

## Senior Community Services

# The HOME Program

## Helping you take care of the place that you call home.

### Welcome to fall at Senior Community Services HOME Program

Since you are a participant in the expansion of The HOME Program into Wright County, we'd like to say welcome! Next spring, Senior Community Services will be celebrating 70 years of service to older adults in the community. As a local nonprofit we are so proud to have spent the last 70 years helping older adults have the option to stay in their homes, neighborhoods, and communities for as long as possible. We believe that strong communities are inclusive of people of all ages.

We are so thankful for so many field staff & volunteers supporting our mission. In 2018, we served 1309 seniors in Hennepin County, and completed 10,330 service hours to help seniors stay in their homes affordably. We could not continue to serve as many seniors as we do without our amazing volunteers & field staff.



*A few of our wonderful volunteers from Best Buy*



In 2019, we expanded to Wright County and we look forward to developing services to support seniors in the communities of St. Michael, Monticello, Hanover, Albertville and Buffalo.

You may have noticed a slight change over at The HOME Program. We have begun calling the seniors we serve "participants" instead of "clients." This might seem like a small change, but we chose this wording because we really want to emphasize the community aspect of our program.

We have also expanded the service explanation section of this newsletter, with more detailed information about how each service works.

We will continue to do our best to serve as many seniors in our community as possible and to fill as many requests for service as possible. We appreciate your support!

From,  
The HOME Team

**Want Snow Removal or help with Fall Raking? Fill out the back of this page and send it back as soon as possible!**

It's time to sign up for the Fall & Winter Season!

Please remember! You must sign up for Outdoor Chore Services each season. You will not automatically be on the snow removal and raking lists because you received services in the past. Service is dependent on the availability of workers and volunteers. HOME will contact you to confirm details for the services requested below. Processing and assigning seasonal workers and volunteers can take several weeks. Thank you for your patience!

Name \_\_\_\_\_ Email \_\_\_\_\_
Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_
Home phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Check the services you are requesting & mail the form back, or return it to the Crow River or Monticello Senior Center

\_\_\_\_\_ Snow Removal We will contact you by November 15th with worker status

\_\_\_\_\_ Free Safety Assessment Yes! I want to learn ways to make my home safer with a free visit from The HOME team

Fall Raking and Yard Clean Up by Volunteers

Raking takes place during the first week in November

\_\_\_\_\_ Raking \_\_\_\_\_ estimated # of lawn bags to be raked

Please remember that you are responsible for providing compostable lawn bags or a yard waste container & yard waste disposal

\_\_\_\_\_ Other Volunteer Requests \_\_\_\_\_

Yard cleanup turns to Fall Raking when those leaves begin to drop!



Please return to The HOME Program by September 24, 2019

11800 Town Center Dr. NE #200 | St. Michael, MN 55376

Have questions about our services? Please read through these service descriptions to learn more! Still have questions? Give us a call at 763-416-7969.

## **FALL RAKING by volunteers**

The Wright County HOME Program is offering volunteer raking during the first week in November. We will do our best to honor all raking requests, but scheduling for this free service is dependent on the availability of volunteers. Although this service is free, donations of any amount are always welcomed and appreciated!

- Priority will be given to clients who have a financial need.
- Yard clean up and raking are provided by volunteers.
- If you cancel or decline the volunteer group, we will keep your request open, but due to the volume of requests, we may not be able to reschedule you.
- If a group cancels due to weather, we will do our best to reschedule you, but volunteer groups are not always able to reschedule to another day, and another group may not be available.
- Your yard must be free of pet droppings.
- You or someone from your home must be present while the volunteer group is working.
- You are responsible for providing compostable lawn bags or a yard waste container **and** disposal of yard waste.
- We do not clean gutters or do any tree trimming that requires a ladder.
- Although volunteers do not expect treats or refreshments, they are always welcomed!
- Volunteers always appreciate a warm welcome and a thank you for their help!



