



San Francisco Village

# Member Handbook

A roadmap for your membership

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# Introduction

## WHAT IS SAN FRANCISCO VILLAGE?

San Francisco Village (SFV) is a non-profit, membership organization that connects older San Franciscans to the community, programming and expertise they need to continue living lives of purpose and promise.

At San Francisco Village, we believe relationships across generations are life-changing. Every day, we foster the connections that keep our members engaged, curious and giving back, whether by mentoring a young person, tackling the latest technology with a volunteer, or simply sharing their personal stories together. Because when older adults value themselves, and are valued by the community, we all benefit, and create a better experience of aging than the one we have known before.

San Francisco Village members are able to stay in charge of their lives and create their own preferred future when they have the resources, connections, support and encouragement they need. The program at San Francisco Village can best be described as a three-legged stool: access to a corps of volunteers of all ages, a professional provider network, and a proactive educational and social program.

San Francisco Village has over 375 members in 22 neighborhoods.

## MISSION

To help San Franciscans navigate the transitions of aging; we partner with our members to connect them with the community, programming and expertise they need to live lives of purpose and meaning.

## THE VILLAGE MOVEMENT

San Francisco Village is part of the national Village Movement. Currently, there are 205 active Villages across the country and another 150 in development; 60 of these Villages are in California.

# Becoming a Member

*San Francisco Village is open to all San Francisco residents aged 60 and older, regardless of race, creed, color, ethnicity, national origin, religion, gender, sexual orientation, gender expression or identification, physical or mental ability, veteran status, military obligations, and marital status.*

## THE APPLICATION PROCESS

If you or someone you know is interested in becoming a member, the first step is to fill out a membership application. Once you've submitted your application, which includes basic information about yourself, as well as membership fee payment information, a staff member will contact you to set up an interview.

## IN-HOME INTERVIEW

The final step of the membership process is an in-home interview. A San Francisco Village staff member will arrange to come to your home to meet with you for approximately one hour. This meeting allows us to get to know you better, and it also gives you the opportunity to ask questions and understand how the Village can serve your needs.

## NEW MEMBER ORIENTATION

Once a quarter, San Francisco Village hosts a new member orientation. All new members are encouraged to attend, as are not-so-new members who have been unable to participate in the past. During the orientation, members will meet the Village staff, get acquainted with other members and learn about how to get the most out of their membership. Consider it a San Francisco Village 101!

## FEES

Membership fees are \$600 annually for an individual or \$750 for a household, payable monthly using a credit card or annually (for the full amount) with a check. The majority of programs and all volunteer services are included in

annual membership fees.

## **FINANCIAL SCHOLARSHIPS**

For those who qualify, San Francisco Village offers a limited number (approximately 60-70) of reduced fee memberships every year – the annual cost for these members is \$120.

**“My membership with San Francisco Village is very therapeutic ... and cheaper than a therapist! “**

**-June McNulty  
SFV Member**

## **RENEWALS**

For those who pay their annual fee in advance, memberships are renewed every January. Members will receive a reminder letter and invoice at the end of December.

## **SCOPE**

San Francisco Village has a specific scope of service that relies on our members' relative independence. If a member's need for services exceeds what SFV can provide, every effort will be made to connect them with the most appropriate alternative options.

## **TERMINATION**

Members and San Francisco Village each have the right to terminate membership. While members are encouraged to remain in the Village for a full year in order to experience all that it has to offer, we understand that circumstances change. If you need to cancel your membership for any reason, please contact the office and someone will assist you. In the event of termination, the member will receive a refund for any dues that have been paid in advance.

# Communication

## HOW WE COMMUNICATE WITH YOU

San Francisco Village distributes a monthly newsletter via email, as well as U.S. mail. When joining the Village, you will be asked about your newsletter preference; you are welcome to change this at any time during your membership. The newsletter is also available on our website: [www.sfvillage.org](http://www.sfvillage.org) (you can find it under the 'News' section).

