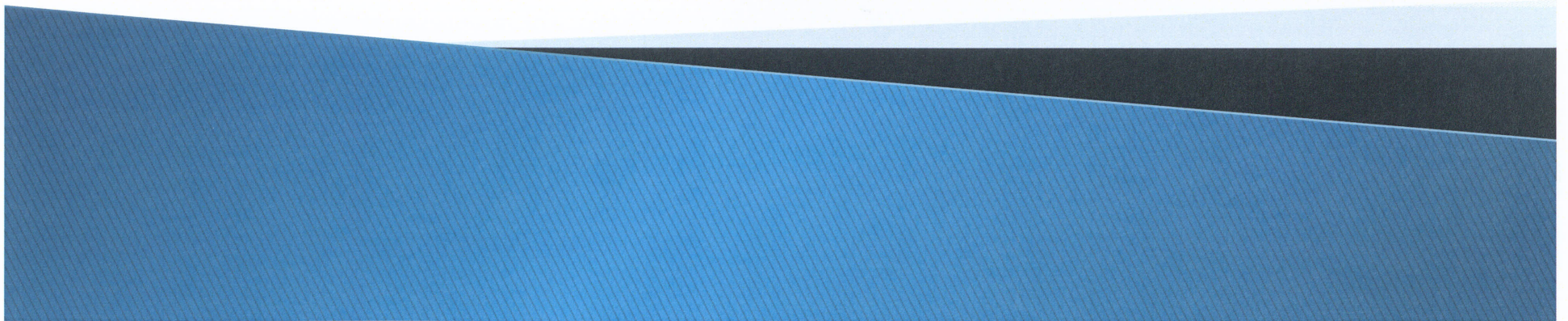
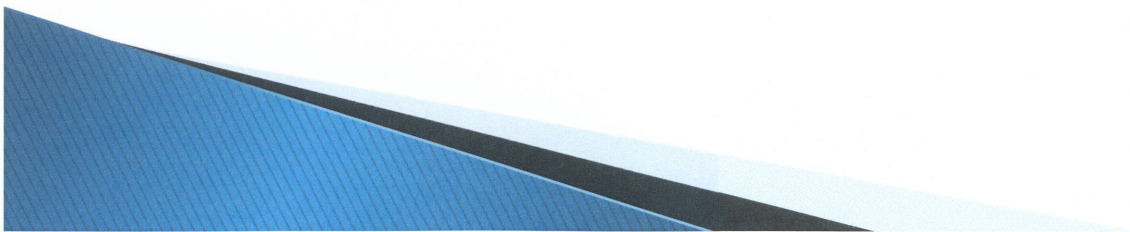


What is a
Village?



- A Village is a self-governing, grass roots community organization that coordinates or facilitates access to supportive services provided by community volunteers or other service providers to promote aging in place, social integration and well-being for older community members.
- There are over 100 Villages across the country, most of which are member-based nonprofits that are supported by dues and external donations.



- Villages provided services for members such as:

