

Cleveland Westside Village Membership Handbook



- HELPING HANDS -

Neighbors Helping Neighbors Age-in-Place

The ***Cleveland Westside Village*** is a group of older adults working together to remain in our homes as we age. Celebrating the opportunities and meeting the challenges of aging – helping people live well and joyfully within our community.

CLEVELAND WESTSIDE VILLAGE MEMBERSHIP HANDBOOK

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Forms available on Website:

Membership Agreement Form (application, with volunteer opportunities listed)

WELCOME

Welcome to Cleveland Westside Village (CWV). Thank you for wanting to be a part of our work and more importantly our vision of a community where all residents live, thrive, and contribute as they grow older.

Our Village encourages mutual support among neighbors, awareness of member's interdependence, and a sense that all people have gifts to share. These are some of the values that members will experience as they look at how to age in our neighborhood. All members are expected to volunteer services to other village members according to their capability.

As a member of the Cleveland Westside Village, you will help to fulfill its mission: **Helping adults 55 and older to stay in their homes or our community and to remain active in our community.**

The Cleveland Westside Village will provide opportunities to members able to actively help others while members needing help will be able to turn to the CWV for assistance. We believe that everyone has something to contribute and encourage everyone to become a volunteer in some capacity. The CWV is a connections network -- a group of folks dedicated to creating a web of connections between one another that will make it easier to ask for and offer help when needed.

The Cleveland Westside Village is able to connect helpers with those in need, offer educational events, organize dinners out with friends or any of the many activities on the Cleveland Westside Village calendar because of our volunteers. We need your skills, talents, compassion, dedication, and commitment. Please know how much we value these gifts and how excited we are to see them come to life through the programs, services, and opportunities we offer.

Please spend some time with this handbook—it contains information about who we are and what we do, as well as guidelines to help you reach *your* full potential through your involvement as a member and a volunteer. If you have any questions, please ask. We are here to help you make a difference in the lives of our neighbors.

Thank you for the gift of your time, and again, WELCOME!

Sincerely,

Patrick Murray, Cleveland Westside Village Board President

ABOUT CLEVELAND WESTSIDE VILLAGE

Cleveland Westside Village is a community-based mutual support organization that resulted from the joint efforts of westside residents who in 2013 started looking into ways to age in successfully in our neighborhood. By 2014, we acquired nonprofit status. By 2016, working committees were created to facilitate residents 55 and older to remain in their homes as well as to stay active in the community. Our educational programs and social events are open to the public. Requests for services is only available to members who have paid the annual membership fee. (The membership fee can be waived by the Board of Directors on a case-by-case basis)

BECOMING A CLEVELAND WESTSIDE VILLAGE MEMBER

ELIGIBILITY:

TO BECOME A MEMBER INTERESTED PARTIES MUST:

- 1. Live within the designated CLEVELAND WESTSIDE VILLAGE area.
(see top of page 5)**
- 2. Be at least 55 years of age.**

IF YOU MEET THE TWO REQUIREMENTS LISTED ABOVE THEN:

1. Complete and sign the Membership Agreement form, (application) which contains the following documents which also must be signed:
 - a. the Member Statement of Confidentiality and Liability Waiver.
 - b. the Member Handbook Agreement.
2. Mail the completed Membership Agreement Form with the C&L waiver and the Handbook agreement, and \$75.00 check to:

Cleveland Westside Village
1303 W 103rd St
Cleveland, 44102
3. By signing the Membership Agreement Form you agree to give the Cleveland Westside Village permission to conduct a background check and, where applicable, a driving record check, see page 5.
4. New Members must attend a membership orientation and any appropriate volunteer training sessions, see page 6.

DESIGNATED CLEVELAND WESTSIDE VILLAGE SERVICE AREA:

The CLEVELAND WESTSIDE VILLAGE service area boundaries are:

W 25th St. to the east,
Interstate 90 to the south,
W 117 St. to the west,
and Lake Erie to the north.



ABOUT MEMBER APPLICATION:

The membership application provides important information for Village record keeping and a way to identify volunteer interests. Once the application is received a member of the Cleveland Westside Village will contact you.

BACKGROUND CHECKS

Criminal Background Check:

All Cleveland Westside Village members will be required to submit to a criminal background check which will be done by a member of the Cleveland Westside Village Membership committee with no cost to the member.

