



**Neighbors Helping Neighbors**



**Web Resource  
Guide**

# NEIGHBORS HELPING NEIGHBORS RESOURCE GUIDE

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# Web Resource Guide

## **Village Program**

The Plantation at Leesburg consists of 30 individual Villages ranging in size from 7 homes to 280 homes. Each Village serves a vital role in maintaining communications with their residents. Ideally, important information can be disseminated through the Villages and, equally important, the Villages can be aware of problems that their residents may have.

Our goal is to help the Village organizations with information and help to deal with the common challenges of the residents. In our community, many of the residents are aging, have medical problems, and are distant from family support. We want to fill this gap as much as possible. We will all need help sometime. And many of our neighbors want to help, if they know how.

Each Village should appoint a volunteer coordinator and committee, as appropriate, to be aware of needs in the Village and to facilitate the necessary help. This document will outline available resources and provide phone numbers to access the resources. The information will be maintained in a timely manner and updated online at the Plantation homeowners website, [www.palhoa.com](http://www.palhoa.com), under Neighbors Helping Neighbors on the left hand tab. It is arranged in categories of needs. Be aware that many measures described here can be initiated only by the resident or family members.

## **Vital Information**

### **VIAL OF LIFE**

This is a free program of the Sheriff's Office in Lake County designed to provide pertinent medical information to emergency personnel who respond to home emergencies. Each home should have a vial, which is a large plastic medicine bottle with a blank vital medical information sheet inside. This sheet, once completed by the resident, will contain much of the medical

history needed by the responding emergency personnel, such as existing medical condition, allergies, medication currently being taken, and emergency contact information. The form is put back in the medicine vial, and stored on the top shelf of the refrigerator. The vial should be visible immediately when the refrigerator is opened. If necessary, the vial can be hung from the top shelf of the refrigerator.

The vial comes with a sticker and instructions to place the sticker on the glass of the front door to alert emergency personnel that medical information is located inside of the refrigerator. It is also important to update information that changes. New forms can be passed out at Village meetings with a suggestion to review the information on old forms.

Within each Village, one person or block captain can be responsible to see if there is a sticker on each door, and provide the Vial of Life to new residents or those who have lost their own. It is also an opportunity to help fill out the form if it is difficult for the resident. The vials and forms are available at any Activities Center.

### **Emergency Contact Information**

Many Villages already maintain databases for their residents with emergency contacts and information on which neighbors have a key to the house. A suggested form is attached at the end of this document. This information can be very important in many emergencies, including power outages, severe weather, or damage to homes. Keeping the information current is a tough job in itself. Be aware that some residents will not want to share personal data.

The Activities Centers maintain a list of persons who live alone and send this information to each Village emergency coordinator. That list, along with information about residents who may have special needs, such as hearing loss, needing oxygen or assistance to evacuate, or other problems, will alert neighbors to help in emergencies. Someone in the Village can be responsible to notify

these neighbors in an emergency and to check to see whether they need help.

### **Daily Check Up Phone Calls (Senior Watch)**

Lake County Sheriff's Office operates a free program called Senior Watch to check on seniors everyday. Our residents can register by calling the Sheriff's Community Services Office at 343-9500 or 343-2101. They will ask for some information, including your name, address, telephone number and a few details about yourself such as your age, medical condition and friends and relatives who may live nearby. The resident simply calls the Senior Watch operators every morning. If the operators do not hear from the resident, they will attempt to call. If the resident does not answer the telephone, the operator will contact a neighbor or relative, if possible, to check on the resident. If they cannot make contact, a sheriff's deputy will be sent to check on the resident.

### **Personal Alarm Systems**

There are personal alarm systems available to be used in the home, with a radio connection to the house phone. When a resident presses an alarm button worn on a necklace or wrist band, the telephone alerts a security system operator. The operator will speak to the resident and determine the problem, or will alert authorities. Two of the programs available in this area are Lifeline and Life Alert, and PAL Button. You can get information on Lifeline at 1-800-543-3546, ext. 3050, or Life Alert 1-800-523-6976, or PAL Button at 638-5900. There are activation fees and monthly charges for this service.

### **Alzheimer's Patient Safety**

There is a local support group of the national Alzheimer's Association that meets twice a week in Clermont to give family caregivers emotional and practical support. They also provide limited daycare for a small fee. You can get more information at 394-5549. Identification bracelets are available from the national

organization chapter in Orlando at 407-228-4299.

If an Alzheimer's patient might wander and not be able to find his way home, the Care Trak program can provide security. The Lake County Sheriff's Office has mobile receivers to locate a wrist transmitter worn by a patient. You can get more information from Care Trak at 1-800-842-4537, or on the Sheriff's Office website or by calling Sheriff's Office Community Services at 342-9500. There is a fee associated with the program, but insurance or some non-profit agencies may help with funding.

