



PILOT
INTERNATIONAL

Do More. Care More. Be More.

2020-2021

**PICK ME UP
MANUAL**

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What is a Pick Me Up?

Introduction to Pick Me Ups

Pilot International stands poised to positively impact the lives of countless individuals around the globe and promote awareness for the demands and challenges they face every day. We uplift and appreciate caregivers by providing needed services or small gifts to brighten their day, also known as Pick Me Ups.

Pilot International and its members are called to Do More. Care More. Be More. Therefore, our core service areas include: Brain Safety & Fitness and Caring for Families in times of need.

Our service model fosters a diverse group of people who care for their communities and want to make the world a better place. We are proud of our multi-generational membership and our dedication to service in our communities worldwide. In essence, Pilot is a family that cares for each other and our communities around the world. Our Pick Me Up program is an extension of the many ways we care.

When you do something meaningful, you do more than just change the world, you increase your happiness. In 2009, psychology researcher Michael Steger found that meaningful work makes people happier and more effective in their daily lives. It turns out that people, who work to change the world, also receive a great benefit from their efforts. Pilot International Pick Me Up program is no exception in fact; Pick Me Ups do the following:

- Touch people all over the world.
- Create greater visibility for Pilot International and the deserving caregiver(s)
- Help our organization GROW.

The Mission and Vision of Pick Me Ups

The Mission of the Pick Me Up Initiative

The Pick Me Up program seeks to uplift and appreciate caregivers by providing needed services or small gifts to brighten their day.

The Vision of the Pick Me Ups Initiatives

The vision of the Pick Me Up program is to promote the needs of caregivers by providing random acts of kindness for their meaningful deeds.

Program Overview for Caregivers, Individuals and/or Groups:

Caregivers are adults, youth, doctors, nurses, teachers, social workers and more who specialize in meeting the needs of a loved one. This manual was developed to address the needs of caregivers and how to implement a Pick Me Up. At its most fundamental level, the Pick Me Up program is here to provide additional care and kindness to caregivers, individuals and groups so we can realize our vision that all are valued.

Pilot International is Here to Help

Always remember, Pilot International is here to help. For questions please contact us at pickmeups@pilothonq.org.

Who is a Caregiver?

Caregivers are the unsung heroes and heroines of our health care system, and they need support. What support do they need? According to the National Alliance for Caregiving: “The most popular aspects of caregiving for which caregivers would like help with or information about are: keeping their loved ones safe at home (37%), managing their stress (34%), easy activities to do with their care recipient (34%), and finding time for themselves (32%).” Caregivers are mothers, fathers, daughters, sons, spouses, neighbors, youth, therapists, lawyers, teachers, veterans, doctors, nurses and more. They are a remarkable group of people who provide services to others throughout the world and we wish to recognize their contributions to our communities.

How to find Pick Me Up Recipients:

The Pick Me Up program will be a resource for caregivers. It is also a way for groups to connect with caring Pilots in their communities and assist with who should receive a Pick Me Up. In addition, Pilot International is a resource provider with information on different resources available throughout the community. Please see our resource guide located at the back of this manual for details.

What are Pick Me Up Gifts?

What are Pick Me Up Gifts?

Pick Me Up gifts can be big or small. Your club will determine the type of Pick Me Up to distribute. The important thing to remember is to base your Pick Me Up off of someone who is close to the caregiver (preferably family or friends). Regardless of club size, Pick Me Ups should be determined by the recipient's needs and interests. The following examples show possible suggestions for potential Pick Me Up recipients. Keep in mind your club resources will also help to determine the type of Pick Me Up that will best be suited for the recipient.

Note how the options start out small and increase to extravagant gifts.

EXAMPLE 1: A wife in her 60s has a husband with dementia. He requires help eating and must have 24-hour supervision due to paranoia and hallucinations. The wife has very little income. Her stress level is high, and she has back pain.

Option A – Small Pick Me Up:

- Bake her a plate of cookies or a pie
- A gift certificate for a manicure
- A gift certificate to local grocery store
- Provide a list of caregiving support resources

Option B – Medium Pick Me Up:

- Bake her a plate of cookies or a pie
- A gift certificate for a manicure
- A gift certificate to local grocery store
- A recipe book
- Provide a list of caregiving support resources

Option C – Large Pick Me Up:

- Bake her a plate of cookies or a pie
- A gift certificate for a manicure
- A gift certificate to local grocery store
- A recipe book
- A gift certificate for a day spa service
- A gift certificate for a restaurant that does take-out
- A list of caregiving support resources

EXAMPLE 2: A teenaged boy must come home immediately from school every day and stay at home each weekend to care for his younger sister who sustained a traumatic brain injury and

requires around-the-clock supervision and care. His single mother works two jobs (nights and weekends) to provide for her two children. They have no family close by, so both the mother and the sister rely entirely on the teenaged boy for help while the mother is at work.

