

Governing Council Meeting Notes – July 1, 2019 10:00am–12:00pm

Present: Kathy, Janet, Larry, Mike, Rae, Wally.

Absent: Carol, Karen

Recognitions:

- None

Status of previous AR's

- None

Open session

- No members or volunteers in attendance

Resource Development Team

- We have received \$1254.54 from Kaiser Foundation, our part of the larger \$15,000.00 grant. The grant is not restricted.
- GC members were sent the latest version of the MOA, which now includes the suggested changes previously referenced, regarding liability insurance and employee/volunteer liability. The MOA team expects to take a few minutes to discuss our next steps with regard to this document at the Circle of Reps meeting on 7/10.
- Our new in-house transportation program takes effect today Monday, July 1. This program replaces our 4-year partnership with Ride Connection. Benefits of this new program include not submitting monthly reports, simplified driver reports and data being entered into Club Express. Larry shared other details about the program.
- The position announcement for a Program Coordinator is finished and approved by Villages NW. The hiring team will begin to publicize the position in various areas: Facebook, Valley Times and its digital sites, City of Beaverton internal postings, Villages NW and the other villages. Kathe Fradkin will collect letters of interest and resumes. She is one of four volunteers who will interview candidates. The projected start date is August 31, 2019.
- The GC discussed the need for a desk, filing cabinet, chair for the new hire. We also discussed upgrading all of our computers in the office and adding one for the new hire. That would mean we have two desk-top computers and one laptop computer for Viva Village. There was agreement to go forward with this plan.

Outreach and Publicity Team

- Team members have been involved with plans for the memorial service for a recently deceased member.

- Villages NW filmed some of our members and volunteers at their visit to the Oregon Historical Society. This will be part of a new Villages NW film for marketing purposes.
- The OPT is reviewing the messaging language and suggestions from Village Movement California Village Brand Tool Kit and considering ways to update Viva Village's message.
- The Village Voice newsletter is also being reviewed for content and format. Considerations are being given to showing a broader diversity in our printed materials

Volunteer Team

- The team is planning the “**Special Volunteer Meeting**” for Friday, August 16, 10 am–noon. It will be open to all of our volunteers and also the public. The purpose is to explore volunteer opportunities within Viva Village, reaching out to both current and new volunteers. Current volunteers will be encouraged to bring a friend to the event.
- It is important to be clear with new volunteers when asking them to take on a task or program. Some new volunteers have been overwhelmed with initial tasking.
- The GC discussed emergencies that occur after-hours involving a member, and what a volunteer should do in those cases. We decided that, after calling 911 or other appropriate assistance, the volunteer should call the office that night or next day and report the event. We do not think we need an emergency after-hours call list.
- The question of writing thank-you notes for members or volunteers who host an event was discussed. The issue was referred to the Events Team.

Membership Team

- Gaps in Membership. If a member chooses to renew after a gap in their membership, it would be a good idea to do another home visit to determine if their circumstances or needs have changed significantly.
- Refund Policy. The official policy is membership fees are not refunded unless the Village terminates the membership. This would be in a situation where we determine the member's needs exceed our scope to the extent we cannot

continue. In reality, if a member is paying monthly and cancels the payment, they can do it and we wouldn't take any action.

In a situation where a member's spouse dies or moves to assisted care, the balance of the spouse's membership can be prorated to upgrade the remaining member's membership to Full Service or extend the renewal date. This avoids the need to issue a refund.

The Governing Council has the authority to consider each request on a case by case basis and do what is right.

- Viva Village currently has 76 memberships (comprising 94 members) and approximately 84 volunteers.

Events Team

- The first Village Forum was successful although no one outside of Viva Village attended. We hope to have greater outreach into the local community in the future. All of the other monthly Forums are set through the end of 2019. To help increase attendance it was suggested that the Beaverton Council on Aging be given this information.
- The GC discussed gift cards and donations for event speakers. We decided that a \$50.00 limit for gift cards or donation to a non-profit was appropriate. A gift card may not be appropriate in all situations.

Leadership

- Wally has taken on the Vetted Vendors list and found new vendors not to be responsive to his letters and calls for information. This is usual, and the GC decided that one letter and one call was enough follow-up in this case.

ARs

- None from this meeting

Next GC meeting will be Monday August 5 at 10:00am in the Viva Village office