### **Help for the Hearing-Impaired**

Residents with hearing impairment can receive an assistive telephone at no charge through a Florida program administered by Deaf and Hearing Service Center of Lake and Sumter County. You can contact them at 323-0757 in Leesburg.

### **Crime Watch**

The Sheriff's department also coordinates Crime Watch. In this program, each Village has a volunteer Crime Watch coordinator who sets up a program so that neighbors will know when residents are out of town and can keep an eye on their property. The coordinator also receives bulletins of possible crime problems near us, and decides whether to notify the Village residents.

Deputy Walter Wolf from Community Services in the Sheriff's Office will present information on crime prevention to Village meetings. He can be reached at 259-1015. Also, Gary Grieco, a Plantation resident and retired police officer, is available to present a program on personal safety awareness for Village meetings. He can be reached at 326-8407, or contacted by email at [loot440@gmail.com](mailto:loot440@gmail.com) (ctrl + click to follow link).

### **Fraud, Scam, and Identity Theft Alerts**

Alerts in these areas may come through the Crime Watch coordinator. The Sheriff's Department website also maintains

information about such problems as identity theft. A common problem is civil fraud, for example, a contractor who does not perform as agreed. Plantation resident Dennis Anderson was an FBI agent and has agreed to counsel with any resident who feels he has been a victim of fraud. He will also present information on white-collar scams for any Village meeting, to keep people informed about the problems. His number is 360-1195.

Another resource for any resident who has been a victim of this problem is referral to the Seniors vs. Crime program, working with the Attorney General's office in Lady Lake. Anyone can call 1-800-203-3099 with a consumer related complaint. Volunteers are available at the Marion County office Tuesdays and Wednesdays from 10 am to 2 pm. They can be reached at 352-753-7775.

## **Transportation**

### **Local errands**

A common problem for many of our residents, especially those who live alone or have medical issues, is transportation for local errands. Residents who do not drive need help with grocery shopping, hairdresser, pharmacy, and especially medical appointments. Even residents who still drive may have medical appointments for which they cannot drive themselves. There is limited public transportation.

### **Lake County Connection**

Lake County Connection is a state-funded program to provide low-cost transportation within Lake County to individuals who qualify as "transportation disadvantaged." The vans can accommodate wheelchairs, oxygen, and service animals.

Before requesting transportation, a resident must submit a

Please download the form on the next page (download is available on the [palhoa.com](http://palhoa.com) website: Neighbors Helping Neighbors) and then submit it to your Village Representative





# CONFIDENTIAL

## Emergency Contact Information

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

Name: \_\_\_\_\_ Special Needs: \_\_\_\_\_

Name: \_\_\_\_\_ Special Needs: \_\_\_\_\_

Home Address \_\_\_\_\_ Telephone \_\_\_\_\_

Cell Number(s) \_\_\_\_\_ Email Address \_\_\_\_\_

Pets: \_\_\_\_\_

Party with key to **YOUR** address:

#1 Name \_\_\_\_\_ Relationship: \_\_\_\_\_

Home Address \_\_\_\_\_

Telephone Number \_\_\_\_\_ Cell Number(s) \_\_\_\_\_

#2 Name \_\_\_\_\_ Relationship: \_\_\_\_\_

Home Address \_\_\_\_\_

Telephone Number \_\_\_\_\_ Cell Number(s) \_\_\_\_\_

**Next of Kin:**

#1 Name \_\_\_\_\_ Relationship: \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_ Cell Number(s) \_\_\_\_\_

#2 Name \_\_\_\_\_ Relationship: \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_ Cell Number(s) \_\_\_\_\_

two-page eligibility application that includes questions about transportation needs, income, and other resources for assistance. The review process can take two weeks to complete, and eligibility is not automatic. Residents can get the application by calling Lake County Connection at 326-2278, by downloading from the Lake County website or from any of the Activities Centers.

There are a number of restrictions in using Lake County Connection. Reservations must be made at least 48 hours in advance, and trips are prioritized. There is a one-hour window for pickup and residents may have to wait for return pickup. There is a minimal charge for this service; riders must have exact change. No-shows or delays may result in loss of eligibility. The Rider's Guide with further information is available from the Lake County Connection office or on-line at the website.

### **Taxi services**

The Plantation is served by Central Taxi in Leesburg at 728-8294. The fare from the Plantation to Leesburg Regional Medical Center is about \$20. They can usually respond to requests reasonably quickly. Ronny's Ride would be about the same fare, but is a smaller company. That number is 360-1333.

### **Volunteers within your Village**

Most often there are neighbors within each Village who are happy to help their neighbors with transportation when necessary. Besides helping the neighbor in need, this creates and strengthens relationships within the Village. Ideally, a volunteer coordinator in the Village will establish contact and know residents' needs, so that anyone will be comfortable to call and ask for a necessary ride. Then the volunteer coordinator will match them with a neighbor who wants to help. If this is not possible, they can be referred to Friends Helping Friends.

