



Perimeter North
Villages

Stay Home • Stay Independent • Stay Connected

Member Packet

Please return to:

Perimeter North Villages
2090 Dunwoody Club Dr.
Suite 106-201

Atlanta, GA 30350

OR

E-mail: pnvillages@gmail.com

Web: www.perimeternorthvillages.com

Phone: 470-231-0015



MEMBERSHIP APPLICATION

APPLICANT CONTACT INFORMATION

Name Name of Additional Household Member(s)

Street Address City State Zip Code

Phone Number Cell Phone(s)

E-mail Address (es)

APPLICANT BASIC INFORMATION

Male: _____ Female: _____ Birthdate: _____

Do you have any of the following special needs?

_____ Use wheelchair _____ Use mobility device _____ Hearing impaired _____ Low vision
 _____ Use service animal _____ Use/want companion support _____ Problems/issues with stairs

SERVICE AREAS PROVIDED BY PNV

Please check any of the following services that you feel you may use:

- Driving & Transportation _____
- Meals & Food _____
- In-home Assistance (non-medical) _____
- Home Maintenance & Repair _____
- Companionship _____
- Social & Cultural Events _____
- Other: _____

ADDITIONAL MEMBER INFORMATION

Would you prefer to receive materials by Mail _____ E-mail _____?

Do you currently use the internet? _____ Yes _____ No

If renewal, are you currently a PNV member volunteer? _____ Yes _____ No

Are you interested in volunteering to help other PNV members? _____ Yes _____ No

Do you have pets in your home? _____ Yes _____ No

What kind of pets do you have and how many? _____ Dog _____ Cat _____ Other

Have you made donations to PNV? _____ Yes _____ No

Do you serve on the PNV Board? _____ Yes _____ No

Signature

Date

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**Membership Agreement**

PERIMETER NORTH VILLAGES, a tax-exempt nonprofit corporation under §501(c)(3) of the Internal Revenue Code, is a volunteer and membership organization serving residents in the Perimeter North area of Atlanta, Georgia.

ELIGIBILITY

Perimeter North Villages provides services for members who reside in the Dunwoody, Sandy Springs, Brookhaven, Chamblee and Doraville area. One member of the Member Household must be 50 years of age or better.

We discuss with each applicant their needs and hopes for membership prior to their enrollment to ensure there will be a good “fit” for the potential member.

SERVICES

Perimeter North Villages (PNV) provides services to Members through volunteers and vendors, both screened by the PNV. A list of screened vendors is available for services that cannot be provided by our volunteers. PNV also offers social, cultural, educational and health and wellness events to our Members.

Service Requests

Requests for service from a volunteer or service vendor should be made at least two (2) business days in advance of the requested service.

PNV operates on a volunteer first policy. If no volunteer is available, the request does not meet priority of need or if the requested service is beyond the capacity of a volunteer, then Members will be referred to the preferred vendor list for appropriate service delivery.

Priority of services, offered by program staff and volunteers, is given to those Members with the highest need. Discretion is left to the Executive Director and PNV staff to determine priority of limited services.

Members should not offer tips or gifts to volunteers.

Subcontracted Services

I understand that if I receive a subcontracted service via a referral from PNV, I will be billed directly from the 3rd party vendor. It is my responsibility to resolve any and all billing issues directly with the vendor. I understand that PNV does not in any way provide information or become involved with billing issues between a Member and a 3rd party vendor.

FEES

The annual fee for Membership in PNV is \$400 for an individual and \$200 annually for each additional member of the household. Membership runs for a 12-month period commencing from the date on which PNV accepts this executed agreement and appropriate payment. At this point, Members will be eligible to request and receive services, attend social events, and access the list of preferred vendors.

The Membership fee, based on an annual agreement, may be paid as follows:

	<u>Individual</u>	<u>Additional Household Member</u>
One annual fee	\$400	\$200
Two 6-month installments	\$200	\$100
Four quarterly installments	\$103	\$51
Twelve monthly installments	\$35	\$17

Scholarships are available upon request and are based on need. The annual fee may be increased from time to time. Membership fees cover all volunteer services.

At the end of the 11th month of the annual membership, Members will be invoiced for the upcoming year's membership fee. If a payment is not received by the current year's membership expiration date, then services will be suspended until payment is received. Once payment is received, membership will be reinstated.

