate client problems, they also serve to help us track your attendance and volunteer hours for recognition and grant writing purposes.

Handyman volunteers will complete a Work Order after completion of individual assignments that also tract the above information.

It is requested that you turn in these reports either by fax, e-mail or US mail to your program coordinator by the 5<sup>th</sup> of each month. Your program coordinator will mail blank copies to you. The contact information is listed at the bottom of the form.



**COMMUNITY OF CARING  
MONTHLY VOLUNTEER REPORT**

Circle program you volunteer in: Home Respite Companion    Friendly Visitor    Grocery Shopper  
Housekeeper

County Name: \_\_\_\_\_

Please complete a separate form for each position.  
(PLEASE PRINT)

Volunteer Name: Ima Dogooder

Month: June, 2000

Client: Grace Murphy

Date	Time (To-From)	Activity and Comments
6-1-00	2:00-4:00	Reminiscing with client, looked through snapshots with client
6-8-00	2:00-4:00	Read letters to client that will be used in family biography; played the piano
6-15-00	2:00-4:00	Made flower basket; played board games with client
6-23-00	No time	No visit – Client was ill
6-30-00	2:00-4:00	Walked outside, picked flowers, made floral arrangement, listened to CD's

**sample**

This report covers from the first to the last day of each month. Please complete and either US mail, fax or e-mail by the 5<sup>th</sup> of the next month.

St. Joseph, Elkhart, Kosciusko, LaPorte & Marshall counties - Deborah Leach, REAL Services, Inc., P.O. Box 1835, 1151 S. Michigan, South Bend, IN 46634, dleach@realservicesinc.com

## COMMUNICATIONS

### ACTIVE LISTENING

#### (To be encouraged)

Good listening is important in all interactions and in all volunteer roles, and can be a powerful key to handling conflict effectively. The following are aspects of active listening:

#### ENCOURAGING:

Show an interest in what the speaker is saying. Ask for more information. *"Can you tell me more?" "What do you think about?"*

#### VALIDATING:

Affirm the worth of the speaker and the validity of his or her ideas and feelings. You can validate the person's viewpoint even if you do not agree with it. *"You have really tried to be fair." "I can understand why you might feel..."*

#### RESTATING:

Briefly paraphrase the main points to let the speaker know you have heard and understood. This is a simple, but powerful way of building trust, and decreasing anger or frustration in the other person. Restating also does not necessarily imply agreement. *"So you intended to...." "It sounds like you have..."*

#### REFLECTING:

While restating deals with the content of what is being said, reflecting deals with the feeling you are hearing. Feelings are sometimes more important than content. Briefly reflecting the feelings the speaker has described is important, but be careful not to assume or project feelings. *"This has been a frustrating week for you." "You were excited about..."*

#### CLARIFYING:

Brief questions can help you be sure you understood correctly, and can give you additional information. *"Do you mean..." "Where did this happen?"*

#### CENTERING:

Centering questions can bring the speaker back to what is most important to them, or help the speaker stay on track. *"What is your most important concern in all of this?" "What would be most helpful to you at this point?"*

ATTENDING:

Pay attention to the speaker! This is the most important aspect of excellent listening. Do not let yourself be distracted. Let your eye contact, posture, and other non-verbals all indicate full attention. Focus on the speaker rather than on your own thoughts and possible responses. Good listening is a gift you can give to those around you.

## REMINISCENCE IN COMMUNICATION

Does aging affect the content of what is communicated? It sure does. Do we talk about the same things as a teenager that we talked about as a four-year-old? In the middle of our lives as we did as young lovers? We shouldn't be surprised that an older person needs to talk about different things that she did as a young parent. The difference between the things older people need to talk about now as compared to earlier stages in their lives is called the life review or reminiscence. Research has shown that older people who undergo life review are less withdrawn and apathetic. Reminiscing promotes mental and emotional well-being and combats isolation, loneliness, and depression. The process helps older persons get back in touch with things that matter to them and again experience positive feelings about themselves.