## SOCIAL MEDIA

Facebook – [www.facebook.com/sfvillage](http://www.facebook.com/sfvillage)

Twitter – @SF\_village

YouTube – [www.youtube.com/SanFranciscoVillage](http://www.youtube.com/SanFranciscoVillage)

## HOW TO COMMUNICATE WITH US

The San Francisco Village office is open Monday through Friday, from 8 a.m. to 5 p.m. Pacific time. The office phone and email account are not checked on the weekend; if you have an emergency, please call 911.

Location and mailing address:

3220 Fulton St.

San Francisco, CA 94118

Phone – (415) 387-1375

Email – [info@sfvillage.org](mailto:info@sfvillage.org)

Web – [www.sfvillage.org](http://www.sfvillage.org)

# Requesting Services

## WHEN SHOULD YOU CALL SAN FRANCISCO VILLAGE?

- Before and after a hospitalization
- For companionship: friendly visits, check ins, and phone calls

- For help with organization and downsizing
- For meal preparation or delivery
- For referrals for roofers, plumbers, handy people, home care, and people you trust coming into your home
- For someone to come change a hard to reach lightbulb
- For technology help: computer, smart phone, digital camera, or TV
- To arrange for a home safety assessment and aging in place modifications
- To find care for your pet
- To get rides to doctor's appointments, grocery store, errands, or carpool to Village events
- To have help to clean up your garden
- To get help with light housekeeping like flipping a mattress or laundry
- To RSVP to a social event
- When you have a resource to share

## **WHEN ELSE WOULD YOU CALL THE VILLAGE?**

If you have a problem that you can't seem to solve, feel free to give us a call and we can help you sort it out; sometimes two heads really are better than one!

**“San Francisco Village is so needed, by so many. You take the fear out of aging solo in San Francisco.”**

**-Frances Gorman  
SFV member**

## **HOW TO REQUEST VOLUNTEER SERVICES AND/OR RSVP TO PROGRAMS**

Please contact us with as much advance notice as possible—it can take up to a week to find a volunteer match.

You can call the office (415) 387-1375 or email us at [info@sfvillage.org](mailto:info@sfvillage.org).

# Preferred Provider Network

## HOW IT WORKS

Sometimes a member's request for support requires professional expertise that a volunteer can't fulfill. A financial advisor, health care advocate, home care agency or handyman may be needed. In fact, our provider network includes dozens of categories and is growing all the time. San Francisco Village pre-screens providers and requests feedback from members as a way to ensure quality referrals.

Your feedback matters! We all benefit from knowing first-hand who to trust. If you have a good experience or a bad one, please share it with the office so we may pass it on.

## SAMPLE CATEGORIES OF PROFESSIONAL SERVICES INCLUDE:

- Geriatric Care Managers
- Home Care Agencies
- Professional Organizers and Move Managers
- Senior Living Options
- Long Term Care Insurance Providers
- Financial Services
- Elder Law, Estate Planning and Trust Attorneys
- Home Repair: Plumbers, Electricians, Contractors
- Integrative Health Practitioners: Acupuncture, Yoga, Feldenkrais, Meditation
- Physical Therapists
- Meal Delivery Services

# Volunteering

Today there are more than 175 non-member volunteers who regularly step up to respond to a member's request for help. A ride to a medical appointment, assistance with laundry or grocery shopping, and technology troubleshooting



are some of the most frequent requests. A few times a year, we coordinate Days of Service when groups of volunteers are dispatched to members' homes to accomplish a number of household chores: garden clean-up, trash removal, scrubbing the shower, painting the back stairs or flipping a mattress.

Our volunteer corps is a multi-generational group of kind-hearted, civic-minded individuals that includes local high school and college students, working professionals and retirees, ranging in age from 16 to 75.

**"We all have the ability to make somebody's life better. I don't think of it as giving. I think of it as a way to live."**

**-Betty Chen  
SFV Volunteer**

All members are encouraged to contribute to the Village community in a variety of ways: responding to volunteer requests, ridesharing, leading programs, coordinating Neighborhood Circles, sharing feedback to name a few.