Transportation

Rides to doctor or grocery store

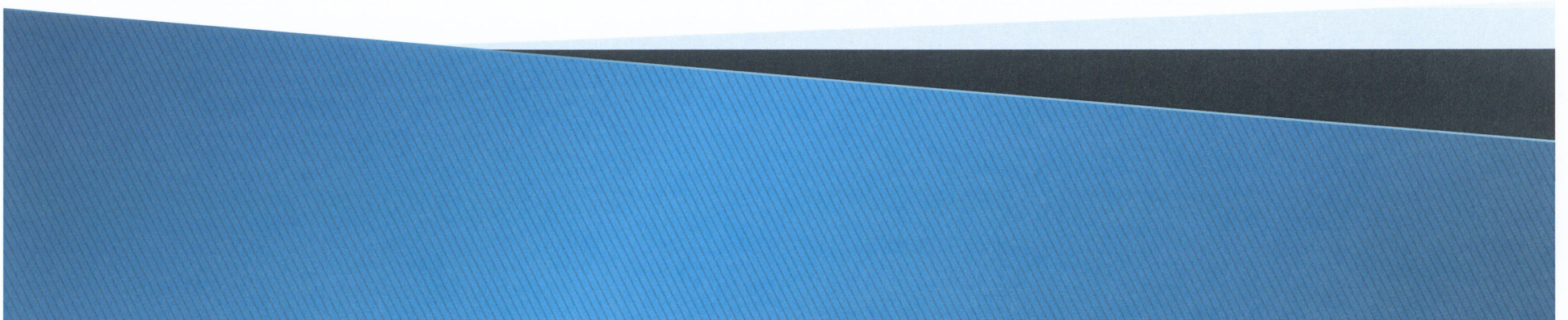
Minor Home Repair

Changing light bulbs, Fix a sticky drawer

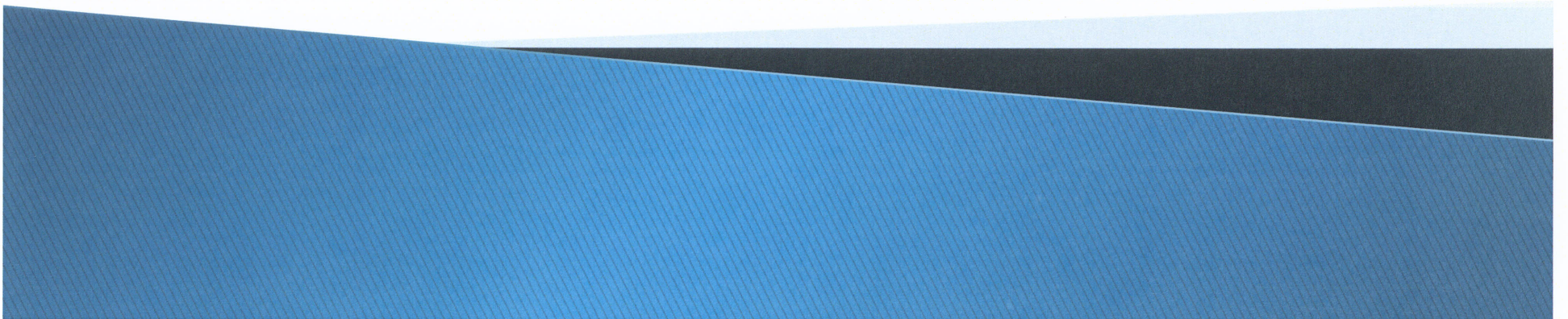
Friendly Visits:

Read to a senior, share cup of coffee, talk a walk

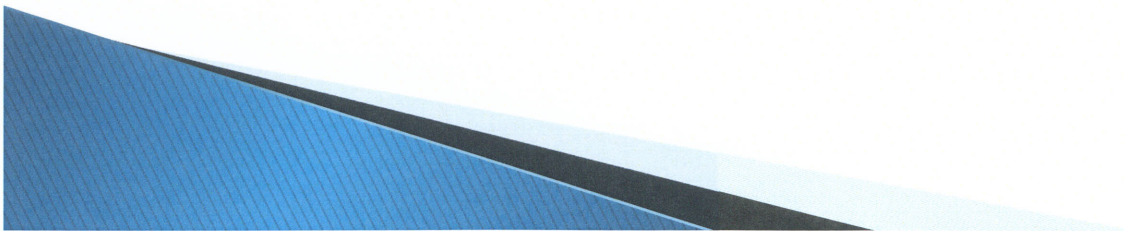
Other services may be offered too depending on the Volunteer base.



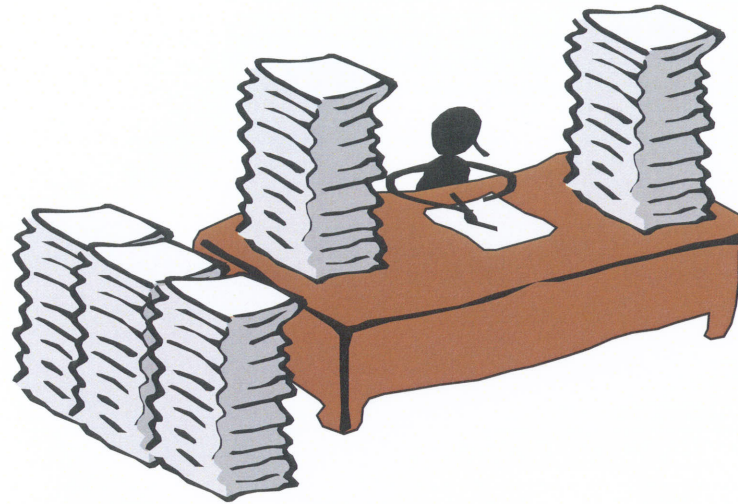
A brief history of our efforts to launch a Village in Brisbane:



- According to the 2010 Census there are 429 Brisbane residents 65 or older, 122 of whom live alone. There are 1459 residents aged 45 to 64.
- On May 30, 2013, about 50 community members gathered in this room to learn about the Village movement and discuss the possibility of starting a Village in Brisbane to help serve the needs of older residents now and in the future.
- At that meeting a smaller working group formed to move this project forward.

