



# Volunteer Handbook

Cleveland & Woodley Park Village

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# **Volunteer Handbook**

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## Welcome to Cleveland & Woodley Park Village

We are delighted to welcome you to the Cleveland & Woodley Park Village family!

Cleveland & Woodley Park Village is a nonprofit membership organization serving the Cleveland Park and Woodley Park neighborhoods. Our core function is to build stronger ties among older adults within our communities and link them to neighborhood volunteers and community resources. Neighborhood volunteers of all ages help senior neighbors live safely and confidently in their homes and engage in community events through such services as transportation, help with small tasks around the house, assistance with computer needs and Internet skills, friendly visits, and more. Volunteers also play a critical role in running the Village by providing leadership, administrative, and organizational support. Members and volunteers come together to share celebrations, interests, and experiences.

This Volunteer Handbook provides information we hope will be a helpful supplement to your orientation and a resource for you as you volunteer with the Village. It describes our volunteer program and many volunteer opportunities. It explains our volunteer policies and procedures, volunteers' rights and responsibilities, and the core values that we share as a community of neighbors.

Again, welcome. We look forward to your support and participation in Cleveland & Woodley Park Village as we build our shared capacity to support neighbors and build a stronger community for all!

With all good wishes from our Board of Directors,

Elizabeth Fox  
Co-Chair, Board of Directors

Suzanne Rooney  
Co-Chair, Board of Directors

## **Acknowledgements**

Cleveland & Woodley Park Village sincerely appreciates the wise counsel, encouragement, and generous sharing of time and talent by many individuals and organizations. We especially thank:

- Cleveland Park Citizens Association and its president, Susie Taylor, who saw the need for a neighborhood response to issues of aging in place;
- Our sister Villages for their generous mentoring, sharing of information, and passion for expanding Villages across our metro area – Bannockburn Neighbors Assisting Neighbors, Capitol Hill Village, Chevy Chase At Home, Dupont Circle Village, Georgetown Village, Glover Park Village, Mount Vernon At Home, Northwest Neighbors Village, and Palisades Village;
- Washington Area Village Exchange (WAVE) and Village to Village Network (VtVN) for their collegial support of the Village movement;
- Iona Senior Services for its pioneering and premier role serving seniors in our community;
- The ANC3C for its start-up grant, All Souls Memorial Episcopal Church for its grants to fund our Supported Memberships, and Cleveland Park Congregational UCC and Cleveland Park Citizens Association for general support grants;
- Our Board of Directors, who laid the foundation, spread the word, raised the funds, and recruited our first members and volunteers; and
- Most of all, the many individuals who have contributed their passion, skills, time, and financial support to create and sustain Cleveland & Woodley Park Village!

## **Special Acknowledgements**

- Forest Hills of DC (formerly The Methodist Home), Stanford in Washington, and Cleveland Park Library for providing pro bono meeting space;
- Forest Hills of DC and FireHook Bakery for providing pro bono catering for our inaugural orientations;
- The sponsors of our First Anniversary Event in May, 2014: Cathedral Commons, Home Front Communications, Forest Hills of DC, Marjorie Dick-Stuart, Home Instead Senior Care, Barnes Vanze Architects, Hamilton Snowber Architects, Lappas Contractors, LifeMatters, Tenleytown Painting, Woodley Park Ace Hardware, and the 22 restaurants that contributed refreshments (see the list on our web site).

