

ShareCare

Your Life. Your Home. Our Help.

Mission Statement: To facilitate connecting the Leelanau County community of seniors with services and activities that promote both a physical and emotional healthy, independent, and fulfilled lifestyle while aging.

Services Guide

2023

SHARECARE OF LEELANAU

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About ShareCare

ShareCare of Leelanau was incorporated in 1994 to provide seniors in Leelanau County access to the kinds of resources that they need to age well and remain in their homes and community. ShareCare is committed to volunteerism and delivers most of its services through volunteers. As an independent nonprofit community organization, ShareCare exists for all Leelanau County residents 60 and above who are in need of support. ShareCare's priority is to provide those services most needed and for which volunteers are well suited to provide. Recognizing that it can only do so much, ShareCare focuses on what it can do well and also works collaboratively with local organizations. In this way ShareCare helps fill the gaps in needed services and avoids the duplication of what others are doing yet ensures that seniors get the help they need.

Becoming a Member of ShareCare

To qualify as a "member" you must meet one or more of the following:

1. As a service user, you need to be aged 60 or over, reside in Leelanau County or had been an active member of ShareCare in Leelanau County before moving to Traverse City*, and have contributed at least \$75 per individual in the calendar year (the fee can be waived for people with a financial hardship).
2. Volunteer for ShareCare during your membership year.
3. Make an annual donation.

To access services provided by ShareCare you must have contributed at least \$75 (or have a waiver approved), and completed the intake form.

*Although we will do our best to provide services in Traverse City, they are contingent on having enough volunteers nearby.

Governance

Board of Directors: ShareCare's Board of Directors support the mission and purposes of the organization, including developing policy and procedures for ShareCare's services. The Board has fiduciary responsibility for the organization. New Board members are approved at the annual member meeting.

Staff: ShareCare has four staff: Executive Director, Care Coordinator, Volunteer Manager, and Office Manager. The Executive Director is responsible for managing the overall administration of ShareCare. The Care Coordinator provides a link between seniors in need and services they require, including those available through Leelanau County Senior Services and other community organizations. The Volunteer Manager is responsible for recruiting, training, engaging and retaining volunteers, and scheduling services that are delivered by volunteers. The Office Manager supports the Executive Director with administrative functions.

Volunteers

Volunteers are valued members of the ShareCare family. ShareCare can provide the services it does because it has dedicated volunteers ready to provide the kinds of assistance seniors need. For ShareCare to be successful it must have a pool of volunteers with both an interest in serving seniors and a willingness to share their skills. Most seniors who receive services also volunteer at one time or another. When you enroll with ShareCare, you are asked to complete a volunteer interest form with information about any special interests or skills. The volunteer interest form is updated periodically. This is a good way for the Volunteer Manager to match volunteers with the current needs.

ShareCare responds quickly when there is an illness, need for surgery, a family emergency and other issues that put a burden on seniors and their families. Our team of volunteers can provide many of the things that seniors need. Although transportation and phone check-ins are the most requested service, volunteers will arrange for meals when a member is returning from a hospitalization, stop by for a friendly visit, help with fall and spring yard cleanup, deliver groceries, run errands and much more.

ShareCare's Services

ShareCare assures easy access to volunteer services through one call to our office. In addition, we are building a reliable network of community resources, and offering periodic wellness and educational workshops. Our programming makes staying in your home and community a safe, comfortable, convenient reality for seniors.

ShareCare is not a medical provider or a replacement for a member's general practitioner or other health care provider. However, because so many of the issues facing seniors have something to do with health, ShareCare has a Care Coordinator, who is a Registered Nurse (RN), and access to the Registered Nurse (RN) at Leelanau County Senior Services.

ShareCare retains the right to prioritize service needs and deny services that are beyond its capacity. For example, if there are more ride requests than can be filled with volunteers, ShareCare will prioritize medical rides. When appropriate, a referral may be made to one of its partner agencies, such as Leelanau County Senior Services.

ShareCare is available to assist individuals 60+ with tasks that promote their independence. At times, an acute illness or worsening chronic condition may hasten the person's functional decline. This may cause an inability to handle tasks related to scheduling or receiving our services and require the family's help. Examples are confusion with making and keeping appointments and mobility issues which make getting in and out of a car difficult (volunteers are not allowed to lift or transfer a person from a wheelchair.) Our Care Coordinator may intervene at this time and suggest additional community resources. Should the need for support exceed our volunteer's safe service capacity, we retain the right to decline additional services.

Services Provided by the Care Coordinator:

1. Services coordination: Assists seniors and their families by understanding the individual's needs and developing a plan for how ShareCare can help. With approval, the Care Coordinator may consult with the staff at Leelanau County Senior Services or the person's health care provider.
2. Home health assessment: When someone needs services, our ShareCare Care Coordinator will reach out and arrange a home visit. An intake form will be sent to you for completion.
3. Monitor specialized needs of seniors: The Care Coordinator monitors people who have chronic conditions or special needs. When health needs are beyond ShareCare's capacity, the Care Coordinator will make a referral to a health care provider, Leelanau County Senior Services or other community resource.
5. Support groups: The Care Coordinator facilitates support groups to help family caregivers who provide caregiving for a loved one with dementia and chronic illnesses.
6. Educational workshops: ShareCare offers educational workshops on topics of interest to improve health and wellness among seniors.

