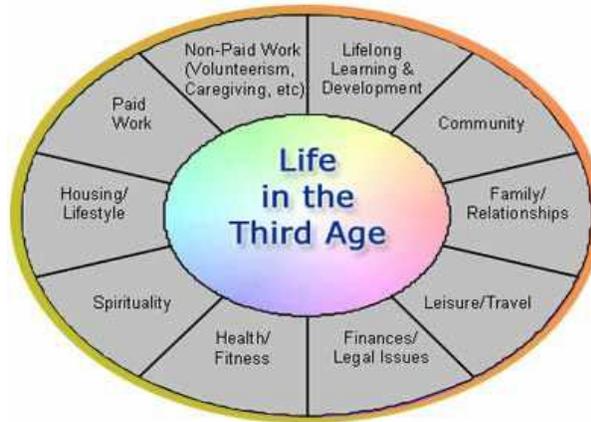


**Where Does Your Professional Expertise/Interest Lie?**



# **VOLUNTEER HANDBOOK**

**Tierrasanta Village of San Diego**

*Living for Today, Planning for Tomorrow*

## TIERRASANTA VILLAGE OF SAN DIEGO



The Village is an innovative nonprofit organization that enhances the lives of people 50 and over in the Tierrasanta neighborhood. Founded by community residents, the Village provides services and programs that enable individuals to live a healthy, meaningful life in their own home in the neighborhood they love.

Through partnerships with proven providers, the Village offers its members preferred access to social and cultural activities, exercise opportunities, and household and home maintenance services, as well as medical care and assisted living at home.

### **Tierrasanta Village of San Diego**

5275 Rimpark Way

San Diego, CA 92124

Telephone: 858-569-9119

Email: [tierrasantavlg@gmail.com](mailto:tierrasantavlg@gmail.com)

Web: [www.tierrasantavillage.org](http://www.tierrasantavillage.org)

# Peace of mind is our *greatest added value* at Tierrasanta Village.

*Tierrasanta Village members stay well connected to a familiar and attentive community of neighbors and professionals, maintain a healthy lifestyle, and enjoy life to its fullest.*

Dear Tierrasanta Village Volunteer,

*On behalf of* the Board of Directors and the staff of Tierrasanta Village we want to welcome you as a volunteer. We are delighted to have you join a team of dedicated individuals who make a difference in the lives of our members.

The handbook will serve as an introduction to Tierrasanta Village including our mission and services offered. In addition, this is a handbook for our volunteers outlining our volunteer program and numerous opportunities, policies, and tips.

We want to thank you for your time, commitment, the talent you bring to Tierrasanta Village.

Sincerely yours,

**Allen Rachel**

President, Board of Directors

# Tierrasanta Village Member Services

*If you have a need....TVSD will get you a solution*

## 1. WELLNESS OPTIONS

- Exercise classes (Balance, Tai Chi, Yoga, Walking)
- Discounts at local health & fitness clubs, i.e. YMCA, Curves
- Home healthcare providers, discounts by Preferred Providers
- On site Nurses' Clinic
- Health and wellness lectures

## 2. TRANSPORTATION

- Rides for grocery shopping and to the local mall
- Rides to medical appointments, village activities, field trips
- *On The Go* through JFS

## 3. HOUSEHOLD TASKS AND SERVICES

- Home repairs and household tasks
- Computer assistance and home office organizing
- Personalized grocery shopping

## 4. SOCIAL, CULTURAL, AND SPECIAL EVENTS

- Tours to museums, special exhibitions, concerts and cultural events
- Travel groups, singles events, lunch and dinner groups and clubs
- Active participation in walks, outings and recreational activities
- International travel & cruises
- Speakers, conferences, and computer training
- Arts and crafts classes and seminars

## 5. FRIENDS

- New friends and new ideas could be
- the most valuable benefits of all



## **Volunteer Program “Neighbor to Neighbor”**

Welcome to Tierrasanta Village’s Volunteer Program! We are delighted to have you participate. When you become a volunteer we will find the match that will enhance your and our member’s experience to the fullest.