## **SNOW REMOVAL FAQ's**

**HOME offers snow removal for your driveway and sidewalks!** We try to match as many people as possible with each service provider, but service is dependent on the number of individuals we find to do snow removal. Please note, our rates for snow removal changed after the Wright County HOME Program was started. If you check snow removal on the form, we will send you a confirmation letter with your hourly rate for snow removal. Please call us at 763-416-7969 with any questions.

### **I have to leave for work at 9:00am, can the snow be removed before I leave?**

We are unable to guarantee that the snow will be removed by a certain time of day. The folks removing snow have 24 hours after the snow stops to remove the snow at each person's house.

### **How much will it cost to have the snow removed?**

The cost is based on your income. Our rates range between \$19-\$38 per hour (they come out whenever there are 2 or more inches of snow). We have a 1 hour minimum anytime our workers go out. Call us to find out what your exact rate would be!

### **Do I need to provide any equipment for the person removing my snow?**

No, the person removing the snow will bring their own shovel, snow blower and/or plow truck with them to each home. For longer or curved driveways, we ask that you consider adding marking stakes.

**SNOW REMOVAL FAQ's** Cont'd from previous page**Where will they remove snow at my house?**

The person removing your snow will remove it from your driveway, clear 2 entrances to your house, city sidewalk, and around trash cans if you live on an alleyway. We are not able to clear large decks, patios, or remove snow from the roof.

**Do I pay them when they are there to remove the snow?**

No, we will send a bill to you at the end of the month. We ask that you don't give them any monetary tips, but saying thank you means a lot!

**How do I know if it has been 2 inches of snow or more?**

You will be communicating with the person who will remove your snow directly and can reach out if you have a question for them. Please give them time to respond to your call, as they often have other commitments, school, or jobs that they are working around.

**Can I just call them the times I want snow removal?**

We do ask that you sign up to use it anytime it snows 2 or more inches. We often have a long waiting list for snow removal and if you aren't using it regularly we need to offer that spot to another person.

**I live in an association and/or have my driveway plowed. Can I just have the main walkway shoveled?**

We are offering a new variation of our snow-removal policies for Wright County HOME Program participants, and can offer walkway-only shoveling. Please call 763-416-7969 for more information.

**HOUSEKEEPING**

Do you need a hand with routine house cleaning? Our housekeeping staff helps with basic cleaning and light housekeeping tasks such as: floors, dusting, bathrooms, kitchens, laundry, and running small errands. Cleaning help is scheduled on a regular ongoing basis. To request regular, housekeeping services or get more information please call 763-416-7969.

- Housekeepers typically clean twice per month, for a minimum of two hours each visit. Other routine schedules can be discussed, so please contact the HOME Program Coordinator to discuss your needs.
- It may be necessary to arrange a deep cleaning before housekeeping services can be scheduled.
- Once you have requested housekeeping services, we will schedule an in-home visit to assess your needs and living environment before assigning you to a housekeeper.
- Services are provided on a sliding fee scale based on income.
- Housekeeping bills are sent out monthly and we are only able to accept checks or money orders for payment at this time. We are working toward offering online payment options.
- Cleaning staff do not do heavy lifting or complete large organizing projects.
- Organizing is available for \$50/hour with a two-hour minimum, please call 763-416-7969 for more information.
- Cleaning supplies must be provided by the homeowner.
- Our housekeepers will clean floors, but they typically do not get down on their hands and knees.
- Workers will do their best, however they may use a different cleaning method than you do to clean your home. Communication with your cleaner is essential for setting and meeting expectations.

## MINOR REPAIRS FAQ's

Do you have some repairs you want done around the house? Our outstanding Handypeople are available to help with minor repairs. Minor repairs are small repairs that do not require a license or permit, and can be completed in a day. We can do work before you need a licensed plumber (replace faucets, toilets, garbage disposals), but we can't work with any pipes or soldering. We can also do work before you need a licensed electrician (replace ceiling fans, outlets, light switches), but we can't run any new wiring. We do not do any remodeling, flooring, or roofing. To request service, contact us at 763-416-7969.