I understand the above annual cost for membership does not guarantee volunteer availability for all requested services.

TERMINATION OF AGREEMENT

PNV reserves the right, in its sole discretion, to terminate this agreement, at any time, if PNV determines that it is in the best interest of the PNV, its volunteers, other Members or the undersigned Member(s). Written notification of service termination will occur in all cases except in the event of the death of the Member. A Member, or their legal guardian, will be given at least 14 day notice of the date of their pending discharge. If PNV terminates this agreement, it will return a portion of the annual fee paid on a prorated basis from the month of termination. The undersigned Member(s) may terminate this agreement at any time by providing written notice to PNV. If the Member(s) terminate(s) this agreement, no portion of the annual fee shall be refunded.

PRIVACY

PNV will take all reasonable steps to protect the personal information of its Members. However, where concerns regarding a Member's health or safety arise, PNV reserves the right to contact the individual(s) listed as non-member contacts or other appropriate people, as determined by PNV. In addition, to connect a Member with a third-party vendor at the Member's request, PNV may disclose contact and other relevant information. The Member also agrees to protect the confidentiality of fellow participants.

I understand that one photograph will be taken of me/us for security reasons. This photo will be in my Member record only and not released to the public.

WAIVER OF LIABILITY

As a Member of PNV, I understand that PNV is not affiliated with the third party vendors it may recommend, and I release PNV from all responsibility or liability stemming from the conduct of third party vendors. I further indemnify and agree to hold PNV harmless for any loss, expense or liability arising out of the activities of its employees or volunteers, including but not limited to any action I, my heirs and assigns, or my insurance company might bring for negligence, personal injury or invasion of privacy.

Should an emergency arise while utilizing a service provided by PNV, PNV when notified of the emergency will first call 911 in the case of a medical emergency needing immediate attention, and then will call the emergency contacts noted below and ask for directions as to what steps PNV can take to ensure proper care of the Member.

As a Member of PNV, I understand that PNV is not a provider of emergency services or health-care services, is not a health-care administrator, and does not employ licensed health professionals or social workers. This Agreement is not meant to create any special relationship giving rise to a duty to aid or protect between the Member and PNV.

The signature below indicates understanding and agreement of the above policies and indicates who is responsible for the payment of services.

NON-MEMBER TO CONTACT ON MY/OUR BEHALF

First Contact Name(s) **Relationship**

 Street Address City State Zip Code

 Home Phone Number Cell Phone(s)

 E-mail Address (es)

Second Contact Name(s) **Relationship**

 Street Address City State Zip Code

 Phone Number Cell Phone(s)

 E-mail Address (es)

HOSPITAL

What hospital would you prefer in case of emergency? _____

MEMBER MEDICAL PROVIDERS (optional):

Name

Phone Number

Address

Specialty (if applicable)

Name

Phone Number

Address

(Specialty, if applicable)

MEMBERSHIP TYPE

I understand that membership in the Villages is on an annual basis. I would like to pay my fee as follows. Please initial:

	<u>Individual</u>	<u>Additional Household Member</u>
One annual fee	\$400 ____	\$200 ____
Two 6-month installments	\$200 ____	\$100 ____
Four quarterly installments	\$103 ____	\$51 ____
Twelve monthly installments	\$35 ____	\$17 ____

Monthly and quarterly installments may only be paid by credit card. My credit card information is shown below and will be kept in a secure location at the PNV office. I agree to notify the PNV office if this information changes.

Visa ____ MasterCard ____ American Express ____ Card Number _____

Name on card _____

Expiration date _____ Security Code _____

Name of Person Responsible for Payment of Services, if different than member

I certify that I have read and understand this Membership Agreement and wish to become a Member of Perimeter North Villages (PNV) under the terms of this agreement.

Name (please print)

Name of other household member (please print)

Signature

Signature of other household member

Date

Date

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**Volunteer Driver Program: Policies and Procedures
Member Agreement**

If you are requesting transportation

Mission Statement for Volunteer Driver Program

Our Volunteer Driver Program is focussed on meeting basic transportation needs of our transportation-dependent members and on providing our dedicated volunteers with a satisfying experience.

