



MEMBER
AND
VOLUNTER
HANDBOOK



With permission of Dennis Historical Society

**A Guide to
Neighbors Helping
Neighbors prepared
by Bay to Sound
Neighbors.**

Welcome to Bay to Sound Neighbors

We are delighted that you have decided to join Bay to Sound Neighbors, as a member, a volunteer, or both. Bay to Sound Neighbors was organized by volunteers to give our fellow Yarmouth and Dennis residents the practical means and the confidence to remain in their own homes as they age. Our mission is “to create a community of mutual support so that members can age in place while living enriched, full lives in their homes.”

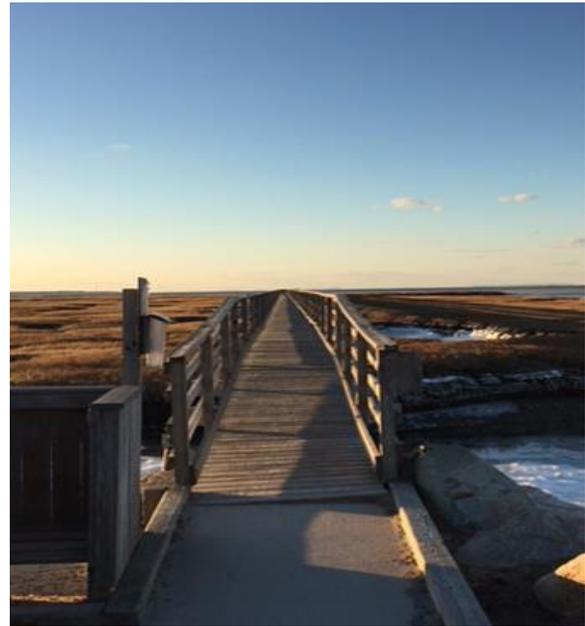
To carry out this mission, Bay to Sound Neighbors, as a community-based non-profit organization relies on a cadre of able and generous volunteers who are ready to fulfill most requests.



Some of the volunteers at work organizing Bay to Sound Neighbors

Today, with the assistance of those volunteers, Bay to Sound Neighbors can arrange for help with in-home tasks, rides to stores and doctors' appointments, and limited home maintenance and repair. In addition,

members can ask for rides to social events and educational programs.



The Village Volunteer Program is vital to the success of Bay to Sound Neighbors. Both members and volunteers have found participating in the Village movement is a rewarding way to meet new and interesting people. Our Village is a part of a large network of Villages across the country, all with the purpose of assisting members to age in their homes and communities.

Our mission is to create a community of mutual support so that members can age in place while living enriched, full lives in their homes.

Becoming a Member

We welcome all residents of Yarmouth and Dennis who are interested in receiving services that enable them to remain in their own homes as long as possible. We seek members of every race, gender, sexual orientation and cultural grouping. After you contact us, we will set up an interview with you in your home to discuss your situation and see how we can be of service.

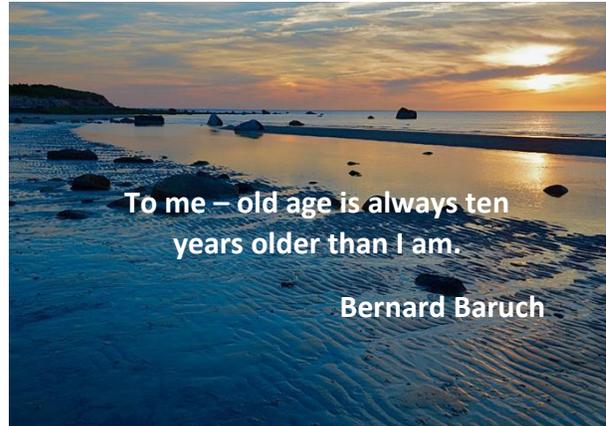
Social Integration is very important for living a long and happy life.

Annual Membership Dues

Call or email us to learn the current fee for individuals or households. The membership fee is to be paid annually.

Membership dues are not refundable unless the person moves out of our service area or is deceased. The amount refunded will be equal to the proportion of the year that remains.

A resident is eligible for a reduced fee if that person cannot afford the standard membership fee. Such eligibility is dependent on number of residents in household and whether the home is owned or rented. See the appendix for details if you think you will need a reduced fee and might be eligible.



To me – old age is always ten years older than I am.

Bernard Baruch

Staying in Touch

We use phone, e-mail, and regular mail to communicate with our members. To do that we must have your home address, your e-mail address, and your phone numbers. We will keep those on file and they will not be shared with others.

How to Request Services

Bay to Sound Neighbors is an all-volunteer organization, so we have a virtual, on-line office not a physical one. You will either go on-line or call to request services. The process will be explained to you during your intake interview.

Frequently Requested Services

In the following sections we offer a description of services offered in that category.

Transportation

We see our most often used service as an important one. To stay socially engaged as we age it is important to be able to get out into the community. We will take you most places on the Cape you want to go. Common destinations include rides to your doctor or medical tests, grocery and other shopping trips, going to church, to meetings, musical events, or to take a class at the Academy for Lifelong Learning or the Cultural Center. Yarmouth and Dennis Senior Centers offer many programs. We can drive you there and back.

