



MEMBER HANDBOOK

a roadmap for members

832-680-5158

www.jvso.org

jvsorequest@gmail.com

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Message from the President



Welcome to Jersey Village Senior Outreach, Inc. By becoming a member, you are now part of a national movement that is sweeping the nation.

We are putting a new face on aging by staying active and connected!

So congratulations on your decision to join us. We are a young organization that has quickly learned that our most satisfied members are those who participate. So jump in, ask questions, attend a program, request volunteer support, and even become a volunteer if you like.

We're glad you're here!

Sincerely,

Jo Hewett

Jersey Village Senior Outreach, Inc.

● OUR MISSION STATEMENT

At Jersey Village Senior Outreach, we believe that positive aging can exist when we grow and rely on each other. Within our organization, our members are continually creating new possibilities to promote learning, and healthy living while connecting and engaging with one another.

● THE VILLAGE MOVEMENT

There are nearly 300 villages in the United States, predominantly on the East and West Coasts. There are only a few in Texas and JVSO is proud to be a pioneer for “villages” in this great state.

● WHO WE ARE

JVSO is a 501(c)(3), nonprofit membership organization that is strictly run by volunteers for Jersey Village residents who are 55 years and older. We have a full range of programs and support services for members to promote and facilitate independence.

"The longer I live, the more beautiful life becomes."

Frank Lloyd Wright

Introducing our Steering Committee

Our Steering Committee is responsible for guiding our organization towards a bright and sustainable future. Together they provide sound and ethical guidance in final decision-making to fulfill JVSO's mission.



Jo Hewett
President

Jo has been a healthcare provider for over 30 years and is a co-founder of JVSO. She believes that staying active and connected results in positive aging.



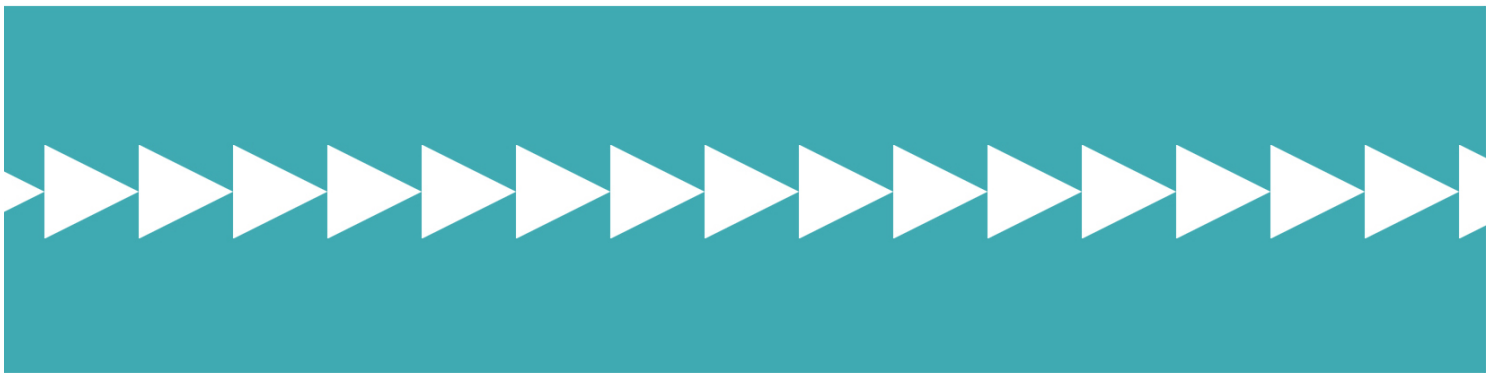
Stan Polak
Treasurer

Stan works in the financial side of the natural gas utility business. He enjoys time with family, foreign travel, cooking, science and current events.



Karie Lawrence
Programs Director

Karie retired from CFISD as Technology Coor. and is a co-founder of JVSO. She is active in several JV organizations supporting our thriving community.



the STEERING COMMITTEE



Nancy Frankel
Membership

Nancy retired from CFISD and continues to advocate for greater literacy opportunities for all. She enjoys reading, hiking and visiting with old and new friends.



Sandy Steffens
Volunteer Coordinator

Sandy has a history of volunteer work with adults and children. She enjoys photo-, graphy, traveling, and spending time with family and friends.



Kathleen Koenig
Community Liason

Kathleen retired from Sysco Corporation after 39 years. She now spends her time enjoying her grandchildren, family, friends, traveling and numerous hobbies.





Gary Frankel
Tech Liason

Gary is retired from 45 years of work in the Information Technology field. He is now busy catching up on his hobbies and the great outdoors.