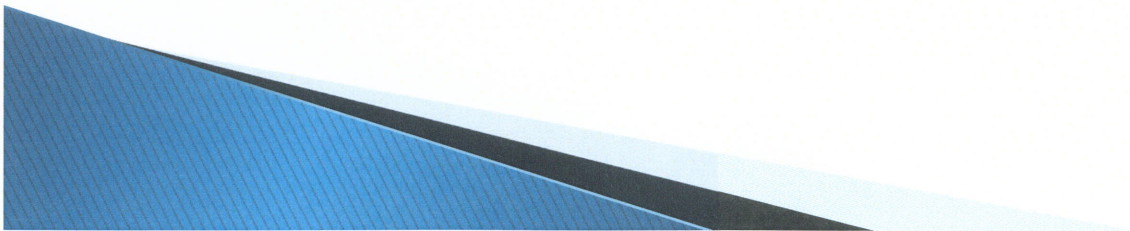


- The working group met at least once a month.

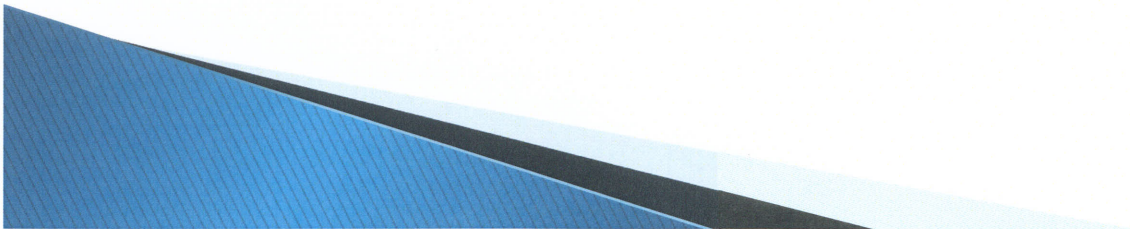


The group

- Compiled a summary of resources currently available to older Brisbane residents through the City, County and private nonprofit organizations so that we would avoid duplicating efforts;



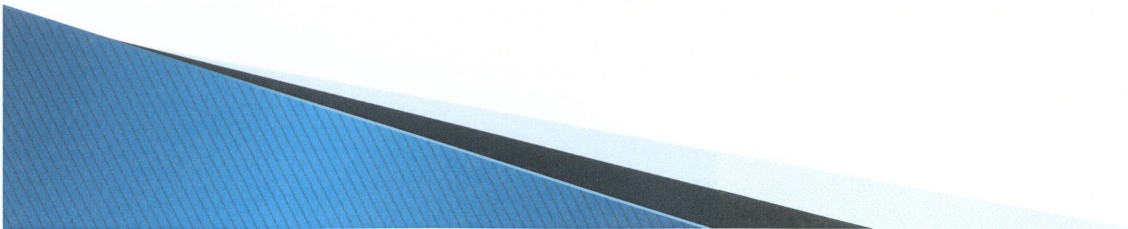
- Met with leaders of county agencies concerned with issues related to aging to assess resources and establish working relationships;
- Drafted a needs assessment questionnaire; and
- Researched existing Villages and talked with members of existing Villages in the Bay Area.



