



VOLUNTEER HANDBOOK

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Arlington Neighborhood Village
Making Arlington your home for a lifetime

Dear Valued Volunteer,

Welcome to Arlington Neighborhood Village! We are thrilled to have you join us in our mission to help Arlington seniors stay in their own homes safely as they age, while remaining connected to the community.

ANV was founded as a community of neighbors helping neighbors. We are a volunteer-driven organization. Volunteers provide direct services that keep our village members safe, provide transportation and fulfill member requests. Other volunteers help us manage the village – through committee and individual effort, they plan social events and gatherings, interview new members, train our volunteers, run our IT operations, and help us raise funds.

Simply put, ANV would not, and could not, exist without you—our wonderful volunteers!

As an ANV volunteer, you may provide an extra hand around the house, a ride to the doctor, or a friendly ear and companionship. The gift of your time, energy, and compassion is the fuel of the village and is appreciated by each member, the staff, and the ANV board. In turn, you are rewarded by knowing your service is positively impacting lives.

I'd like to personally invite you to attend our social events—whether it be the weekly Coffee and Conversation gathering, a happy hour, tour or bocce game, we'd love to see you there.

Please know that we greatly value your input and welcome your ideas and feedback. When we communicate, connect, and improve together, we make our village stronger. Feel free to reach out to me at anytime.

We are so glad you are here. Thank you for your commitment to making Arlington home for a lifetime!

Warmly,

Wendy Zenker
Executive Director

Arlington Neighborhood Village: Who We Are

History

The idea for Arlington Neighborhood Village came about in 2013 with conversations between a small group of neighbors about how to remain in the community they loved as they aged. Personal experience with their own families and friends showed that aging in place requires extra help and support. Besides living at home safely and independently, they also wanted to continue being active, connected, and contributing to the community where they had built their lives. With the Village movement as a model, they designed ANV as a volunteer-driven organization.

What began as a discussion between nine friends has been carefully cultivated into a Village of over 200 Members supported by over 200 volunteers. ANV has a working board, nine committees driving processes and programming, and three paid staff members.

Mission

Arlington Neighborhood Village (ANV) strives to enable Members to continue living in their own homes and communities as they age – safely, independently, and with an enhanced quality of life – by providing access to supportive services and social programs.

Goals of Arlington Neighborhood Village

- Promote independent living through local support and services.
- Increase engagement and well-being through access to social, educational, recreational, health, community and cultural activities.
- Strengthen intergenerational ties and community connections through volunteer service and membership.
- Provide a single point of contact for information and services needed for independent living.
- Contribute to the peace of mind of Members and their families.
- Serve all eligible Arlington County residents, regardless of ability to pay.

Goals of Volunteer Program

- To support the mission of Arlington Neighborhood Village by providing effective and quality services to Members.
- To ensure Volunteers have a pleasant and rewarding service experience.
- To nurture and build community by developing ties to individual Members served and others in the ANV family.
- To provide opportunities for new friendships to develop among Volunteers and Members as they participate in social programs, share experiences, and discover mutual interests.
- To provide support, expertise, and services needed to give Arlington residents the practical means and confidence to live safely and comfortably in their own homes.

Organizational Structure

Arlington Neighborhood Village is governed by the following structure:

- A Board of Directors that is ultimately responsible for all aspects of the organization.
- Nine board committees that are responsible for the services provided by the Village and operations. ANV Committees are:
 - Communications and Marketing
 - Events and Programs
 - Finance
 - Fundraising
 - Health and Wellness
 - Information Technology
 - Member Intake
 - Membership and Services
 - Volunteers
- An Executive Director is responsible to the Board of Directors for achieving the mission and goals of the organization. The Executive Director is responsible for managing the operations, finances, and program, largely staffed and supported by Volunteers. The Executive Director also manages the following part-time positions:
 - The Member Services Manager who ensures that ANV operates efficiently and provides essential services to fully support the organization’s mission.
 - The Volunteer Coordinator who manages the volunteer program with the goal of strengthening three main areas of our volunteer program: Recruitment and Training, Retention, and Recognition.
 - The Fundraising Consultant who assists ANV with prospect research, donor cultivation, and grant writing.
 - The Care Manager who makes assessments and care plans for ANV Members who need more help than the Village can provide.
- Volunteers—ANV deploys a corps of trained Volunteers to provide the skills and services needed to operate the Village. ANV’s 200-plus Volunteers deliver direct services and assistance and support every aspect of the organization

Volunteer Opportunities

Arlington Neighborhood Village Volunteers assist Village Members who wish to remain in their homes as engaged members of the community. As such, services will generally fall into one of the following categories:

Transportation

Transportation is our most-requested service. Volunteer drivers pick up Members, drive them to appointments, events or meetings, and then return them to their home. ANV needs drivers who are available during business hours, Monday-Friday. We ask that Volunteer Drivers aim to give 1-2 rides per month to help meet demand. Upon request, drivers will also assist Members to and from their front door and will help carry groceries or packages into the Member's home. You may be asked to stay with the Member during the outing, or may be able to drop off, then return later to pick up. Typical assignments include:

- Transportation to medical appointment
- Transportation to shopping or other errands
- Transportation to ANV social events, Arlington County-sponsored events, church, etc.

ANV does not provide rides to political events, or airports/train stations. Members are responsible for any parking fees or other related costs.

Friendly Visitor

Volunteer makes a social visit to a Member's home. The duration is approximately 1 to 2 hours and the frequency is usually no more than once a week. The visit could be a regularly scheduled, recurring service, or an occasional service. This time is for conversation, reading, playing cards/games, listening to music, or whatever social activity the Member is interested in doing. No household or other tasks should be performed by the Volunteer during this time. Volunteers are expected to provide their own transportation.