### **How much does it cost to use a Handyperson with The HOME Program?**

Our rates are based on your income. The rates range between \$18 - \$36/hour. We do have a 1 hour minimum, so we recommend that you have tasks to fill up that hour. If it goes over an hour, the time is rounded to the nearest 15 minutes.

### **How do I schedule a Handyperson? How long will it take to get someone?**

Please call the HOME Program Coordinator at 763-416-7969 to make your request and connect you to a Handyperson. They will be in touch within a couple days to set up a time that works for both of you. Often repairs are scheduled within a week of making a request for service, but depending on the number of requests or your availability it could take longer.

### **Do I need to provide any tools or materials for the Handyperson?**

The Handyperson will bring the tools that they need for the project. They can pick up the materials for you, but you will need to reimburse them for any materials they purchase for your job and for the time it takes for them to get the materials. Occasionally, sur-charges for additional equipment use are necessary, but we will consult with you if additional equipment is needed and advise you of additional rental or usage rates.

### **Do I pay the Handyperson at the time of service?**

Unlike our other services you have the option to pay at the time of service or to have us send you a bill. When the Handyperson is done with the tasks at your house, they will fill out a sheet detailing what they did and the total cost of the repair. If you choose to pay at the time of service, your bill will be marked paid. They will give you the carbon copy of the sheet for your records.

### **I have used a HOME Handyperson before. Should I call them directly or contact the HOME Program Coordinator to make a new appointment?**

Please call the HOME Program Coordinator at 763-416-7969 when putting in any new requests. We try to pair you with the same Handyperson each time, but sometimes the regions that they are working in or their schedule changes and the same person may not be available.



## **Do you need help with renewal forms?**

Would you like some help filling out your renewal forms? Our HOME Program Coordinator can help you! Call 763-416-7969 to make an appointment with our program coordinator at either the Crow River Senior Center in St. Michael, or the Monticello Senior Center in Monticello.

### Senior Community Service Hosts 4th Annual Technology Conference

Did you know that Senior Community Services sponsors a technology conference? In its fourth year, the Reimagining Aging Conference is all about Technology for Independent Living. Experts in the fields of technology and aging gather together to share the latest information about how older adults can live a high-quality life and increase their independence through the use of accessible technology.

Tickets for seniors are a bargain at just \$15. This year’s focus will be on seniors and transportation. Our keynote panel will feature a dynamic conversation on the future of transportation specifically as it relates to accessibility for older adults and others with physical limitations. Featured panelists, John Doan of Mobility4All, Courtney Whited from DHS, and Keith Mensah from MNDoT, will discuss how government agencies, city planners, and private companies will have to implement these emerging technologies, such as autonomous vehicles, in a way that is effective, accessible, and safe for all members of our communities.

Thursday, October 3, 2019 | 1pm – 4:30pm  
Metropolitan Ballroom, Golden Valley, MN

For Reimagine Aging Conference ticket information call Collin at 952-767-7889 or email [c.brehmer@seniorcommunity.org](mailto:c.brehmer@seniorcommunity.org).

### Senior Community Services Staff Stay Up to Date on Aging Issues

Several staff attended the Age Odyssey Conference 2019, in Duluth this summer. Every two years, attendees of this two day conference centered around aging and disabilities issues come together from a variety of nonprofits and government agencies from all over the state of Minnesota. It's a wonderful opportunity to share information and stay up to date on current issues.



Joe, Brooke, and Bethany getting ready for Age Odyssey



Walter White, CEO of Allianz and Senior Community Services Board Member speaking at the 2018 Reimaging Aging Conference



Brenda Cornell, HOME Program Handy Person, asking a question at the 2018 Reimaging Aging Conference



Jon, Brooke, Bethany, and Joe showing off our e-poster at Age Odyssey