

Cleveland Westside Village Membership Handbook



- helping hands

Neighbors Helping Neighbors Age-in-Place

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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Membership Application (with volunteer opportunities listed)

WELCOME

Welcome to Cleveland Westside Village. 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 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 the Village fulfill its mission: helping adults 55 and older to stay in their homes or our community and to remain active in our community. The Village will provide opportunities to members able to actively help others while members needing help will be able to turn to the Village for assistance. We believe that everyone has something to contribute and encourage everyone to become a volunteer in some capacity. The Village 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 Village calendar because of 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 general public. Requests for services is only available to members who have paid the annual membership fee (which can be waived by the board of trustees)

BECOMING A CWV MEMBER

ELIGIBILITY

To become a member interested parties must:

1. Live within the designated CWV area.
2. Fill out a membership application and send it to Susan Greene, 1303 W. 103rd St., Cleveland, 44102 or email it to cwsvillage@gmail.com.
3. Pay \$75.00 annual membership fee. (This fee is waived for members who are less than 55 years of age)
4. Give the Cleveland Westside Village permission to conduct a background and driving record check where (applicable).
5. Complete and sign the following documents: a) the Member Statement of Confidentiality and Liability Waiver and b) Member Handbook Agreement found online.
6. Attend a membership orientation and appropriate volunteer training sessions

DESIGNATED CWV AREA:

The CWV service area boundaries are W 25th St., Interstate 90, W 117 St., and Lake Erie.



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 CWV will contact you.

BACKGROUND CHECKS

Criminal Background Check: All Cleveland Westside Village members age 18 or over will be required to submit to a criminal background check which will be done by a member of the CWV Connection Network 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 CWV Connection Network 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 Village's 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 CWV 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 maintained by the Helpful Village company. Services may be requested online or by calling a dedicated phone number. In latter case the person answering the phone will obtain the requested service information and then input it into the website. Member services are available only to members 55 years or older.

The following morning the Helpful Village program sends out the request to all members who have indicated that they can provide that type of service. The member who first picks up the request will then contact the requestor and make final arrangements to provide the service.

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.

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 or how or who could best get the job done, making daily check-in phone calls.

ADDITIONAL MEMBER SERVICE OPPORTUNITIES

The Cleveland West Side Village is an all-volunteer organization. While direct services comprise much of what the Village offers, working committees as well as the operational and administrative needs of the Village are also provided by volunteers.

WORKING COMMITTEES: Volunteer opportunities in working committees include:

1. **Education** - creating educational workshops and events addressing topics of interest to membership. These events are open to the public.
2. **Mapping end-of-life years** - Village volunteers help members analyze and document the needs associated with their end-of-life years.

3. **Membership** - volunteers work on marketing, recruiting, and orienting new Village members.

4. **Connections** – Design of Village handbook and enrollment of new members

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

6. **Board of Directors**

7. Our dining out and book club 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 volunteer opportunities 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 are 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 by our online tools. Service to the organization aside from direct service can also be compiled by the online tools 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 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.

VOLUNTEERS

The Cleveland Westside Village believes everyone has something to give. Thus, volunteers can be Village members or other community residents who believe in our organization's mission. Volunteers can be older adults or younger community residents. In association with directives from the Board of Directors, the Village accepts volunteers from student community service programs, Boy Scout projects, student intern projects, faith-based groups and corporate

volunteer programs. In these special cases, an agreement will be made with the organization, school or program that is responsible for the care and management of the volunteers. In this case a formal application process and vetting will not be required.

PRIVACY AND CONFIDENTIALITY

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 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 Village 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.

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're 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.