Reminiscing is especially helpful when visiting an Alzheimer's client. It is also fun when communicating with older adults who do not suffer from Alzheimer's. It isn't difficult. To make it happen, you need only be a caring, interested and sensitive listener. Here are a few tips on how you can help someone reminisce:

- ◆ Keep in mind that reminiscing is not an orderly process, or accurate. One memory triggers another in a way that may not seem related. It's not important to keep things in any order.
- ◆ As the listener, you are responsible for the flow of on conversation. Keep the conversation focused on the feelings surrounding events rather than the events themselves.
- ◆ Be attuned and sensitive to the older person's capabilities, needs, and feelings. Some days the person may be able to reminisce longer than others may.
- ◆ Keep the conversation focused on the person reminiscing, but don't hesitate to share some of your own memories that relate to the situation being discussed.
- ◆ This is referred to as paired reminiscence and is a good technique for drawing out the other person and making him or her more comfortable. Always remember your purpose is to focus on the other person and what he or she has to say.
- ◆ Allow silence and emotion. The speaker may need quiet moments to collect his or her thoughts. Memories may cause tears to flow---allow such emotions---they are normal and natural. Simply accept them. These moments will pass quickly.



## SKILLS AND TOOLS FOR REMINISCING:

Triggers are words, objects, music, etc. that spark memories. Triggers that appeal to the senses can be very effective---the smell of fresh baked bread or popcorn, or the feel of crayons or a soft blanket. Take note of things in a person's home or room and their potential as triggers. ASK: What could be potential triggers:

- ◆ Photographs
- ◆ Memorabilia
- ◆ Historic events
- ◆ Reading
- ◆ Questions as triggers:
  - ◆ What games did you play?
  - ◆ What was your favorite playtime activity as a child?
  - ◆ What was the happiest birthday you can recall?
  - ◆ What was the best present you ever received?
  - ◆ Tell me about your best friend.

## CONCLUSION:

Reminiscing is a type of communication that contributed to self-awareness, self-acceptance and a sense of personal continuity. That's how we started life and how we live our lives---seeing fulfillment of these three needs: self-awareness, self-acceptance and a sense of personal continuity. Everything changes, and yet everything remains the same.

## AGING:

### AGING PROCESS

Aging is a normal process and certain physical changes occur in everyone as they age. Hair becomes gray, skin becomes wrinkled, and certain tasks may take longer to perform. Other changes include:

**SIGHT:** Sight may be affected as a result of decreased elasticity and increased cloudiness of the lens in the eye. These changes cause:

- ◆ Increased sensitivity to glare.
- ◆ Increased need for illumination and contrast
- ◆ Decreased adaptability to changes in light
- ◆ Altered color vision (decreased ability to distinguish between blue and green; and red and orange).

**HEARING:** A variety of changes may occur with a person's hearing abilities as they age that can result in hearing loss and/or inability to understand speech. There may be a decreased sensitivity to high-pitched sounds, causing distortions of what is heard.

The sounds most affected are **s, t, th, ch, sh c,** and **k**. Therefore, "The next test is a chest x-ray," may sound like: "e ne--I- a--e-- -ray.

- ◆ It is best to face the person when speaking to him/her. Speak directly to the person. Speak slowly, clearly and distinctly but not louder.
- ◆ If you have a high pitched voice, lower the pitch. Give directions clearly. Have the person repeat your message, if appropriate, so that you know he/she understands. Eliminate background noise whenever possible.

**TOUCH:** Older adults may experience a loss of sensation on the palms of their hands and/or soles of their feet due to impaired circulation. Loss of sensation causes a reduced ability to perceive hot, cold, vibration and pressure. A higher threshold of a sensation is required in order to perceive hot, cold, vibration and pressure.

**MOBILITY:** Changes occur as a result of gravity. Muscles become smaller, joints begin to wear and the space between the vertebra decreases. All of these changes and a gradual loss of calcium levels may create:

- ◆ Posture changes
- ◆ Height reductions
- ◆ Shortened and more cautious (slow) gait.

Aging Section compliments of "The Many Faces of Aging", Leighton Center.

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**MENTAL ABILITY:** Slight memory loss is normal as one ages. Significant memory loss often results from illness or medicines. Most changes in memory are the decline of short-term memory or the inability to recall recent events.

**BEHAVIORS:** Some people say that certain behaviors and attitudes they see in old people, like "being cantankerous, overly cautious and fearful, overly dependent, self-centered", and so on, are due to "old age". The aging process does not change a person's personality. Becoming angry or upset relates to the way a person may have normally reacted to change or stress when younger. As a general rule, both the positive and negative behaviors seen in a person throughout his/her adult life continue into old age.