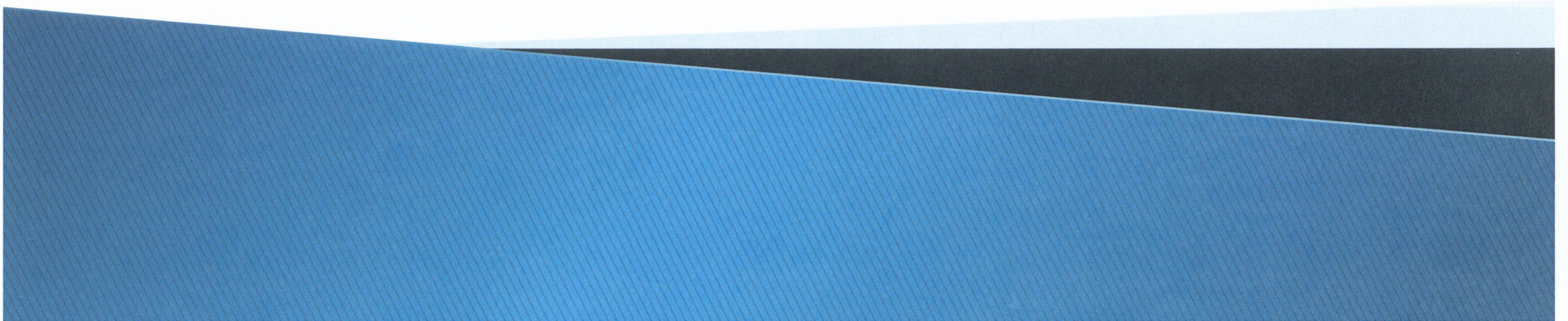
What did our
research reveal?



Although most Villages in the U.S. have at least one paid staff person, we found a few Villages (Sausalito Village, Foster City Village and Nauset Neighbors in Cape Cod, Mass.) run entirely by volunteers with dues in the \$100 – \$150 range, which is significantly lower than most Villages. We focused our research on these Villages because we thought they represented a model more appropriate to the Brisbane community.

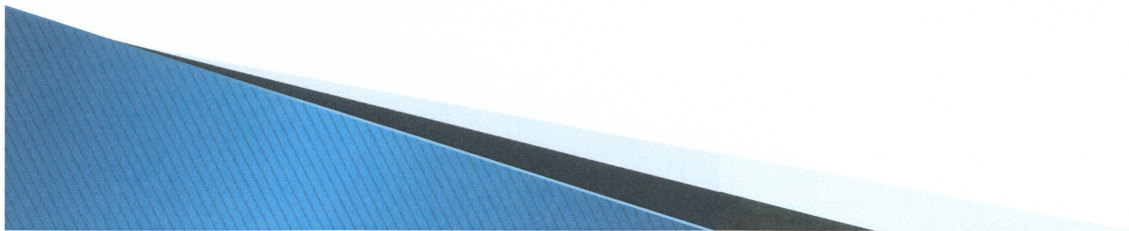


What we think
would work in
Brisbane:



After looking at several volunteer-run Village models, the working group felt that at this time we in Brisbane don't have the financial or human resources to take on the development of a Village organization along the lines of communities like Sausalito and Foster City.

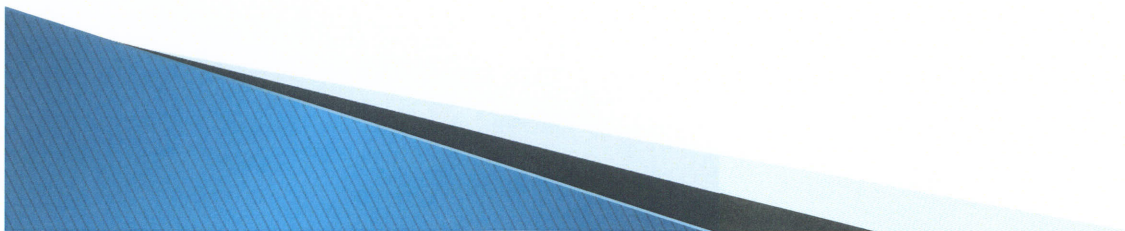
So we came up with a simpler alternative that would stay true to the mission of helping older Brisbane residents stay in their homes as long as possible and stay connected to the broader community.