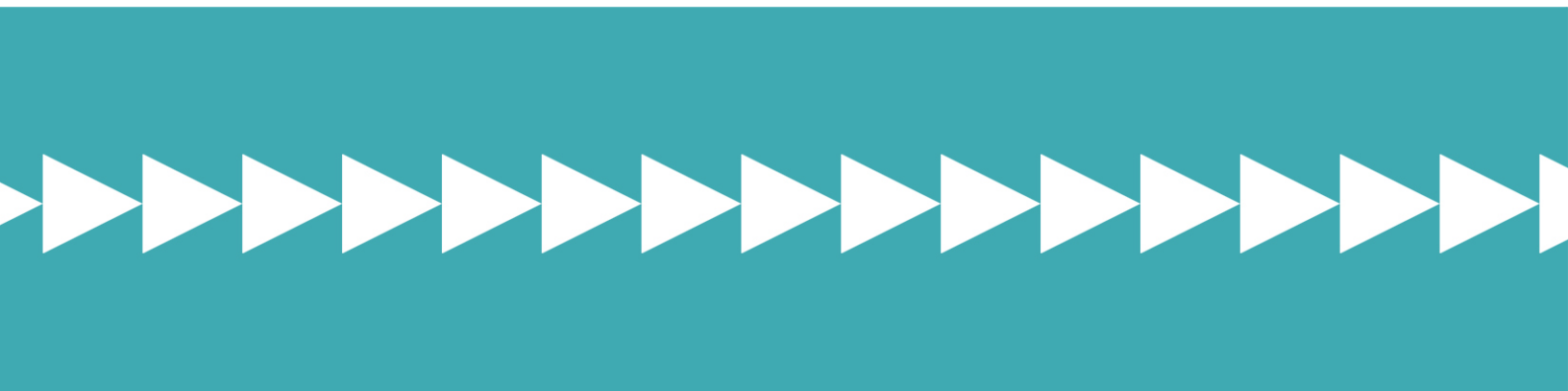
Patricia Aune
*Fund Raising
Coordinator*

Patricia is a semi-retired accountant. She is busy enjoying her grandchildren and community.



Curtis Haverty
Grant Writer

Curtis is a retired Navy Seal and has served JV as a City Council member. He is currently a volunteer with the Jersey Village Fire Department.



Membership

Jersey Village Senior Outreach is open to all residents of Jersey Village, TX who are 55 years and older. We are glad to have you as a part of this growing community of like-minded people who believe that aging in place is best done with others!

HOW WE COMMUNICATE

WWW.JVSO.ORG

Emails are sent out weekly.
Newsletters are sent out monthly.
If you do not use email contact us and we will come up with an alternative form of communication.

“

YOUR SAFETY

JVSO volunteers have completed background checks, trainings and have the Steering Committee/Coordinators to assist them in case of emergencies.

If a member falls or has another kind of emergency, volunteers have been instructed to call:

- 1) emergency services (911)
- 2) the member's emergency contact
- 3) JVSO Volunteer Coordinator

911

*It's not the years in your life that count
it's the life in your years.*
-Abraham Lincoln

Programs

To help you meet your goal of living life to the fullest, JVSO provides a multitude of social, cultural & educational programs to address your diverse interests and abilities. Our website www.jvso.org has an updated calendar you may use to view program dates and times. For some events, registration or an RSVP is needed. You will be instructed by email how to accomplish this requirement. If you have questions or concerns about this process please email jvsoinfo@gmail.com. Activities may be deleted or added based on the interest of members.

- Weekly Walkers ● Film Club ● Happy Hour
- Coffee & Chat ● Ted Talk ● Cooking Class
- Game Day ● Yoga ● Day Trips
- Book Club ● Dinner ● Craft Class
- Memoir Writing

Photos

JVSO reserves the right to take photos at activities, events, and meetings of people and groups associated with JVSO. Photos may be used for promotional or marketing purposes unless the member has expressly informed JVSO that they do not want their likeness used in this way.



Our Privacy Policy

JVSO respects the privacy of its members, volunteers & officers. We adhere to the following privacy principles:



To protect the confidentiality of personal information of each individual including age, gender, address, career or other personally identifying information.



To collect the personal information directly from the individual or with the knowledge and consent of the individual.



To inform each person of the purpose and use of requested personal information.



To collect only personal information that is necessary to accomplish the purpose for which it is intended.



To prohibit the sharing of personal information to third parties.



To delete or shred sensitive personal information from its records once such information, at the discretion of JVSO, is no longer needed.



To enable individuals to update or correct their personal records at their request.

Services

- **HOME SUPPORT:**
Small home repairs; Home upkeep; Yard help
- **PERSONAL SUPPORT:**
Home appointment Buddy; Friendly visit/phone calls;
Run errands
- **TECHNICAL SUPPORT:**
Computers; Cell Phones; Entertainment Devices
- **TRANSPORTATION:**
Appointments; Shopping

Home Support Guidelines

We have volunteers who will help you with small home repairs, or who can serve in a consultative capacity by providing information and advice.

Typical tasks may include:

- Changing light bulbs
- Hanging pictures
- Flipping mattresses
- Rearranging furniture
- Hanging curtains/blinds
- Making simple repairs
- Minor fence repairs

Members will provide all the materials needed for any requested services. If special tools are needed that the homeowner doesn't have, this needs to be shared with the volunteer ahead of time.

