



# Viva Village Member Manual

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## **Viva Village Membership Manual**

Viva Village is a network of Beaverton-area residents dedicated to building a stable system of services and supports for adults who want to age in their own homes, safely and comfortably. It is supported by donations, grants, a dedicated corps of volunteers, affordable membership fees, and is part of the nonprofit Villages NW.

### **History of the Villages Movement**

In 1999 twelve older residents of Boston's Beacon Hill neighborhood gathered to figure out how they could stay in their homes as long as possible, continue to control their own lives, engage in their community, and access the support they need rather than move to senior facilities and be "taken care of." They envisioned a contemporary model of the traditional village, with neighbors caring for one another, collaborating to solve problems, and accessing the resources they would need to continue living where they were. In 2002 Beacon Hill Village began offering services to its twelve founders. Today, it includes some 500 members.

Across the nation more than 200 Villages now exist as a result of the grass-roots efforts of ordinary people. Each Village has crafted its version of this new model of living, one in which individuals take control of their lives and decide where and how they will live while aging. Villages are run by Volunteer Boards or Governing Councils elected by and answerable to members of the Village.

The Village is an idea whose time has come. Thousands of baby boomers are turning 65 every day, and they and the generation before them want to stay active and, usually, stay put, even as they need more services and support to remain in their homes.

Viva Village offers services to Beaverton-area members to help them remain in their community, keep their ties with neighbors and friends, and thrive as they age in place for as long as they are able.

## **Viva Village Vision, Mission, and Values**

**Vision:** A community in which older adults remain safely and confidently in their own homes as they age.

**Mission:** Build and sustain an intergenerational organization that provides older Beaverton-area residents with trained volunteers, personal fulfillment programs, and access to affordable paid services to help them thrive in their own homes as members of a safe, caring community.

### **Values:**

**Inclusion** – We respect and welcome people of all ages, races, faiths, ethnicities, nationalities, genders, sexual orientations, and socioeconomic levels, and we honor their dignity and independence.

**Volunteerism** – Volunteers are the heart of our organization. We value volunteers' expertise and experience, appreciate their commitment of time and energy, respect their time limitations, and strive to ensure that their volunteer work is meaningful.

**Communication** – We invite open and candid communication in meetings and on teams, we solicit members' ideas and advice on all aspects of Village processes and projects, and we want all voices to be heard.

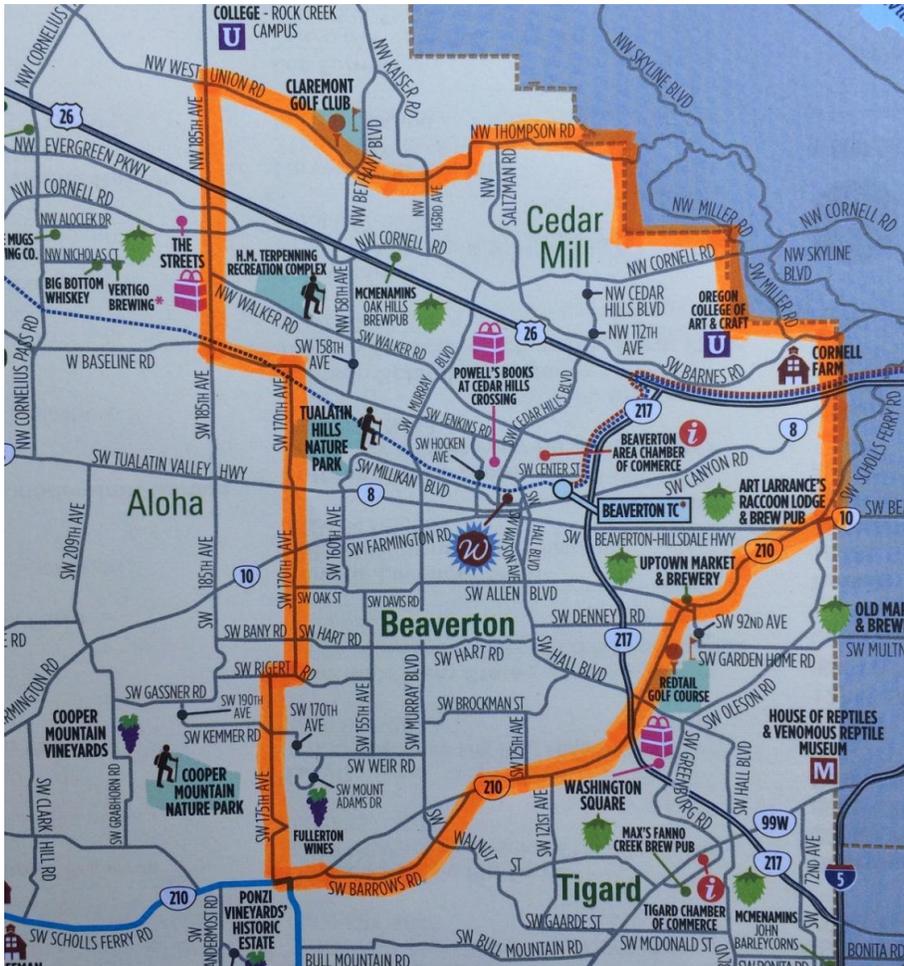
**Privacy** – We take seriously the privacy of our members and anyone who entrusts us with information. We do not share personal or contact information with any outside group. We protect the security of our members when dealing with vendors and service providers.