Services Provided by Volunteers

1. Transportation: Drivers use their own vehicles to provide rides to any senior who **does not have available transportation**. Rides to medical appointments and other health-related services have priority. Rides to non-medical appointments that promote health and wellness can be arranged when a driver is available. The maximum number of rides is five per month; however, if a medical need requires more frequent trips, staff will do its best to find a driver or other transportation service. Rides are provided in Leelanau County and to Traverse City, Long Lake Township, East Bay Township, Garfield Township and Paul Oliver Hospital in Frankfort.
 - i) Reservations: The office requires **3 business days** to schedule a driver. To schedule an appointment, please call 231-256-0221 ext. 303 and leave a message by 3 pm. The volunteer manager picks up messages at the end of the day. You may call her extension directly at ext. 304 if there is a cancellation or other issue that needs immediate attention.
 - ii) Schedule: Rides are provided between 9 am-5 pm, Mon.-Friday with exceptions.
 - iii) Confirmation: Once a ride is confirmed, the volunteer will notify you to

arrange the pick-up time. When possible we use email. You will receive a call if you do not use email. The driver will confirm the day before the ride with a phone call. Occasionally, the office will confirm an appointment with the medical provider.

- iv) Rescheduling and canceling rides: If a ride must be canceled or rescheduled, notification is appreciated as soon as possible. Last minute cancellations can be disruptive for our drivers and staff. Please be considerate.
 - v) Reimbursement: Drivers do not expect or receive reimbursement for gas or mileage. They do not handle money. Those who want to donate to ShareCare can do so by mailing a check to the office or going to our website to donate online www.sharecareleelanau.org.
 - vi) Limitations: The program is not equipped to provide transportation to persons who require considerable assistance getting into and out of a vehicle. Those needing special considerations, such as needing a 4-wheel drive vehicle to access a home in winter or the need for a companion to ride along, should discuss this with staff when the reservation is made. We will do our best to accommodate the ride, however, if ShareCare cannot accommodate you, a medical ride can be covered by Leelanau County Senior Services.
 - vii) Pick-up: Drivers will walk with the senior from door to door and lend a steady hand if necessary. Drivers are not expected to do any heavy lifting, but may help with small bags and other things.
 - viii) During the appointment: Drivers may run errands during an appointment; however, if a driver needs to stay in the building during the appointment this should be discussed when making a reservation.
 - ix) Additional stops: At the driver's discretion, a quick stop to the pharmacy or other short errand is often possible.
 - xxi) Weather: The safety of everyone is of utmost concern. In case of bad weather, it is up to individual drivers and the person receiving the ride to determine their comfort level for traveling. Please contact the office immediately if the ride must be canceled due to weather.
2. Errands: ShareCare can assist with occasional grocery shopping, picking up prescriptions, and other types of requests that help seniors with their daily living needs. These requests should be made through the office. Often a driver can stop on the way home from a ride to fill the request.
3. Friendly visits: Living alone can be socially isolating for a senior, particularly in a rural community where limited transportation options are available. Volunteers check-in regularly with seniors who have chronic conditions or are over eighty and live alone. Friendly visitors often live in the same community and do a home visit, typically an hour once a week.

4. Phone reassurance program: Volunteers check-in weekly with seniors who want a volunteer to call them. Seniors who live alone or are considered fragile may be recommended to the program. If requested, calls can occur on a modified schedule.
5. Basic respite: We understand that caregivers need to stay healthy to take care of their loved one. Volunteers with special training can provide up to four hours of basic respite. Basic respite does not include toileting, bathing, dispensing medication or changing clothes.
6. Minor home repairs: Volunteers help with light tasks from changing light bulbs to fixing a squeaky door. For larger tasks, the office can assist in finding qualified contractors from our list of recommended contract service providers.
8. Durable medical equipment: ShareCare keeps all its durable medical equipment at Leelanau County Senior Services. If a senior needs a piece of equipment, we can arrange for it to be picked up and delivered. We can also work with NPalliative or your health provider to order new equipment.
9. Yard clean-up (fall and spring): One day in the spring and again in the fall, volunteers sign up to help seniors with small, odd jobs, such as moving patio furniture, potting plants and flower boxes, light gardening chores, and other small jobs.
10. Miscellaneous Services: In the event of hospitalization or being out of town for an emergency, volunteers can provide pet care, meals, and pick-up mail.
11. Technology: Help with computer issues or training on technology.
12. Volunteer Coaching for Family Caregivers of People with Dementia. Family Caregivers are matched with a trained volunteer coach, who makes monthly check-in calls, and assists with identifying resources to help the caregiver manage their role.
13. Social Events, Wellness Activities and Educational Workshops: ShareCare will offer occasional informational workshops, wellness activities and social events. In addition, ShareCare has several fundraisers per year, which provide additional volunteer and social opportunities. Other ways to become involved are serving on a committee, attending the annual meeting and other informal group activities. Check our website at www.sharecareleelanu.org for updates.

Supporting ShareCare

As a nonprofit, ShareCare depends on donations from individuals and businesses for its operating revenue. By donating, you will help us reach more seniors in Leelanau County. All donations are tax deductible. A donation of any amount is appreciated.