Description of Service

The Perimeter North Villages (PNV) Volunteer Driver Program will provide non-emergency transportation for PNV Members (passengers).

Rides will be provided by volunteers who will drive their own vehicles. Volunteers provide a door-to-door service from a *pre-scheduled pick up location to a pre-scheduled drop off location*.

Volunteers will not be providing transportation to Members with significant physical impairments or who are in wheelchairs. Volunteers are not expected to physically assist passengers.

Service Area

Trips will be provided within the service area of Perimeter North Villages, including Dunwoody, Sandy Springs, Doraville, Chamblee and Brookhaven.

Days and Hours of Service

Volunteer transportation is available Monday through Friday between 8am and 5pm. Transportation will be available in the evenings and on weekends to events at your place of worship or to PNV Member events. Transportation is available by appointment only and on a first come first served basis.

Scheduling and Cancellation Procedures

To schedule a ride, a Member calls the PNV office 470-231-0015 weekdays between 9:00 am and 5:00 pm or enters a transportation request into the PNV website. Requests should be made at least 48 hours (2 days) in advance; reservations can be made up to 2 weeks in advance. The office will try to accommodate last minute requests, depending on space and volunteer availability.

When requesting a ride, Members must provide their name, pick-up location, appointment date and time, drop off location, and duration of appointment if a round trip is requested.

When making a request, passengers should indicate if there are any special accommodations necessary.

Passengers are expected to be ready and watching for their rides at the prearranged pick-up time and place.

If a passenger needs to cancel a ride, he/she needs to inform the PNV office, as soon as possible, but no later than 3 pm the day prior to the scheduled transportation.

A pattern of repeat unexcused cancellations may result in the Member being temporarily suspended from the PNV Volunteer Driver Program.

Passenger Assistance

This program is door-to-door service. Passengers must be able to independently get into and out of the vehicle. For the safety of the passenger and the volunteer, the volunteer is not expected to enter the passenger's home or to physically assist passengers.

If the passenger needs assistance, it is the passenger's responsibility to make appropriate arrangements. It is also the passenger's responsibility to provide advance notice when scheduling transportation for an accompanying companion.

Transporting Personal Items

If a passenger intends to bring any luggage, packages, or large objects, the passenger must notify the PNV office when making the reservation. It is then at the discretion of the Executive Director and the volunteer if the objects can be transported. It is not expected that the volunteer will carry or move a passenger's personal items.

Service animals will be allowed if prior arrangements have been made with the PNV office. Pets may only be transported by special arrangement with the PNV office and must be in specially designed pet carriers.

Passenger Conduct and Responsibilities

1. Passengers will always use a seat belt.
2. If an accompanying child requires a car seat, the passenger must provide it.
3. The passenger will be punctual and ready before the volunteer arrives. Volunteers are not expected to wait if a passenger is running late. If the passenger lives in an apartment complex, the passenger must be waiting at the designated location.
4. Volunteers are not expected to physically assist passengers. If a passenger needs further assistance, the passenger should bring along someone who can provide assistance.
5. All stops must be scheduled in advance. Volunteers are not allowed to make unauthorized or unscheduled stops. If the passenger makes a change to their destination, the passenger must notify the PNV office by 3 PM the prior day.
6. Passengers will be courteous and considerate of others. Passengers will not eat, drink, or smoke in the volunteer's vehicle.
7. Passengers must not distract the volunteer while he/she is driving. This includes talking excessively, or asking for radio and controls to be adjusted.
8. The volunteer is responsible for in-vehicle behavior; passengers will follow all instructions and safety rules from the volunteer.
9. Inappropriate behavior such as foul language, lack of personal hygiene, etc. will not be allowed.
10. The program reserves the right to refuse service based on violation of these standards.

Passenger Comment and Complaint Procedure

The Volunteer Driver Program is responsive to all commendations and complaints. Passengers may call or send written comments to Perimeter North Villages, 2090 Dunwoody Club Dr. Suite 106-201, Atlanta, GA 30350 or e-mail us: pnvillages@gmail.com. We will document complaints received verbally from passengers or volunteers and respond immediately. Written complaints are kept on file for risk management and documentation purposes.

I have read and agree to the above Volunteer Driver Policies and Procedures:

Member Signature

Date

Member Signature (if household)

Date

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