Option A – Small Pick Me Up:

- A video game
- Information about where to sign up for a First Aid/CPR class
- A list of caregiving support resources

Option B – Medium Pick Me Up:

- A video game
- Information about where to sign up for a First Aid/CPR class
- A quick reference book on First Aid/CPR
- A list of caregiving support resources

Option C – Large Pick Me Up:

- A video game
- Information about where to sign up for a First Aid/CPR class
- A quick reference book on First Aid/CPR
- A gift certificate from a department store (Target, Walmart, BestBuy etc.) where he could purchase either another game or something else for himself.
- A list of caregiving support resources

EXAMPLE 3: An honor flight for veterans is preparing to leave from your community to tour Washington D. C. and you would like to make their flight and trip easier.

Option A – Small Pick Me UP:

- Goody bag with candy
- Information about how to find honor flight schedules and point of contacts.

Option B – Medium Pick Me Up:

- Goody bag with candy
- Information about how to find honor flight schedules and point of contacts
- Goody bag with items to take on flight (tissues, paper, pen, hand sanitizer, gum, life savers, and towels)
- Work Searcher/Crossword Puzzles (\$100 or donated)

Option C – Large Pick Me Up

- Goody bag with candy
- Information about how to find honor flight schedules and point of contacts
- Goody bag with items to take on flight (tissues, paper, pen, hand sanitizer, gum, life savers, and towels)
- Work Searcher/Crossword Puzzles (\$100 or donated)

- Pay for one veteran guardian for the flight (\$500 or donated)

EXAMPLE 4: An individual in town has been stricken with cancer or a serious illness. The family does have medical insurance, but not enough to cover all expenses. The family needs money to pay for his treatments that their insurance does not cover.

Option A – Small Pick Me Up:

- Bake casseroles
- Make soup for the family
- A list of support groups in the area

Option B – Medium Pick Me Up:

- Bake casseroles
- Make soup for family
- A list of support groups in the area
- Offer to buy the family groceries one week per month

Option C – Large Pick Me Up:

- Bake casseroles
- Make soup for family
- A list of support groups in the area
- Offer to buy family groceries one week per month
- Offer to assist with medical bills

Program Guidelines

Here are some helpful program guidelines to determine who should receive a Pick Me Up:

A family caregiver is defined as a person who is a primary caregiver for a family member who needs care 24-hours a day. A youth is a qualified family caregiver if he or she spends time every week on their non-school hours helping a family member with medication, grooming, bathing, cooking, and/or feeding.

In choosing a non-family caregiver you should first consider how many individuals will receive a Pick Me Up. As people bring potential Pick Me Up recipients to your club you should consider each and every idea. When considering who should receive a Pick Me Up you should consider what would constitute a Pick Me Up.

Using Pick Me Ups for Growth

Pick Me Ups can be used as a growth program for your clubs. Be sure to use Pick Me Up logos on Pilot International's website so those who receive the Pick Me Ups know where it came from. When doing Pick Me Up bags, label it with the Pick Me Up logo found on the Pilot International website. Be sure to include your club information on the other side. By using the logo and your club's information, whoever receives a Pick Me Up will know who to contact should they need additional information about your club and Pilot International.

How Do I Give a Pick Me Up?

Program Steps

The 8 steps to a Pick Me Up can be summarized with the acronym C.A.R.I.N.G.:

- **Choose** which club member, caregiver, individuals or groups to approach.
- **Ask** each club member to bring forward suggestions on a Pick Me Up recipient.
- **Review** all options, determine what your budget will allow and select a caregiver.
- **Interview** the potential recipient and determine what your club is able to provide.
- **Notify** Pilot International and request a grant for a Pick Me Up.
- **Give** Pilot International the Pick Me Up Report to celebrate Pick Me Up success.

Here are 8 quick steps detailing how to give a Pick Me Up!

