



North Animas Village

Policies & Procedures Handbook

northanimasvillage.org

I. Purpose and Goals

- A. Mission:** North Animas Village, a non-profit member-driven organization, offers information and services to neighborhood members of all ages so that they can maintain their independence in their homes.
- B. Vision:** Our vision is to develop a neighborhood where every person feels needed and secure by offering volunteer opportunities, neighbor assistance, helpful information, and enjoyable activities in a spirit of community cooperation and camaraderie.

Our primary purpose is to build a supportive community of neighbor helping neighbor. A major goal is to enable neighborhood seniors to remain in their own homes by assisting them with their needs as they become less able to fulfill those needs on their own.

To achieve our objectives, a not-for-profit corporation has been established that offers memberships for an annual fee. We keep costs to a minimum by recruiting volunteers to assist in all aspects of Village operation and management. This does not rule out the possibility of hiring a director at some point in our development.

In addition to providing volunteer assistance with such things as home maintenance and personal needs, we research professional providers and local resources for services that volunteers are unable to supply and provide this information to our members.

We also regularly offer social, educational and fitness activities to keep neighbors involved with the community, and we endeavor to interact with caregivers and single residents to prevent feelings of isolation.

II. Membership

A. Single Title (“Household”) Membership

1. Memberships will be per household. A household includes either a couple (married or partners), OR a single person, living in one residence. Members will be eligible to receive all services and participate in all social events offered by North Animas Village. This does not include guests of eligible members unless by previous arrangement for some social activities.
2. Memberships are non-transferable. Renters or buyers may become members but may not utilize or take over the membership of original member/owners.
3. Members will reside in one of the following Dalton Ranch neighborhoods: Blue Sky, Cottonwoods including Cove and Greens, North Dalton including Enclave and Willows, Red Rock Ranch, South Dalton including the Villas, Trimble Crossing.

B. Admission Procedure

1. **Member Application Form:** Members will fill out and sign an application form, which will include:
 - a. Names and data of household members and relevant health and household information

- b. Emergency contact information
 - c. Renter/Owner information when applicable
 - d. Criteria for Membership
 - e. Photo release
 - f. Volunteer availability
 - g. Membership benefits
 - h. Privacy policy
 - i. Termination policy
 - j. Liability waiver
- 2. Personal visit:** New members may receive a personal visit from Membership Committee member(s).

C. Billing Policies

- 1. Membership Fees:** Annual membership fees will be \$120 per household if paid by cash or check, \$125 per household if paid by credit card (additional \$5 to cover credit card fees).
- 2. Payment Guidelines:** Members may join North Animas Village at any time and will pay membership fees annually thereafter in the form of cash, check, or online with a credit card.
- 3. Refund Policy:** Membership fees are non-refundable unless membership is terminated by North Animas Village, in which case a portion of the annual fee may be refunded on a prorated basis from the month of termination.

III. Member Benefits

- A. Volunteer Services:** As a fledgling Village, North Animas Village will offer five Volunteer Services when circumstances warrant assistance. As we grow, the list may be extended.
- 1. Home Maintenance:** Volunteers will assist with minor household chores and simple repairs.
 - 2. Transportation:** Volunteers will provide transportation to and from members' homes to appointments and other daily activities.
 - 3. Personal Support:** Volunteers will provide support including, but not limited to, short-term caregiver relief, friendly calls or visits, and meal preparation.
 - 4. Pet Care:** Volunteers will provide short-term pet care and/or dog walking.
 - 5. Technical Assistance:** Volunteers will provide minor technical assistance or information.
- B. Professional Services:** North Animas Village will maintain three lists of professional vendors for use by members. Vendors are businesses, both organizations and individuals, either for-profit or non-profit, whose names North Animas Village provides to members who need services volunteers are not able to provide.
- 1. Vetted home maintenance providers** in fifteen (15) categories. We will vet with: business licenses, certificate(s) of insurance, and personal interviews.
 - 2. Recommended only.** This list will include professional vendors in unlimited categories that have been used and recommended by neighbors but not vetted.
 - 3. Professional Home Health Care providers.**
- C. Social Programs**
- 1. Educational Activities**
 - 2. Fitness Activities**
 - 3. Social Events**

IV. Responsibilities and Commitments

A. Volunteer Services

1. Volunteer Application Procedure

- a. Application Form: Volunteers will fill out and sign an application form, which will include:
 - 1) Name and data of volunteer
 - 2) Volunteer position(s) sought
 - 3) Skills and experience of volunteer
 - 4) Background and vehicle data
 - 5) References
 - 6) Confidentiality agreement
- b. Volunteer Vetting: North Animas Village will contract for background checks of all volunteers.
- c. Orientation/Training: The Volunteer Services Committee will provide an orientation and training program, which all volunteers will be required to attend.

2. Volunteer Commitments

- a. Volunteers will follow all Policies and Procedures outlined in the Volunteer Handbook.
- b. Volunteers shall sign and abide by the North Animas Village Confidentiality Agreement.

3. Village Commitments

- a. Scheduling
 - 1) Online: Members desiring a service from a volunteer shall submit the requested service on the Village website (northanimasvillage.org) including preferred date and time. A volunteer may then offer to perform that service and arrangements can be made online between member and volunteer. The scheduling field of the website will be overseen by the Volunteer Services Committee.
 - 2) Phone: For members who do not use a computer, a phone number will be available to call for services. A member of the Volunteer Services Committee will man the phone from 10 a.m. to 4 p.m., Monday through Friday.
- b. Volunteer Availability: Service requests will be filled dependent on volunteer availability.
- c. Priority of Need: Facilitators reserve the right to arrange services based on priority of need of requesting members.
- d. Service Assessments: Membership Committee or Volunteer Services Committee may perform assessments at any time to determine limitations on services for individual members.