## **Mission**

*Cleveland & Woodley Park Village helps senior neighbors live safely and confidently in their homes and engage in community events through the support of a network of dedicated neighborhood volunteers. Cleveland & Woodley Park Village, a nonprofit membership organization, serves the Cleveland Park and Woodley Park neighborhoods and welcomes your participation and support.*

### **Co-Chairs, Board of Directors**

Elizabeth Fox and Suzanne Rooney

### **Board of Directors**

Marjorie Dick Stuart, Ruth Faden, Robert Jenkins, William Ince, Joe Oppenheimer, Jinny Stern, Mary Worstell, Minturn Wright, Stephanie Zobay, and Susie Taylor, Advisor

### **Executive Director**

Susan Hester

### **Program Assistant**

Chris Covell

## **Volunteer Committee**

Audrey Alvarado

Janet Cyphers

Sarah Holt

David Shulenburger

Cleveland & Woodley Park Village

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## **Volunteer Basics – Who, What, When, Where, How**

Cleveland & Woodley Park Village invites everyone who shares our mission to enhance community in our neighborhoods to join us as a volunteer. We operate on the “volunteer first” model, which means we attempt to meet the needs of our members and our organization primarily through volunteer service. Our Village volunteers are assisted and coordinated by an executive director and a program assistant. Our goal is for volunteers to find working with Cleveland & Woodley Park Village to be joyful and adventurous, to learn from their experiences, and to give us their best ideas for improving our service to members.

### **Who can be a volunteer?**

Everyone. All ages. All skill levels. Anyone with any amount of time to give. And members are welcome as volunteers too. We hope for a commitment of an hour a week when possible.

### **What does a Volunteer do?**

Volunteers provide a wide variety of services to our members and help with the organizational and administrative tasks of running a neighborhood-based nonprofit membership organization. We match volunteers’ interests and skills with member requests. See our list of Volunteer Opportunities on the next page.

### **Are Volunteers Assigned to Just One Member?**

Volunteers can respond to the Volunteer Opportunities that are available each week and assist a variety of members. Or a volunteer may choose to work specifically with one or two members on a regular basis. For example some volunteers do regular weekly visits or shopping trips or weekly transportation for specific members with the intention of building closer relationships.

### **When do Volunteers work?**

Volunteers serve when it is convenient for them. Some volunteers have a regular time of the week, others are available on weekends, and some let us know they will respond to our calls when they can. Any amount of time is valued. We only ask that you commit to at least one hour per week.

### **Where do Volunteers work?**

Volunteers work with Village members in members' homes, out in the Cleveland Park and Woodley Park neighborhoods, and at Village events. There also are a variety of volunteer jobs that can be done in the Village office.

### **How do Volunteers join the Village?**

Becoming a volunteer is easy. Volunteers fill out an application, attend an orientation, complete a Background Check Authorization Form, and chat with a Village staff member by telephone to confirm their specific interests. Then they are ready to be neighbors helping neighbors – building community!

## **Volunteer Opportunities**

Two types of opportunities are available for Cleveland & Woodley Park Village volunteers and we welcome involvement in either type or both.

- **Member Service** – Interact with and assist Village members
- **Organizational/Administrative** – Help the Village run smoothly and grow

## **Member Service Opportunities**

### **Driver**

Transportation is the most requested service, and most trips are within Northwest D.C. A driver picks up members and drives them to their destination. Typical destinations include grocery stores, medical appointments, religious services, and social and cultural events. Drives may be one-way or roundtrip. Driving may include assisting the member to and from the door to the car, escorting or accompanying the member on the appointment, and providing support and assistance, such as carrying parcels. Social interaction of volunteer driver and member is important.

### **In-Home Helper**

An in-home helper assists with household tasks that may be difficult for members to perform as they age. These tasks include changing light bulbs, replacing smoke alarm batteries, putting together a book shelf, and outdoor tasks such as leaf raking or snow shoveling. Volunteer assignments are made based on the volunteers' skills and interests. There will always be an element of socializing with the member during a visit to help.

### **Shopper**

Volunteers shop or run errands with or for members. Typical errands may include grocery shopping, mailing a package, or taking a computer to the repair shop. The member pays all shopping expenses and parking. The volunteer provides the gas.

### **Visitor**

A visitor's role is to have conversation with the member, play a card game, read aloud, reminisce, take a walk, or encourage telling life stories – all with the focus on social interaction. The visit may be in person or by telephone and can be five minutes to an hour or two or more.

