



NEXTVillageSF

At home, right where you are!

Messages from the Executive Director and the Board President

Dear NEXT Neighbor,

Thank you for your interest in our NEXT Neighbor volunteer program. We hope this is the start of a long and rewarding experience for you and the NEXT Village San Francisco members you meet. And, congratulations! Numerous studies have shown the remarkable benefits that volunteering has on your self-esteem, your mental health, and your physical health!

NEXT Village SF is a “volunteer-first” model of service. We look first to a NEXT Neighbor to fulfill a requested need, and we draw heavily from the people in our communities to support each other before referring members to a commercial vendor. At some point in all of our lives, a neighbor has helped us or touched our life in some way. Doing something as simple as offering to pick up some groceries or run a small errand goes a long way in the eyes of the person who needs a little help as they age at home.

Being a NEXT Neighbor is a win-win. You’ll be appreciated for your generosity, you’ll make new friends along the way, and you’ll have the satisfaction of knowing that thanks to you, someone is able to age safely and successfully in their home.

From the NEXT Village community, we thank you very much.

Jacqueline Zimmer Jones

Jacqueline

Executive Director

Many thanks for dropping by today. It boosted my outlook on life considerably just to know that at NEXT Village, people care – E.H.

Welcome to NEXT Neighbors. We are friends, neighbors, and businesses sharing our time and expertise. Our goal is to expand the sense of community, safety and security for those who choose to remain in the northeast corner of the San Francisco as they age-

Since the first wave of Baby Boomers turned 65, retirement has been much in the news, and the concept of aging in place is receiving a great deal of attention. According to a study by AARP, 92% of Americans 50 years of age and older prefer to remain in their homes and communities as they age. How can we best help seniors live independently and interconnected within our San Francisco community?

Our mission: With a corps of neighborhood-based volunteers, NEXT Village San Francisco offers residents of the northeast corner of San Francisco, (Telegraph Hill, North Beach, Russian Hill, Polk Gulch and the Northern Waterfront) both the practical means and the confidence to live their lives to the fullest in their own homes as they grow old. We believe that using volunteers, NEXT Neighbors, will help keep down the cost of providing services, but more important, NEXT Neighbors' tasks and outreach will prove to be a satisfying experience for both volunteer and members-

The NEXT Village SF Volunteer Coordinator will work with you to insure that your interests and skills are well suited to the needs and desires of Village members. All NEXT Neighbors performing their assigned tasks and services are covered by our liability insurance policy.

We are deeply grateful to you for the time and talent you bring to NEXT Village San Francisco. Keeping this community connected is the outcome we seek and NEXT Neighbors is central to achieving this benefit. Again, thanks from the Board of NEXT Village San Francisco.

Jonee Levy & Janet Crane
Founders

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Mission Statement

NEXT Village fosters a strong feeling of community and a strong mutual support system that enables residents of San Francisco's northeast corner to lead vibrant, active and healthy lives as they age, while living in their own homes and neighborhoods.

NEXT Neighbor Goals

- * To nurture and build community by developing ties to other NEXT Village San Francisco members and volunteers;
- * To provide effective and quality assistance;
- * To offer opportunities for new friendships to develop among volunteers and members as they participate in social programs, share experiences, and discover mutual interests;
- * To ensure volunteers and members have a pleasant and rewarding experience.

Volunteer-First Policy

The "volunteer-first" model refers to NEXT Village San Francisco's policy of first looking to NEXT Neighbors, our volunteer corps, to fulfill a requested task. If no Neighbor is available for this particular task, we can refer members to local organizations or individuals who can fulfill that request for a fee.



How to Become a NEXT Neighbor

Eligibility

NEXT Village invites residents of the community who share our belief in the mission of this aging-in-place organization to become a NEXT Neighbor. Many of our members are also volunteers, but it is not necessary to become a member in order to become a NEXT Neighbor. Interested persons are encouraged to *email* or *call* the Volunteer Coordinator to discuss the program. The Volunteer Coordinator must officially accept the volunteer's application before the volunteer can perform any tasks. NEXT Village asks for a minimum six-month commitment.

Students and interns in supervised programs are also welcome to serve as volunteers.

Interview

The Volunteer Coordinator will interview applicants to determine their qualifications, interests, and commitment. This is an opportunity to talk about your interests and our program.

Orientation, Classes & Training

NEXT Neighbor requires a volunteer to attend an orientation as well as a series of classes and trainings.

Choosing What Service to Provide

NEXT Neighbors will be asked to review services that are provided to members and to the organization. Choose a service that fits your interests, ability and schedule. A quick overview is on page 15, Volunteer Opportunities.