## **Friends Helping Friends**

Friends Helping Friends is a volunteer organization helping Plantation residents since 2005. They have more than 100 volunteers willing to help with friendly visits, minor household tasks, or transportation. The program is advertised each month in the Plantation Times, informing residents that they can request help by calling any of the Activities Centers, The Manor at 326-4133, Ashley Hall at 365-1604, or Hermitage Hall at 326-1250. The call is referred to the volunteer coordinators who arrange for the needed help. In making these arrangements, the coordinators always try to use a volunteer in the same Village.

## **Other transportation resources**

The Plantation at Leesburg Resident Service Manual (PAL RSM) is a binder listing services offered by Plantation residents for reasonable fees to other Plantation residents. There is a copy of this binder in each of the offices at the Manor, Ashley Hall, and Hermitage Hall. It covers a number of categories of household services, nursing care, pet services, and so forth. Any resident can look at these binders whenever the offices are open. No recommendation is intended; it is simply a list of service providers who asked to be included.

It is the resident's responsibility to investigate qualifications and negotiate fees.

There are several Plantation residents who provide local transportation or cover more distant destinations such as out-of-area medical appointments or the airport, for a fee.

## **Medical emergency transportation**

Assist the resident to call 911 or call 911 on behalf of the resident. Do not try to help with transportation in a medical emergency.

# Care of the Home

## **Minor Tasks and Repairs**

Some minor tasks may be a problem for residents with medical conditions or loss of ability. Examples include changing light bulbs, repairing screens or blinds, taking out trash, watering plants, changing air conditioner filters. The Village coordinator can arrange help with these tasks when the need is noted.

Friends Helping Friends also helps in these areas. Friends Helping Friends is a volunteer organization helping Plantation residents with friendly visits, minor household tasks, or transportation. Residents can request help by calling any of the Activities Centers, The Manor at 326-4133, Ashley Hall at 365-1604, or Hermitage Hall at 326-1250. The coordinators always try to use a volunteer in the same Village.

## **Technical Support**

Residents may have difficulty with technical challenges, even a telephone, television, or VCR. Members of the Computer Club have volunteered to help residents with minor technical problems when possible. Dan Hirschfeld coordinates this group of volunteers. He can be reached at 702-0111 or contacted by email at [danh8702@aol.com](mailto:danh8702@aol.com) (ctrl + click to follow link).

There are also Plantation residents who provide technical services, such as computer maintenance and repair at reasonable fees listed in the PAL RSM.

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No recommendation is intended; it is simply a list of service providers who asked to be included. It is the resident's responsibility to investigate qualifications and negotiate fees.

### **Maintenance and Services**

Many residents may need help in arranging necessary major services. Ideally, the Village could coordinate some services, such as roof cleaning or tree trimming, and include the residents who need help in the planning. Sometimes they may need advice on home repairs or vehicle maintenance. A fellow resident can offer counsel if the need is made known.

Skilled services like plumbing and electrical work can be provided for a fee by other Plantation residents, as well as housekeeping and handyman services.

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It is the resident's responsibility to investigate qualifications and negotiate fees.

The staff of Fire Station 82 on Highway 27 will help our residents by changing batteries and testing smoke detectors. They will also come out to assist someone who has fallen and needs help because of disability. They can be reached at the non-emergency number, 343-9458.

### **Continuing Assistance**

A resident who needs more than temporary help with meals, laundry, and housekeeping may need referral to other community

services. The Lake County website [www.lakecountyfl.gov](http://www.lakecountyfl.gov) (ctrl + click to follow link) provides much information on services available for seniors, including Elder Affairs at [http://www.lakecountyfl.gov/departments/community\\_services/elder\\_affairs/](http://www.lakecountyfl.gov/departments/community_services/elder_affairs/) (ctrl + click to follow link), then click on the right side: [Elder Affairs Services Directory](#) to access the indexed resource directory with nine pages of facilities, agencies, and service providers.

Meals on Wheels, housekeeping and other services may be available, based on financial need and medical necessity. Mid Florida Community Services, Inc. is the agency that administers these services to seniors in Lake County. They can be reached at 326-5304.

Other important numbers are the abuse hotline at 1-800-962-2873 to report abuse or neglect, and the Elder Helpline information service at 1-800-262-2243 provided as part of the services of the Mid Florida Area Agency on Aging.

## **Pet Care**

Pet care can become a sudden emergency when a resident is ill, hospitalized, or must be away from home for some other reason. Ideally, neighbors in the Village can help out with walking dogs or providing care for the pets when a resident cannot.