1. Check in calls for members and potential new members
2. Regular calls to members
3. Errands and rides
4. Office help and stuffing for monthly calendar and mailings
5. Regular visits – one-on-one visit with a member
6. Community Service with a group of Village members

**And so, my fellow Americans, ask not what your country can do for you; ask what you can do for your country.**

**—President John F. Kennedy**

## **Volunteer Opportunities**

Tierrasanta Village is a village, a community, and a neighborhood. What better way to get to know your community than to volunteer? The feedback we hear from our volunteers is the experience has enriched their lives. How can you help? How can it help you?

- Rides to doctors, friends, or family
- Deliver meal to housebound members
- Visiting a member one-on-one on a regular basis
- Walk around the neighborhood
- Doing errands, taking care of animal or plants when a member is out of town
- Accompanying members to social activities
- Helping when people return from the hospital; visiting, errands, meals
- Grocery shopping, deliver grocery lists for members unable to go to grocery store
- Computer assistance
- Office work: computer data entry, mailings, filing
- Making phone calls to other members to check in, calls to potential new members
- Assisting at a Tierrasanta program

## **Volunteer Guidelines**

- Respect the confidentiality of all members
- Respect other volunteers, all members, and staff
- Take your responsibility seriously
- Be a Tierrasanta Village ambassador in the community

## **Volunteer Responsibilities**

- Have an enriching, rewarding, and fun experience
- Be on time
- If you are unable to make your commitment, when possible give 24 hours notice by calling us at 619-569-9119 or email [tierrasantavlg@gmail.com](mailto:tierrasantavlg@gmail.com)
- If for any reason you are uncomfortable with any situation, call the office immediately at 619-569-9119
- Once a month submit volunteer hours on our Volunteer Form
- Let the Volunteer Coordinator know monthly feedback on how your volunteer experience is going
- Every other month (when possible) attend volunteer Meetings by phone or in person
- Complete a volunteer application, sign confidentiality agreement
- If driving a member provide current driver's license & auto insurance documents

## **Volunteer Frequently Asked Questions**

### **What if I am uncomfortable answering a question posed by a member?**

Tell the member you are not comfortable answering the question and you will have someone from Tierrasanta Village get back to them.

### **Whom do I contact if there is a medical emergency?**

*During regular hours?*

Call 911 then Tierrasanta Village at 619.569.9119

*During non regular business hours?*

Call 911 and John Batchelder at 858-254-9011

### **If I drive a member, what is required of me?**

Auto insurance and copy of current driver's license on file at TVSD, DMV background check (paperwork at the Village).

### **How do I reach an individual from Tierrasanta Village after regular business hours?**

Contact Allen Rachel, Executive Director of TVSD, at dsdtk1dl2@san.rr.com.

### **I travel for several months during the year, may I still volunteer?**

Absolutely, just let us know in advance of your schedule.

### **What if I am asked to do something I just do not want to do?**

It is perfectly okay to say no. We will definitely find the right match for you. Volunteering must be a rewarding experience and something that you love!

## Volunteer Tips

- **Know what you want to get out of volunteering.** You can volunteer in order to make a contribution, advance your career, meet new friends, gain recognition, or simply enjoy the personal satisfaction that comes from helping others.
- **Check the time it takes to do a particular volunteer job.** How does the time commitment fit your schedule and lifestyle?
- **Tell us about your skills, interests, and life experiences** and how they could be useful in a volunteer setting.
- **Be willing to give and take honest feedback** in your volunteer job, and, when necessary, to be an advocate for change.
- **Respect confidentiality** related to your volunteer placement in all settings in your life.
- **It's okay to say no** to a request if you are unable to commit to an assignment, you will be called again for something that would fit your schedule or talent
- **Most important of all, bring your heart and your sense of humor** to your volunteer service, along with the enthusiastic spirit which is, in itself, a priceless gift.