Changes in a person's behavior, which should be reported to a doctor, include having difficulty remembering things, experiencing confusion about time or place, and acting in a peculiar manner. There could be temporary episode brought on by stress. These systems could be side effects of medication or could be the sign on an illness. Early diagnosis could make a big difference in treatment if the illness is reversible.

## **ALZHEIMER'S DISEASE:**

**DEFINITION AND SCOPE:** Alzheimer's Disease (pronounced Alzhi-merz) is a progressive, degenerative disease that attacks the brain and results in impaired memory, thinking and behavior. It affects an estimated 4 million American adults. It is the most common form of a dementing illness. More than 100,000 people die of Alzheimer's Disease annually, which makes it the fourth leading cause of death in adults, after heart disease, cancer and stroke.

The disease first described by Alois Alzheimer in 1907, knows no social or economic boundaries and it affects men and women almost equally. Most victims are over 65; however, Alzheimer's Disease can strike in the 40's and 50's. Approximately 70% of Alzheimer's Disease victims are cared for at home, although more than 50% of patients in nursing homes have Alzheimer's or a related disorder. The cost of a family caring for a person at home averages \$18,000 a year while the annual cost of nursing home care ranges between \$24,000 and \$36,000. Alzheimer's Disease is devastating for both victims and their families and has been called "the disease of the century."

**SYMPTOMS:** Symptoms of Alzheimer's Disease include a gradual memory loss, decline in ability to perform routine tasks, impairment of judgment, disorientation, personality change, difficulty in learning and loss of language skills. There is a variation in the rate of change from person to person. The disease eventually renders its victims totally incapable of caring for themselves.

**CAUSE:** The cause of Alzheimer's Disease is not known and is currently receiving intensive scientific investigation. Suspected causes include a genetic predisposition, a slow virus or other infectious agents, environment toxins and immunological changes. Other factors are also under investigation.

**DIAGNOSIS:** There is no single clinical test to identify Alzheimer's Disease. Before diagnosis of the disease is made, other potentially reversible conditions must be excluded such as: depression, adverse drug reactions, metabolic changes, nutritional deficiencies, head injuries and stroke.

Each person with possible Alzheimer's Disease symptoms should have a thorough evaluation. The evaluation should include a complete health history, thorough physical examination, neurological and mental status assessments, and diagnostic tests including blood studies, urinalysis, electrocardiogram and chest x-ray. A clinical diagnosis may then be given, but final confirmation of Alzheimer's Disease requires examination of the brain tissue, which is usually, performed autopsy.

**TREATMENT:** Although no cure for Alzheimer's Disease is available at present, good planning and medical and social management can help the patient and family. Appropriate medication can lessen agitation, anxiety and unpredictable behavior, improve sleeping patterns and treat depression. Physical exercise and social activity are important, as are proper nutrition and health maintenance. A calm and well-structured environment may help the afflicted person to maintain as much comfort and dignity as possible.

**ECONOMIC IMPACT:** The course of the disease usually runs from two to ten years, but can take as long as twenty years. During the later stages of the disease, 24-hour care is required for daily activities such as eating, grooming and toiling. The financing of care for Alzheimer's Disease, including cost of diagnosis, treatment, nursing home care, informal care and lost wages is estimated to be more than \$80 billion each year. The federal government provides \$4.4 billion while the states provide another \$4.1 billion. Much of the remaining costs are borne by patients and their families.

**ALZHEIMER'S ASSOCIATION:** The Alzheimer's Association, founded in 1980, is a privately funded, national, voluntary health organization. Headquarters in Chicago, the Alzheimer's Association has more than 207

Chapters, nationwide, which offers more than 1600 support groups. The Association is dedicated to research and providing support and assistance to families and afflicted patients. The Northern Indiana Chapter, including St. Joseph County is located in South Bend, Indiana. Their phone number is 219-232-4121.

For additional resources, refer to the Appendix.

## **AGING SECTION – ALZHEIMER'S DISEASE**

### **ALZHEIMER'S LOSSES**

- ◆ Short term memory
- ◆ New learning skills
- ◆ Reasoning and abstracting
- ◆ Judgment and planning
- ◆ Foresight
- ◆ Language skills
- ◆ Inhibition/impulse control

## COMMUNICATION TECHNIQUES TO USE WITH ALZHEIMER'S PATIENTS

Identify yourself

Use eye contact

Use a calm voice

Eliminate background noise

Use short sentences

Use one step commands

Ask Yes or No questions

Use cue words

*Source: A Common Sense Approach to Communication,  
Karen Feldt, St. Paul Ramsey Medical Center, 1990*

## COMMUNICATION TECHNIQUES FOR PERSONS WITH DEMENTIA

It's important to understand how to communicate in the most effective way possible with people who have a variety of chronic disorders. We need to begin with good basic speaking habits.