**Collaboration** – We collaborate on committees, projects, and with the community at large. We strive to build consensus so our decisions and actions have wide support. We recognize that our success depends on mutual interdependence and a caring commitment to one another over time.

**Transparency** – We are honest in our financial dealings and are responsive to questions and concerns. Our meetings are open to everyone, and we make meeting minutes available.

**Lasting Community** – Viva Village is committed to being here for generations to come. We recognize our community thrives when we foster an environment of care and continuous learning, when we respond to the technical and social changes of our times, and when we are prudent with our resources.

## Viva Village Service Area



### Boundaries

North: At 185th, NW West Union Rd continuing to NW Thompson Rd to county line

West: 185th and West Union Rd to Baseline, to 170th, to Rigert Rd, to 175th, to Scholls Ferry Rd

South and East: Scholls Ferry Rd to SW Barrows Rd to Scholls Ferry Rd to county line and county line to Thompson Rd

## **Viva Village Governance**

The Governing Council is an elected team of volunteers who are dedicated to driving the Village's strategic work. Interested volunteers can join Action Teams, which conduct the important tactical work of the Village and make recommendations to the Governing Council. The Governing Council has a liaison with each Action Team.

## **Members of Viva Village**

Viva Village comprises our Full Service Members, Associate Members, and Volunteers. Individuals can choose to be both a Member and a Volunteer.

**Full Service Members** have access to all Village programs and events, receive direct services from volunteers, and have access to the list of Vetted Vendors.

**Associate Members** have access to all Village programs and events, the list of Vetted Vendors, and as a bonus may have two service appointments per year.

**Volunteers** provide direct assistance to our Members and have access to select Village programs and events.

## **Membership Fees**

Viva Village annual memberships may be for individuals or multiple-person households. Pricing is based on the level of membership and the number of persons in the household. Please contact Viva Village by phone at 503-746-5082 or the website at [vivavillage.org](http://vivavillage.org) for the latest pricing information. Membership fees are paid annually or in quarterly or monthly installments for an additional service charge. A limited amount of membership assistance will be available based on need. Contact the Viva Village office for information on membership assistance.

## **Becoming a Member**

To become a member of Viva Village, an applicant will need to complete:

- 1) "Getting to Know You" Form
- 2) In-home interview
- 3) Membership Agreement, Financial Form, and New Member Questionnaire
- 4) Payment of annual dues or an authorization of quarterly or monthly payments

After joining, new members are encouraged to attend a New Member Meeting where there will be an opportunity to meet other new members and ask questions about the Village.