## Volunteer Recognition

Once a year you will be invited to a Tierrasanta Village Volunteer Recognition program to honor and recognize our volunteers. It is our way to say thank you for all the wonderful work that you do and for you to meet and celebrate with your peer volunteers.



## Tierrasanta Village Volunteer Confidentiality Agreement

I understand that Tierrasanta Village of San Diego (hereinafter "TVSD") has a legal and ethical responsibility to maintain the privacy and confidentiality of all subscriber information. Any contact that I have with a subscriber and any information shared with me by a subscriber will remain private and confidential in the manner set forth in the policies and procedures of TVSD.

I will not disclose any subscriber information or discuss any such information with anyone except the Executive Director or an appropriate TVSD staff member or other persons as determined by the Executive Director or the appropriate staff member.

I will not make any unauthorized transmissions, copies, disclosures, inquiries, modifications or purging of subscriber information, nor will I use any subscriber lists for any usage without express written consent from TVSD.

I will not access or view any proprietary information about TVSD. If I have a question about whether to access proprietary information, I will ask the Executive Director before doing so.

I have read the above agreement, understand it, and agree to comply with all its terms.

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Signature of Volunteer \_\_\_\_\_ Date \_\_\_\_\_

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Please print your name \_\_\_\_\_

## TIERRASANTA VILLAGE Volunteer Application

### Personal Information

Name:	Date:
Phone:	Alternate Phone:
Address:	
Email:	

Volunteer Opportunities: Please note your availability in the area(s) of interest to you:

Member Services	Availability (days, times, etc.)
Transportation: drive a member to an appointment or event.	
In Home Assistance: visit; look-in weekly/daily or telephone visits	
Grocery shopping with or without TVSD member	
Meal preparation	
Brief absences services (water plants, pet care, mail pickup)	
Light Home Maintenance: change light bulbs, flip mattresses, conduct minor repairs	
Assess repairs and help with recommendations	
Take out trash and recycling	
Electronics: computers, TV, phones, software, etc.	
Gardening Advice & Help: (outdoor services)	
Help clean and/or plant	
Sweep walks	
Social Events & Educational Programs: give us your ideas	
Coordinate and manage events	
Medical Advocacy: TVSD will provide training	
Newsletter Assistance: help editors	
Office Services and Support at the TVSD Office:	
Receptionist / answer phone / easy office tasks	
Computer Services	
Your Talents: tell us what you can offer	

*Confidential*

<p><b>For Office Use Only</b></p> <p><input type="checkbox"/> Background Check</p> <p><input type="checkbox"/> Information in database</p> <p><input type="checkbox"/> File created</p> <p><input type="checkbox"/> Letters sent</p>
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# TVSD VOLUNTEER LOG

We  Vduntæers!

Name of Volunteer	Total Activities
Month/Year	<b>TIME BANK MEMBER:</b> YES <input type="checkbox"/> NO <input type="checkbox"/>

**SERVICES PROVIDED** (Check all that apply)

Times this month:

- Driving \_\_\_\_\_
- Companionship/Friendly Neighbor \_\_\_\_\_  
(Visit, care call, checked-on, shopping, lessons, dining)
- Gardening \_\_\_\_\_
- Housekeeping (Light care) \_\_\_\_\_
- Legal Assistance \_\_\_\_\_
- Grocery/Meal Cooking/Meal Delivery \_\_\_\_\_
- Home Repairs/Maintenance \_\_\_\_\_
- Financial Assistance \_\_\_\_\_
- Care Management/Health Care Assistance \_\_\_\_\_
- Personal Care \_\_\_\_\_
- Pet Care \_\_\_\_\_
- Technology Assistance \_\_\_\_\_
- Called TVSD for Info \_\_\_\_\_
- Preferred Providers/Contractors Used \_\_\_\_\_  
(See above for examples, plus fitness, housing and events)
- Volunteered at TVSD\* \_\_\_\_\_

\*Please provide details below: (Continue on back if needed)

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**NOTES:**