- Before we speak, we need to be sure that we have the attention of the client. **Ask: How might we get a person's attention?** (Responses should include face person, establish eye contact, be on the same height level, touch arm, say name).
- It is important that we learn to express ourselves in precise thoughts. Sometimes, it is a good idea to clarify what we have said by repeating the thought in different words. With some disorders we need to express ourselves in words that the client understands.

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## IDEAS:

- Present only one idea at a time.
- Do not give too much information in one sentence.
- Discuss only simple, real things, such as what you are giving him/her for lunch. This person cannot relate to abstract ideas.
- The tone of your voice and facial expression are as important as actual words.
- Avoid questions whenever possible.
- If you need to repeat something, use the same words.
- Ask the person to repeat what you said. This may help him/her understand.
- Do not offer choices that make decisions difficult.
- Use a normal tone of voice, in a calm manner.
- Use humor when possible and appropriate.

When you are listening, give the person lots of time to answer. When s/he does, s/he may say one word and mean another. You may have to guess at the correct meaning. Check out your guesses with the person to be sure you are right. The caregiver will be able to tell you about any special word meanings or nonverbal signals that will help you communicate with the care receiver.

## FACTS ABOUT PEOPLE WITH DISABILITIES

When we think about people with disabilities, we tend to concentrate on physical barriers: doorways too narrow for a wheelchair to pass through, automatic teller machines without Braille instructions, or lack of sign language interpreters so that the people who are deaf can enjoy a performance. However, public attitude and misconceptions about disabilities are the biggest barriers that people with disabilities face.

Over 40 million Americans are disabled in some way, either physically or mentally, and chances are that most of us come in contact with people with disabilities every day. Yet, stereotypes persist that prevent us from breaking down negative attitudes or misinformation, and deeply affect the way we feel and act toward people with disabilities.

What are some of the myths and realities about disabilities? And what can we do to change the way we look and treat people with disabilities?

### TEN MYTHS AND REALITIES ABOUT DISABILITY

1. *Myth: Disability means inability.*

Reality: Many persons with disabilities view their limitations as a fact of life, but still go to work, enjoy life, and generally participate in society as much as everyone else.

2. *Myth: Persons with disabilities can't speak for themselves. For example, often waiters or sales clerks will address the spouse or friend accompanying the person with the disability, as if the other person did not exist.*

Reality: Just because an individual has some loss of vision, hearing, or mobility, does not mean that person cannot speak or think for him/herself.

3. *Myth: All persons with hearing loss can read lips perfectly.*

Reality: The majority of individuals who are deaf do not read lips, and even the best lip readers can pick up less than 50% of the words spoken.

4. *Myth: All persons with visual impairment can read Braille.*

Reality: Only about 15% of people who are blind and others with visual impairments can read Braille. Many use tapes and other mechanical devices to read.



5. *Myth: All persons with disabilities have a hearing loss. Have you ever noticed (or done this yourself) how the voice level of persons who are not disabled rises when talking to any person with a disability, whether or not that person's disability is a hearing loss?*

Reality: Just because someone has a disability does not mean he or she has lost the ability to understand direct conversation.

6. *Myth: People who are deaf or blind tend to have deaf or blind children.*

Reality: Most hearing and vision losses are not passed on to children.

7. *Myth: People who are deaf are not allowed to obtain a driver's license or drive a car.*

Reality: People who are deaf enjoy the same driving privileges as everyone else.

8. *Myth: Visually or hearing impaired people's other senses become more sensitive when sight or hearing is lost, or they develop a "sixth sense" that compensates.*

Reality: Senses of smell, touch, hearing or sight do not improve when one sense is lost. The person relies on the other senses more, and thus may get more information from them.

9. *Myth: No one actually uses parking spaces designated for disabled people, so it is all right to park for few minutes while you run some errands.*

Reality: For someone, who has a disability, accessible parking near a facility can determine his or her ability to use the facility. People with disabilities do use the spaces.