## **BACKGROUND CHECK/TRAINING**

Volunteers complete an extensive application, provide several references and attend an in-person training. During their two-hour training session, volunteers learn about the ins and outs of working with older adults, which includes myths about aging and how to manage caregiver and/or volunteer-related stress. In addition, every volunteer agrees to a background check with the U.S. Department of Justice and if they are a volunteer driver, we review their driving record with the Department of Motor Vehicles, and ask for proof of insurance.

# **Programs**

Our vibrant programming is the gateway through which members gain

empowering information, share experiences, and develop a deep sense of belonging to the community. At a time when older adults may find their lives shrinking, San Francisco Village programs offer opportunities to expand. Programs are continually evolving, reflecting the interests and requests of our dynamic membership.

## **HEALTHY AGING**

We offer members a wide variety of classes, discussions and workshops that help them to make informed decisions about their preventative health strategy, and to age safely in their own home.

Some examples include:

- Home Safety Assessment provided free of charge by a licensed contractor who specializes in working with older adults
- Balance and Falls Prevention classes with local experts
- Boost Your Brain: an eight-week course, designed by Mather Lifeways, to optimize cognitive health by addressing lifestyle choices
- Meditation and Yoga: both classes are taught by a certified yoga therapist
- Integrative Health: series of classes to keep members informed about alternative health options such as Traditional Chinese Medicine, acupuncture, stress reduction, and pain management
- 

## **EXPRESS YOURSELF**

As the authors of their own lives, we invite members to share their stories, their talent, and their curiosity – to engage with beauty, experience joy and construct meaning from their experiences. We believe that every person’s story is valuable and it is in the sharing of these stories that community is created. Vulnerability transforms into vitality.

Some examples include:

- Writers Workshop and Poetry Group, facilitated by professional writers, meet for a series of six sessions and each member focuses on the genre

that appeals to them: short fiction, memoir, essay, poetry, etc. Members encourage one another's writing process and read aloud to another.

- Storytelling is taught by a local professional storyteller who introduces folk tales, fables, and myths to stimulate the imagination and strike memory chords for a personal story that wants a voice

## **MEMBER-LED**

The San Francisco Village community is reciprocal, inclusive and relies on its members sharing their unique brilliance. Just as we all have much to learn, so we have much to teach. Members and staff work together to craft meaningful programs and opportunities for connection.

Some examples have include:

- Lunch with Provocative People was an eight-week series that presented highlights from the lives of eight extraordinary people, offering insights into the presenter as well as the subject.
- Patient Advocacy is becoming increasingly important as health care systems become more complex and health care itself becomes more consumer-driven. Members share research, resources and suggestions for staying in charge of their own health care.
- Monthly book clubs, lunch bunch gatherings, play reading and film groups and other interest groups take place in members' homes and locations throughout the city.
- Neighborhood Circles are sub-groups within the San Francisco Village community that allow members to know each other more intimately. Members coordinate regular potlucks, movie outings, walks in the neighborhood, election ballot conversations and much more.

## **CONNECTIONS ACROSS GENERATIONS**

We believe that intergenerational relationships are transformative so we actively seek ways to introduce our members to San Franciscans of all ages. We're creating a new model for aging: intentionally challenging personal bias

with curiosity and an exchange of wisdom inherent in all of us, at every age.

Some examples include:

- Mentoring Exchange brings together members and high school freshmen to learn about what matters in their unique lives. They discuss life choices, perceived obstacles, regrets about the past and promises about the future. Everyone comes away enriched!
- Talk to Me: Conversations that Matter is a series of skill-building presentations on how older San Franciscans and their adult children can have the meaningful, yet difficult conversations about future dependency, disability, memory loss and end-of-life planning.

## **NAVIGATING TODAY'S WORLD**

At times, change seems to occur at an exponential rate. Older adults may feel the pressure to adapt or run the risk of feeling marginalized. Nothing drives change like technology, especially in the city of San Francisco. Keeping our members up to date on innovations that can expand their world and offer new choices is at the heart of what we do.

