



# W.H.I.S.P.E.R.



**Willoughby Hills Isolated Senior Program for Everyday Relief**

*“Bridging the Gap to Help Our Seniors”*

*Prepared By: Willoughby Hills Council Subcommittee on WHISPER July 2020*

## ELIGIBILITY REQUIREMENTS TO RECEIVE SERVICES

- 1) YOU MUST LIVE IN THE CITY OF WILLOUGHBY HILLS.  
(THIS IS VERIFIED AT THE “ASSESSMENT” STAGE OF THE APPLICATION)
- 2) YOU MUST BE AGE 60 YEARS OF AGE OR OLDER.  
(THIS IS VERIFIED AT THE “ASSESSMENT” STAGE OF THE APPLICATION)
- 3) A “SERVICE APPLICATION” SHOULD BE COMPLETED BY THE PERSON NEEDING ASSISTANCE OR ANOTHER INDIVIDUAL REQUESTING THE SERVICES ON THEIR BEHALF.

THE RESIDENT **WILL NOT** BE ASKED:

- 1) HOW MUCH MONEY THEY HAVE (I.E. CAN THEY AFFORD TO DO THIS ON THEIR OWN WITHOUT OUR HELP).
- 2) IF THERE ARE OTHERS WHO CAN HELP THEM OUT (SUCH AS FAMILY MEMBERS OR FRIENDS).

WE WILL MAKE EVERY ATTEMPT TO HELP ALL APPLICANTS.

REASONS WHY SOMEONE MAY NOT BE ABLE TO BE HELPED INCLUDE:

- FUNDS REQUIRED TO COMPLETE THE TASK ARE FINANCIALLY UNMANAGEABLE FOR THE WHISPER PROGRAM.
- THERE ARE NO VOLUNTEERS TO DO THE TASK.
- THE WEATHER DOES NOT COOPERATE TO COMPLETE THE TASK.
- THERE IS TOO MUCH LIABILITY FOR THE TASK AS DETERMINED BY WHISPER PROGRAM COMMITTEE AND/OR LAW DIRECTOR.
- THE RESOURCES ARE NOT AVAILABLE TO PERFORM THE TASK.
- THE RESIDENT HAS PUT RESTRICTIONS ON THE GROUP WHICH THE PROGRAM CANNOT ABSORB.

**WILLOUGHBY HILLS ISOLATED SENIOR PROGRAM**  
**FOR EVERYDAY RELIEF (“WHISPER”)**

**APPLICATION FOR SERVICES**

*FULL & FINAL RELEASE/WAIVER/FULL INDEMNIFICATION*

PERSON NEEDING ASSISTANCE IS 60 YEARS OR OLDER? YES \_\_\_ NO \_\_\_

NAME: \_\_\_\_\_

CONTACT PERSON & NUMBER (IF DIFFERENT FROM INDIVIDUAL  
NEEDING ASSISTANCE): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ ALTERNATE PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

ARE THE REQUESTED SERVICES PERMANENT \_\_\_ OR TEMPORARY \_\_\_?

*(For example, someone may require assistance to have their lawn mowed once or twice  
while they are recovering from surgery.)*

ARE THE REQUESTED SERVICES NEEDED FOR:

INSIDE THE HOME \_\_\_ OUTSIDE THE HOME \_\_\_ INSIDE & OUTSIDE \_\_\_

DESCRIBE THE ASSISTANCE/SERVICES THAT YOU ARE IN NEED OF:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

WILL THE WHISPER PROGRAM NEED TO PURCHASE SUPPLIES? \_\_\_\_\_

*(For example, someone may need assistance painting a door but may have already  
bought the can of paint.)*

DESCRIBE SUPPLIES NEEDED:

\_\_\_\_\_  
\_\_\_\_\_

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# **APPLICATION FOR SERVICES**

(CONTINUED FROM PREVIOUS PAGE)

I agree that I will not hold the City of Willoughby Hills responsible for any damage, injury, claim or cause of action to me or my property as a result of my participation in the WHISPER Program. I fully release and discharge the City of Willoughby Hills, its employees, and representatives, and to indemnify and hold harmless the City of Willoughby Hills from any and all damages, causes of action, negligence or any other claims or liabilities arising out this volunteer assistance. I understand that my name and address and any other information hereby provided may be Public Record as a result of this request and it may be published by the City as a recipient of services.

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Signature

Date

**Please MAIL this form to:** City of Willoughby Hills  
Mayor's Office  
35405 Chardon Road, Willoughby Hills, OH 44094  
Phone: 440-918-8730

**EMAIL:** [mayor@willoughbyhills-oh.gov](mailto:mayor@willoughbyhills-oh.gov)

**FAX:** 440-975-3535

Please contact the Mayor's Office if you have any questions or concerns.

*Office Use Only*

TASK ID # \_\_\_\_\_

DATE/TIME APPLICATION RECEIVED BY FACILITATOR: \_\_\_\_\_

NOTES:

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# **WHISPER PROGRAM** **TRANSPORTATION**

When a Senior needs transportation services, the Facilitator will offer one of the following options:

- **Option 1:**

Lake Tran Round Trip

- **Option 2:**

Lake Tran – to drop off (to appointment)

UBER /Volunteer driver – to pick-up (from appointment)

- **Option 3:**

Uber/Volunteer driver Round Trip

Volunteers may be dispatched to assist Seniors with teaching opportunities for services such as: food/household deliveries, Lake Tran or Uber

Volunteer Drivers must present the following:

1. Valid driver's license and Full insurance coverage
2. Clean driving record – last 5 years
3. City issued Photo ID
4. Background Check
5. Mechanically sound vehicle

Volunteer Drivers' document must be presented and approved by WHISPER Committee.