



Lake Barcroft Village, Inc.

◦ NEIGHBORS HELPING NEIGHBORS ◦

LAKE BARCROFT VILLAGE HANDBOOK FOR MEMBERS AND VOLUNTEERS

April 2020

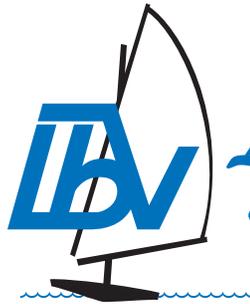
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INTRODUCTION

WELCOME TO LAKE BARCROFT VILLAGE. The Village was founded in 2012 as a 501(c)(3) charitable organization to give residents of the Lake Barcroft community the practical means and the confidence to continue living in their own homes as long as they desire. To carry out this mission the Village provides or helps to arrange a wide variety of social activities and services to meet the needs and expectations of its members. The scope of activities includes coffees, luncheons, foreign language groups; services include rides to stores and medical appointments home repair and safety checks, and visits from volunteers. For the Village to succeed as a nonprofit community-based organization it relies on volunteers who are able and willing to fulfill service requests and facilitate members' participation in social activities. Both members and non-members have found volunteering to be a rewarding way to meet new people and contribute to the Lake Barcroft community and those neighboring communities which the Village serves.

Mission Statement

Lake Barcroft Village is a community-based, membership-driven organization that provides on-going assistance to its members who wish to remain in their homes, living as independently as possible and staying connected with their community.



Quarterly Meetings



BECOMING A MEMBER

Residents of the Lake Barcroft community and certain contiguous areas (e.g. Barcroft Woods, Ravenwood Park) are eligible to join Lake Barcroft Village. There is no minimum or maximum age qualification. There are two types of membership: Full and Social. Full membership allows the member to enjoy all the social and educational activities and to request services. Social members do not access services but enjoy all the social and educational activities. Call the Village office for a schedule of the current dues for individual and household Full and Social memberships. Eligibility to participate in the social activities and to receive services will begin the first of the month in which a resident completes a Membership Agreement and pays the applicable fee. The membership year will run from the date the member is first eligible through the corresponding date of the following year.

Members will receive a renewal invoice before the end of the membership year. Membership forms are available on the Village website, www.lakebarcroftvillage.org or may be obtained by writing to Lake Barcroft Village, Inc., P.O. Box 4645, Falls Church, VA 22044, or by calling the Executive Director at 703-354-0652.

The Village uses phone, e-mail, and regular mail to maintain contact with members through periodic and special communications to help members and potential members learn more about the Village. Question and answer sessions are offered throughout the year. To facilitate its mission to inform and serve, The Village must have members' home addresses, e-mail addresses, and telephone numbers on file. This information is not shared with parties not associated with the Village.



HOW TO REQUEST SERVICES

Full members of Lake Barcroft Village are eligible to receive a range of services outlined in the following pages.

Requests for transportation, home maintenance, companionship and other Village services should be made at least three days in advance by telephone to the Village office at 703-354-0652 or by e-mail to lbvcoord@gmail.com. Members should call during business hours (9am-2pm, Monday through Friday) to request services. The office will be closed on federal holidays. Members may call during non-business hours to leave a message. Members are asked not to call the Executive Director's home number and not to call volunteers directly.

All services depend upon the availability of volunteers. While attempts will be made to honor requests with a shorter lead time, there is greater assurance that a volunteer will be available if the request is made in a timelier manner.

After receiving a member's request, the Village's Executive Director will issue a request for volunteers, assign a volunteer, and inform the member of the assignment. The volunteer will contact the member to make specific arrangements.

A member may cancel a request any time prior to the scheduled appointment by notifying the Village office, although last-minute cancellations should be avoided, if possible.

The Village respects the privacy of its members and volunteers and so limits the disclosure of their personal information. Our standard policy when facilitating member requests is to share volunteer/member contact information for the sole purpose of successfully completing the requested service.



SERVICES WE OFFER

Transportation

Members can request a ride to appointments, events, or meetings. After the request has been made to the Village office, a volunteer driver will call the member to discuss arrangements. Typical destinations include doctors' offices, grocery stores, meetings, and social and educational events. This service is generally limited to destinations that are located within an approximate 12-mile radius of Lake Barcroft. This would include, for example, a ride to Reagan National Airport. An attempt will be made to accommodate a request for a destination beyond the 12-mile radius without promise of fulfillment. Except in cases of unanticipated need, requests for transportation must be made at least three business days in advance. Assistance to and from a front door and help to carry packages should be requested beforehand. Members must be ambulatory since volunteer drivers do not have disability-access vehicles or disability parking permits. Parking, tolls and similar charges are the member's responsibility.



Computer and Technology Assistance

Volunteers can provide help with PCs and iMacs, tablets, iPhones and Android phones, televisions, printers, and any associated equipment. Tutorials can be given on use of e-mail, social media, and various types of computer software.