## **Types of Volunteer Services**

Services are always dependent upon volunteer availability. Examples of the types of services provided by our volunteers include:

### **Help at Home**

- light housekeeping
- occasional pet care
- paperwork management
- technology help
- light maintenance
- light yard/garden

### **Personal Support**

- companionship visit
- check-in phone calls
- picking up prescriptions and other errands
- health care buddies

### **Transportation**

- medical appointments
- to or from the airport
- other appointments/events
- errands with the member

Viva Village has additional service programs in development and may periodically add services based upon the needs of the members.

## **Requesting Services**

Members can request services by contacting the Viva Village office at 503-746-5082. Because services are always dependent upon a volunteer being available, please contact the office as soon as you can. Members will be asked to describe what kinds of help they need and when they need the service appointment. Requests for service should be made 2-3 days in advance of need. The office will arrange for a volunteer, and the member will be contacted to finalize details about the service appointment. After-hours calls for service will be forwarded to an on-call coordinator.

## **Identification**

All volunteers will arrive for service appointments wearing a photo ID badge. Also, volunteer drivers will be equipped with an 8 ½ x 11-inch laminated Viva Village placard for display on the dashboard, which will identify the driver and car as being from Viva Village.

## **Viva Village Services Advocate**

To assist members in making the most of their membership, Viva Village has a Services Advocate to advise members about requesting services. Consultation with the Services Advocate is part of being a Village member and does not count as a service appointment.

## **Volunteers**

Viva Village could not operate successfully without the generosity of our volunteers. Volunteers have passed a background check and are trained and supported by the Village.

Members are encouraged to express their gratitude to volunteers providing a service, but volunteers are not allowed to accept money. An expression of sincere gratitude is sufficient.

## **Vetted Vendors**

Viva Village maintains a list of professional vendors for services beyond what our volunteers can provide. They have complied with the Village's vetting process and often offer a discount to our members.

## **Volunteer Ride Program**

Our mission is to assist members with their transportation needs so they can remain active and engaged in their lives and community. We understand that some Village members may require rides for appointments, errands, social and community events, and more. Viva Village partners with Villages NW and Ride Connection to link volunteer drivers with members, providing safe rides and companionship.

### **Ride Opportunities and Limitations**

Members may request rides anywhere within Viva Village boundaries as well as within a 10-mile radius outside the boundaries. These limits do not apply to trips to medical appointments or to PDX airport.

Rides are offered between 6:00 a.m. and 10:00 p.m. A round-trip ride is considered to be one volunteer service appointment.

All rides are subject to volunteer availability.

Typical ride requests are for medical appointments, grocery shopping, and other errands as well as for social or other purposes.

Volunteer drivers are not equipped or trained to provide rides to members with significant mobility limitations. The Viva Village office staff can assist in finding alternative transportation, if necessary.

### **Scheduling a Ride**

Call the Viva Village office (503-746-5082) during office hours at least 4 working days before you need the ride.

Give the office staff the following information:

- Purpose of your ride.
- Your name, address, and contact phone number.
- The date and time you require the ride to begin.
- The ride destination's physical address and place name (e.g. Dr Smith, XYZ Medical Center at 1234 SW xx Ave.).

- The expected return time and the return pickup address (see below).
- Advise the office staff if you have any special needs, such as
  - an accompanying escort (for help with shopping or carrying groceries into the home)
  - any large packages or luggage
  - service animal
- If your return pickup point is different from your original drop-off point, please provide the Village office with the address of the different pickup point.
- How you wish the office to notify you when (or if) a ride can be arranged for you.

At least 2 working days before your request date, the office staff will notify you whether or not the ride can be arranged. If a driver is available, staff will give you the name, contact information, and whether you will have the same driver for both legs of the trip.

If no driver is available, the office staff will talk with you about arranging other transportation.