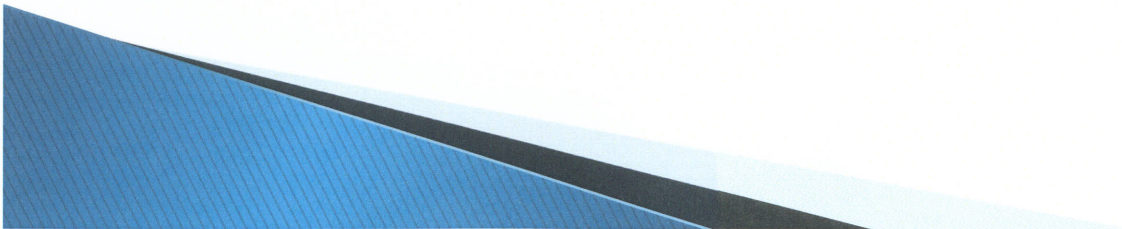
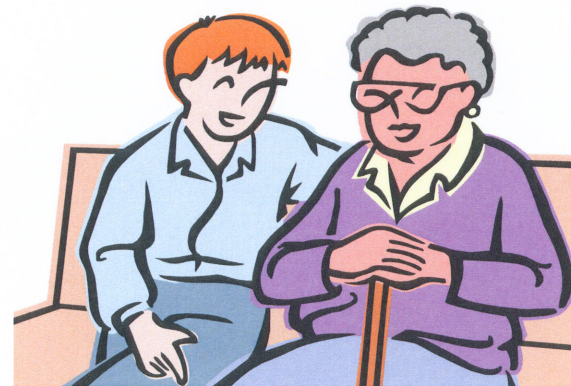
While it is similar to the traditional “village model,” it can be managed on a smaller, more economical scale.

Under this alternative model, which we’re calling Brisbane Village Lotsa Helping Hands, volunteers will:

- Form an “online volunteer community” (instead of a formal association or organization) that is essentially cost free and paperless using the free Lotsa Helping Hands website;

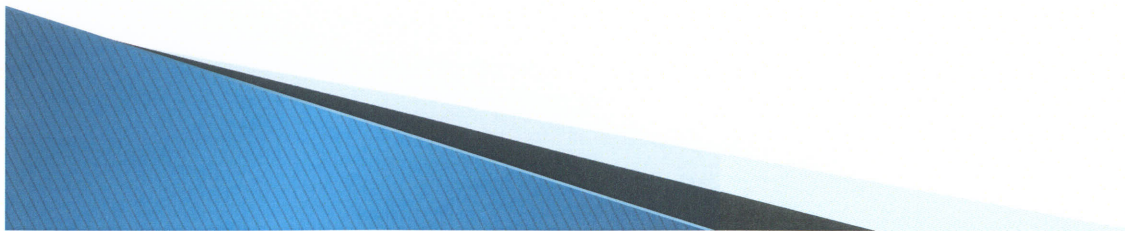


- Match community members who need a helping hand with community volunteers who can offer assistance, via community “Coordinators”; and
- Operate with the help of an “Advisory Committee” to guide policies and procedures.



Advantages to this model include NO need for:

- Telephone line/separate internet account
- Fundraising
- Paid staff
- Dues

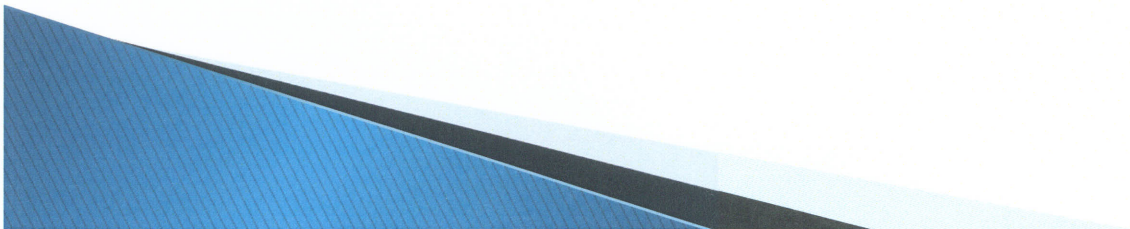


How does
it work?



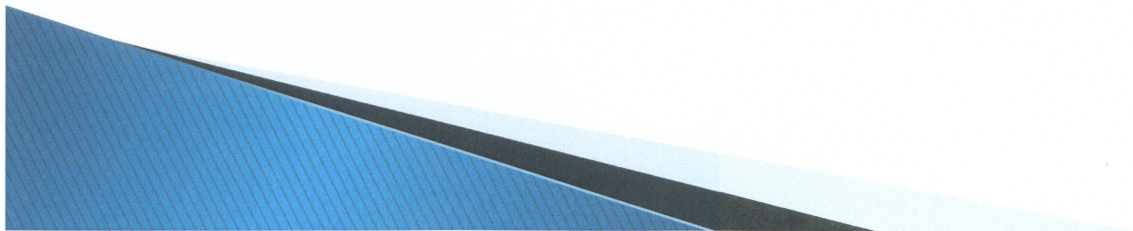
Members who need assistance email a “community coordinator” describing what they need. The coordinator(s):

- Decide if it is a reasonable request that a Brisbane Village Helping Hands volunteer can accomplish;
- Let the person who made the request know, via email, whether it is a viable request; and
- Post it on the website calendar if it is deemed a viable request.