Some examples include:

- Technology training is offered in regularly scheduled classes as well as on a one-on-one basis. Members discover how to use smart phones and tablets, how to store passwords, and use any number of applications.
- Longevity Explorers is a class that meets monthly, facilitated by a local expert, to discuss new and emerging solutions to the challenges of growing older. The group intentionally expands the definition of “technology.”
- A recent sharing economy panel discussion brought together representatives from the gig economy, like Airbnb and Lyft, to discuss the benefits members might derive from including themselves.

## **EXPLORING SAN FRANCISCO**

Our members live in one of the most beautiful, diverse cities in the world, and we

like to remind them of all that San Francisco has to offer by planning outings that celebrate the city.

Some examples include:

- Walking tours exploring a neighborhood's Victorian homes, downtown's holiday lights, murals in the Mission, and secret rooftop gardens
- A tour and tasting at Dandelion Chocolate
- Cheering on the Giants at AT&T Park
- Andy Goldsworthy art tour in the Presidio

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## AGING WELL

The Aging Well Program consists of four key areas related to the transitions of aging that arise most frequently or with the greatest impact. SFV staff or the individual member may realize that they need situational or ongoing support related to at least one of these areas:

- Purpose. Members who are looking at the new identities of aging, seeking joy, sense of purpose, and new ways to engage.
- Connection. Members who are experiencing social isolation, often due to mobility or sensory limitations, which may inhibit them from full social engagement in the SFV community.
- Transition. Members who may need support for a new health condition or diagnosis, hospital stay, grief and loss, or transition into or during a caregiving role.
- Memory. Members who are concerned about memory loss and/or have recently been diagnosed with early stages of Alzheimer's disease or other forms of dementia.

Through the Aging Well Program, our members receive personalized attention which allows them to clarify their needs, identify those they can call on in need, foster connections within the SFV community, and discuss resources that lead to practical solutions.

## HOW TO SUBMIT IDEAS

If you have an idea for a San Francisco Village program, we want to hear about it! Contact Sarah Kent, Program Coordinator, via email or phone and let her know what you have in mind – she'll see what she can do to help make it a reality.

# Membership

## CODE OF CONDUCT

Values are the essence of our organization. They are the code by which we live – the principles upon which we make our decisions. They are the heart and soul of San Francisco Village, and do not change over time.

**Our values inform how we act and what we expect from one another.**

**COLLABORATION:** The very essence of a village relies on the ancient wisdom that we are limited by what we can accomplish on our own. When we join together, so much more is possible.

**COMMUNITY:** We believe that personal connections are transformative. We create opportunities for people of every age to engage in the “meaning-making” of their own lives – connecting with others, finding new purpose, giving and receiving help, feeling fully alive in the city they love.

**COMMITMENT:** We demand excellence of ourselves and do what it takes to deliver what we say we will. We stand by our work and each other.

**LEARNING:** Individually and collectively, we are life-long learners, committed to

continual improvement, discovery and growth.

**RESPECT:** We ensure that our language and actions are inclusive, authentic and represent the highest degree of integrity. We honor differences, listen intently and seek to understand others.

**VITALITY:** San Francisco Village thrives on the expressed passion and creativity of our members. We are changing the experience of aging in San Francisco.

### **ASK FOR WHAT YOU NEED**

If there's something that you need in order to improve your experience with the Village, just ask! Sit in the front during a lecture, if that allows you to see things more clearly, use an assisted listening device if you have a hard time hearing, get up and walk around if sitting for long periods of time causes you pain.

The value of your membership is up to you. We know that satisfaction correlates with participation, so we encourage you to attend programs, meet new people, organize a special interest group, and ask for help when you need it. If you don't get involved, not only will you miss out on everything that our dynamic community has to offer, but other members will miss the opportunity of getting to know you.

### **PRIVACY**

San Francisco Village recognizes and respects the privacy of its members, volunteers, and donors.

Confidential information will only be shared when necessary for the purposes of research and evaluation, for arranging the services and activities that you and other members want and need, and in case of emergency. Such sharing will be restricted to staff, key volunteers, and providers of services, unless you direct us otherwise. Should concerns regarding a member's health or safety arise, San Francisco Village may notify an emergency contact or Adult Protective Services.

We do not sell, rent, exchange, or share with third parties personal information

about members, volunteers, or donors for use in marketing or solicitations of any kind.