### **Important Ride Policies**

- Drivers and riders must use seat belts.
- The Village will not normally transport anyone under 18 years of age, although the Transportation Coordinator may grant exceptions in special, pre-approved instances. Individual drivers shall not transport anyone under 18 years of age without advance permission.
- Please be punctual and ready before your driver arrives. If you live in an apartment complex, be waiting at an agreed-upon designated location.
- Drivers are not allowed to physically assist passengers.
- All stops must be scheduled in advance. Volunteer drivers are not allowed to make unauthorized or unscheduled stops. **If you need to change your destination, notify the dispatcher by 3 PM the prior day.**
- Please be courteous and considerate of others. Before eating or drinking in the vehicle, please check with the driver. Absolutely no smoking in the vehicle.
- Do not distract the driver, including talking excessively or other potentially distracting behaviors.
- The driver is responsible for in-vehicle behavior; all instructions and safety rules are to be followed.

- The program reserves the right to refuse service based on non-adherence to these standards.
- Riders must be able to independently get into and out of vehicles with light assistance, if needed.
- If a member intends to bring luggage, packages, or large objects on the ride, the member must notify the Village office when making the reservation. It is then at the discretion of the Village office and the volunteer driver if the objects can be transported. It is not expected that the driver will carry or move a rider's personal items.
- Service animals will be allowed if prior arrangements have been made with the Village office. Pets may be transported only in specially designed pet carriers. If you wish to transport a pet, the Village office must be informed prior to the trip.

## **Frequently Asked Questions**

### **How often may I request services?**

Full Service Members may have up to one hundred service appointments per year. Each service appointment may be up to two hours. Associate Members are offered two service appointments per year.

### **Will I have the same volunteer each time?**

Services are always subject to the availability of volunteers, who decide when and how often they are available. We would love to hear when a member is pleased with a volunteer service, but we cannot promise a specific volunteer will always be available for a specific member. Generally, different volunteers will be available each time a member calls.

### **Can I call the volunteer directly to request service?**

No, all service appointments must be made through the Viva Village office.

### **How are volunteer drivers selected and qualified?**

Volunteer drivers have completed thorough training and background checks before being approved. A partial list of requirements includes:

- Viva Village volunteer training plus three Ride Connection driver training sessions
- A vehicle that is clean, easily accessible, and has passed the DMV safety inspection
- Personal reference checks and a thorough criminal background check

- A safe driving record and current valid driver's license and car insurance
- Emergency training

### **What if my volunteer driver does not show up?**

A member will not be left stranded. An urgent event, like a flat tire, may keep the volunteer driver from completing a ride and the rider may need assistance in arranging a substitute driver. If the volunteer driver doesn't show up for a confirmed and scheduled ride, the member must phone Viva Village at 503-746-5082 to report the problem. Office staff will attempt to complete the ride, and another volunteer driver will pick up the member who is stranded. If the Village office is not open, a member of the Governing Council will be available by phone to arrange transportation with either a taxi or one of the transportation network companies.

### **Can I receive a refund if I wish to discontinue my membership?**

Membership is an annual commitment, and there are no refunds for partial-year participation. Members who move to another Villages NW Village may request consideration for transferring their membership.

### **How much do I tip a volunteer?**

Volunteers are not allowed to accept money; just a heartfelt "thank you" will be appreciated.

### **How can I find out about upcoming social or educational events?**

Viva Village has a bi-monthly newsletter and a weekly update sent via email. In addition, the calendar on our website, [vivavillage.org](http://vivavillage.org), is updated regularly.

### **What if I need help with something that isn't specifically listed as a service?**

Please contact the office regarding your need. If it is not something that can be handled by one of our volunteers, the office can provide you with a list of vetted vendors to enable you to hire the professional help you need, possibly at a discount.

### **What if I have an urgent request without two or three days to request in advance?**

Please call the office at 503-746-5082. Viva Village has an on-call coordinator to handle requests for needs that arise without the usual two- or three-day notice.

### **Can I upgrade my Associate Membership because my needs change?**

Yes; contact the office for details regarding upgrading your membership.

**What if I need to cancel a ride or service appointment?**

If you need to cancel, please inform the Village office as soon as possible.

**What if I have a complaint or concern about a service appointment or volunteer?**

Viva Village is responsive to all commendations and complaints. We document complaints received verbally from members and volunteers, and we will respond immediately. Written complaints are kept on file for risk management and documentation purposes.