



Member Handbook

Contact Information

The Resource Hub – Located in Yemassee Crafts Center - Open Mon-Fri, 9 am to 3 pm

Member Request for Services phone - 843 705-2258

Mailing Address - P O Box 1281, Bluffton, SC 29910

Website - www.stayingconnectedschh.org

Scheduling Services

Members call the Resource Hub to make a request for their qualified services. Requests should be made as far in advance as possible to give enough time for a Volunteer to fill the request. No request will be accepted for same day services. All requests must be made through The Resource Hub so that our insurance is in place to protect both the Member and the Volunteer.

If a service request needs to be cancelled or rescheduled, the Member needs to call the Resource Hub to cancel or reschedule as soon as they know of the change. If possible, call when the Resource Hub is open. Any message left on the answering machine after hours, will not be retrieved until the following business day. To schedule transportation for medical appointments, the Member must provide the name of the doctor or office, the exact address and the name of the Member with the appointment.

Staying Connected Services

Staying Connected will do its best to provide all services requested, but there is no guarantee we will be able to fill every request. Members will be notified if their requested service cannot be filled. If no Volunteer is available, the Resource Hub can provide a list of services for hire.

Staying Connected has some limits on services. Volunteers are not allowed to lift, do personal or nursing care, provide housework, prepare meals, or give medications to Members. We do not provide transportation if someone in the immediate family living in Sun City is capable of driving. Services are provided only during daytime hours and only from Monday to Friday. Staying Connected is not available during the weekends. We are not an emergency organization. In case of emergency, call 911.

The Resource Hub

The Resource Hub is our office, located in the Yemassee Crafts Center. Members call the Hub to request services. Information in the Resource Hub is available to all Sun City residents and their families. Information about resources in our local area includes, but is not limited to, medical and non-medical home care, transportation, day programs, care management, nutrition services, elder care attorneys and medical equipment loan closets. Staying Connected does not endorse or recommend any specific service or organization.

The Staying Connected website, stayingconnectedschh.org, includes direct links to resources such as the South Carolina Access Help, United Way of the LowCountry, Senior Services of Beaufort County and LowCountry Council of Governments.

Home Visits

All visits are generally scheduled for once or twice a week for no more than two hours. The visit may include activities of interest to the Member, such as conversation, letter writing, reading aloud, watching television, and playing games.

Companionship visits will be provided to Members who are housebound, either temporarily or longer-term, for purposes of providing social contact.

Caregiver Relief Visits will be provided to Members in their home to give the family caregiver an opportunity to leave the home for a short while. Caregivers are asked to complete a form which includes information about how they can be reached during the caregiver visit.

Basic Home Maintenance

Services include replacing batteries in smoke and carbon-monoxide detectors, replacing overhead light bulbs, and replacing air filters. Members are expected to provide necessary supplies. Requests for services not listed will be performed at the discretion of the Home Maintenance Team.

Major repair work is not within the scope of our program, but The Resource Hub can provide a list of handymen available for hire.

Reassuring Calls

Weekday morning phone calls are provided for Members who live alone and would like a personal call to check on their well-being. If a Member knows they will not be home to respond to the call, they must contact the Resource Hub in advance.

Transportation

Transportation is provided only for medical appointments and grocery shopping in the local area. Members should make requests as soon as an appointment is set to allow time for a Volunteer to schedule. Grocery requests can be scheduled automatically on a weekly or every other week basis. Volunteers can assist with grocery shopping, but cannot shop for members or accept money to do so. We do not go to warehouse or big box stores.

Members must be able to get into a car with little or no assistance. Canes, walkers, and portable wheelchairs can be accommodated. Members should indicate if they have difficulty entering a particular type of vehicle. If a member needs more assistance, a spouse or friend can accompany them and should be included in the request. Accommodations can be made if the Member can only ride in their handicapped equipped van but the process requires advanced planning.

Who are the Staying Connected volunteers?

Volunteers are your neighbors, residents of Sun City, who are giving generously of their time. They are trained, vetted, insured, and understand our services, policies and procedures. Volunteers cannot accept gifts or money, even for gas or lunch.

Clear and open communication between Members and our Volunteers is essential. Any questions, concerns, or comments can be shared with the Volunteer, the Member Coordinator or The Hub.

Pledge to our Members.

We will treat our Members with respect, dignity and courtesy.

We will honor our Member's right to privacy. The information our Members share will be used only when necessary to provide the most helpful service possible.

We will not solicit for any cause other than Staying Connected, nor impose any belief or philosophy on a Member.

Emergency Closure Information

In the event that community buildings are closed for any reason, including a mandatory hurricane evacuation, Staying Connected will close our office and suspend services. Please be aware of the following information.

- Every member will receive an automated phone call from Staying Connected to let them know that Staying Connected is closed until further notice.
- We will attempt to fulfill transportation services scheduled during the closure if doctors' offices are open and groceries are needed. But all other services will not be provided once it is announced that Staying Connected is closed.
- Any services scheduled during the time Staying Connected is closed will be cancelled.
- Staying Connected cannot assist Members for hurricane evacuation.
- Staying Connected cannot put up or remove hurricane shutters.
- During the time Staying Connected is closed, no one will be answering the phone. Please do not leave messages.
- When Staying Connected re-opens, Members will receive an automated phone call announcing that services are now available.
- After Staying Connected reopens, Members will need to call in a request for any service cancelled during closure.