Walking Buddy

Similar to a friendly visit, walking buddies accompany Members on a walk around their neighborhood. These usually last about an hour and the frequency is once a week. This could be a regularly scheduled service, or done on an occasional basis. No household or other tasks should be performed by the Volunteer during this time. Volunteers are expected to provide their own transportation. The Walking Buddy service does not include driving the Member somewhere outside of their neighborhood (e.g., a mall or park) to walk unless this is detailed in the service request and the Volunteer is cleared and approved as a driver.

Household Tasks

Volunteers help Members with tasks in their homes. These are categorized by those that need tools, and those that do not. Below is a sampling of typical tasks.

Home Chores (No Tools)

- Changing light bulbs
- Changing smoke alarm battery
- Limited pet care, dog walking
- A/C and furnace filter changes
- Putting out and bringing back garbage and recycling cans

Household Maintenance (Tools Needed)

- Hanging shelves or pictures
- Light handyman repairs

Yardwork/Gardening

- Light pruning of plants which can be reached from the ground
- Planting new plants
- Mulching beds, light weeding
- Watering plants during extreme drought

Decluttering

Volunteers help Members with organizing paperwork and decluttering. Clutter is often the result of having accumulated too much stuff, not knowing what paperwork needs to be saved, or being overwhelmed and not knowing where to start. To be clear, these are not hoarding situations. Hoarding is a more serious problem than clutter and requires trained professionals.

Volunteers will receive some additional training and support on how to help seniors declutter.

Volunteers who accept these assignments should understand that helping Members declutter can be a delicate undertaking that requires patience, developing a rapport with the Member, and in some cases, additional time (repeated visits), and being okay with slow, steady progress.

Errands

Volunteers may run errands that have become too complicated or difficult for a Member. Volunteers will arrange payment/reimbursement with Members ahead of time. Errands may include:

- Grocery shopping
- Prescription pick-up
- Library pick-up/drop-off
- Picking up items to be dropped off for donation.

Computer and Technology Assistance

Volunteers who are skilled with technology can assist our Members in various areas. Keep in mind that in addition to technical skills, these requests often require patience and a willingness to take the time needed to demonstrate, explain, and teach Members how to use technology on their own.

Technology Support for MAC and PCs

ANV Volunteers can help with setup, technical and end user support for computers, cell phones, and Internet service, as well as help with:

- Email and Internet use
- Wi-Fi setup
- Software and hardware installation
- File backup
- Printer setup
- Security password management, online bill pay, ordering groceries, reservations and shopping
- Use of social media

Technology Support Non-Computer

Volunteers can also do setup and end user assistance for DVD players, TVs, programmable thermostats, light timers, small appliances, landline telephones, and clocks.

Home Checks

- Check Members' homes while they are away.
- Place newspapers/mail in pre-designated spot

Volunteers will walk around the outside of the home to assure that there are no signs of damage, breakage, etc. Occasionally a Member will provide ANV with a key and request that Volunteers check the inside of the home. ANV will require a signed form from the Member before providing this service. Two Volunteers will be required to perform checks inside the home.

Office Volunteers

The ANV office is the central point of contact for Members and Volunteers. Volunteers are needed to staff this important part of ANV (office experience is helpful). When a Member calls or emails a service request, the Office Volunteer has the task of responding and discussing the Member's needs. The office is staffed Monday through Friday, from 10am to 3pm. Office Volunteers will be trained for their assignments, which may include:

- Answering phones, responding to emails.
- Entering service requests and other information into the ANV database.
- Arranging services for Members by assigning Volunteers to fill requests.
- Helping with special projects
- Maintaining a supply of public relations materials: brochures, fact sheets, etc.

Village services are not designed to replace ongoing services (e.g., weekly lawn maintenance or housekeeping services), but instead to provide assistance for specific, occasional, one-time tasks. All services are provided contingent on the availability of Volunteers. Because of the high demand for transportation services, rides are limited to three round-trips per week.

Exceptions will be made for short-term situations (e.g., going to physical therapy for six weeks) at the discretion of the Executive Director.

Arlington Neighborhood Village Committees

In addition to providing direct services, ANV Volunteers sit on nine committees that help run the Village. Committees set goals and priorities for each area of organizational function. Committee work is the backbone of the Village and a great way to lend your expertise and/or passion to drive strategy, evaluate effectiveness, and find ways to increase the impact of our work through these nine lenses. Committees meet periodically during the year, usually during the day.

Please consider what skills or interests you have and how they may best serve through participating on an ANV committee.

In Appendix I, you'll find descriptions of each committee and their activities. If you are interested, contact Volunteer Coordinator, Noël Durman at noeldurman@arlnvil.org, and she will connect you with the committee chair.

Becoming a Volunteer

Eligibility

ANV's volunteer program is flexible by design. Volunteers are free to accept or decline assignments according to their interests and availability and may serve on a regular or periodic basis. Volunteers do not need to live in Arlington. Volunteers under the age of 18 providing services in Member homes must be accompanied by an ANV Volunteer who is at least 21 years old.

Application

All Volunteers are asked to complete a short form that outlines their availability, interests, and skills. ANV will then arrange a call to confirm interest, clarify information or follow up on information provided in the application, and answer questions. There is no fee to be a Volunteer. Volunteers do not have to be ANV Members, but some choose to join.

