

City of Willoughby Hills

Interoffice Memo

Date: November 10, 2017

To: Robert M. Weger, Mayor/Safety Director

From: Gloria Majeski, Executive Assistant to Mayor

Subject: WHISPER Recap for 2016

Please excuse my delay in providing this information to you. It was only when a resident noticed that the 2016 report was not on the website that I realized I needed to complete the report and get it to you and on the website.

The following is a list of 2016 WHISPER deeds:

- ***Assisted residents with administrative-type tasks, including:***
 - Assist with meeting with attorney re. will
 - Preparation of checks for income tax filing
 - OSHIIP (Ohio Senior Health Insurance and Information) counselling for Medicare Open Enrollment
 - Take old computer to recycle station
 - Assist with pacemaker check
 - Assist with reconnection of disconnected phone service
- ***Assisted residents with transportation needs, including:***
 - Transportation to physicians' office, numerous
 - Pick up prescriptions
 - Pick up groceries
 - Go to bank
 - Go to Food Bank
- ***Assisted residents with other tasks, such as:***
 - House chores assistance for resident with stroke
 - Leaf clean up, numerous

Hedge haul away
Maintenance and construction of wheel chair ramps
Housecleaning, various
Transport garbage to trash area
Laundry
Took above ground pool debris to curb and aluminum to scrap for BSA donation
Light bulb replacement
Gutter cleaning
Front walk shoveling
Garage door – electric eye repair
Take clothing to St. Noel drop off
Fixed flat tire

- ***United Way Day of Caring Projects – 2016***

- Power Wash Deck and shed, clean gutters
- Paint barn
- Trim hedges and mulch flower bed
- Gutter cleaning

In closing, this year we truly provided exceptional service to Mary Rose Estates. Their annual inspection revealed residents who needed major assistance in housekeeping. One resident, in fact, was handicapped and we worked with the ADA Society to seek assistance for offering him ADA compliant amenities. We followed through with their recommendations and made the resident's life much improved.

For the first time, we worked with La-Vera Party Center (a business in our city), to provide a holiday luncheon for the residents at Mary Rose Estates, many of whom have no family to celebrate the holiday. It was a nice event and appreciated by our residents.

This concludes my report. If you have any questions or concerns, please do not hesitate to contact me. Thank you.