Background Checks & Vetting Process

Volunteers must pass an official background check. NEXT Village currently uses Intellicorp for this purpose. Drivers also undergo a DMV check. Volunteers who refuse permission for these checks will not be asked to provide any service that requires them to be alone with a member or in a member's home, nor will they be allowed to provide transportation services to members. The resulting reports are maintained in our files, with social security numbers purged. Volunteers (and former volunteers) may request a copy of the Intellicorp report. Records of persons not accepted as volunteers are also maintained.

Volunteer Drivers

Volunteer drivers use their own insurance coverage when driving their own automobiles. A copy of the volunteer's driver's license, automobile registration, and auto insurance card must be on file with NEXT Village. The volunteer must carry auto insurance that complies with CA Insurance Code 11580.1b which is \$15,000 for injury/death to one person, \$30,000 for injury/death to more than one person and \$5,000 for damage to property.

Gas and mileage are deductible charitable contributions for income tax purposes, if you itemize. The member should pay parking fees that may be incurred.

Records of Service

At least once a month please call or email the Volunteer Coordinator. Let him/her know how many hours you devoted to a service request, and share any other information that is important. In case of information that is deemed "urgent," the Volunteer Coordinator should be notified immediately. From time to time, the Volunteer Coordinator will check with you to see how the service delivery has gone.

Leave of Absence

Please let the Volunteer Coordinator know if a leave of absence is needed, and for what period of time.

Resignation

Volunteer assignments are not permanent and NEXT Neighbors may resign at any time. Please let the Volunteer Coordinator know as soon as possible. To help the organization continue to develop and learn from experience, volunteers are asked to participate in an exit interview.

Termination

NEXT Village San Francisco will dismiss a volunteer if they fail to fulfill duties of the position and/or meet the basic standards of professionalism set by NEXT Village San Francisco. Grounds for dismissal are not limited to, but may include:

- No show/no call for **two** service commitments
- Misconduct or insubordination
- Use of alcohol and/or drugs while performing a service
- **Theft of property or identity or accepting gifts of any kind**
- Misuse of organization's materials or equipment
- Verbal, physical, financial abuse of members
- Breach of privacy and/or confidentiality

Please refer to Grievance Policies in this handbook and in NEXT Village Volunteer Policies and Procedures.

Each volunteer is a Mandated Elder Abuse Reporter and will have training on this very important issue as part of the Volunteer Training Program.



Summer Picnic – Dominos Champions!

Volunteer Opportunities

Local Transportation

- Grocery shopping and other errands
- Medical appointments and pharmacy trips
- NEXT Village social and cultural events

In-Home Assistance

Initial get-acquainted meeting with a trained NEXT Village representative, after which we could provide:

- Phone check in with a Village member
- Periodic visits with a member in their home
- Assistance with minor household repairs and chores, like changing a light bulb, turning a mattress
- Away-from-home help (periodic checks, mail pickup)
- Assistance with computers, televisions, phones and other electronic devices
- Assistance with basic pet and/or plant care

Social Activities

- Companionship and visiting, such as meeting a NEXT Village member for coffee
- Initiating and leading a regularly scheduled social activity such as bridge, Scrabble, or a music group

Health Well Being

- Partners for walking, swimming, meditation, relaxation or other activities
- Post hospital assistance

Help NEXT Village

- Help with classes and seminars
- Help with fundraisers, social events and interest groups
- Help with telephone calls, office work
- Help with development of new services
- Advocacy work for “aging friendly” policies

Hello!



I’m Masa Hirayama, and I am a new volunteer with NEXT Village San Francisco.

Prior to joining NEXT Village, I volunteered at North Beach Citizens. The support I received from North Beach Citizens helped me to get on my feet and to earn a Bachelor Degree in Social and Human Services from San Francisco University at the age of 63.

Now, I am supporting members of NEXT Village so that they can enjoy their lives in their own home and apartments, and remain in the community that they call home.

Another reason I volunteer is that as of 2012, I became a “New Senior Citizen”. A “baby” senior if you will. I’m enjoying new experiences in this time of my life, including becoming a U.S. citizen, and am happy to share it with the people of NEXT Village.

I like to help identify cultural activities for the members, and I lend a hand by walking with an older gentleman so that he gets his exercise and some companionship. I also help a member who has trouble carrying groceries and such up the two flights of stairs in her apartment. I enjoy making a positive difference in people’s day.

I look forward to meeting you in around NEXT Village!

MASA

Program Policies

The Basics

Volunteers should adhere to the policies and procedures of NEXT Village San Francisco, contained in this Volunteer Orientation Packet. Working closely with the Volunteer Coordinator, volunteers are expected to:

- Complete the required forms and contact Volunteer Coordinator for review
- Report elder abuse (mandated)
- Decline any and all gifts and/or tips that may be offered
- Attend orientation, classes and training sessions
- Consult with the coordinator before assuming new responsibilities
- Contact the Volunteer Coordinator immediately if you are uncomfortable in any situation
- Be prompt and reliable in reporting for duty
- Notify the Volunteer Coordinator as soon as possible when unable to report for a scheduled assignment

Giving Advice

As volunteers, NEXT Neighbors often come into close contact with members needing services, and should refrain from offering advice, especially about medical, health and driving issues. These are subjects that should be discussed within the family, as well as with personal friends and health professionals.