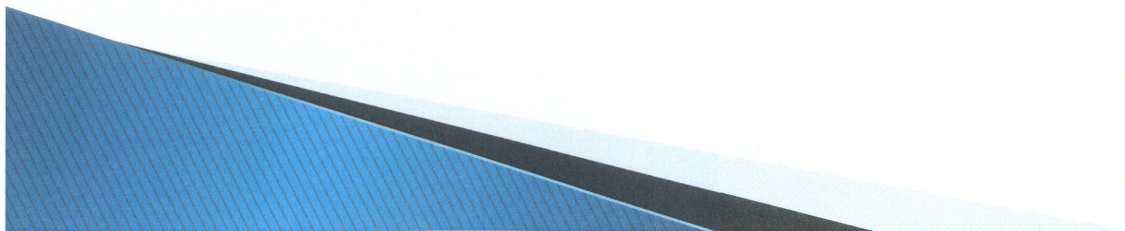


Once it is posted by a coordinator:

- Community members who have indicated a willingness to volunteer to offer that type of assistance receive an email notifying them of the need for their services.
- Community members who are notified may “sign up” to fulfill the volunteer task, pending the recipient’s approval.
- Community members can ignore the email -- allowing *others* to take advantage of the volunteer opportunity.

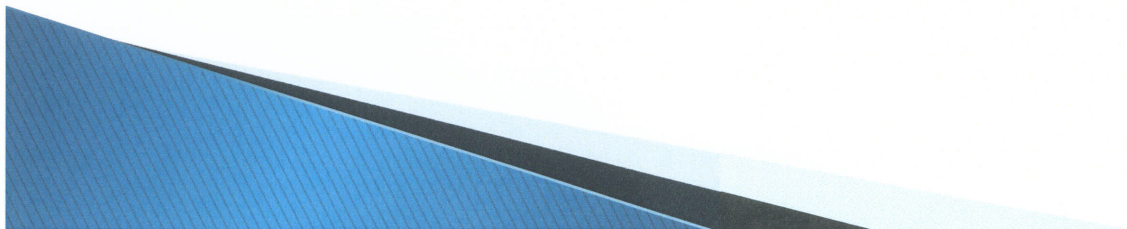


Once a volunteer signs up s/he is put touch with the person requesting the service, and the website calendar is updated to indicate that the service request has been fulfilled. As the date approaches, both the volunteer and the person needing the service will be sent a reminder.



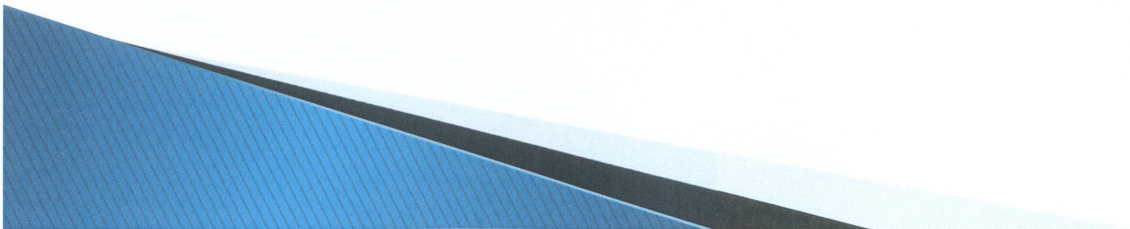
The Brisbane Village Lotsa Helping Hands will:

- Be open to only Brisbane residents. Residents can request to join on the website as a service recipient (Member), service provider (Volunteer), or both, and will be allowed to “join” by invitation.
- Allow those without internet access to post requests for assistance via “internet buddies” with whom they will be matched.
- Require background checks for all volunteer service providers.



It is important to understand that:

- ALL community members are volunteering – and accepting volunteer help – AT THEIR OWN RISK.
- Signed waivers stating this understanding will be required from all members as a condition of membership.
- Volunteers and recipients should understand that individual homeowner insurance, renter's insurance, health insurance and auto insurance will cover any problems resulting from a volunteer transaction, such as a car accident or breakage of something in the home, an injury while changing a light bulb, etc.

