

# Neighbor to Neighbor Programs In the Greater Williamsburg Area



## Community Action Plan On Aging

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*Enhancing Quality of Life for Seniors*

*A Program of the*

*Senior Services Coalition of Greater Williamsburg*

# Community Action Plan on Aging for Williamsburg 2010-2020

- The Community Action Plan on Aging (CAPOA) is a 10 year plan that outlines the activities necessary to make the Greater Williamsburg Area a more livable community for seniors.
- The Plan was created through research, interviews and community forums.
- Initiated by: The Senior Services Coalition (2008)
- Implementation began in 2010

# CAPOA Identified four Priority Areas

The Plan identifies four issues for action:

- Helping seniors and caregivers with Awareness of and Access to Resources
- Focusing on the needs of Vulnerable Seniors
- Designing neighborhoods to be age friendly through Housing and Neighborhood Support
- Recognizing Seniors as a Resource by valuing the contribution of seniors and enhancing opportunities for their engagement in the community.

# Neighbor to Neighbor Programs

- Examples of successful local Neighbor to Neighbor Programs
- CAPOA Housing Committee developing a step-by-step guide describing how to create a N2N program. Will be on SSC's website by October.
- Steps often used to create a N2N Program:
  - Planning – Bring together core group, identify community needs and interests, program structure
  - Implementation – Community kick-off, recruiting and training volunteers
  - Maintenance – Ongoing communications and outreach, addressing volunteer turnover

# Colonial Heritage

## Neighbor to Neighbor Program

- Mission: To help neighbors in times of need.
- Formed in 2006, when a resident invited neighbors into her home to discuss ways to help a new neighbor who had just lost a spouse.
- Created a vision statement, mission statement, goals and guiding principles as well as Block Captain position description.

# Colonial Heritage

## Neighbor to Neighbor Program

- The community is organized into Blocks comprised of about 20 homes, with Block Captains and Co-Captains.
- Block Captains meet every 2 months to share information, identify needs and develop ways to address.
- Offer trainings for new Block Captains as needed.

# Colonial Heritage

## Neighbor to Neighbor Program

Block Captains are encouraged to refer services such as:

- Neighborhood watch if homeowners are away
- Meals if needed
- Help in an emergency
- Organize events that contribute to the community, such as the Memory Walk
- Initiate new projects as identified by or through the Block Captains, such as the Caregivers Support Group.

# Colonial Heritage

## Neighbor to Neighbor Program

- Developed a strategy to include all members in a role that they are comfortable with e.g.: teacher sends cards to residents.

Offer ongoing events:

- Caregivers Support Group meets 3<sup>rd</sup> Thursday of each month.
- Organize Spring and Fall meetings that offer a variety of topics and are open to community.

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# Kingspoint

## Neighbor to Neighbor Program

- Formed in 2009 when a founding member of the Beacon Hill Village presented information about the Village Model. A number of residents attended the meeting and a core group of peoples interested in creating a N2N Program was formed.
- The group decided not to follow the Beacon Hill model. Instead of a large membership fee and paid staff, the group decided to develop a program run by volunteers. Also unlike the Beacon Hill Village, which limits membership to those 50 and over, the program is inter-generational and serves people of all ages.

# Kingspoint

## Neighbor to Neighbor Program

- Developed community survey to identify the types of services and support residents wanted.
- Survey asked residents what services they were willing to provide and which services they were willing to receive.
- Survey used to develop a list of resident-recommended vendors (handyman, painter, etc.)
- Allowed residents to provide contacts to be notified in an emergency.

# Kingspoint

## Neighbor to Neighbor Program

Types of assistance offered:

- Transportation (appointments, functions, library, store, etc)
- Shopping/grocery or pharmacy pick-up
- Food prep/food pick-up
- Small tasks around the house (e.g., changing light bulbs)
- Dog walking or other pet care
- Light yard work
- Weather-related tasks (e.g., salting sidewalks, shoveling snow, removing debris)
- Emergency child care

# Kingspoint

## Neighbor to Neighbor Program

- Structured around small blocks of roughly 8 homes, each of which has a Block Captain.
- Block Captains meet every 3 or 4 months.
- Ongoing communication - An article is placed in the Kingspoint newsletter each month, so that residents are kept aware of the program and the services it provides.

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# Ford's Colony

## Neighbor to Neighbor Program

The Caring Neighbors of Ford's Colony is an organization of neighbors helping neighbors in times of need. The program, which was begun by the Homeowners Association, offers a variety of services, including:

- Transport residents unable to drive to the doctor, hairdresser, pharmacy, grocery, etc. and to meetings and events within Ford's Colony. They will also run errands.
- Help replace furnace filters and fire alarm batteries, change light bulbs in hard-to-reach places and more.
- Prepare meals for residents who are ill, who have had surgery, who are weary from extended illness or treatment program or who have recently lost a loved one.

# Ford's Colony

## Neighbor to Neighbor Program

Services provided (cont.):

- Provide short-term loan of car seats, strollers, high chairs, cribs, toys, etc.
- Loan medical equipment including crutches, walkers, bathroom commodes and wheel chairs.
- Send a note of condolence when there is a death, a note of support when there has been a surgery, and a note of congratulations when there is a new baby in Ford's Colony and offer other information and support.

The goal is for each block to have a Neighborhood Liaison who helps to identify neighbors in need and helps communicate the services of the Caring Neighbors Program.

# Ford's Colony

## Neighbor to Neighbor Program

- In 2008, the HOA Board asked five residents to look into the concept of aging in place and make recommendations.
- The Aging in Place ad hoc committee was formed.
  - Reviewed several aging in place “villages”.
  - Looked carefully at our community and discovered that Greater Williamsburg had a wealth of services and service providers including Ford's Colony's “Caring Neighbors”.
  - Determined that not many people were aware of the many services and didn't know how to find them.

# Ford's Colony

## Neighbor to Neighbor

### Aging in Place (cont.)

- Set up a simple web page listing with approximately 25 categories of services.
- Ford's Colony's HOA is available to help individuals not comfortable using the internet.
- Aging in Place now called an "Interest Group"
  - Communication via articles in Ford's Colony monthly newsletter, send periodic e-mails to all residents.
  - Occasionally host seminars on health related issues for residents.

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*For more information, contact Diane Hartley at  
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