Home Maintenance and Repair

Members can request help with a myriad of household chores. Volunteers can come to a member's home to do such things as change light bulbs, do minor repairs, and the like. If a volunteer is unable or unqualified to perform the requested task, the Village will suggest one or more vendors that the Village believes will render honest and quality service at a reasonable price to the member. These services are intended as one-time jobs and do not replace regular home-based services such as housecleaning and landscaping, which remain the member's responsibility.

Home Safety and Accessibility Assessment

Volunteers can provide a "walk-through" evaluation of the home and outline areas of concern for safety and accessibility, both inside and outside. The evaluation would take place using an AARP guidelines checklist.

Errands and Household Tasks

Volunteers can temporarily aid with any number of household tasks that may be difficult for a member to accomplish. Examples include picking up prescriptions and dry cleaning, mailing packages and buying postage, walking pets, and taking care of County trash bins.

Social Outreach

Volunteers can help members stay in contact with their neighbors and the greater community. Upon request, volunteers will check in with members at regular intervals. Volunteers can also provide home visits, read mail for the visually impaired, and provide respite breaks for caregivers. We also make sure that our members stay connected to Lake Barcroft's many groups and activities. We connect our members with the Village's ongoing social, cultural and educational programs. Two new social outreach programs are worth pointing out. First, Keeping in Touch is an effort to connect Village members within the same neighborhood. Each neighborhood has a captain who facilitates interactions with members. The goal of the project is to enable Village members to know their neighbors, renew acquaintances, and support one another when support might be appreciated or needed. Second, Cooks on Call volunteers will prepare a meal (or two) and deliver it to a member's home upon request to the Executive Director. The details/specifics are negotiated between the member and the volunteer.

Weather Emergency Service

The Village provides a weather emergency service in the event of a major weather event which disrupts basic services. Upon request we will call or visit a member to check on the member's safety and comfort both before and after the event. We will make sure that there is access to the member's front entrance and provide such assistance as may be needed.

Home Security Check

Members who are planning to be away from their homes may request that a volunteer check the exterior of their house to assure that everything is in order.

Unlisted Services

It is beyond the scope of this handbook to list every service that the Village may provide. If a member requires a service that is not listed, the member should contact the Village office to inquire whether that service is within the Village's capabilities. For example, Village volunteers may help members with administrative tasks such as assistance in filing insurance claims, sorting mail, making reminders for medical checkups, and finding business and legal services. In the home, volunteers could help members organize their pantries, and set up grocery delivery accounts.

Future Services

We recognize that our members' needs are not static. As Lake Barcroft Village grows and develops, we will continue to explore opportunities to offer new services for our members.

PROFESSIONAL SERVICE PROVIDERS

Lake Barcroft Village follows a volunteer-first policy in fulfilling service requests. However, if a volunteer is not available or not qualified to accomplish a task--e.g., plumbing or electrical work--the Village will recommend one or more professional vendors based on a preferred provider list. The Village recommends that the initial contact with the vendor be made by the Village office so that the vendor knows that the request for service comes from a Village member. The vendor will then call the member to learn what is needed and arrange for the provision of service. The member, of course, is responsible for paying the vendor. Although the Village has taken reasonable steps to review the reliability and quality of work provided by the vendors on its preferred provider list, it cannot guarantee their services. Most preferred vendors have been used by Lake Barcroft residents and come recommended.



Each member receives digital access to the *Washington Consumer's Checkbook* (WCC) website (checkbook.org). WCC is a non-profit resource for vetting vendors, multiple service providers, and stores in our area. If the member does not have an email address, the member will receive a print copy of the WCC magazine. *Checkbook* is a good complement to the vendor list maintained by the Village Executive Director and supplemented by neighborhood recommendations. A member may access that list by phoning the LBV office.

SOCIAL, CULTURAL AND EDUCATIONAL PROGRAMS

The Village sponsors a variety of social, cultural and educational programs. A monthly schedule is available on the Lake Barcroft Village website, lakebarcroftvillage.org and is emailed to all members. Those who do not use email are sent the information by US Post Office. This information also appears in the monthly Lake Barcroft Newsletter at www.lakebarcroft.org

Current sponsored activities include monthly happy hours, lunches, coffees, German and Spanish conversation groups, as well as stretch and balance classes. From time to time, the Village will coordinate a special event such as a trip to a local museum, a theater outing, or a potluck dinner.

Lectures and presentations are given on such topics as decluttering and downsizing, on-line and telephone security, financial and medical issues, home fitness, and current events. Typically, these programs are offered at Village membership meetings which are held four times a year.