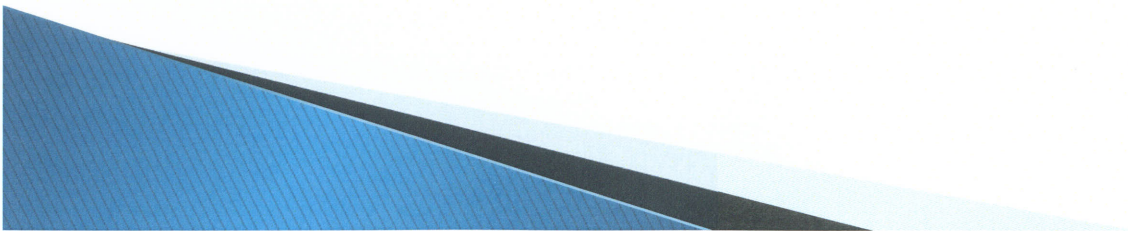


Can we accept donations?

- Yes, but donations, which would be used for volunteer supplies, food at social events, etc., won't be tax deductible under this model unless we can find a local nonprofit organization to sponsor this project.



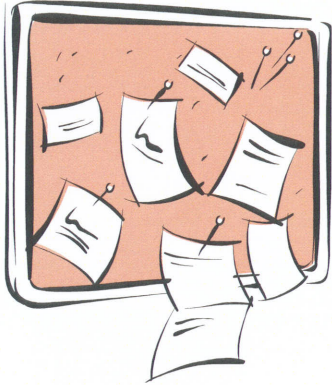
Sponsorship by a nonprofit would also be beneficial because our project would then come under the umbrella of the nonprofit sponsor's liability insurance, thus providing extra protection for volunteers, coordinators or advisory committee members in the event of an injury that results in a lawsuit.





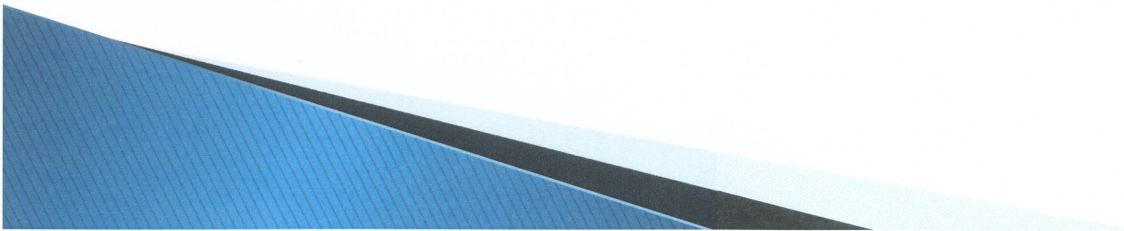
The alternative village model also offers opportunities for social/personal interaction:

- There will be potluck gatherings that offer opportunities for socializing.
- Potluck gatherings will also be a means of drawing in new members and identifying community members in need of services or an internet buddy.



A “community bulletin board” on the website will allow:

- Community members to post important information about community services and social programs available;
- Discussion among members about topics related to the community;
- Photos to be posted of community events or volunteer work; and
- Members to seek or make referrals or post information.



- In February we presented our proposal for creating Brisbane Village Lotsa Helping Hands to a community meeting of about 35 residents and the response was overwhelmingly positive
- About 40 Brisbane residents already have indicated their interest in becoming volunteers.
- Most policies and procedures are in place, and we are setting up our Lotsa Helping Hands website.
- We hope that this fall we'll be ready to start offering services and begin our outreach efforts to ensure that older Brisbane residents know about the Village and are able to access volunteer services either online or through and Internet Buddy.

Brisbane Village Lotsa Helping Hands* **Member Information*

Welcome to Brisbane Village Lotsa Helping Hands. We are here to help you stay independent and in your own home.

A group of Brisbane residents has gotten together to create a grass roots volunteer community whose mission is to help residents "age in place" and stay connected to their community here in town. Brisbane Village Lotsa Helping Hands provides a place for older residents who want to remain in their homes to go to request help, and a place for community volunteers to offer help and lend a hand.

How will we do that?

- **Driving**
- **Assistance with shopping/errands**
- **Social visits and events**
- **Help around the house**

Core Services Provided by Volunteers:

Driving and Assistance (8 a.m. – 6 p.m.)