- 1) Step 1: Send an email to pickmeups@pilothonline.com stating that your club is ready to start the Pick Me Up program so Pilot International can support you and answer any questions you may have.
- 2) Step 2: Ask club members to send you names of potential caregiver. You can also ask local organizations to nominate someone as well.
- 3) Step 3: Pick a caregiver the club would like to approach
- 4) Step 4: Contact the potential caregiver to determine what their Pick Me Up will be.
- 5) Step 5: Put together the Pick Me Up.
- 6) Step 6: Deliver Pick Me Up (Be sure to take pictures).
- 7) Step 7: Report to Pilot International (via pickmeups@pilothonline.org) how the Pick Me Up was received!
- 8) Step 8: Report to Pilot International how the Pick Me Up program went at Pilot year end.

Program Materials & Printing Information

In order to help Pilot and Anchor Clubs promote the Pick Me Up program, Pilot International has created a number of promotional and informational materials for clubs to download, personalize, print and distribute throughout their communities. These materials and instructions for their use can be found in the Pick Me Up Resources section of the Pilot International Website.

1. All of the materials can be customized with your club's information and have small-quantities printed on your own computer or by a local quick print service. Large printing chains such as FedExOffice/Kinko's or the copy shops found in big-box office stores (Office Max, Office Depot or Staples) are also easy options. Pilot International also has established relationships with several printing companies (with franchises across the

country) who have agreed to provide discounted services to local Pilot and Anchor Clubs. Information about all of these services can be found on the Pilot International Website.

How to Apply for a Pick Me Up Grant

The Pick Me Up Grant form application is found in the addendum of this manual. Grant applications will be reviewed quarterly by the Pilot International Staff and Executive Committee. The deadlines for each quarter are on or before:

- September 15
- December 15
- March 15
- June 15

Each club is eligible to receive one (1) Pick Me Up Grant per Pilot year.

NOTE: If a grant request application does not meet criteria in one quarter, the submitting Pilot Club may reapply in a future quarter.

Grant application should be emailed or mailed post marked by the above deadline to Pilot International. Marky your envelope: **“Pick Me Up Grant Application enclosed”**

Fundraising Techniques

Fundraising Techniques

This chapter will provide information on fundraising and special events, soliciting individual donors, and grant writing for Pick Me Ups. One type of fundraising may, and probably will be, much more appealing to you than another. Each fundraising activity requires different skills. Discuss your options with club members to pick the fundraising techniques that work best for your club and always make sure to send a thank you letter to donors once the money and gifts start rolling in!

The Pilot International fundraising coordinator is also available to discuss options that will make your fundraising strategy successful.

Current Fundraising Projects

Your first step is to look at your club's fundraising strengths. Start with considering your recent fundraising successes. Pilots and Anchors have a long and proud tradition of fundraising. Bake sales, pancake breakfasts, luncheons, fashion shows, and other past fundraisers can be ideal special events to support Pick Me Ups.

A fundraising project for Pick Me Ups not only supports family caregivers, individuals and groups but also raises awareness about Pilot International in general. It allows us to be united in a common cause and grow our clubs for many more years of service and caring!

Special Events

It is recommended that Pick Me Up programs have some sort of kickoff event such as a fundraiser. You can hold a small kickoff event and a separate fundraiser if you wish. Below are three tips about fundraising for special events to help you in planning your next event:

Tip 1: Invite, Remind, and Remind

With any event, it is important to not only invite people but to remind them to attend through follow up emails and calls to get them to RSVP. Post information about the event on social media sites, and provide information about the event to get people excited about attending. If they cannot come, ask them if you could follow up later so they can learn about the program and how they might be able to help.

Tip 2: Details, Details, and Details

It's all in the details! Engage club members that are good at paying close attention to details. Small touches like table decorations, display of club pictures and sample Pick Me Ups can add a festive touch that makes the event extra special. Seek out club members who love this type of project and get them energized and engaged about decorating. **(Keep a list of all the details of that must be managed: set up, clean up, food, and who is doing what. This practice will help keep you on track. It will also help to have a script or key talking points for speakers so they can get through the important facts that you want them to share about family caregivers, individuals and groups in attendance.)**

Tip 3: Flexibility and Creativity

The day of the event will bring lots of questions. Make sure you are ready to answer questions and get ready to be creative and flexible when things do not go as planned. You may have to change where tables are positioned or stand in for a speaker that is sick. Have two or three club members working with you that you train on details of the event so they can help you make any last minute decisions that must be addressed quickly.

Program Outcomes

Program Outcomes

In order for the organization to ensure we are providing a high quality program, an evaluation is needed to measure program outcomes. Each club's information can be entered online for review.

Information gathered will help with public relation materials, fundraising efforts, and program improvement. Data will be shared with club members through meetings, emails, social media, and newsletters. Pilot International will have access to all club information online in order to provide a comprehensive picture of how the program is developing.