### **Tech Tutor**

Tech tutors help members with all tasks electronic. This can include simple computer assistance, teaching a member how to use email or Skype, making a photo album through a website or Photoshop, making music playlists, setting up exercise fun with a Wii, or getting everything working by plugging something in!

### **Paperwork Assistant**

Paperwork abounds in all our lives and volunteers may assist members to sort and set up files, sort out their scheduling system, assist with personal correspondence, and generally de-clutter their papers.

**NOTE:** Volunteers do NOT assist with activities of daily living or personal care such as dressing, bathing, touching medications, house cleaning, or money management. Volunteers also do NOT provide financial, legal, or medical advice. **If in doubt, always call the office before venturing into a new activity.**

## **Organizational/Administrative Opportunities**

### **Administrative Help**

Provide general office help, work on matching volunteers with member requests, log services, answer telephones, file records, assist with routine email communications and more.

### **Volunteer Coordination**

Communicate with volunteers to assign and follow up on service requests from members, develop and deliver volunteer orientations and programs, and coordinate other volunteer activities.

### **Communications and Marketing**

Design materials to publicize the Village, prepare newsletters, staff tables at events, maintain telephone and email contacts for community outreach, organize social and cultural events, manage the Village's Facebook page, and conduct other outreach.

### **Social Group Leader**

Organize walks, outings for lunch and dinner, group trips to events, and other social activities for members.

### **Community Service Coordination**

Work with schools, faith-based groups, and civic and corporate organizations to set up volunteer opportunities for their members and participants.

### **Committee Service**

Serve on Village committees that focus on both efficient and creative management of the Village. This is an excellent opportunity to meet other volunteers with similar interests and learn new skills. Committees include Membership, Volunteer, Communications and Outreach, and Fundraising.

## **The Volunteer Program**

## How it Works

### 1. **Efficient Communication Begins the Process**

To facilitate efficient communication, all members, volunteers and those working in the Village office agree to check their email and voicemail at least once a day – and more often if they are in a conversation about requesting a service or fulfilling a service request. Short, friendly conversations are best!

### 2. **Program Assistant works with Volunteers to Manage Assignments**

The executive director, program assistant, and office volunteer coordinators manage the delivery of services. Members make requests by email or telephone and the volunteers receive a Volunteer Opportunities email every Monday and Wednesday notifying volunteers about member requests.

### 3. **Volunteers Respond with Their Availability**

After receiving an email notice with volunteer opportunities, volunteers call or email the Village office with a short message indicating: “Yes, I am available for [specify service],” or, “Not available.” Explanations for not being available are not expected. There is no penalty for not being available - even 10 times in a row! We do hope volunteers will aim to be involved at least one hour per week.

### 4. **Assignments are Made**

The Program Assistant selects an available volunteer for the service and confirms with the volunteer by call or email. The volunteer receives a Member Request Form that provides the name and address of the member and any specifics of the assignment. Volunteers who offer but are not needed are notified the assignment has been filled.

### 5. **Volunteers Confirm and Check-In with Members**

After receiving the assignment, the volunteer will confirm the time of the assignment directly with the member. Transportation services usually involve a set time (e.g., for a doctor’s appointment or an event). If the time of the service is TBD (to be determined), the volunteer will set a mutually convenient time with the member. The volunteer reconfirms the time on the day before and again upon departing for the service. If there are any changes to the schedule, both the member and the volunteer notify the Village office. **All changes to the**

**schedule or type of service should go through the office, rather than being made privately by the volunteer and the member.** Volunteers do not trade assignments among themselves.

**6. Volunteers Report After the Assignment is Completed**

The volunteer completes the service and immediately reports to the Village office by call or email, providing a brief report of the encounter, the time involved, any pertinent information about the visit, and any other information or suggestions that will improve the operation of the Village.

**7. Volunteer Coordinator Follows Up with the Member**

The Village staff member check in with the members to get feedback on the services and any recommendations.