Medical or other appointments
Daytime social/cultural events
Grocery shopping/errands
Special after hours (case by case)

Home Visits

Conversation/companionship
Companionship walking
Respite for a caregiver

Managing at Home

Minor home repairs and maintenance
Light yard maintenance
Help with computers and electronic devices

Members also have access to the Brisbane Village Lotsa Helping Hands website (accessed via www.lotsahelpinghands.org), which has a resource section with information about services and programs available to older community members.

Membership Policies:

- Only members 55 and older may request volunteer services, unless a volunteer under 55 is temporarily disabled due to illness or accident and in needs of assistance. There is no charge for volunteer services or membership.
- Transportation will be provided **only** if the member is not able to drive or for a specific trip when a member is temporarily unable to drive.
- **Members are asked to make a request for a service at least *one week* in advance of the date for which the service is requested by accessing our website and emailing the request to a Village Coordinator.** (Members who do not have access to the internet or email will be provided the telephone number of an Internet Buddy who will make the request for them.) Members are encouraged to make the request as soon as they become aware of the need. Requests must include all of the information listed in the Membership Service Request Form located on our website. We will make an effort to fulfill your request depending on volunteer availability.
- **Cancellations – please notify a Village Coordinator via email and the volunteer who has signed up to provide the service *as soon as possible* when scheduled appointments are changed or canceled.**

- **Guidelines for eligibility for volunteer transportation services:**

- The member is “ambulatory,” either walking independently or with the assistance of a device, such as a cane or walker. No more than a guiding hand or arm to lean on is required of the volunteer.
- The member walks with the assistance of another person and can provide his/her own companion for assistance.
- Volunteers will not be required to lift the member or equipment.
- Members will be responsible for any tolls or parking charges.

Members Can Also Be Volunteers!

Do you have skills or talents to share? You can be a Volunteer as well as a Member.

Are you handy with a screwdriver and hammer? Do you feel comfortable using computers or smart phones? Would you enjoy visiting with or providing a ride for a neighbor?

Email a Village Coordinator and learn how you can become a volunteer and share your skills and talents.

Brisbane Village Lotsa Helping Hands ***Volunteer Information***

Thank you for your interest in volunteering with Brisbane Village Lotsa Helping Hands! Because of you the Village can help older Brisbane residents stay independent and in their own homes.

What is Brisbane Village Lotsa Helping Hands?

A group of Brisbane residents has gotten together to create a grass roots volunteer community whose mission is to help residents "age in place" and stay connected to their community here in town. Brisbane Village Lotsa Helping Hands provides a place for older residents who want to remain in their homes to go to request help, and a place for community volunteers to offer help and lend a hand.

Why Volunteer?

- You will make a difference and improve the quality of life of older residents, who are often isolated in their homes. This can be a temporary need due to illness or accident or a long term infirmity.
- You will enjoy helping others and giving to your community.
- You will get to know more of your neighbors, both members who request services and other volunteers.
- You will help build a support system that will help many of us and our friends, both now and in the future.

How Does It Work?

- Volunteers join the Brisbane Village Lotsa Helping Hands online community. They normally select services that fit their schedule, skills and interests from our online calendar or by responding to service request emails sent to volunteers.
- Volunteers can volunteer to help others as their schedules allow. This might be providing a ride or spending one or two hours helping someone with minor home maintenance.
- Although in general only Village members 55 and older are eligible to receive volunteer services, volunteers under 55 who are temporarily disabled due to illness or accident may also receive volunteer assistance through the Village.
- All volunteers will be asked to undergo a background check.

What Do Volunteers Do?

Driving and Assistance (8 a.m. – 6 p.m.)

Medical or other appointments
Daytime social/cultural events
Grocery shopping/errands
Special after hours (case by case)

Home Visits

Conversation/companionship
Companionship walking
Respite for a caregiver

Managing at Home

Minor home repairs and maintenance
Light yard maintenance
Help with computers and electronic devices

Organizational Tasks

Coordinating volunteers/service requests
Publicity/community presentations
Planning social events

How Do I Become a Volunteer?

- You must be 18 years of age or older to become a volunteer.
- First, email a Volunteer Coordinator through our website and let him/her know you are interested in volunteering.
- You will be provided with an application to fill out and return, which will include providing information for background screening.
- If your application is accepted, you will be provided with training materials to read. After you have verified that you have read these materials, you will be invited to become join the Brisbane Village Lotsa Helping Hands online community and you will be added to volunteer lists in the areas of interest you have indicated. We ask each Village volunteer to pay a one-time fee of \$50 to cover the cost of background screening. The fee may be waived in cases of hardship.