4. Member Responsibilities

- a. Use of Services: Members will be limited to a maximum of three services per week. The Volunteer Services Committee will assess requests for additional services on a case-by-case basis.
- b. Transportation
 - 1) Advance notice of one week is requested for transportation services, except for emergencies.
 - 2) Members must agree to wear seatbelts in volunteer's automobile.
 - 3) Unless by special arrangement, transportation will be limited to business hours only.
 - 4) Members will be prompt and keep in mind adequate time for reaching destination.
 - 5) If cancellation of a transportation request is necessary, member shall notify volunteer driver as soon as possible.

- c. Safety: Members will maintain their premises in such a manner that volunteers will be safe at all times. Members will not request services that will endanger the safety of volunteers.

B. Professional Services

1. Village Commitments

- a. Vetting Professional Providers in fifteen Home Maintenance categories
 - 1) Vendor Questionnaire: Vendors will fill out a Questionnaire including three references.
 - 2) Vendor Review: Professional Services Committee will review questionnaire, references, and credentials, and conduct personal interviews with vendors. If the Committee finds that a vendor meets all criteria, including recommendation by a North Animas Village member, they will be added to the list of Preferred Professional Providers.
 - 3) Discounted services: The Professional Services Committee will negotiate with vendors for discounts whenever possible based on number of secured clients and/or frequency of use of vendor. They will distribute ID cards to members to present to vendors so that discounts may be applied.
 - 4) Follow-up: Professional Services Committee will follow up on the member/vendor experience and evaluate and update the lists as necessary. The Committee reserves the right to remove any vendor from any list at any time if service is deemed unsatisfactory.
- b. Offering a non-vetted list of member-recommended professional providers in a variety of categories.
- c. Providing a non-vetted list of available local Home Health Care Providers.

2. Member Responsibilities

- a. Scheduling and payment: Contacting vendors to schedule appointments will be the responsibility of the member and NOT North Animas Village. In addition, all agreements and payments for services are between Member and Vendor.
- b. Discounts: If a discount is to apply, Member must show North Animas Village ID card to Vendor.
- c. Follow –up: Members will summarize their experience in the vendor-use program when asked.
- d. **Professional Provider Recommendation Disclaimer:** North Animas Village is not responsible for dissatisfaction with any recommended vendor for any reason whether vendor has been vetted or not.

C. Social Programs

1. Village Commitments

- a. Calendar: The Social Committee will maintain a calendar of events on the Village website and neighborhood representatives will post event announcements where possible.
- b. Presentation Guidelines: Program presenters shall not make sales presentations during their program. They will be asked to hold business cards and fee information until the presentation is completed.

2. Member Responsibilities

- a. If a member plans to attend an event, he/she shall RSVP when requested and notify host if unable to attend.
- b. Members shall pay a non-refundable event fee when required (in addition to membership fee).
- c. Members shall sign a waiver when requested for specific fitness events.
- d. Non-adult children will not be included in social activities unless by prior arrangement or specific invitation.

V. Village Administration

A. Board of Directors and Committee Personnel

- 1. Village to Village membership:** The Board will maintain membership with the Village to Village network.
- 2. Insurance coverage:** Liability insurance will be purchased and maintained for North Animas Village Board of Directors and persons acting on their behalf, subject to adequate funding.
- 3. Website:** The Board will see that the Village website, northanimasvillage.org, is maintained. Contributions to and oversight of the website will be the responsibility of appropriate Board and Committee members.
- 4. Financial management:** Board Treasurer will be responsible for deposits, bill-paying, and maintaining and updating financial records.
- 5. Grants and Donations:** Board and Committee members will seek grants and donations as appropriate for the purpose of supplementing the budget.

B. Volunteer Services Committee: Will oversee and be responsible for:

1. Volunteer Recruitment

- a. Application forms
- b. Background checks

2. Volunteer Program

- a. Orientation/Training
- b. Scheduling

C. Professional Services Committee: Will oversee and be responsible for:

1. Vetted and non-vetted vendor lists, including healthcare providers
2. Vendor reviews and discounts
3. Member/vendor follow-up

D. Social/Education/Fitness Committee: Will oversee and be responsible for:

1. Event Planning/Scheduling
2. Event Calendar

E. Village General Policies

1. Banking Policies

- a. Board President, Vice President and Treasurer shall be authorized to sign checks.
- b. For checks above \$500, two signatures shall be required.

2. Non-discrimination Policy:

As a 501 (c)(3) non-profit organization, North Animas Village is committed to providing an environment that is free from discrimination for any reason in employment, volunteering, membership and all other opportunities for organizational participation.

3. Organizational Interaction

- a. North Animas Village will not be dependent upon another organization or business.
- b. North Animas Village may partner with another business or organization for their mutual benefit at the discretion of the Board of Directors.
- c. The NAV Vendor lists, Volunteer Assistance Program, and Social/Educational/Fitness events will be the exclusive responsibility and under the sole authority of North Animas Village.

4. Privacy Policy:

North Animas Village has a legal and ethical responsibility to maintain the privacy and confidentiality of all personal information, including that of members, volunteers, vendors, and employees.