



Member Handbook

Village Neighbors
Island Community House
6246 Mumford Street
Chincoteague, VA 23336
www.Village-Neighbors.org
757-336-1993

VILLAGE NEIGHBORS MEMBER HANDBOOK

Thank you for your interest in becoming a Village Neighbors member! We are pleased to share with you this information about member benefits, services and fees.

Village Neighbors Mission Statement

Village Neighbors is a program of the non-profit Island Community House dedicated to enabling seniors in Chincoteague to continue living safely and independently in their homes with meaningful connections to others. This mission is accomplished through volunteers who provide practical help and socialization.

Village Neighbors Goals

Provide services to Chincoteague senior residents through:

- Social, educational, and health and wellness programs
- Interaction with at-home visits
- Delivery of reliable minor handyman services
- Transportation to complete errands or attend appointments

Village Neighbors Member Services

Below are some of the services we provide but we encourage members to suggest other services they might need or want. To place a service request please call the Village Neighbors Membership Coordinator at 757-336-1993 Monday through Friday, 9:00 am - 1 pm or log on to www.Village-Neighbors.org. Call 911 for all emergencies.

If we are able to fill your request, a Village Neighbors volunteer will call you within the next two business days to confirm details and arrangements. If we are not able to fill your requests for any reason, we may refer you to our list of community resources.

Services Offered for Members

Transportation

Typical destinations include medical appointments, grocery stores, religious services, and social and cultural events. Driving may also include assisting members to and from their front door to the car, accompanying the member to/from the car to their appointment location, and helping to carry groceries or packages into the member's house. Drivers can be requested for regular or occasional trips.

Should members' medical needs require appointments off the island we may attempt to fill those requests or try to help find alternative transportation at member's additional expense.

Friendly Visits and Social Interaction

Friendly visits provide the member with short-term companionship. Visits can include conversation, reading to the member, watching TV together, playing cards or board games, walking, cooking and any other activities both the member and the volunteer enjoy. Friendly visits can be offered Monday through Friday from 9:00am to 4:00pm. Visits are for a duration of approximately one hour.

Home Services and Maintenance Assistance.

Home services are provided for occasional needs and are **not intended** to replace normal home-based services such as cleaning, a major fall leaf raking, power washing, lawn mowing or landscaping project. Some examples of volunteer home services include:

- Changing light bulbs and smoke alarm batteries
- Closet organization
- Watering outdoor gardens or indoor house plants
- Offering gardening advice, light pruning, planting, and plant repotting
- Light handyman repairs
- Occasional light exterior maintenance (e.g., leaf raking, mulching, snow removal)

Convenience Services and Errands

Examples of such services can include:

- Prescription drop offs, dry cleaning and laundry pickup and drop off
- Temporary pet care
- Miscellaneous errands including the pickup of convenience items from local businesses
- Mail pickup or trash disposal to the curb

Computer and Technology Assistance

Volunteers can assist Members by answering questions and helping Members understand how their computer works, how to use common software, and organize computer files and email. Volunteers may be asked to provide assistance in setup, technical and end-user support for computers, smart phones, tablets, printers, televisions, cable and internet services, as well as assistance with online tasks. We also can provide end-user assistance for programmable devices such as thermostats, light timers, and small appliances.

Social Outings, Events, and Programs

Examples include:

- Trips to local sites of interest
- Lectures and Seminars
- Restaurant Outings
- Game Days

Members are also encouraged to suggest new programs and activities based on their own particular interests. Most social outing options will be free of charge, although some may require additional fees.

All member services can be offered Monday through Friday from 9:00am to 4:00pm for approximately one hour, although we will attempt to fulfill requests for services at other times based on volunteer availability.

How to Request Services

Once you become a member, you may call the Village Neighbors Coordinator at 757-336-1993 to request a service or you may go online and register a request on your own. The Village Neighbors Coordinator will train you in how to access www.Village-Neighbors.org, our user-friendly web site.

Membership Fees

Your annual membership is \$240 per person or couple for up to 10 services requests per month. Fees can be paid in full by personal check, or monthly by credit card or electronic transfer. Refunds will be considered on individual basis.

Village Neighbors is a program offered by the Island Community House, a non-profit 501(c)3 organization. Our membership fee helps to absorb costs involved in running and sustaining this program. No one will be turned away for inability to pay the fee. Please contact us for more information.

Membership Eligibility

Village Neighbors membership is open to older adults (60+) who reside on Chincoteague Island.

Prospective Members should be able to transfer themselves to and from the house and in and out of vehicles with limited assistance. Prospective Members also should be able to perform routine activities of daily living (dressing, grooming, bathing, toileting, eating and mobility).

All applicants for membership must complete a Village Neighbors membership application and other applicable forms and participate in a brief home visit to discuss their specific needs. Membership fees cover all volunteer services provided and are not tax deductible.

Privacy and Confidentiality

Village Neighbors honors the privacy and confidentiality of its Members and will take all reasonable steps to protect Members' personal information. (See also Membership Agreement.)

However, where concerns regarding a Member's health or safety arise, Village Neighbors reserves the right to contact the individual(s) listed as non-member contacts or other appropriate people or agency, as determined by Village Neighbors. In addition, to connect a Member with a third-party service provider/vendor at the Member's request, Village Neighbors may disclose contact and other relevant information.

Members Can Also Volunteer!

Village Neighbors welcomes Members who would like to volunteer to provide services to other members and participate in committees. It's easy to make visits to others, or if you have computer skills, assist other Members with their electronic devices. If you drive, you can also take other Members to social activities or appointments.

Contract Disclaimer and Liability Limitation

This Handbook is not a binding contract and may be changed by Village Neighbors or Island Community House at any time in their sole and exclusive discretion.

Neither Village Neighbors nor Island Community House will be liable to Members for any injuries or damages of any kind directly or indirectly caused by services provided or withheld by Village Neighbors, Island Community House, or any of their volunteers.