



Palos Verdes Peninsula Village

• *Stay Settled* • *Stay Connected* • *Stay Engaged*

MEMBER HANDBOOK

916 Silver Spur Road #302, Rolling Hills Estates, CA 90274

(310) 991-3324

peninulavillagevp@gmail.com

www.peninsulavillage.net

WELCOME

We are delighted to have you in our Village!

This Manual provides you with important highlights of our operations and ways how to access the Village offerings.

We are a community of members who continue to engage with one another while aging independently with dignity and purpose. We provide opportunities for social enjoyment and needed support through a network of member and non-member volunteers.

We opened our doors in January 2016 as a community-based 501(c) (3) non-profit corporation. The volunteer Board of Directors is the governing body that makes policy and is responsible for fulfilling the Mission of the organization. The Executive Director is responsible for the day-to-day operations and works closely with the Board to provide strategic direction and financial stability to the organization.

Our operating budget is partially met with membership fees and we rely on donations, grants and a network of sponsors for the remainder of our expenses.

In the spirit of our mission and because we are a member-based organization, we encourage members to volunteer whenever possible. Our needs for volunteers range from transportation to participation on committees, hosting of gatherings, help with refreshments, minor office tasks, and more. Please discuss with the Director ways you could help.

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Contacting Us

◆ General Information and Volunteer Opportunities

Call or email **Marianne Propst** (Executive Director)

(310) 991-3324

Peninsulavillagepvp@gmail.com

◆ Service Requests, Social Events & Activities Registration

Email or call **Pat Sneller** (Administrative Coordinator)

Villagemainoffice@gmail.com

(310) 415-2762

◆ Address

916 Silver Spur Rd. #302, Rolling Hills Estates, CA 90274

◆ Website

www.peninsulavillage.net

Social Engagement

A very important part of our Mission is to provide members with opportunities for social enjoyment. We maintain an Event Calendar on the PVP Village website and email members with a monthly calendar toward the end of the month. We use regular mail for those members who do not use email.

Most events or gatherings require registration, and several have limited capacity. For these, we recommend that you sign-up as early as possible after the calendar is sent or emailed. To register you may use the Website (preferred), email, or call the office.

◆ Special Interests Gatherings

We have several member-organized gatherings designed to promote intellectual stimulation, social interaction or just plain fun. Some are held at members' homes and some at different venues. There is a Program Committee made up of members and volunteers which works diligently to create opportunities for a variety of tastes.

We have organized book groups, social themed gatherings, a men's group, "Movie Time" where members gather at a home to watch a movie of general interest and more. The offerings grow and change according to member needs and willingness of members to help.

◆ Lectures/Presentations

We partner with local organizations to organize lectures or demonstrations that may be of interest to our membership. Again, information is disseminated by the website or through email or regular mail.

Services

Questions or Requests: villagemainoffice@gmail.com or 310-415-2762

All services are provided by member and/or non-member volunteers. All providers have been trained and vetted.

◆ Volunteer Transportation

One of the most frequently requested and most appreciated services is transportation. Drivers have submitted copies of their driver licenses and insurance documents.

Here is how it works:

For requests, emailing is **preferred**, however if you are unable to use email, you may call the office.

The longer the lead time, the more success we have finding a volunteer driver. However, your request needs to be submitted **at least 3-4 business days in advance**.

These services are provided **Monday through Friday, 9am-4pm**, within a 10-mile radius of the Peninsula. Members may request **one ride a week**, but we will try to accommodate special circumstances.

Every effort will be made to arrange for a volunteer to pick you up and bring you home. You will receive an email with the volunteer's name and contact information. In the very rare instance a volunteer is not available, you will be notified.

Minimum information needed: ● Date service is needed ● Initial Pick-up Time ● Address Where to Be Picked-up (you can indicate "home") ● Appointment Time ● Address and Name of Destination ● Return Pick-up-Time ● Other Helpful Information.

◆ **Information Technology Help (IT)**

An email request stating your specific need is **preferred**, but you may also call the office. Staff will connect you with IT helpers who will come to your home at a time that is mutually convenient.

Your request may include help with your computer, printer, smart phones, etc.

◆ **Volunteer Handyman or Minor Home Assistance**

You may request help with minor home repairs or other forms of minor home assistance. Please email or call the PVP Village office. Staff will connect you with the proper individual who will come to your home at a time that is mutually convenient.

◆ **PVP Village Friendship Visits by Phone or Drop-in**

Our staff and/or volunteers would love to know if you just want a friendly chat or a visit. Please contact us and let us know.

◆ **Vendors Referral List**

The PVP Village offers referrals to professionals through its Vendor List comprised of referrals by PVP Villagers who have been satisfied with their performance. The PVP Village is not responsible or liable for the work vendors perform. Please call the office if you need a referral.

Also, please find in your information packet details on food delivery, or paid transportation. Also, in the packet, there are brochures of resources available to seniors in our community.

Website

The PVP Village website is an important part of the organization. Through the site, you may access the Village calendar, register for events, enjoy the latest photos, make donations, etc.

The website is powered by **Club Express** which is the platform used for internet transactions. Club Express is utilized by Villages throughout the United States and while not dedicated to Villages, it has specialized staff to serve our specific needs.

◆ Logging in as a New Member

When you first join the PVP Village, you will receive an email welcoming you. You will be given a username and a **temporary** password to access the website.

Please go www.peninsulavillage.net, click Member Login (upper right) and follow the prompts to establish your own private password.

You have the option to click the box “remember me.” Thereafter all you need to do is to click in the upper right corner “Member Login”, and you will enter the site. Please do this on all the devices you may use to access the website including your phone and tablet.

If you are unsure about the procedure or have a problem, please call the office and you will be guided from there.

Important Policies

◆ Regarding Volunteers

The PVP Village volunteers have been trained and vetted with background and reference checks. Transportation volunteers have California insurance coverage on their vehicles. The PVP Village covers volunteer drivers beyond their car insurance under the PVP Village liability insurance but **only** when the service is officially coordinated by PVP Village staff.

Members are responsible for their personal expenses including but not limited to food, parking meters, tolls, or other costs and must reimburse volunteers for any purchases made by the volunteer on their behalf.

- Volunteers use their own cars and pay for their gas
- Volunteers may not accept tips or gifts beyond tokens of appreciation
- Volunteers must decline any financial or material gifts offered through inheritance

We encourage all members, if they are able, to become vetted drivers. This includes members who want to offer rides only to social events they are already attending. This type of transportation assistance for social events is very helpful to the Village.

The PVP Village does not provide personal care for its members. If you feel that you need more help, please know that there are referrals within the Village that can support you as needed.

(Important Policies continued)

◆ Privacy and Confidentiality

Members and volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers, helping out at PVP Village events, and/or talking with one another. Personal information shall not be shared outside the organization during informal conversation with friends.

◆ Annual Membership Dues

The current annual membership fees are \$675 for individuals and \$975 for household.

You will be notified when it is time to renew. Fees may be paid by check or credit card. If paying by credit card, please call the office and have the credit card information ready.

Membership is renewable every 12 months.

◆ Refund Policy

Membership fees are not refundable. If members relocate out of the service area, or in the event of death of a household member, the pro-rated yearly fee may be considered a donation to the PVP Village. If interested, please discuss this option with your tax consultant.