Volunteers may not accept payment, gifts or gift cards from members.

Arranging for Home Support

Members should call **832-680-5158** or email **jvsorequest@gmail.com** and leave a message with the following details:

- Name, address and return phone number
- Nature of home service
- Dates and time the member would be home to welcome the volunteer



Personal Support Guidelines

We have volunteers who offer companionship and personal assistance.

- Companionship during in-home appointment
- Visits & companionship via phone calls or in person
- Read books, magazines or newspapers to members
- Run personal errands
- Respite for members

Arranging for Personal Support

Members should call **832-680-5158** or email **jvsorequest@gmail.com** and leave a message detailing what you would like help with.



As much advance notice is appreciated to accommodate JVSO's limited number of volunteers.

Members should not arrange services by calling volunteers directly. Members must call the JVSO services number.

Technological Support

Members should call **832-680-5158** or email jvsorequest@gmail.com and leave a message with the following details:

- Name, address and return phone number
- Nature of technological issue
- Dates and time the member would be home to welcome the volunteer

Technological Support Guidelines

We have volunteers who have the skills to help you with any technology issues you may have such as:

- Set up a new television
- Help with a computer
- Fix printer not printing

“Help! My grandkids visited and now I can't turn on my television!”

Arranging for Technological Support

Members should call **832-680-5158** or email jvsorequest@gmail.com and leave a message detailing what you have issues with.

jvsorequest@gmail.com
832-680-5158



Transportation Assistance Guidelines

Whether you need a monthly ride to an appointment, an occasional ride to the supermarket, or help getting to a JVSO activity, we have trained volunteers who have passed a background check and have an insured car in good working order ready to assist. Even the healthiest members can have a LIFE HAPPENS moment and may find themselves in need of short term support. Call us - we're here to help!

All members are eligible for a maximum of up to two rides per week or four rides a month. All rides will be round trip unless otherwise requested by the member. There are no limits on rides to JVSO activities.



Rides may be made to the following destinations:

- Medical appointments
- Grocery store or drug store
- Errands
- Hairdresser or barber
- Visits to family members or friends who are homebound

Not all rides can be accommodated, but efforts will be made to furnish rides that fall within these guidelines. Much will depend on the availability of volunteers.



unless arrangements have been made with the volunteer.

Rides will be door to door rather than curb to curb.

Round trip rides should be completed within three hours.

Walkers and transportable wheelchairs will be accommodated; however, the member must be able to get in & out of the wheelchair and vehicle without assistance.

Volunteers will not physically lift or support a member.

Arranging Rides

Members should call **832-680-5158** and leave a message with the following details:

- Name, address and return phone number
- Address of the appointment
- Date, time and type of the appointment
- Estimated duration of the appointment
- As much advance notice is appreciated to accommodate JVSΟ's limited number of volunteers.
- Members should reserve a ride for a medical appointment at least three days in advance and for other appointments at least two days in advance.
- Members should be ready at the designated time.
- Members should not arrange rides by calling a volunteer directly, but must call the JVSΟ phone number.

Rides will be provided to medical services up to 12 miles, one way, and to all other services up to 5 miles, one way. We do not provide rides to the Medical Center but feel free to ask. It is all dependant on our volunteers.

Rides will not be provided for outpatient surgeries.

Volunteers will not take any payment, gifts or gift cards from members.



Feedback

Members will be asked to complete a Feedback Form. This will help us modify our program to best meet the needs of our members.

The form should be emailed to you following the service. If you do not receive this form please contact the Volunteer Coordinator at

832-680-5158 or email jvsorequest@gmail.com.



HOW DID
IT GO?

Other Ways You Can Help

- **DONATE:**

JVSO is a non-profit organization. By donating you make it possible for the JVSO members to live active and connected lives.

- **VOLUNTEER:**

With no paid staff, volunteers are the life source of this organization. There are many volunteer opportunities. We can find the perfect fit for you!

For more information regarding donations or volunteering, please visit our website at www.jvso.org

NOTE:

Every effort will be made to fulfill every request. However, fulfillment depends on volunteer availability.

A Note About Volunteering

Volunteering is the backbone of our organization. With no paid positions, everything from programs to transportation is run completely by volunteers. We offer a wide array of volunteer opportunities, from working side-by-side with our members to clerical options you can do from home. You might be surprised how your special talents can benefit JVSO. Give us a call and see how you can help make JVSO one of the best Villages in the country!



FOR
ADDITIONAL
SERVICES

AVAILABLE
ON OUR
WEBSITE
WWW.JVSO.ORG

JVSO has put together a list of service providers recommended by our members, such as home healthcare, plumbers, electricians, etc. It should come in handy when the scope of requested service is beyond JVSO's abilities. If a member chooses to use such services, the member must contact the third-party provider directly, determine if the provider meets their needs, and is responsible for all payments relating to the services. JVSO expressly does not guarantee the quality of third-party services and disclaims responsibility for any liability arising from such services or the conduct of any service providers.



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