10. *Myth: Mental illness and mental retardation are the same thing.*

Reality: Mental illness and mental retardation are two completely different human conditions, requiring very different treatment and support systems. Mental illness can develop at any time during one's life. Mental retardation is a lifelong disability that usually varies little in degree from birth to death.

Provided by AARP, Washington, D.C.

## SUGGESTIONS FOR INTERACTING WITH PEOPLE WITH DISABILITIES

1. Relax, be yourself and act normally. If you are not sure how to act or communicate with a person who has a disability just ask them what you should do. When greeting or talking with a person with a disability, the following guidelines might prove useful:
  - If the person offers a hand, prosthesis, hook or elbow—shake it.
  - If the person is visually impaired, always identify yourself and any others with you. Remember---blind people are not usually hard of hearing, so use a normal tone of voice when addressing them.
  - If the person is deaf or hard of hearing, always talk to the person directly rather than to the interpreter or other assistant, if one is present. Don't shout at a person with a hearing loss. This further distorts your voice and makes it harder to understand. Speak clearly and slowly to make it easier for the person to read your lips, face the person, keep your hands away from your mouth, and speak normally. Remember, that people who are deaf depend a great deal on facial expressions and gestures for communication.
  - If the person uses a wheelchair, sit down so that you are both at eye level.
  - Listen attentively to a person with a speech impairment. Be patient, and avoid speaking for the person. Ask questions that require short answers or a nod of the head.
2. Never lean on or touch a person's wheelchair or crutches. These are considered part of the body space of the person who uses them.
3. Don't assume the person with a disability needs or wants assistance, but don't be afraid to ask politely if they do. For example, you might ask, "I hope I don't offend you, but may I be of assistance?" If the offer is accepted, ask for—and listen to—instructions. Your offer might be declined. If so, do not insist.
4. Do not play with or pet a guide dog because this distracts the animal from its main responsibility; making sure the person navigates safely through the physical environment.
5. Allow a person with a visual impairment to take your arm, enabling you to guide the person. Describe the environment you are in with detail. Don't just say "it's over there". Say, "it's about five feet to your right."
6. Don't avoid words like "see" or "hear" in conversations with people with hearing or vision loss. Just use ordinary language, rather than stumbling for other words to compensate.

7. Be sensitive to language when you discuss disabilities. Just as you wouldn't call someone who is sneezing and has a runny nose "a cold". Don't refer to people as "paraplegics" or the "blind".

Remember that people are people first, and that their disability is only one part of who they are. Some examples:

- People who use wheelchairs do not consider themselves "confined to a wheelchair". In fact, the chair gives them freedom and mobility.
  - People who are deaf are not "deaf and dumb" or "deaf mutes". Those are old uninformed terms dating back to the days when many people believed those who were deaf were also unintelligent or incapable of speech.
  - People with disabilities do not consider themselves "afflicted," "handicapped," "crippled," or "victims."
8. Some disabilities are "invisible," such as arthritis, chronic pain or HIV/AIDS. If you friend or co-worker appears to receive "special treatment" on or off the job, it may be that they have such a hidden disability.
  9. Children are naturally curious about life, and they probably also will have a natural, uninhibited curiosity when they see someone with a disability. Most people with disabilities won't mind answering a child's questions; scolding children for asking questions makes them think there is something "bad" about having a disability.
  10. Remember---disabilities are facts of life, but are not the focal points of anyone's existence. People with disabilities work, go to school, raise families, pay taxes, vote, plan, and dream, just like everyone else.