## **UC BERKELEY SURVEY**

San Francisco Village participates in a multi-site Village evaluation conducted by UC Berkeley, Center for the Advanced Study of Aging. The purpose of this evaluation is to gather evidence about how Villages can help older adults live well in their own homes and stay in charge of their lives. We encourage you to participate in this evaluation because the results are instrumental in promoting policies that support the expansion of the Village Movement nationwide!

## **GRIEVANCES**

San Francisco Village is committed to the highest quality experience for every member and volunteer that participates in our program. Members and volunteers are encouraged to provide feedback to staff regarding their interactions. All suggestions, concerns, compliments and complaints will be held in strictest confidence and inform staff about necessary improvements in communication, service and programs.

In the event that a member or volunteer has a complaint or grievance, they are encouraged to bring it to the attention of the appropriate SFV staff member who will attempt to resolve the issue. Should the grievance involve interpersonal conflict, every attempt will be made to mediate the conflict by gathering information and facilitating a mutually agreeable resolution. Members and volunteers are always welcome to contact the Executive Director directly should they choose.

# **Organization and Management**

As a 501 (c)3 non-profit organization, San Francisco Village is governed by a 14-member Board of Directors, who contribute their valuable time and talent in a variety of ways: committee work, building strategic partnerships, strengthening



infrastructure, project management, and in-kind donations.

## **STAFF AND THEIR ROLES**

San Francisco Village has a diverse staff of five:

Kate Hoepke  
Executive Director  
[kate@sfvillage.org](mailto:kate@sfvillage.org)

Jill Ellefsen  
Member and Volunteer Coordinator  
[jill@sfvillage.org](mailto:jill@sfvillage.org)

Sarah Kent  
Program Coordinator  
[sarah@sfvillage.org](mailto:sarah@sfvillage.org)

Maya Kamath  
Communications and Fund Development Coordinator  
[maya@sfvillage.org](mailto:maya@sfvillage.org)

Yousra Sebiaa  
Administrative Assistant  
[yousra@sfvillage.org](mailto:yousra@sfvillage.org)

## **STATE OF THE VILLAGE**

At the beginning of every year (usually in February), San Francisco Village hosts a 'State of the Village' meeting during which the staff reviews Village accomplishments, activities and finances from the prior year, and provides an update on goals and objectives in the coming year. It's an annual opportunity for all Village stakeholders – members, volunteers, donors, partners – to ask questions, raise concerns and share successes as a community.

## FUNDING

Since membership fees cover approximately 25-30% of operating expenses, San Francisco Village cannot sustain itself on fees alone. We rely on municipal funding, private foundation grants and individual donors to help us make up the difference. Funders play a critical role in our ability to provide high-quality programs and services to our members.

We are especially grateful to:

- San Francisco Board of Supervisors, the Mayor's Office, and the Department of Aging and Adult Services
- May and Stanley Smith Charitable Trust
- Wallace A. Gerbode Foundation
- Charles Schwab Foundation
- Sutter Health CPMC
- Northern California Community Loan Fund
- Junior League of San Francisco
- Ray and Dagmar Dolby Family Fund

### EXPENSES (IN 2017)

67% programs  
15% management  
18% fundraising

### REVENUE SOURCES (IN 2017)

25% membership fees  
55% grants  
20% donations

## HOW TO BECOME A DONOR

As a 501(c)3 non-profit organization, all donations are tax deductible. To make a donation, you can visit our website [www.sfvillage.org](http://www.sfvillage.org) or send a check made payable to *San Francisco Village* to our office at 3220 Fulton St., San Francisco, CA 94118.

If you or someone you know would like to explore sponsorship opportunities and/or other forms of donation, please contact us at (415) 387-1375 for more information.

# Thank You!

Congratulations on your decision to join San Francisco Village! As a member of this community, we hope that you discover connections that support you, resources that expand your options, and a sense of security knowing that you belong to something bigger than yourself. We have learned over time that the most satisfied members are those that participate. So jump in – ask questions, attend an activity, request volunteer support, or join a neighborhood circle. We're glad you're here!



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