Pilot International would like to hear about different creative approaches each club is taking to outreach, fundraise, and present to caregivers, individuals and groups with their Pick Me Ups. Pilot International will put together a list of best practices and success stories from your feedback to share with other clubs and send out information to address common challenges.

Pilot International is here to provide support. We will answer questions, help with program concerns, celebrate successes, and make sure all clubs are updated on the amazing work done throughout this initiative by our caring members.

National Care and Kindness Week

Pilot International will provide materials for local businesses and community groups on our website that will aid in raising awareness and support to caregivers, individuals and groups. The program is also a part of Pilot International but is a separate from the Pick Me Up Program.

Awareness week activities should be of interest to organizations that you come in contact with. Be encouraged to share information with local supporters. This is a way to promote Pilot as a group of caring individuals, and to showcase the many ways we are making a difference in communities around the world.

Program Support and Updates

Pilot International's staff is ready to assist you in program implementation. Email us at pickmeups@pilothonq.org to ask questions, set up a time to talk, or share information about your program.

Pilot International will prepare and post updated versions of this manual as needed. Future versions will also be able to include feedback from clubs and examples of Pick Me Ups.

Thank you for being a part of the Pick Me Up program. Our initiative is to support caregivers, and to create a world where all are valued. Together, as Pilots and Anchors, we will continue to make a difference in the lives of many!

Resource Guide

- <http://InspireMyKids.com> is a place where people can find inspiring, age-appropriate, real-life stories, videos and projects to share with the children and teens in their lives to help them take positive actions and become the best people they can be.
- <Http://www.ItStartsWith.Us> is to build a global community of individuals focused on making a positive impact in the lives of the people around them. Each and every one of us has the ability to change the world by touching lives in this way. And when we hear stories about the positive things others are doing, we become more aware of the opportunities we have to make a difference for the people around us. In addition to the global team of thousands of people who join together each and every week to make a difference in this world. These groups do some powerful things for people who are going through a tough time in life.
- <http://www.honorflight.org> Honor Flight Network is a non-profit organization created solely to honor America's veterans for all their sacrifices. We transport our heroes to Washington, D.C. to visit and reflect at their memorials. Top priority is given to the senior veterans – World War II survivors, along with those other veterans who may be terminally ill. Of all of the wars in recent memory, it was World War II that truly threatened our very existence as a nation—and as a culturally diverse, free society. According to the Department of Veterans Affairs, an estimated 640 WWII veterans die each day.
- <http://childrensmiraclenetworkhospitals.org> Right now there's a Children's Miracle Network Hospital working to save the lives of kids in your community. In fact, 62 children enter a Children's Miracle Network Hospital for treatment every minute — that's one child every second. Some are battling cancer. Some are suffering from a traumatic injury. Others require constant care because they were born too early, or with a genetic disease. Regardless of why the kids are there, Children's Miracle Network Hospitals always have their doors open.
- www.caregiving.org is the website for the National Alliance of Caregiving, a coalition of many different types of agencies that support caregivers.
- www.caregiver.va.gov is a website devoted to resources for caregivers of veterans. A manual providing self-care tips for caregivers is posted on the website.
- www.aacy.org is the website for the American Association of Caregiving Youth. This organization provides activities and support for youth caregivers.

- www.aarp.org/home-family/caregiving is the website for the American Association of Caregiving Youth. This organization provides activities and support for youth caregivers.
- www.caregiverstress.com provides many resources for family caregivers. This includes a phone number for 24-hour support and resources.
- http://kidshealth.org/parent/positive/talk/parents_support.html provides many resources for family caregivers. This includes a phone number for 24-hour support and resources.
- <http://www.cdc.gov/family/specialneeds> provides a list of tips for caregivers created by the Centers for Disease Control and Prevention.
- <http://www.cancer.org/treatment/childrenandcancer/whenyouchildhascancer> provides resources for parents of a child with cancer created by the American Cancer Society.
- http://www.nami.org/Template.cfm?Section=For_Parents,_Caregivers,_and_Youth&Template=/ContentManagement/ContentDisplay.cfm&ContentID=37809 provides resources for parents of a child with cancer created by the American Cancer Society. Continue to explore their main page for more resources on cancer resources.
- <http://www.beremedy> is an organization connecting people who need help with those who want to give it via social media. We feel that most people would help if they simply knew the needs in their local community. Through applications like Twitter and Facebook, be remedy alerts people when someone in their community needs help. Members then respond to the message or pass on the message to those they feel can. You can be the remedy!