Make your request for transportation as far ahead as you can as that will increase the likelihood of securing a ride. In case of repeat trips, if you want to go to the gym once a week, for example, the request can be entered that way.

Help around the Home and Garden

There are in-home tasks that often cannot be carried out by one person living alone because they may take a certain level of expertise or strength to carry out. In either case, having assistance available is a great benefit. Included would be tasks such as installing/removing window air conditioners, putting storm windows on screen doors, and installing light bulbs.

It can also include light garden work such as deadheading flowers, fertilizing shrubs, spraying for insects and diseases, and watering outdoor plants during a very dry period.

Home care services can be offered for a member who takes an unexpected trip to the hospital. For example, we can feed your pets or water your plants during your short time in the hospital.

And, if you are not able to leave the house, we can go grocery shopping for you or go to the drug store.

Technological assistance

If you need help using your smart phone or tablet or computer, we have volunteers comfortable with offering that kind of assistance. We can also help with setting up your remote control on your TV. If a volunteer cannot solve a problem with any of your devices, then you will have to seek expert help from a local company.

Companionship

We will call you daily or visit you weekly, to check in with you if you want. We are also available to help you settle in as you arrive home from the hospital.

Frequency of services allowed

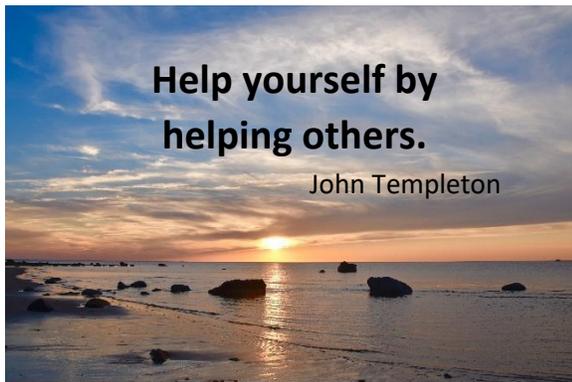
Any member may ask for up to nine services per month. In certain unforeseen circumstances additional services may be allowed.

The Bay to Sound Neighbors Volunteer Program

Why volunteer?

Meeting our mission statement of creating a community of mutual support so that members can age in place while living enriched, full lives in their homes, would not be possible without many, many volunteers who are willing to share their time and talents. Why would anyone be willing to do that? We can all imagine how difficult life would be if we couldn't drive a car or do simple maintenance around our home. It would be life-narrowing. We are paying forward in our own communities. Age-friendly communities are better places to live for all. Enabling residents to stay in their own homes as long as they desire and are able strengthens the communities in which they live. It also reduces pressure on the health care system. As a volunteer said,

"I've met some amazing people by driving them where they need to go, and they are so appreciative of what I am doing. It is immediately so personally satisfying."



Volunteering regularly reduces mortality by 24% (controlling for other variables) when compared to those who do not volunteer. Research is now suggesting there are clear well-being benefits to helping others.

As reported in James Hamblin, (Dec. 30, 2015)
The Atlantic

Finding the Right Role in the Organization

It is up to you what role you would like to take in the organization. You can socialize with members by doing friendly visiting or calling, or you can offer rides, or help with administrative tasks (all of which are done from your own home as it is done on-line through our software). You can decide how many hours you want to donate as you go into the on-line system and select volunteer opportunities. Occasionally, you may be contacted by a Services Coordinator to see if you can offer a service that is needed. If you can't, just say, "No." Of course, as one of our volunteers we are counting on you to assist us as often as you can. Volunteers may serve on a regular or periodic basis.

Becoming a Volunteer

Persons interested in becoming volunteers should complete the volunteer application form. One of the members of the Volunteer Management Team will interview you to determine your qualifications, interests, your level of availability, and to answer any questions you may have. Volunteers will be asked to take on assignments that coincide with their interests and the needs of the members of our organization.



General Expectations

It is important for you to become familiar with what is expected of you as a person who delivers service to our members. They are as follows:

- Decline any gifts or tips
- Attend a new-volunteer training session prior to starting to deliver services or participate in administrative tasks.
- Always consult with the Services Coordinator if you can't complete a service to which you have committed.
- Protect confidential information. In talking about Village activities, do not use any names or identifying characteristics of members or other volunteers.
- Treat members and volunteers with respect. Avoid bringing up or discussing subjects of a controversial manner.
- Report any concerns you have about either volunteers or members to the Manager of the Volunteer Team.
- If you arrive at a member's home, and that person doesn't answer the door, follow the protocol established in general and for that home in particular (by calling the Services Coordinator.)
- It is expected that the member will be able to get in and out of your car with a minimum of help from you. A member should be able to support themselves (or with the help of a walker). There is basically a "hands off" policy.
- Volunteers are required to be CORI checked and provide two letters of reference before being allowed to offer services.
- When giving rides, volunteers use their own insurance coverage when driving their cars. A copy of your driver's license and car insurance need to be on file with us. Keep your own records of mileage and gas as they are deductible charitable contributions.
- Please notify us if you decide to either temporarily or permanently stop volunteering.
- Violation of any of these general expectations can result in termination of your participation with us as a volunteer.