**8. Office Keeps Records and Conducts Evaluations**

The Village office maintains records and conducts continual evaluation of all systems and the manner of delivering member services. Our goal is to have a friendly and efficient process that leaves everyone smiling after interacting with the Village.

**9. Being A Village Volunteer Takes Time**

And yes, there is a lot of checking in. After all, the Village's volunteer program is about building community. Building community happens through polite and patient communication. Volunteering takes time. It should be a pleasure and a gift in one's day, and a way to expand one's world. Enjoy it!

## **Volunteer Policies and Practices**

### **Volunteer Orientation**

All volunteers attend a two-hour orientation that covers volunteer policies and procedures and best practices for working with Village members. The orientation offers an opportunity to meet other volunteers. The session includes time at the end to fill out the Volunteer Application, the Volunteer Agreement, and a Background Check Authorization Form.

### **Background Checks**

All volunteers are required to pass an official background check. The volunteer completes a Background Check Authorization Form for the Village to submit a request for information from IntelliCorp for this purpose. The reports are stored securely at the Village office. Volunteers may request a copy of their own IntelliCorp report.

### **Drivers**

Volunteer drivers have a driver's background check, and provide the Village with a copy of their driver's license and insurance card. Volunteers are responsible for the gas. Members pay any parking expenses. Mileage is an allowable deduction for income tax purposes; volunteers who choose to claim this deduction keep their own records.

Drivers must have a clean and well-maintained car on the interior and exterior. The floor space of the passenger side should be empty. No pets should be in the vehicle when driving a member. Drivers must drive in a lawful and courteous manner and never use a cell phone while the motor is running.

### **Volunteer Identification**

All volunteers receive a Cleveland & Woodley Park Village volunteer identification badge. Wear it in a visible manner every time you work with a member. The badge assures the member who you are and helps the member know your name.

## **Volunteer Record Keeping**

Accurate records help the Village forecast future needs and verify and support our program accomplishments with current and future donors to the Village.

Volunteers do not have to keep a timesheet, but are asked to check in with the Village office by telephone or email at the completion of each service to a member.

Volunteers who work in the office sign a volunteer log to document their hours.

## **Boundaries**

Our goal is to build community and enhance relationships among neighbors. At the same time, boundaries are important between volunteers and members. All arrangements for services must go through the office. This allows volunteers control over their personal time and the nature of the requests they respond to.

Volunteers are covered by the Village liability insurance only while they interact with a member through an official assignment.

## **Confidentiality – A Serious Commitment**

Volunteers must **not** share what they see or hear while working with members. No doubt there will be many interesting stories and sights that would make for good dinner conversation, but volunteers sign a confidentiality agreement and must take it seriously. Do not think you can repeat details of an encounter and be safe because the member is not identified. Our neighborhoods are small communities and someone will easily know who you are talking about, even with minimal details.

## **Volunteer Gatherings**

From time to time, the Village organizes social gatherings for our volunteers.

Volunteers also are invited to a variety of social and cultural gatherings and events that are open to members. As our volunteer cadre grows, additional programs may be introduced if there is sufficient volunteer interest.

## **Volunteer Rewards**

Cleveland & Woodley Park Village believes the concept of “neighbors helping neighbors” flows both ways. When a volunteer helps a member, the volunteer receives benefits too. There is the satisfaction of helping someone else, the opportunity to make new friends, and the sense of belonging and bonding with others. The Village will support, recognize, and reward our volunteers. We will

provide individual guidance and problem resolution. We will strive to assure volunteers that their work is known and appreciated by others.

### **Special Group Opportunities for Volunteers**

We welcome the involvement of groups of volunteers for special projects and activities, and encourage participation in Village-related community service by students, Scouts, student interns, faith-based groups, and civic or corporate volunteer programs. In these cases, we make an agreement with the organization, school, or program that identifies responsibility for the training, care, management, and recognition of the volunteers.