Coed Luncheons



VILLAGE VOLUNTEER PROGRAM

Lake Barcroft Village invites individuals who support our mission to become volunteers. Many Village members are also volunteers, but it is not necessary to be a member in order to volunteer. The volunteer program is central to the mission of the Village. As described more fully above, volunteers perform a variety of tasks, such as providing rides, answering phones in the office, organizing social events, and assisting members in their homes with the routine tasks of daily life. The goals of the volunteer program are:

- a. To support the Village’s “volunteer first” policy, finding a qualified volunteer to fulfill a member request before contacting a commercial vendor.
- b. To assure that volunteers have a pleasant and rewarding service experience.
- c. To nurture and build community by developing ties to individual members served as well as other members and intergenerational volunteers; and
- d. To provide opportunities for new friendships among volunteers and members as they participate in social programs, share experiences, and discover mutual interests.

The Village works with prospective volunteers to find matches between their interests and abilities and the needs of Village members. All volunteers performing their assigned tasks and services are covered by the Village’s liability insurance policy.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer.

BECOMING A VOLUNTEER

Individuals who support our mission and want to volunteer are encouraged to call the office to discuss the program with the Executive Director. Volunteer applicants must complete an application form (available on the Lake Barcroft Village website, www.lakebarcroftvillage.org, or from the office), and must be officially accepted and enrolled before being asked to perform tasks.

The Executive Director will interview applicants to determine their qualifications, interests, and availability, answer questions, and review Lake Barcroft Village policies and procedures.

Volunteers will be asked to take on assignments that coincide with their interests and abilities, as well as the needs of the organization and its members. Volunteers are free to discuss a change in assignment at any time they feel a change is necessary or desirable.

Using our secure portal, IntelliCorp, all Village directors, staff, and volunteers must pass criminal checks, and, for those volunteers wishing to provide transportation, driving background checks. All checks will be done by the Executive Director to maximize confidentiality.

Volunteer drivers must have their own car insurance policy in place when driving in their own automobiles. The Village has a liability insurance policy in place to provide secondary coverage in the event of an accident.

A volunteer may, of course, decide to stop volunteering at any time. We ask that a volunteer making this decision provide notice to the Executive Director.



ORGANIZATION AND MANAGEMENT

Lake Barcroft Village is a community-based nonprofit corporation operating under the general management of a Board of Directors that makes policy, hires the Executive Director, and is responsible for fulfilling the mission of the organization.

There are currently nine seats on the Board. The term of service is three years, and directors may serve two consecutive terms. Up to three members of the Board may be residents of Lake Barcroft or other neighborhoods served by the Village who are not members of the Village.

The Board of Directors carries out its work through a committee structure and may create committees as needed to conduct the business of the organization. The monthly Board meetings are open to everyone interested.

The day-to-day operation of the village is overseen by an Executive Director. The Executive Director is responsible for the continuing operation of the organization, including administration, member services, publicity, and marketing. In managing administrative duties and providing services, the Executive Director works closely with the Board of Directors, various committee chairpersons, and other volunteers.

Committee Roles and Responsibilities

Operations The Operations committee oversees the policies and procedures of the Village BOD. The committee is responsible for the Financial Plan and selection of software.

Full Member Services This committee helps to attract and train volunteers who provide a variety of services to our members, such as rides, tech support, errands, home maintenance and more. The committee is also looking at ways to utilize technological services.

Communications Communications produces, writes and edits *The Villager*, provides articles for the Lake Barcroft newsletter, and designs and maintains the web site.

Fundraising Fundraising seeks support from individuals, local businesses, corporations, and foundations and develops opportunities for strategic partnerships

Member Relations The Member Relations committee maintains contact with LB residents, attracts new members & facilitates renewals of memberships. The Keeping in Touch initiative is under this committee.

Programs The Programs Committee sponsors cultural and educational programs including lectures, trips and other events and hosts or arranges social gathering such as happy hours and lunches



Ross Kory discusses finances



Fund Raiser at Bawadi Restaurant

FUNDRAISING

Lake Barcroft Village cannot sustain itself on dues alone; membership dues fund approximately one-half of the Villages' expenses. The Village is designated by the IRS as a 501(c)(3) charitable organization, and gifts are tax deductible. Gifts may be made in honor or memory of others, and to underwrite general operating expenses, or for any other purpose. Please remember Lake Barcroft Village when preparing your will or living trust. Donations may take various forms, including cash, stocks, mutual funds, furniture, supplies, and equipment. LBV seeks items that are useful for day-to-day office management or that can be sold for cash. The Village will acknowledge all financial contributions with a letter of thanks that may be used for tax purposes. When making non-cash donations, contributors are expected to estimate the value when reporting to the IRS. If the value exceeds \$5,000, the IRS will require an appraisal. Consultation with the donor's own tax advisor is recommended.

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The editors of this handbook wish to thank the many photographers whose work is published in this handbook: Dottie Bennett, Larry Golfer, Jane Guttman, Michael Paxton, Sam Rothman. If we have missed a photographer, we sincerely apologize.



a 501 (C) (3) charitable organization founded in 2012