Privacy & Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a NEXT Village member or any other volunteer. Such information should not be shared outside the organization. Volunteers are required to comply with this Privacy Policy for NEXT Village.

Representing NEXT Village

NEXT Neighbors should not act on behalf of or make statements representing the official position of the organization unless authorized to do so by the Executive Director. Also, only staff or the Board of Directors is authorized to sign any agreement involving contractual or financial obligation.

Emergency Procedure

**If you or a member,
experience an emergency:**

Immediately call **911**,
then NEXT Village 415-888-2868

Health Issues

NEXT Village assumes that you, as a volunteer, are physically able to provide whatever services you've offered to perform. If you have any questions, please consult your personal physician.

In addition, we expect that you won't provide a service if you have a contagious disease of any kind. If you have concerns about the member for whom you're providing the service, please contact us.

Elder Abuse Mandated Reporters

"Mandated Reporters are by law any person who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult, whether or not that person receives compensation."

— Department of Aging & Adult Services, San Francisco

To make a report of abuse and /or neglect, or to discuss your concerns, call **(800) 814-0009**. ALL REPORTS ARE CONFIDENTIAL.

All volunteers and staff fall under this mandate; if you have knowledge of any abuse please notify NEXT immediately. If you have any questions or concerns, call the office immediately.

Grievance & Conflict Resolution

A right of volunteers is to have access to conflict resolution and a grievance procedure as outlined below, to help work out any problems that may arise during the course of volunteering. NEXT Village will provide each volunteer with a clear step-by-step guide to help resolve any grievance.

The NEXT Village Grievance Policy applies to paid staff, volunteers or trainees of the organization. This document is consistent with the NEXT's Grievance policy but is addressed to volunteers.

1. Introduction

NEXT Village aims to create a work environment where volunteers feel valued at work. We also recognize that there may be occasions when volunteers have concerns or grievances and this grievance procedure enables individual volunteers to raise grievances more formally. The procedure provides an open and fair way for volunteers to make known their problems, and aims to enable grievances to be resolved quickly before they fester and become major problems.

2. Informal Discussions

In the first instance, if any volunteer has a grievance about their volunteering or a colleague they should discuss it informally, as soon as possible, with the Executive Director. The Executive Director will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

3. Formal Procedure

Stage 1

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to the Executive Director. If the complaint involves the Executive Director the complaint should be put in writing to the President of the Board of Directors.

A meeting will be held between the volunteer and the appropriate person to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share

how they would like them to be addressed. The volunteer has a right to be accompanied to the meeting.

Following the meeting, the appropriate person will give a written response within 5 working days of the meeting outlining how the complaint(s) will be responded to. If the complaint is against another member of staff or volunteer or requires further investigation, the appropriate person will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Stage 2

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with next person in the chain of command, the President of the Board if the first meeting was with the Executive Director. They must appeal, in writing within 5 working days of the decision being communicated to them. If the first meeting was with the President of the Board, the appeal letter should be written to the Grievance Committee of the Board. This committee will be appointed by the Vice President of the Board and will not include the President or the Executive Director. The appropriate person will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting.

Following the meeting, appropriate person will give a written response within 5 working days of the meeting outlining how the complaint will be responded to. If the complaint requires further investigation, the appropriate person will need to carry out further meetings or investigations. In this case, the 5 working day limit may need to be extended.

The decision of the Grievance Committee of the Board will be final, whether it is the second or third step of the process.



Volunteer Recognition

NEXT Village honors our volunteers at least once a year to celebrate the wonderful work you do!

Volunteer Tips

- Know what you want to get out of volunteering.
- Check the time it takes to do a particular volunteer job.
- Tell us about your skills, interests, and experience.
- Please give and take honest feedback!
- Respect confidentiality.
- It is okay to say no.
- Enjoy the experience in the spirit of giving.
- WELCOME! Have fun!

Notes

nextvillage

San Francisco

Providing residents of San Francisco's northeast corner with the confidence and practical means to live safely and comfortably in their homes and community as they age.

NEXT Village San Francisco
is a member of

CASE

Coalition of Agencies Serving the Elderly

NEXT Village San Francisco Volunteers' Handbook
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I have read the NEXT Neighbor Volunteer Handbook and understand what I have read. I agree to abide by the policies and procedures outlined therein.

Signature

Date

Please print your name

To contact us:

Info@nextvillagesf.org

415-888-2868

www.nextvillagesf.org