



**Thank you for your interest in becoming a LOWLINC member! We are pleased to share with you this information about LOWLINC and member benefits, services and fees.**

### **LOWLINC's MISSION**

*LOWLINC is a non-profit 501(c)(3) charitable organization dedicated to enabling seniors and those with physical and cognitive challenges who reside at Lake of the Woods to continue living fully and independently in their homes for as long as possible.*

### **LOWLINC'S GOALS**

*To provide services to seniors and those with special needs through:*

- Referrals to existing community organizations;*
- Delivery of reliable services provided by LOWLINC vetted volunteers;*
- Access to recommended and vetted service providers; and*
- Social and educational programs.*

## **MEMBERSHIP BENEFITS AND SERVICES**

### **Transportation**

#### What we offer to LOWLINC members

- Round trip to and from errands, meetings and appointments.

LOWLINC volunteer drivers will pick you up and drive you to appointments, meetings or errands (generally Monday through Friday before 5 pm), and then return you to your home. Upon request, drivers will also assist you to and from your front door and will help carry groceries or packages into your house. Typical destinations include medical and dental offices, grocery stores, meetings, restaurants, and social and educational events in or near Lake of the Woods

(LOW). *Rides are generally available to destinations up to 25-30 miles from LOW (Fredericksburg, Orange, Culpeper, Locust Grove).* Members are responsible for payment of any parking fees or other related costs, excluding gas.

For non-emergencies, we ask that requests for transportation be made at least two (2) workdays prior to the day the ride is needed, but more notice is preferred for regularly scheduled appointments or errands (e.g., weekly trips to the grocery store on a set day). We ask that you limit requests to three rides a week, except for emergencies.

If you need a ride to a medical appointment, LOWLINC also has made arrangements with Rappahannock-Rapidan Community Services (RRCS) for its Care-a-Van, which is wheelchair accessible. Care-A-Van is a program of RRCS and is available Monday thru Friday. It is not available holidays and during inclement weather. Care-a-Van requests must be made with 48-business-hours notice, Monday thru Friday.

### **Friendly Visitor: Companionship, Check-in Calls**

#### What we offer to LOWLINC members

- Check-in calls, and follow up if there's no answer
- Friendly visitor to chat with over a cup of coffee
- Reader, games

At a your request, volunteers will make a daily phone call to check on your well-being, or visit to read, play cards or a board game, or simply to chat.

### **Home Services and Maintenance**

#### What we offer to LOWLINC members

- Changing light bulbs and smoke alarm batteries
- Home safety checks
- Closet organization
- Organize "To Do" list and filing
- Water outdoor gardens or indoor house plants
- Offer gardening advice and plant repotting
- Help with light pruning and planting
- Handyman repairs
- Waiting for deliveries or other service personnel

- Temporary pet care
- Occasional light exterior maintenance, e.g., leaf raking, mulching, snow shoveling, etc.

Upon receiving your request for services, the LOWLINC coordinator will contact a volunteer, who will then respond to your request for home services with a phone call to arrange the time for to come to your home to perform the service. ***Home services are provided for occasional needs*** and are not intended to replace normal home-based services such as routine house cleaning, a major fall leaf raking, power washing, or landscaping project. Members pay the cost of supplies for home repairs done by a volunteer.

### **Convenience Services and Errands**

#### What we offer to LOWLINC members

- Mail pick up
- Trash disposal at compactor
- Shopping
- Prescription/dry cleaning/laundry pick up and drop off
- Free notarization of documents
- Miscellaneous errands

### **Computer and Technology Assistance**

#### What we offer to LOWLINC members

- Setup, technical, and end user support for computers (Mac and PC), cell phones, tablets, DVDs, TVs, cable, and Internet services
  - Email
  - Internet searches and use
  - Assistance with CapSure
  - WiFi
  - Software installation
  - Hardware installation
  - Backup
  - Printers
- Assistance with online travel bookings, other reservations, and online shopping
- Setup and end user assistance for programmable devices:
  - Thermostats
  - Light timers
  - Small appliances

Volunteers will assist you in dealing with today's technology questions and issues. Volunteers will also help you understand how your computer works, how to use common software, and ways to organize computer and email files.

### **Referrals to Vetted Service Providers**

#### What we offer LOWLINC Members

- Clearinghouse for recommended and vetted businesses and nonprofit service providers
- If desired, a warm handoff with a three-way phone conversation among the service provider, you, and LOWLINC [Note: Members will make their own arrangements with service providers for service and fees.]
- Follow up that work was done well and at agreed upon price and quality

If you need a paid service provider, you can call the LOWLINC coordinator to request the names of vetted businesses or organizations. In addition, if a volunteer has tried to fill your home maintenance service request and determines the scope of the request is beyond their comfort or skill level, the volunteer will contact the LOWLINC coordinator to request a recommended commercial service provider. For example, if you have requested someone to unclog a toilet, and the volunteer is unable to do so, the volunteer will let you know and refer you to the LOWLINC coordinator for additional guidance and assistance

After you have received services from a preferred provider, we'll ask you to rate the service provided. We ask members and volunteers to make recommendations for service providers, which LOWLINC will then vet before adding them to our preferred service provider list.

### **Social Outings, Events and Programs**

#### What we offer LOWLINC Members

- Attendance at LOW community events
- Book discussions
- Trips to local sites of interest
- Lectures
- Travelogues
- Panel discussions
- Restaurant outings

Volunteers will plan, organize, and produce these social outings and get-togethers, and members are encouraged to suggest new programs and activities based on their own particular interests.

### **Membership Fees**

The annual fee for membership in LOWLINC is \$400 annually (\$33/month) for an individual and \$500 annually (\$42/month) for a household. Membership runs for a 12-month period commencing from the date on which LOWLINC officially accepts a signed membership agreement. All applicants for membership must complete a LOWLINC Membership Application and participate in a home interview to discuss their specific needs. Membership fees cover all volunteer services provided and are not tax deductible.

### **Privacy and Confidentiality**

LOWLINC honors the privacy and confidentiality of its members and will take all reasonable steps to protect members' personal information.

### **Members Who Volunteer**

LOWLINC welcomes members who would also like to volunteer. Please ask for a volunteer application so you can tell us of your interests and availability.

**LOWLINC**  
**Box 518**  
**Locust Grove, VA 22508**

**[www.lowlinc.org](http://www.lowlinc.org)**