### **Resignations and Dismissals**

We all hope we are a good fit for one another as an organization and as individuals. Sometimes we are not. Volunteers may stop serving at any time, with the hope that they will give the Village notice so a member does not miss a service. Likewise, Cleveland & Woodley Park Village may dismiss volunteers if they fail to observe the policies and practices set by the organization.

We hope volunteers will participate in an exit interview at any parting to enable the Village to learn and grow from the experience.

## **Frequently Asked Questions about Cleveland & Woodley Park Village**

### ***1. What is Cleveland & Woodley Park Village and what is its purpose?***

Cleveland & Woodley Park Village is one of over 120 nonprofit Villages operating or forming worldwide to help change the way people age and to enhance community. Many people love their current communities and want to stay in them as they age, but practical difficulties often arise. Neighbors helping neighbors makes a difference.

A Village helps senior neighbors live safely and confidently in their homes and engage in community events through the support of trained and dedicated volunteers. A Village provides social opportunities for senior members and volunteers to build community and enhance personal connections.

### ***2. How does it work in practice?***

Cleveland & Woodley Park Village organizes a network of screened and trained neighborhood volunteers of all ages to help senior members create the conditions for a satisfying urban life. With a full-time executive director and part-time program assistant, Cleveland & Woodley Park Village matches volunteers with members who pay an annual fee to receive practical help with requests: for transportation to and from appointments, grocery shopping, household tasks like shoveling snow or reading aloud, assistance with computers and other technology, and more. Members and volunteers also come together to share celebrations, outings, interests, and experiences, creating a stronger community for all.

### ***3. What area does Cleveland & Woodley Park Village serve?***

Cleveland & Woodley Park Village serves the Cleveland Park and Woodley Park neighborhoods. The service area is bounded roughly on the north by Upton and Tilden Streets, on the east by Rock Creek Park and the National Zoological Park, on the south by Calvert Street and Massachusetts Avenue, and on the west by the Glover-Archibald Trail.

### ***4. Is there an age or disability requirement?***

No. Our primary purpose is to serve senior neighbors of all abilities.

**5. *What does membership cost?***

For households of up to three persons, the annual dues are \$750. For individuals, annual dues are \$500. Associate memberships are \$250 a year for households who wish to be supportive and participate in social activities and events but do not require services. Supported Memberships (reduced fee) are also available for applicants meeting certain requirements. Call the executive director at 202-615-5853 for details. We welcome participation from all.

**6. *What does a membership include?***

After an informational interview to confirm a new member's understanding of Village procedures, screened and trained volunteers from the Cleveland Park and Woodley Park neighborhoods will help members who request assistance with practical tasks like transportation, errands, simple household tasks, and with visits and friendly calls to members wanting social connection.

Members receive invitations to a variety of events, including trips to museums and art galleries, coffee and conversation, and neighborhood events. The Village also arranges regular restaurant gatherings where restaurant owners offer a meal discount. Members may request transportation to and from these events.

**7. *How will Cleveland & Woodley Park Village decide what new services to offer?***

Cleveland & Woodley Park Village is a membership organization. Members' and volunteers' ideas, interests, and initiatives will help guide our program. Members are represented on our Board of Directors and committees, and they are essential to initiating social, cultural, and community service activities.

**8. *How do I sign up to become a Cleveland & Woodley Park Village member?***

Go to [www.ClevelandWoodleyParkVillage.org](http://www.ClevelandWoodleyParkVillage.org) OR call 202-615-5853, OR email [info@ClevelandWoodleyParkVillage.org](mailto:info@ClevelandWoodleyParkVillage.org) to request a Membership Application. You may use your credit card with our secure website application or send a check with the paper application.

**9. How do I make a request for volunteer services?**

Become a member and call 202-615-5853 or email [info@ClevelandWoodleyParkVillage.org](mailto:info@ClevelandWoodleyParkVillage.org). We want to get to know you, so personal communication is important.