Paw Prints dog club provides front door stickers to alert emergency workers to the presence of a cat or dog in the event of a fire or other emergency. The club also provides vials of life for cats or dogs in the home. These are available for \$1 each at the club meetings or from Pat Sturdivant, at 315-8376.

Friends Helping Friends also has volunteers willing to help with pet care when necessary. Residents can request help by calling any of the Activities Centers, the Manor at 326-4133, Ashley Hall at 365-1604, or Hermitage Hall at 326-1250. The call is referred to the volunteer coordinators who arrange for the needed help. In

making these arrangements, the coordinators always try to use a volunteer in the same Village.

There are Plantation residents willing to provide pet care for a fee listed in the PAL RSM. The Plantation at Leesburg Resident Service Manual (PAL RSM) is a binder listing services offered by Plantation residents for reasonable fees to other Plantation residents. There is a copy of this binder in each of the offices at the Manor, Ashley Hall, and Hermitage Hall. It covers a number of categories of household services, nursing care, pet services, and so forth. Any resident can look at these binders whenever the offices are open. No recommendation is intended; it is simply a list of service providers who asked to be included.

It is the resident's responsibility to investigate qualifications and negotiate fees.

### **Companionship**

There are residents in our Villages who are lonely and isolated. Perhaps they have lost a spouse or companion, they may be homebound as caregivers, or they may be limited by physical problems. Very often neighbors in the Village would be happy to help, if they know of the need. A Village coordinator can be a communication focus to be aware of such needs and help arrange friendly visits and phone calls, holiday invitations, or respite for caregivers in the home.

Members of the Plantation Writers' Guild are available to visit disabled or homebound residents to read to them and provide companionship as well as a break for the caregiver. They also have some books on tape for loan. Stephen Matava coordinates this service. He can be reached at 728-8157.

Friends Helping Friends volunteers are backup for neighbors in the Village. Residents or Village coordinators can request help by calling any of the Activities Centers, the Manor at 326-4133, Ashley Hall at 365-1604, or Hermitage Hall at 326-1250. The call

is referred to the volunteer coordinators who arrange for the needed help. In making these arrangements, the coordinators always try to use a volunteer in the same Village.

## **Personal Business**

Neighbors may become concerned that a resident is struggling with personal business, such as checks and bills, personal correspondence, and telephone calls. This problem is very sensitive and neighbors should be very careful not to be inappropriately involved. Friends Helping Friends does not offer assistance in this area because of the need for family involvement, concerns about liability, and possible issues of financial exploitation. In extreme cases, neighbors who know of other family members may appropriately contact them.

If no family assistance is available and abuse or neglect is suspected, a neighbor can contact the Elder Abuse Hotline at 1-800-962-2873. Abuse and neglect include the possibility of self-neglect, if the resident is unable to care for himself or his health appropriately.

## **Medical Crisis**

Neighbors in the Village are most likely to know of a sudden medical crisis. Friends may be able to accompany family members to the hospital to provide emotional support, and then arrange transportation back home if needed.

### **Contact Family Members**

If the Village uses a data sheet for each residence, friends can offer to contact family members and help make necessary arrangements for support. The individual resident's needs will vary with the situation.

### **Referrals for Nursing and Personal Care**

Necessary nursing care will often be arranged by medical personal. However, residents may need to make additional arrangements due to personal situations.

The Lake County Elder Affairs Resource Directory lists services, agencies, and facilities available in Lake County. Find it at the Lake County website, under community services, elder affairs.

Veterans of military service may be eligible for assistance with medical and nursing services, possibly including at home care and respite. Application is made through the outpatient medical clinic of the Veteran's Administration in Leesburg. The telephone number in Leesburg is 435-4000.

### **Medical Equipment Loan**

Wheelchairs, crutches, walkers, bath chairs, and commodes can be borrowed, free of charge, from St. Paul's Catholic Church, phone number 728-5652, and Morrison United Methodist Church, 787-3786, or check with your own church or a thrift shop.

## **Loss of Spouse or Other Family Member**

Like a medical crisis, neighbors and friends are most likely to know of a loss and be in a position to help. They can provide support by an immediate visit, contacting family members, helping with arrangements for transportation and housing, and preparing food.

### **Memorial Service**

Memorial services for Plantation residents can be held at the Plantation Memorial Park. Dick Zulauf, phone number 314-2724, can help with arrangements and scheduling. You may also purchase a Memorial Brick by contacting Mary Ellen Beyer at 323-9385.

### **Legal Processes**

The Activities Centers will copy paperwork for a nominal fee at any of the three locations. Notary services are also available. Call 326-4133 or 326-1250 to make arrangements.

### **Bereavement Support**

There is a bereavement support group for Plantation residents meeting bi-weekly under the leadership of Reverend Jacquie Guernsey, phone number 314-0289. It can be helpful in dealing with losses.