Training

All Volunteers who will have contact with Members or access to Member data are required to attend a training session prior to their first assignment. For the health and safety of Members, Volunteers are also strongly encouraged to receive annual flu shots. In addition, ANV will offer occasional training opportunities for Volunteers to explore specific topics in greater depth, such as helping seniors declutter, and how to handle increasingly frail Members.

Background Check

For the safety of our Members, background checks are conducted on all Volunteers; for Volunteer drivers, a motor vehicle records check is also required. Volunteers may be declined based on the results of their background checks.

The background check process is initiated by ANV. Shortly after training, you will receive an email inviting you to begin the background check process. The company ANV uses is called Sterling Volunteers. Please follow the directions in the email and their website to register and submit your background information within 72 hours.

The cost of the background checks is \$30 per non-driving Volunteer and \$50 for a driving Volunteer. If you are willing to cover the cost yourself, you may pay on the Sterling Volunteers site. Donating the cost of your background check is much appreciated, as the administrative cost of vetting all of our Volunteers is considerable. However, if you do not wish to pay, the cost will be covered by ANV.

You will be notified by email when your background check is complete. Once the ANV office reviews your background check, you will be notified that you officially are an ANV Volunteer. At that time, you will begin to receive emails with service requests.

Volunteer Assignments

Following is the general process for how Volunteers are matched with Member requests. This process may be revised in light of new technologies and/or feedback from Members and Volunteers. Volunteers are strongly encouraged to check their email daily so they can view open service requests.

Volunteers are encouraged to carry a mobile phone during Volunteer assignments for use in case of emergency or to connect with the ANV office with questions or for assistance. While on assignment as a Volunteer, your first point of contact and support will be an Office Volunteer. They can be reached Monday-Friday from 10-3pm at 703-509-8057. If the office is unable immediately to answer your call, please leave non-emergency messages at this number for a later response. For an after-hours emergency, call the Executive Director, Wendy Zenker at 202-302-7328.

Accepting an Assignment

- During the initial interview, Volunteers indicate which service requests they are interested in fulfilling, and will then only receive emails relating to their chosen categories. You can change these at any time by calling the ANV Office or emailing the Volunteer Coordinator.
- When you see a request you'd like to fulfill, reply to the email with the request number and say you'll take it.
- The office will respond to you with a confirmation email. The confirmation email will have details on the Member name/contact information, and a calendar "invitation" for you to save on your computer.
- The office will contact the Member and let them know their request has been filled and to expect a call from you, the Volunteer.
- You should contact the Member directly soon after you receive the confirmation email, at least 24 hours before the scheduled service to confirm time/place/activity. If you accept a request that is a week or more away, it is good to call the Member soon after you accept it, and then again 24 hours before as a reminder.
- Sometimes requests may say that they are "flexible." If so, you can work out a mutually acceptable time/day with the Member. Most times, however, the request is not flexible (i.e., medical appt.).
- If you are driving, make sure to ask about parking at the Member's home. It is also helpful to familiarize yourself with their address and the destination and plan your route.
- In an emergency, if you need to cancel, notify the ANV Office as soon as possible. If an emergency occurs close to a scheduled service, but when the Office is closed, you can call the Executive Director, Wendy Zenker, on her cell at 202-302-7328 or email her at wendyzenker@arlnvil.org
- Report your door-to-door time and mileage to the ANV Office when the request is complete by emailing office@arlnvil.org ANV uses this data to track our performance and impact with funders, the community, and the Village.
- Include any details you think may be helpful for future interactions with the Member.

Tips to Keep in Mind

- All requests need to go through the ANV office. If a Member asks you for an additional service, let them know they need to submit a separate request to the office. However, if the request is small, or if they would like you to stay and chat, feel free to do so if you have the time and desire.

- When you call to make arrangements to pick up a Member for the first time, describe yourself and your car so he/she will know whom to expect at the appointment time. Ask if there is anything you need to know about parking at the Member's home, such as parking restrictions.
- If you're dropping off a Member with plans to return and pick them up later, be sure to get their cell phone number, if he/she has one. If not, get the number for the location where you left them.
- As you engage in conversation with Members, avoid comments that are personal, emotional, sensitive, or that might be offensive. Be friendly but neutral.
- Avoid making value judgments about a Member's home, clothing, family, neighborhood, etc.
- Remember, you are a link to the rest of the Village. When you meet with a Member, remind them of services the Village offers as well as upcoming events and outings.
- Any time you're not sure how to handle a situation, contact the ANV Office for guidance.
- If you think a Member is unwell or very frail, may not be safe in their home, or if you are worried about them for any reason, please call or email the office and ask to speak with the Member Services Manager or Executive Director, and they will look into the situation further. ANV has a process in place to address the needs of Members who may need more help than the Village can provide.

To protect both our Members and our Volunteers, Volunteers may not perform the following types of services:

- Transportation in the event of a medical emergency
- Any service for which a license is required (hair cutting, physical therapy, nursing, etc.)
- Personal care (dressing or bathing)
- Handling or dispensing prescription and over-the-counter medication and supplements
- Providing medical, financial, or legal advice and
- Lifting a Member if they have fallen

Program Policies and Procedures

Volunteering with Arlington Neighborhood Village can be a rich, rewarding, and fun experience. The guidelines and policies below are designed to ensure that the experience for both you and the Member is a positive one. We welcome your feedback on your experiences so that we can best serve our community.