Pilot International Pick Me Up Grant Application

Grant Applications will be reviewed quarterly by the Pilot International Staff and Executive Committee. The deadlines for each quarter are **on or before:**

- September 15
- December 15
- March 15
- June 15

Each club is eligible to receive one (1) Pick Me Up grant per Pilot year. Please send completed applications to lia@pilothonq.org or pickmeups@pilothonq.org.

NOTE: If a grant request application does not meet criteria in one quarter, the submitting Pilot Club may reapply in a future quarter.

Pick Me Up grants are to be used to fund Pick Me Up projects that are planned and have not been completed. Grants funds are not to be used to reimburse clubs for Pick Me Up projects completed before the club received the grant. Grants will not be awarded for a Pick Me Up completed within 30 days of deadline submission date.

Grant Applications should be emailed or mailed by post by the deadline to Pilot International Headquarters. (Electronic signatures are acceptable and encouraged). Mark your envelope: **"Pick Me Up Grant Application enclosed"**. If emailing, Subject line should read: **"Pick Me Up Grant Application attached"** Allow time to receive the grant prior to the date the Pick Me Up will be delivered.

Goal: At its most fundamental level, the Pick Me Up program is here to provide additional care and kindness to caregivers, individuals and groups so we can realize our vision that all are valued.

Include:

Date of Application: _____

Club Name: _____ District: _____

Contact Name: _____

Address: _____ Phone: _____

Email Address: _____

Descriptive title of Pick Me Up project: _____

Estimate date Pick Me Up will be delivered: _____

Estimated date must be at least 30 days beyond the deadline submission date.

Estimated number of Pilots participating: _____ Total # of Club Members: _____

How many caregivers will receive the Pick Me Up? : _____

What is the amount of the grant you are requesting? (up to \$200): _____

On separate sheets of paper please provide the following:

1. Describe the Pick Me Up in Detail and how it relates to the Pick Me Up program goal.
2. Describe how and why your club decided to do this Pick Me Up.
3. Discuss the benefit to the recipient(s), as well as how the club members will be involved.
4. Attach an estimated itemized budget for the Pick Me Up.

Note: If Application with signatures is not received, the application will be disqualified.

IMPORTANT: Follow-Up Requirement

If the grant is awarded to your Club, you are required to submit the following to Pilot International within 30 days of the Pick Me Up. Failure to submit this information may require you to forfeit the grant funds and repay them. It may also disqualify you from applying for future Pick Me Up grants. No other request for this information will be sent, so please keep a copy of this application in your files.

Up to thirty (30) days after your Pick Me Up, please submit the following to PI Headquarters:

1. A description of the Pick Me Up, including who was present, date and time.
2. Any written or verbal responses from the recipient(s) and their names.
3. Photos taken at the Pick Me Up event, if possible.

Club President's Printed Name

Club Treasurer's Printed Name

Club President's Signature

Club Treasurer's Signature

Date received at Pilot International: _____

THANK YOU FOR YOUR PILOT SERVICE!

Pick Me Up Scoring Criteria Rubrics – Revised September 2020

Criteria	Exceeds Expectations 30 Points	Meets Expectations 18 Points	Does Not Meet Expectations 1 Points	Score
Project Selection	The project fulfills the intent of the goal of the PMU program and describes the role of the caregiver(s) to be served. 10 Points	The role of the caregiver(s) to be served is not described. 5 Points	The project does not address the goal of the PMU program. DISQUALIFIED NO FURTHER SCORING REQUIRED IF PROJECT FALLS IN THIS CATEGORY	
Caregiver Selection	How and why the caregiver(s) were selected is clearly defined. 5 Points	How or why the caregiver(s) were selected is clearly defined. 3 Points	No selection process identified. 0 Points	
Recipient Benefit	The benefits to the caregiver(s) and how the club members were involved is clearly defined. 5 Points	The benefits to the caregiver(s) or how the club members were involved is clearly defined. 3 Points	No benefit to the caregiver(s) or club member involvement identified. 0 Points	
Club Participation	75-100% club participation 5 Points	50-74% club participation 3 Points	Less than 50% club participation 1 Point	
Budget	An estimated budget is itemized. Statement as to need of the funding from PMU, such as expansion of existing project beyond Club funding capabilities. 5 Points	Budget is itemized. No statement of need for the funding. 4 Points	Budget is not itemized. 0 Points	
Bonus Points	+3 if recipient is a direct caregiver.	+2 if recipient is a Veteran or Civil Servant.	+1 if recipient is involved in a support group.	