*Provided by: AARP, Washington, D.C.*

## THINGS TO DO WHILE STAYING WITH A HOMEBOUND PERSON

- Play records or tapes, especially old time or sing along
- Read aloud
- Reminisce – ask about a person’s childhood, schooling, early memories
- Bingo, checkers, cribbage
- Simple card games
- Listening and reassuring
- Travel brochure (pictures)
- Books with pictures – talk about pictures
- TV – discuss programs
- Hugging – touching (hand-shoulder)
- Walk outside – in yard (with approval of caregiver)
- Crafts – simple tasks (rolling yarn, cutting paper, craft kits)
- Old photos – pictures in books of “the old days”
- Singing and playing instruments
- Being outside (sitting outside)
- Meeting someone new or making new friends
- Planning trips or vacations
- Thinking about something good in the future
- Completing a difficult task
- Laughing
- Doing jigsaw puzzles, crosswords, and word games
- Being with animals or pets
- Listening to talk shows
- Making or eating snacks
- Combing or brushing hair
- Watching animals or birds in the yard
- Listening to the sounds of nature
- Having friends come to visit
- Getting/sending letters cards, notes
- Watching the clouds, sky or a storm
- Watching people
- Being complimented or told something was done well
- Being told “you are loved”
- Having family members or friends tell something that makes one proud of them
- Seeing or speaking with old friends in person on the phone
- Doing handwork (crocheting, woodworking, crafts, knitting, painting, drawing, ceramics, clay work, among others)
- Indoor/outdoor gardening or related activities
- Stamp/coin collecting
- Singing
- Grooming Self (wearing makeup, painting nails, having hair done)
- Watching sports of TV

## DEPRESSION IN THE ELDERLY:

Sleeping problems, sadness, forgetfulness, and withdrawal from friends—these are behaviors and feelings we often accept in older adults. But for people over age 65, these responses are not a result of the normal aging process, nor are they signs of senility. They are symptoms of a common emotional illness called depression.

If the signs of illness are recognized and appropriate help is sought, most elderly patients can experience improvement within weeks. That improvement can extend to every phase of the person's life: memory, interest, in activity, and overall physical health. All are affected when depression is accurately diagnosed and treated.

On the other hand, when depression is not recognized and treated, the consequences can be tragic. Depression may be the cause of up to two-thirds of suicides in older adults. The elderly have the highest suicide rate of any age group in America. White males over the age of 65 take their lives three to four times more often than the rest of the population.

How do we know if an older person suffers from depression:

If you or someone you know has experienced several of the following signs of depression for two weeks or more, professional help should be considered:

- Feelings of worthlessness, hopelessness, helplessness
- Feelings of inappropriate guilt
- Persistent sadness or anxiety
- Unexplained crying
- Irritability
- Withdrawal from formerly pleasurable activities and relationships
- Memory loss, confusion, disorientation
- Inability to concentrate or make decisions
- Lack of attention to physical appearance
- Changes in eating and sleeping habits
- Thoughts of suicide

*COA'S Senior Messenger, Cassopolis, MI, October 1999*

## **BEREAVEMENT:**

Death is inevitable. However, when it happens to someone we have been visiting on a regular basis or to a spouse of a caregiver, that can be traumatic.

Below are ten guidelines for living with death that we received from Hospice of St. Joseph County:

- ◆ **ACCEPT YOUR SORROW** – Do not try to be brave. Take time to cry. Crying is not a sign of lack of strength. It is a natural expression of sorrow.
- ◆ **TALK ABOUT IT** – Find a family member or friend to talk to. Your friends may act embarrassed at first. You can help them and you by talking about the death of your loved one. Find someone who has experienced a similar sorrow. Talk often.
- ◆ **KEEP BUSY** – Do purposeful work that occupies your mind. Avoid frantic activity.
- ◆ **EAT WELL** – Your body needs good nourishment during this time of emotional and physical loss.
- ◆ **EXERCISE REGULARLY** – Depression can be lessened by body changes brought on by exercises. Exercise will also help you sleep better.
- ◆ **ACCEPT YOUR UNDERSTANDING OF THE DEATH** – You have probably asked “why” over and over and have gotten no satisfying answer to your question. You probably have some small degree of understanding. Accept this viewpoint until you are able to have a deeper understanding of this experience. Some questions have no satisfying answer.
- ◆ **GIVE OF YOURSELF** – Find a way to help others. Helping to ease someone else’s pain will probably lessen your own.
- ◆ **WRITING** – Writing your thoughts on paper or in a journal may help you get your feelings out. Your journal may also serve as a vehicle to record your progress.
- ◆ **SEEK INNER STRENGTH** – Get in touch with the source of your inner strength. Set aside time to find peace of mind. If you value religion, stay active in your church. Scripture has much to say about sorrow. As time passes, you will feel less abandoned. You can find peace through that source of strength and power bigger than yourself.
- ◆ **GET HELP** – Don’t let your sorrow cripple you. Sometimes a trained counselor may help you get over the anger, guilt and sorrow that keep you from becoming a happier person.

*Compliments of Hospice of St. Joseph County, Inc.*

*Attachment P*