Expectations of Conduct and Behavior for Volunteers

Volunteers are valued representatives of Arlington Neighborhood Village and are expected to adhere to the policies in this handbook. All ANV Volunteers are expected to:

- Attend at least one Volunteer orientation or training session.
- Treat Members and other Volunteers with respect
- Be prompt and reliable in reporting for and carrying out assigned duties
- Dress appropriately for the assignment
- Decline any gifts or tips that Members may offer
- Maintain the confidentiality of all information to which they are privy while serving as a Volunteer
- Sign and adhere to the required ANV Privacy and Confidentiality Agreement
- Refrain from giving medical or financial advice
- Refuse to administer medications or count out pills
- Decline assignments that you are not comfortable performing
- Be non-judgmental and respectful of cultural differences, political views, religious beliefs, living conditions, and lifestyles of each person with whom they work
- Limit use of cell phones or other devices while performing a service unless absolutely necessary and never while driving
- Respect ANV's no-smoking policy for Volunteers when in contact with Members, in Member's homes, or transporting Members
- Agree not to bring guns when providing services to Members, regardless of permit
- Direct Members to contact the Office to submit separate, additional service requests
- Give an accurate record of their door-to-door time and mileage each time they perform an assignment for ANV
- Direct any questions concerning ANV's official position on policy issues to the Office
- Report any concerns about a Member's well-being (physical, emotional, or mental) to the ANV office staff

Volunteer Bill of Rights

As detailed above, Arlington Neighborhood Village has expectations of behavior and conduct for all Volunteers. In turn, all ANV Volunteers have the right to:

- Receive orientation and training needed to prepare you to render services effectively
- A safe volunteer environment
- Accept the volunteer assignments of your choice
- Participate in meaningful work regardless of physical limitations
- Be respected, acknowledged, and valued for your contribution to the organization
- Give feedback, ask questions, and receive information about the ANV's policies, procedures, and impact

If at any time you have concerns or questions about your rights as an ANV Volunteer or feel they are not being respected, contact the Volunteer Coordinator. ANV appreciates and respects our Volunteers and their commitment to our mission and will work to address any issues that affect your rights as a Volunteer. ANV's Volunteer Coordinator is a resource and an advocate for all Volunteers.

Physical Contact

Volunteers may come into close personal contact with Members when providing services. Volunteers should avoid physical contact with Members unless it is necessary; for example, when assisting someone into or out of a vehicle. In all cases, the Volunteer should first ask the Member's permission to physically assist them. If a Member falls, call 911; do not attempt to lift them.

Emergency Procedures

If an emergency situation occurs when you are on an assignment, it is important for you to remain calm and focused on helping the person who is in need. Notify the proper authorities immediately for needed assistance.

If you arrive at your scheduled time and the Member does not answer the door:

- Try knocking at a different door
- If no response, call the Member
- If no response, wait 5 minutes and knock again
- If no response for a Member living in an apartment/condo (do the above, if possible) explain to the person at the front desk that you are trying to reach a Member and are not getting a response
- If no response, call the ANV Office to report and follow the guidance offered by the Office
- If the Office is closed, use the information provided on the volunteer confirmation form for guidance
- If you feel there is something wrong and the ANV Office and Executive Director are both unavailable, CALL 911.

If a Member has an accident or a fall, do NOT move the Member, CALL 911 and call the ANV Office.

Volunteer Driver Policies

In order to become a driver, Volunteers must go through a motor vehicle records background check and affirm they have and will continue to have vehicle insurance. If you are in an accident while performing a volunteer assignment, your own personal auto policy will respond first. The Village's insurance will respond if a claim exceeds your personal policy limits.

Handicapped accessible vehicles are not required. Members are expected to be able to transfer themselves from wheelchair to car or bring someone with them who can assist if they need more than an arm to lean on or to steady the wheelchair. If the Member uses a wheelchair or needs specialized assistance, this information will be in the service request so you can make an informed decision if you are able to take the assignment. Some Members have service dogs, this information will be included in the request.

When driving Members with mobility issues who use a walker and/or wheelchair, the Members need to be able to transport themselves from their device to the car seat. A Volunteer may offer a "guiding hand" but should not have to offer significant physical assistance. Members are aware of this policy.

Volunteers are expected to pay for their own gas. Auto expenses are a tax-deductible expense. Please keep a record of your car's mileage for each Village ride and report it to the Office by emailing office@arlnvil.org. ANV will provide you with a report in January of each year with the total number of miles and hours you donated to ANV. As the IRS may change the mileage rate from year to year, you are encouraged to consult www.gsa.gov for the current rate.

Parking fees and tolls incurred while transporting a Member are the responsibility of the Member. Fines for moving violations and parking tickets are the responsibility of the Volunteer.

Privacy and Confidentiality

Respecting the privacy and dignity of Arlington Neighborhood Village Members is not just a courtesy; it is a strict policy to which all of us must adhere. In consideration of Members' privacy, please do not share the specifics of where they live, medical information, personal issues, or any other identifying information with other people.

As a Village Volunteer, you may experience a situation where you will have to tell the ANV office, Member Services Manager, or Executive Director information regarding a potential danger or risk to the Member or anyone else (e.g., abuse, significant decline in health). Members are made aware of this "duty to report" when they join the Village. Volunteers are often the eyes and ears of the Village, and must work to ensure safety first. If you have questions regarding whether or not personal information should be shared, please consult with the Member Services Manager or Office Volunteer on duty.

Conflict of Interest

Volunteers should not discuss, offer, or attempt to involve the Member in any form in their personal or company businesses. Volunteers may not benefit from any business or personal transaction. Any attempt to do so is cause for immediate termination. Do not witness legal documents or cash checks for Members. Volunteers should not become health care or financial powers of attorney for the Members they assist. If a Member is in need of a particular service or vendor, please direct him or her to the ANV office to provide them with information about vendors or service providers.