Evidence of a criminal history will not automatically disqualify you from being accepted as a member. Each situation will be evaluated on a case-by-case basis.

Driving Records Check:

If in your member service you anticipate providing transportation of Village members or property, you will be asked to provide the Village with a driving record report. This report can be obtained by a member of a Cleveland Westside Village Membership Committee if you agree to provide the last four numbers of your social security.

This along with a copy of your driver's license and up-to-date proof of automobile insurance are to accompany the completed volunteer application form.

Any driving infractions may affect your placement in a transportation position.

MEMBERSHIP ORIENTATION

Any member who did not previously attend a Cleveland Westside Village general orientation session will be expected to attend an orientation session as soon as possible after joining. Orientation will generally be conducted by a member of the Membership Committee individually or in a small group. Group orientation offers an opportunity for members to meet one another, learn about programs and ask questions.

Orientation will consist of, among other things, a review of Cleveland Westside Village policies and procedures, record keeping, use of the website to request services and volunteer to provide services, and contact info.

Any training in addition to the orientation and specific to the volunteer position will be provided individually or in small groups, as needed.

PROVIDING AND REQUESTING MEMBER SERVICES:

The matching of service requests with available members who can provide the service is done through our website which is maintained by the Helpful Village company. Services may be requested online by a member or by calling the Cleveland Westside Village service phone number if computer access is not available. In latter case a CWV member volunteer will obtain the requested service information and then input it into the website for the requestee.

The morning following a request for service made on the website, the Helpful Village program sends out a request for service to all members who have indicated that they can provide that type of service. The member who first picks up the request for service will then contact the requestor and make final arrangements to provide the service. **Note:** the Cleveland Westside Village is not able to promise next day responses to service requests, requesting services at least two days ahead is strongly advised. Planning is essential.

At the completion of the service, the member who provided the service will be asked by the website to complete a brief summary of the service provided.

The use of the website is a major component of the orientation for all members.

VOLUNTEER SERVICE OPPORTUNITIES

Volunteers provide direct services to Village members involving transportation or other types of assistance with chores in and around the home.

TRANSPORTATION: Volunteer drivers provide door-to-door and often door-through-door transportation. Gas and mileage are deductible charitable contributions. Any parking fees will be paid by either the member receiving or the volunteer providing the service, whichever the two agree to. The Village will keep copies of licenses, insurance and driver's, and background checks. Trip destinations could include, but are not limited to, hospital and doctor visits, grocery and errand shopping, pharmacy trips, post office trips and chores.

IN-HOME ASSISTANCE: Many routine activities become difficult or impossible for members as they age and help with what was once a simple household chore can mean the difference between anxiety and peace of mind. In-home services could include but are not limited to changing light bulbs; flipping mattresses; replacing smoke detector batteries; emergency pet care; technical support for computers, cell phones and TV's; simple repairs; yard work; providing a meal; medical equipment loan; organizing files and paperwork; providing advice on how or who could best get the job done, making daily check-in phone calls.

ADDITIONAL ORGANIZATIONAL OPPORTUNITIES

The Cleveland West Side Village is an all-volunteer organization. While direct services comprise much of what the CWV offers, there are also opportunities to work on committees as well as providing help with the operational and administrative needs of the Cleveland Westside Village.

WORKING COMMITTEES: Opportunities to work on committees include:

Board of Directors - As with any non-profit we are led by a Board of Directors. Any members who would like to be involved with policy and oversight of the organization can apply to become a member of the Board. Applications for Board membership are voted on by the existing Board at a regularly scheduled Board meeting.

Education – The Education Committee works to create educational workshops and events addressing topics of interest to membership. These events are open to the public. The Education Committee is also tasked with developing a process for the Master Aging Plan (MAP). MAP is both a process and a compilation of important documents. A MAP process offers each member an opportunity to have conversations and make decisions about how he or she would like to live while aging, considering such things as housing, finances, health and socialization.

Membership – Membership Committee members work on marketing, recruiting, orienting new Village members, and enrollment and screening of new members.

Housing – The Housing Committee is exploring ways to expand available and affordable housing in our service area that is *appropriate* for aging in place in our neighborhood.

Monthly Dining Out and Book Club activities are organized by individuals who participate in those groups on an *ad hoc* basis. If you are interested in these activities, indicate that on the membership application.