**10. Is there a limit on how often I may request volunteer services?**

Up to three member requests may be made per week. We will do our best to meet each request, but cannot guarantee the availability of a volunteer every time. Members must make all requests through the Cleveland & Woodley Park Village office on Monday through Friday from 9am to 5pm. The sooner the better! When possible, please provide three days notice for a service request. Member service requests go out to volunteers on Mondays and Wednesdays of each week.

**11. How can I be sure the volunteers are capable and trustworthy?**

All volunteers undergo a background check and attend an orientation. Volunteers who provide transportation must also provide a copy of their driver's license and car insurance.

**12. What if I do not need services now but expect that I might later?**

We encourage you to support the Village as a valuable addition to our neighborhoods. Your financial contribution contributes to the continued development of a strong Village should you need it in the future. Sign up as an Associate Member to support the Village now and stay informed of opportunities to participate in Village activities. Or sign up as a volunteer for free and become involved.

**13. What if I sign up as a member and also want to be a Cleveland & Woodley Park Village volunteer?**

We hope you will. Many of our members are also volunteers. At the same time, there is no requirement for members to volunteer.

**14. What would I do as a volunteer?**

After an interview and a required background check, you would take part in an orientation session before providing service. Volunteers do not pay dues. You can volunteer for fixed times every week or on an as-needed basis to do tasks of your

choice: driving, running errands, getting groceries, picking up prescriptions, yard work, simple household tasks, reading aloud, computer or smart phone help, going for a walk, scrapbooking...the possibilities are as varied as you are. We need volunteers to handle our office tasks too.

**15. *Would I work with the same member all the time?***

Volunteers can respond to the Volunteer Opportunities that are available each week and assist a variety of members. Or a volunteer may choose to work specifically with one or two members on a regular basis. For example some volunteers do regular weekly visits or shopping trips or weekly transportation for specific members with the intention of building closer relationships.

**16. *Do I have to attend an orientation to be a volunteer?***

Yes. Everyone needs to understand our mission, philosophy, policies and practices, and this is the best way to provide that information. We will regularly schedule orientations and hope that one will be convenient for you.

**17. *Do I have to commit to a certain amount of time or the same time each week to be a volunteer? Can I change the time I thought I would be available?***

You can volunteer as much or as little time as works for you. We hope volunteer will make at least a one hour commitment a week. We will work with your schedule. We understand that people's schedules change.

**18. *What about staff and an office?***

Like most Villages, we are a "volunteer first" Village, which means that volunteers provide leadership, organization, and member services. We have an executive director, Susan Hester, and a part-time program assistant, Chris Covell to coordinate our volunteer efforts. Our office is located at the Broadmoor Cooperative at 3601 Connecticut Avenue, NW, Ground Floor.

**19. *What if I want to join the Village but cannot afford to pay the dues?***

Cleveland & Woodley Park Village wants to serve as many interested persons as we can. We have a Supported Membership rate of 50% of standard dues for those who are income-eligible. Please call Executive Director Susan Hester at the Village office, 202-615-5853, if you are interested. We welcome you.

## Ways to Become a Volunteer

- Fill out a volunteer application and mail it to Cleveland & Woodley Park Village, PO Box 11231, Washington, DC 20008.
- Sign up online at our website:  
<http://www.ClevelandWoodleyParkVillage.org>.
- Call the Village office at 202-615-5853 and arrange for a member of the Volunteer Committee or the executive director to meet with you and receive your application in person.
- Call the Village office at 202-615-5853 to find out when you can attend a Village event and sign up on the spot!

After you apply to volunteer, you will be invited to attend an orientation, complete and sign paperwork, including a Background Check authorization Form, receive a call from staff to confirm your specific interests, and then you will be ready to volunteer!

### **To become a volunteer, please complete and sign the following:**

- Volunteer Application
- Volunteer Agreement/Code of Ethics
- Background Check Authorization Form