Representation of the Organization

Volunteers are not authorized to sign any agreement that involves organizational, contractual or financial obligations. Volunteers are not authorized to act on behalf of, or make statements representing the official position of the organization unless they have been asked to do so by ANV staff or a Board Member. For example, Volunteers should not make statements to the press or broadcast media without prior authorization from the Executive Director.

Absences, Resignation, and Dismissal

Volunteer assignments are not permanent. A Volunteer may decide to stop volunteering at any time. Volunteers are asked to inform the ANV office and give as much notice as possible if they need to suspend volunteering for either a brief or extended period of time. If a Volunteer is on hiatus, ANV will not send them service request emails.

ANV may dismiss a Volunteer if he/she fails to fulfill the duties of the position and/or meet the basic standards of professionalism set by the organization. Grounds for dismissal may include, but are not limited to, the following: misconduct or insubordination, being under the influence of drugs or alcohol while on duty, Member complaints rising to the level of concern to the organization, theft of property or misuse of ANV equipment or material, verbal or physical abuse of Members, and breach of the privacy or confidentiality policies.

Feedback and Recognition

Your feedback is critical to improving how our Village works. Please share your ideas, questions, concerns, or general feedback with the Volunteer Coordinator at any time. A monthly newsletter, ANV's Volunteer Connection, is sent by email to all Volunteers and used to communicate organizational updates, open volunteer opportunities, help create a sense of community, and solicit feedback.

In addition, a yearly Volunteer Survey is conducted to gauge satisfaction in the volunteer experience with ANV and to surface areas of success we can replicate and areas we need to work on. The survey data is used to inform ANV's planning and policies, so please take the time to contribute your thoughts.

It is important to ANV that you feel acknowledged for your time and energy. Volunteers will be recognized at an annual event to highlight and reward their contributions to ANV's programs.

Volunteers are critical to the existence and success of the Village, and as such, are treated as full staff Members. Volunteers are encouraged to attend ANV gatherings and events and interact with other Volunteers and Members outside of service requests. If you see another Volunteer going above and beyond the call of duty, or notice someone who deserves so extra recognition, please share it with the Volunteer Coordinator.

Inclement Weather Policy

If the Arlington County Government (ACG) is closed, the Office is closed and all service requests scheduled for that day are cancelled.

If the ACG delays opening, the Office will open on time provided the office staff Volunteers can get to the Office safely. Volunteers with service requests scheduled that morning should contact the Member to determine the feasibility of delivering the service request. No Member or Volunteer should risk injury to fulfill a service request. If you are planning to attend an event being held in a county facility, check with that facility to see if they will be open.

If the ACG closes early, the Office will close at the same time or at 3pm, whichever is earlier. Volunteers with service requests scheduled after the ACG closes should contact the Member to determine the feasibility of delivering the service request. If you are planning to attend an event being held in a county facility, check with that facility to see if they will be open.

Arlington's Department of Parks and Recreation, responsible for the operation of Arlington's community centers and senior centers, also sets their own opening/closing schedules based on weather conditions. They are not necessarily the same as the county government or schools.

If Arlington County Schools (APS) are closed, delayed opening, or are closing early, the Office opening will depend on snow removal and/or power availability. Volunteers with service requests scheduled for that day should contact the Member to determine the feasibility of delivering the service request. No Member or Volunteer should risk injury to fulfill a service request.

For weekends or other days when APS are not in session, Volunteers with service requests scheduled for that day should contact the Member to determine the feasibility of delivering the service request.

To get the latest status of openings and closings in Arlington, please visit:

<http://emergency.arlingtonva.us/closings-delays-cancellations/>

ANV will strive to post inclement weather closings on our home page at www.arlnvil.org

Thank You

We hope this handbook has provided you with useful guidelines and information as you embark on providing services to ANV Members—and we trust that you will refer to it as a handy reference when needed during your time as a Volunteer. We welcome your comments and questions now and at any time during your service as an ANV Volunteer.

Points of Contact

ANV Office: 703-509-8057 (phones are staffed between 10am and 3pm Monday through Friday). Please leave a message after hours and we will return your call the next day. The Office email address is office@arlnvil.org

Executive Director, Wendy Zenker: 202-302-7328 (this is her cell phone; please use appropriately for after-hours emergencies when you can't reach the office)

For any volunteer-related issues, ideas, questions, or general feedback, email Volunteer Coordinator, Noël Durman at noeldurman@arlnvil.org.

Arlington Neighborhood Village Website: Be sure to check out the “Volunteers” tab for additional resources as well as an electronic copy of this handbook. www.arlnvil.org

Follow Us on Social Media

Facebook: <https://www.facebook.com/arlnvil/>

Twitter: @ArlNvil

Instagram: arlingtonneighborhoodvillage

Acknowledgments

Arlington Neighborhood Village gratefully acknowledges the contributions to this handbook by At Home Alexandria, Capitol Hill Village, and Cheverly Village. Sharing information, strategies, and best practices between Villages strengthens our community and helps us all increase our impact.

Appendix I: ANV Committee Descriptions

Communications and Marketing Committee

Develops and implements a plan for getting out ANV messages to all audiences: prospective and current Members and Volunteers, county agencies, other nonprofits, and other stakeholders. The plan should include the overall Village communications function which includes Member and Volunteer communications as well as public outreach. Works with other committees to publicize Village events and activities.