Other opportunities for deeper involvement in the Cleveland Westside Village include providing technical expertise, training, working with Village software, fundraising, marketing, volunteer recruitment, soliciting organizational support and financing, vetting service providers, coordinating record keeping for all activities.

RESPONSIBILITIES OF A MEMBER

CODE OF ETHICS

A Member:

- is responsible for **ethical behavior and is accountable** for any ethical breeches.
- is to **observe, protect and maintain confidentiality** regarding Village members. (see details in the section below describing this in more detail)

- promises not to overburden him or herself by accepting assignments that will later have resentment to complete.
- understands he or she is free to terminate a volunteer activity. Reasonable notice will be appreciated.
- will interpret the word volunteer to mean she or he has agreed to work without monetary or in-kind compensation.
- is prepared to complete accepted assignments according to Village standards.
- will refrain from offering medical, legal, or financial advice to members.
- will not accept or solicit any gifts or loans from members and will avoid any activities that can be construed as conflict of interest.
- will respect the cultural, religious, and political views of member and will refrain from imposing his or her own on other members.

RECORD KEEPING

The service activities of all members will be automatically compiled through use of the CWV website by members requesting and providing services. Service to the organization aside from direct service can also be compiled by the website and it is expected that such volunteer activities will be inputted by the leader of the relevant committee chair, activity organizer, or individual member. Records are important to the Cleveland Westside Village and to the member. The records can be used for proof of tax deductions for gas and mileage to, from and during an assignment. These records of volunteer and member participation can also be used by the Cleveland Westside Village to justify the request for grant funding.

PRIVACY AND CONFIDENTIALITY

Cleveland Westside Village Members are responsible for maintaining the confidentiality of all private or privileged information to which they are exposed while participating in village activities, whether this information involves a member or another volunteer. Such information should not be shared outside the organization during informal conversations with friends, or inside the organization with other volunteers.

SAFETY AND SECURITY

We value the safety of our volunteers and members. To that end, the Cleveland Westside Village prohibits the possession, transfer, sale, or use of illegal drugs, firearms, weapons, explosives, or other improper materials when receiving or providing volunteer services. The CWV also prohibits the illegal use of legal drugs and other dangerous substances, as well as open containers of alcohol, at inappropriate venues. Volunteers and members are expected to report any person known to be involved in these activities, or incidents related to these activities.

HARASSMENT AND VIOLENCE

All volunteers and Village members should be able to rely on Cleveland Westside Village as a safe and secure place to request and receive services, as well as participate in group events. To this end, Cleveland Westside Village will not tolerate harassment or violence of any kind. Harassment includes any unwelcome verbal or physical behavior relating to a person's race, color, religion, creed, national origin, ancestry, citizenship, sex, age, physical or mental disability, or sexual orientation or any other protected or not protected attribute. Threatening or violent behavior includes, but is not limited to, physical injury to another person, damage to personal or Village property, threats or behavior that creates a reasonable fear of injury to another person or property, and possession of weapons while representing the Village.

NOTE: Incidents of harassment or violence as reported or witnessed by Village volunteers or members may, upon further investigation, result in suspension or termination of volunteer service. In some instances, legal action may also be taken.

RESIGNATION

A member may decide to stop volunteering at any time. If you do need to terminate your role as a Village volunteer, please let us know.

Sometimes members might leave the Village without telling anyone, leaving the Village wondering what might have happened. If you know you are going to be leaving us, please let us know if you are involved with service work so that we can make arrangements to take care of any unfinished work. We would also like

to talk with you about your experience. We want to leave the door open should you be in a position to return someday. And we want the opportunity to thank you again for all you have given.

TERMINATION

The Cleveland Westside Village may terminate a member for failing to fulfill the duties of their position or not meeting the basic standards of the Village. Grounds for termination could include but are not limited to misconduct or insubordination, being under the influence of alcohol or drugs while volunteering, theft of property or misuse of Village property, verbal or physical abuse of members, failure to fulfill volunteer obligations and breach of confidentiality.

If you would like additional information and/or clarification, have any questions about the Cleveland Westside Village, or need help in filling out the Membership Agreement Form, please call: **216-714-2814**. Please note, a person will not answer this call, just leave a phone number and message and a Cleveland Westside Village member volunteer will return your call in the next day or two to help answer your questions.