



Member Handbook

Staying Connected is a not-for-profit volunteer organization that provides information and services to residents of Sun City Hilton Head in Bluffton, SC. We welcome all Sun City residents as potential members. A range of services are available to help members stay involved in our active community. This Handbook provides detailed information on our services.

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

Mission Statement

Staying Connected is committed to assisting Sun City Hilton Head residents to remain engaged in our active adult community by providing a helping hand and access to information, support, and services which allow them to address life's challenges.

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.

Membership

Membership is defined as a household that has applied for membership and has completed the established Intake process. All persons living in the home must be members even if not related. If a person permanently moves in they must become a member and another interview will be done by Staying Connected.

Staying Connected Services

Staying Connected will do its best to provide all qualified 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 limitations on services. Volunteers are not allowed to lift, provide personal or nursing care, do housework or prepare meals, or give medications to Members. We do not provide transportation if an immediate member of the household is capable of driving. Services are provided Monday to Friday; normally expected to occur between 8 am and 5 pm. Staying Connected is not available during the weekends. We are not an emergency organization. In case of emergency, call 911. Volunteers will not act as the member's medical advocate, take part in the discharge process, or sign any discharge instructions or treatment plans.

The Resource Hub

The Resource Hub is our office, located in the Yemassee Crafts Center. Members call the Hub to request services. Members should notify the Resource Hub of any changes in their information, such as phone number, email address, or changes to their local or family contacts.

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 loans. 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 and Jasper Counties and LowCountry Council of Governments.

Liaison Calls

Staying Connected Liaison Volunteers phone members once a quarter to discuss any number of topics currently affecting members' lives, how Staying Connected may be able to help, to offer alternatives if member needs are not within our scope of service, answer members' questions, alert members of changes to Staying Connected services, and generally to serve as a friendly voice to our members.

Home Visits

Visits are available to any member household upon request, but may require pre-approval to ensure the safety and welfare of the member and our volunteers. 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. If weapons are present in the home, they must be secured in an appropriately locked drawer or cabinet during our visits. Volunteers must be made aware of any surveillance cameras in use in the home.

Companionship visits will be provided to members for purposes of providing social contact.

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

Social Telephone Calls may be provided in place of a Home Visit.

Basic Home Maintenance

Basic home maintenance is available for the purpose of providing simple services. It does NOT include work that would normally require the hiring of professional handymen, carpenters, painters, plumbers, electricians, landscapers, cleaning services, etc. Simple 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 or may reimburse the volunteer who is providing the materials. 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 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 services are intended to help a member who has no other reasonable transportation options. Transportation is provided only for medical appointments and grocery shopping in the local area.

- Local area for medical appointments is defined as within Beaufort and Jasper Counties, the Savannah area and, as drivers are available, the Charleston area.
- Local area for grocery shopping is defined as Bluffton, Okatie and the immediate Hardeeville area.

Requests for transportation must be made during the calendar week before the appointment. 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. Staying Connected will provide transportation for grocery shopping to traditional grocery stores (e.g., Publix, Food Lion, Kroger's, et al.) and the Hardeeville Walmart. Volunteers should not be expected to lift any package or bag exceeding 15 lbs.

Members must be able to get into a car with minimal 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 and approval.

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 allow 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.

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 be retrieved 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 and any others who will be accompanying the member.

No Response Process

In the event that the member does not respond to scheduled telephone calls, transportation or in-home service requests, Staying Connected “No Response Follow Up Procedures” will be activated in order to ensure the safety and security of our members.

The procedure ranges from contacting the member’s emergency contacts to contacting a doctor’s office to calling Securitas and/or the Sheriff’s office.

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, the Liaison, or The Hub.

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 scheduled transportation services during the closure if doctors' offices are open or groceries are needed. But no other services will be provided once it is announced that Staying Connected is closed. New requests will not be accepted.
- Any services scheduled during the time Staying Connected is closed will be canceled.
- 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 the Hub to re-schedule any service request canceled during the closure.