Specific activities include:

- Develop elevator speeches regarding mission, pitches to prospective Members, Volunteers (direct service and committee/leadership positions), donors, media, strategic partners, thought leaders, and others
- Prepare standard marketing materials such as brochures and fact sheets
- Prepare newsletter
- Keep public website up-to-date
- Use social media to engage Members and Volunteers
- Manage media placement
- Identify special event opportunities for publicizing Village, such as civic association meetings, the Arlington County Fair, and farmers markets.
- Coordinate with Office of Senior and Adult Programming 55+ Program on getting Village workshops, etc., advertised through the 55+ Guide

Events and Programs Committee

This committee complements the Membership and Services Committee by identifying Member interests and needs for social events and programs – activities that Members participate in themselves as contrasted with services delivered to them by a Volunteer. The objectives are to enhance Member quality of life, promote community engagement and reduce social isolation. Offering social events and programs is an important function of Arlington Neighborhood Village that contributes significant value to ANV membership.

Specific activities include:

- Analyze annual Member survey results, and work with other Committees to assess Member interest and ability to access events offered by ANV
- Create ongoing opportunities for social and cultural events
- Provide opportunities for Members to socialize and remain engaged in the community, such as Coffee and Conversation series, dine arounds, and cultural activities
- Develop educational programs tailored to membership needs/interests
- Work with Membership and Services and Health and Wellness Committees to develop special programs geared to senior interests such as housing and health care that are complementary to service offerings

- Identify opportunities for civic engagement and input to county and state policymaking on senior issues, e.g., Commission on Aging, Northern Virginia Aging Network

Finance Committee

This committee is responsible for the preparation of an annual budget for approval by the Board of Directors, recommending and monitoring financial and investment policies, fundraising plans (including Financial Aid Fund) and insurance coverage, ensuring that all financial and tax filings are accurate and timely, arranging for internal and external audits as necessary, and providing oversight and assistance to the Treasurer as deemed appropriate.

This committee is the lead for ensuring there are adequate funds to meet the organization's financial needs. Members should have direct experience with, and interest in, nonprofit fundraising in areas such as gifts, grants, and corporate sponsorships. Committee scope also includes identifying strategic partners who can assist ANV in providing Member services.

The Finance Committee usually meets about two weeks prior to Board meetings, and occasionally in off times if an important issue arises.

Fundraising Committee

The Fundraising committee's goal is to plan for and pursue revenues for Arlington Neighborhood Village that will supplement its membership dues and help insure the organization's financial viability. Sources of these revenues can be grants, events, sponsorships, individual donations, etc.

The committee welcomes Volunteers, particularly those with experience in or with an excitement for fundraising planning, grant writing, raising sponsorships, event planning, etc. The committee aims to meet quarterly, in-person or by phone.

Health and Wellness Committee

Responsible for developing a robust program of health and wellness-related services and programs that help Members maintain their health and better cope with health crises while continuing to live in their neighborhood. This includes:

- Organizing classes and support groups to encourage and help Members set and pursue their personal wellness objectives.
- Identifying services, health care technology tools and telemedicine programs to help Members with chronic health conditions remain safely in their homes.
- Developing strategic partnerships with health care providers, hospitals, etc., to support their community-based health care initiatives.
- Sponsoring educational programs, e.g., a continuum of care series of workshops to educate Members on the spectrum of available lifestyle choices ranging from independent living at home through assisted care options at home, nursing homes, assisted living residences, and hospice services.
- Identifying high quality in-home health care providers and other organizations that can augment the supportive services provided by Arlington Neighborhood Village.

Information Technology Committee

This committee is responsible for ANV's technology requirements, including office management software and the ANV database for members, volunteers, and service requests. The committee reviews ANV requirements and how they are fulfilled; is responsible for selecting and installing technology products; and troubleshooting and correcting technology problems. This committee is the lead for ensuring that ANV has a system that can produce an accurate and complete record of all ANV services. Members should have direct experience with, and interest in, technology in areas such as Microsoft Office 365, and Microsoft Access. The IT Committee usually meets monthly, and individual members may be asked to occasionally help with IT issues.

Member Intake Committee (MIC)

The Volunteers on this committee are often one of the first in-depth interactions a potential Member has with ANV. The Member Intake Committee is responsible for interviewing and welcoming new Village Members with an orientation on Village policies and procedures, how the Village works, and the services ANV offers.

Primary activities include interviewing potential new ANV Members in their homes and registering them with the ANV office), and reviewing/updating/distributing the yearly ANV Volunteer and Member survey.

Not all MIC members perform interviews, some work on other tasks. The MIC meetings are usually every 4-6 weeks (depending on our current tasks) and are one hour in length.

To be an intake interviewer you must be able to drive, be somewhat familiar with ANV services and benefits (so you can explain them to new Members), be comfortable interviewing potential Members in their home (a requirement).

New MIC members who are interested in performing interviews need to observe at least two interviews with other members before they go solo. Usually the number of interviews are 2-3 a month per committee member.

Membership and Services Committee

The overall goal of the Membership and Services Committee is to work with other ANV committees to develop key strategies for membership recruitment, engagement, and retention.

The Membership and Services Committee is responsible for developing and implementing an outreach program for the general 55+ population as well as strategies for reaching various senior population segments, including seniors living alone and African American, Hispanic, and other ethnic/cultural groups. This committee is also responsible for addressing membership questions and concerns.

In addition, The Membership and Services Committee works with other ANV committees to identify Member service needs and interests and makes recommendations for membership-related policies.

The committee will continuously look for ways to improve and tailor service offerings through direct service volunteers, preferred vendors, and partnerships. The objective is to help Members navigate

existing programs and services countywide through information and referral and to fill gaps in existing services using ANV Volunteers and strategic partners.

