

City of Willoughby Hills

Interoffice Memo

Date: January 5, 2016

To: Mayor Robert M. Weger

From: Gloria Majeski, Executive Assistant to Mayor

Subject: WHISPER Recap for 2015

I wanted to provide with a summary of some of the WHISPER deeds that were accomplished for our residents in 2015:

- ***Assisted residents with administrative-type tasks including:***
 - Time Warner Cable installation for phone and cable
 - Payment of bills
 - Bank statement reconciliation
 - OSHIIP (Ohio Senior Health Insurance and Information) counselling for Medicare Open Enrollment
 - Advised elderly resident to call 9-1-1 to facilitate his needs
- ***Assisted residents with transportation needs including:***
 - Transportation to physicians' office – numerous
 - Pick up/deliver prescriptions to homebound resident
 - Acquisition of groceries for a homebound resident with the flu
 - Acquisition of food pantry items from St. Noel to homebound resident residing at Bishop Park Apartments - several occasions
 - Grocery delivery to post-op patient and assessment of living conditions upon the request of WHPD
- ***Assisted residents with other tasks, such as:***
 - Snow plowing
 - Snow plow – list of contractors available annually who offer WHISPER discount
 - Hauled items from resident's basement to front curb for trash pickup

Brought in newspaper and mail for post op resident
Ice build up removal by resident's front door
Lawn clean up for resident undergoing chemotherapy (numerous times)
Weeding of flower bed
Trimming of bushes and yard clean up (numerous)
Facilitated a haircut for a homebound post op patient thru LCCOA
Repaired fallen gutter drain pipe
Cleaned gutters (multiple)
Leaf raking (multiple)

- ***Other notable WHISPER achievements this year:***

When a senior resident on Trailard Drive was displaced from the March flood, he lost everything. We assisted him to file insurance claims, receive assistance from Red Cross, paid for shelter for one month while we searched for a new place to live, facilitated his acquisition of used furniture from Lake Geauga Furniture Bank, moved him to his new apartment, assisted with bill pay education and budgeting and helped him seek legal advice to facilitate the sale of his home. This was a huge accomplishment for WHISPER – truly making a difference in this man's life and coming to help him when many other agencies could not.

- ***Distribution of gift cards and gifts at holiday time to needy residents:***

With the generous donations of WH Auto Care, the Bene family, Maple Grove Alliance Church, and City Hall staff, we were able to provide eight \$100 gift cards to WHISPER residents and Christmas books, toys and food to a needy family on Stark Drive.

- ***Building a ramp for the David Stewart Family, 2366 River Road***

This was WHISPER's major project this year, utilizing partial funding provided by AT&T's generous donation. With Mr. Stewart being homebound in a wheelchair, the WHISPER team was able to build a small deck with a wheelchair ramp at the front of his home. It now enables him to be outside and getting in and out of the car for his doctor appointments is much easier. His wife now just drives up to the ramp pad and gets him into the vehicle. This enhancement will be something that has truly changed his life and it is a home improvement that will be used for many years to come.

United Way Day of Caring Projects:

WHISPER took care of the expenditures to facilitate:

- 1) Window washing on Eddy Road home
- 2) VFW Post 4358 – 29412 White Road – grounds clean up
- 3) Nottingham Baptist Church, Bishop Road – grounds clean up & brush removal

While I am sure every deed is not accounted for, I think this is a good overview of what WHISPER was able to accomplish this year. Thank you for the opportunity to provide such a worthwhile program to our residents. We hope to continue to do great things.