Specific activities include:

- Work with the Communications and Marketing Committee to develop and implement an outreach program to recruit new Members.
- Make recommendations for membership-related policies.
- Provide support to the Membership Intake Committee and ensure that new Members' questions and concerns are addressed.
- Analyze annual ANV survey results and work with other ANV Committees to assess Member satisfaction with delivery of current services and identify opportunities to offer new programs and services.
- Work with the Volunteer Committee to identify when additional volunteer training may be needed as new services are defined and implemented.
- Coordinate with the Health and Wellness Committee to add different kinds of vendors to ANV's preferred providers list and to research opportunities for group discounts with local vendors.
- Monitor Member satisfaction with Washington Consumer CHECKBOOK, Arlington 55+ programs, and other partnership offerings
- Work with the ANV office to prepare and disseminate timely advisories tailored to current situations, such as emergency service notices for upcoming weather events and scam alerts. Ensure that ANV keeps up-to-date lists of vulnerable Members who might need assistance in an emergency.

Volunteer Committee

Responsible for creating and executing a program to recruit, train, recognize, and effectively engage Volunteers. Works with other committees, such as Membership and Services, to keep the volunteer program responsive to evolving Village requirements.

Specific activities include:

- Recruit and retain Volunteers
- Provide oversight and planning for initial training, specialized training, and occasional development training
- Develop Volunteer recognition programs
- Develop Volunteer activities to engage a diverse range of Volunteers (including e.g., intergenerational, corporate groups, and faith community groups.)
- Enhance Volunteer recruitment to find people interested, capable, and available to serve on committees, assist with special projects, offer pro bono services and/or assist with program evaluation.

Appendix II: Risk Factors for Concern and How to Help

ANV Volunteers are the eyes and ears of the Village. Your interactions with Members can help the organization ensure our Members are aging safely at home. If you see any behavior or situations in a Member’s home that concern you, please contact the office. ANV has procedures in place to assist Members who may need extra help, so don’t hesitate to bring up any concerns.

Here are some behaviors and situations you may want to keep an eye out for when you are visiting with a Member.

NORMAL FORGETFULNESS VS. DEMENTIA

Normal	Dementia
Has independence in daily actions	Has become critically dependent on others for key daily activities
Complains of memory loss but can provide details about incidents of forgetfulness	Complains of memory loss only when asked; unable to recall incidents of forgetfulness
Member more concerned about alleged forgetfulness than family, neighbors are	Close family/neighbors more concerned about forgetfulness than member is
Unimpaired memory of recent important events, affairs, conversations	Decline in memory for recent events
Has occasional word-finding difficulty	Has frequent difficulty finding correct words
May have to pause to remember the way but does not get lost in familiar territory	Gets lost in familiar territory walking or driving
Operates common devices even if unwilling to learn new devices	Unable to operate common devices or learn how to use even simple new ones
Maintains prior level of social skills	Loss of interest in social activities, socially inappropriate behavior

Red Flags for Risk

Changes in Hygiene: body odor, soiled or stained clothing, messy hair, long or dirty fingernails, flaky skin

Social Isolation: withdrawal from activities member used to enjoy; uncharacteristic refusal of visits with volunteer or others

Confusion: increased agitation or aggression, especially in evening hours, increasing forgetfulness about appointments

Household changes: maintenance of home has deteriorated between visits

Agitation: verbal or physical expression of anger, increased use of foul language

Increased falls or other injury: evidence of bruises, scratches, changes in vision (loss of glasses), evidence of impairment due to drugs or alcohol (bottles visible), fall hazards in home (loose rugs, clutter, poor lighting)

Managing Challenging Behaviors

When confronted with resistance, refusal to cooperate, paranoia, confusion/altered reality, boundary pushing (wanting more of volunteer's time, refusing to follow established rules):

- Stay calm; approach member in calm fashion
- Actively listen to member's experience
- Do not challenge altered reality
- Firmly maintain your role and remind member of the scope of your role
- Remove yourself from the situation if the member is becoming agitated or threatening
- Notify ANV of the incident

Appendix III: Frequently Asked Questions

The purpose of this appendix is to provide volunteers with additional information about the policies and procedures in the handbook. We want you and our Arlington Neighborhood Village members to have a positive experience and hope that the handbook and this appendix will help make that happen.

At any time during your volunteer activities, if there is anything that you need to know and you can't find the answer in the handbook, please be sure to contact the Office.

If a member wants my help with something that wasn't part of the assignment I was given, what should I do?

If the task is minor and closely related to the service, like putting away the groceries after a shopping trip or stopping by the pharmacy to fill a prescription after a doctor's appointment, and you have time to do it, go ahead. If the task requested is more extensive, explain to the member that he/she should contact the Office if more help is needed. Feel free to say that you're not allowed to take on extra tasks because the Office needs to know exactly what services are being provided.

If a member is hard of hearing, what should I do?

There are several ways to handle this, and you may need to try different things before deciding which is most effective. Depending on the circumstances, more than one approach may be appropriate.

- Face the member when you speak; he/she may be able to read your lips. Refrain from eating or chewing while you speak.
- If you know sign language, you can try to communicate that way.
- Ask the member if he/she has a hearing aid, if it isn't obvious, and if he/she would like you to get it. Ask if there are other things you could do to help him or her hear you better.
- Speak slowly, clearly and louder than usual. But be sure that you're not perceived to be yelling at the member, only that you want him or her to hear you. Body language and hand gestures may also help the member understand.
- Try to determine if the member has better hearing in one ear than the other and then direct your voice accordingly.
- If a television or radio is loud and you're trying to speak, politely turn it down long enough as needed to make yourself heard. If you're in a loud public place, try moving to somewhere quieter.

If a member has trouble seeing, what should I do?

There are several ways to handle this and you may need to try different things before deciding which is most effective. Depending on the circumstances, more than one approach may be appropriate.

- Make sure the member knows that you or others have entered, or are leaving, the room.
- Ask the member if there is a particular kind of help that he/she would prefer. You may also ask them what they can see and distinguish.
- Ask the member if he/she has glasses, if it isn't obvious, and if he/she would like you to get them.
- You may be able to help by reading something for or to the member.

- Point out any change in floor level or steps or any change in surface (like floor to carpeting or sidewalk to grass) to lessen the chance of the member tripping or falling.
- Point out any change in weather conditions that may be helpful to the member; for example, before going outside for an appointment or a visit, mention if it has started to rain.
- When walking with a visually impaired person in an unfamiliar place, it is best to have that person lightly hold/touch your arm as you walk beside him or her and keep a slight distance ahead. This will cue the impaired person as to what to expect with each step as he or she follows you. Never guide someone by pulling or holding, as it can interfere with their sense of balance and ability to plan their next move.

If a member has trouble walking, what should I do?

- Ask the member how you can be of help.
- Ask the member if he/she has walking aids, such as a cane or a walker, if it isn't obvious. If so, offer to get them. You may also need to help carry a coat or handbag while the members' hands are engaged with the walking aid.
- When escorting someone, ask the individual if he or she would like to take your arm, then stand slightly ahead of the individual and proceed at his or her pace. Never have the person you are assisting walk in front of you. The exception would be when walking up stairs. In that case, walk behind the individual to guard him or her against a fall. When walking down stairs, position yourself in front of the person you are assisting so as to guard him or her against a fall.
- Make sure that you understand how a member's wheelchair works if he/she is going to be using one while you are providing service. For general safety, it's a good idea to keep the wheels locked whenever the wheelchair is stationary. Do not lean on the wheelchair; it's part of the member's personal space.

What if I'm supposed to grocery shop for a member and he/she can't come with me, but gives me money to buy what is needed, should I take the money? What is the best way to handle that?

It's better if the member can go along, but if that is not possible, discuss with the member how to handle the money. If you are comfortable being reimbursed by check, let the member know that. If you want the member to provide cash or their credit card prior to the service, tell the member. Be sure to provide the member with the receipt(s) and correct change.

Also, make sure that you get a specific grocery list from the member, and have him or her prioritize the list in case there isn't enough money to get everything on the list.

If I'm taking a member to an appointment and agreed to wait until they were finished, and it takes much longer than expected, what should I do?

If you can wait, that would be best. If you can't wait because of another commitment, contact the Office as early as possible so that they can try to find another volunteer to pick up the member. (And remember, it's always a good idea to bring along something to read or do while you're waiting for a member.)

If I'm driving a member and he/she refuses to wear a seat belt, what should I do?

Insist, politely but firmly, that as a volunteer you are not allowed to drive members unless they are using their seat belts.

Volunteer Tips

- When you call to make arrangements to pick up a member for the first time, describe yourself and perhaps your car so he/she will know whom to expect at the appointment time. Ask if there is anything you need to know about parking at the member's home, such as Resident-Only parking or any other restrictions.
- If you're dropping off a member with plans to return and pick them up later, be sure to get the member's cell phone number, if he/she has one. Do not provide your cell phone number unless it's essential.
- Make sure that you give the member your full attention while providing service to him or her.
- Avoid using your cell phone or other devices while providing service to a member. And never use your cell phone for talking or texting while you're driving.
- Don't assume a member can or cannot do certain things. If you're unsure, ask.
- As you engage in conversation with members avoid comments that are personal, emotional, sensitive, or that might be offensive. Be friendly but neutral.
- Avoid making value judgments about a member's home, clothing, family, neighborhood, and so on. Even if you don't say anything, it may be hard to conceal such judgments.
- Don't linger at a member's home after your service is finished. You can acknowledge and empathize with a member's desire to chat but try to control the situation as much as possible. We want you to provide the service that the member needs, and we also need to make sure that we can provide service to as many members as possible. You can explain that your services are needed for other Arlington Neighborhood Village appointments.
- Volunteers are not permitted to bring their children on service requests. Children and family are welcome at ANV social events (when noted) but because of liability concerns, are not allowed on service requests.
- Any time you're not sure how to handle a situation, contact the Office for guidance.

Appendix IV: Tips for Drivers

Around 70% percent of ANV direct service requests are for transportation. Whether it is a trip to a 55+ class, doctor's office, physical therapy, or an ANV coffee or happy hour, our members like to get around the county and sometimes beyond.

Based on discussions with experienced ANV drivers, we have pulled together a few tips to make your driving experience easier for you and the member. We repeatedly get high praise from our members about our drivers—thank you for providing this crucial service for our Members!

- First and foremost, please remember to call the Member as soon as you get the email confirmation for ALL service appointments. This keeps members' nerves calm and avoids extra calls to the office.
- When you call, confirm the date and time for their ride.
- Map out your route beforehand if you are not familiar with the area.
- Also, if you drop a member off at an appointment and plan to return later, make sure that you have their cell phone number. If they don't have a cell phone, get the number of the place you are dropping them off.
- Check to see if the member has a handicapped parking placard.
- Members are always responsible for the cost of parking.
- Volunteers are responsible for the costs if the volunteer's car is towed while filling a service request.
- Report your door-to-door mileage and your hours to the ANV office.
- Have fun and get to know some of our wonderful Members!

As always, please call the office (703) 509-8057 (10-3, M-F) or email office@arlnvil.org if you need assistance.