



Welcome Volunteers,

We are delighted to have you join a team of dedicated individuals who make a difference in the lives of our members. Our village is part of an important new national movement that is rediscovering the power of aging in community.

This handbook will serve as an introduction to Lamorinda Village, including our mission, values and services offered. In addition, this is a handbook for our volunteers outlining our volunteer program and opportunities. We want your experience with us to be engaging, rewarding, and safe.

Thank you for your time, your commitment, and the talent you bring to Lamorinda Village. Welcome aboard!

Sincerely yours,

Kathryn Ishizu
Operations Manager

LAMORINDA VILLAGE
www.LamorindaVillage.org
(925) 283-3500

OUR MISSION AND VALUES

Lamorinda Village is actively building a community that embraces connections, caring, and choices in how we live and thrive.

Lamorinda Village is a nonprofit membership organization created to support residents of Lafayette, Orinda and Moraga, California, so they can remain safe, independent, and engaged in the community.

We believe that Villages run on the power that comes from connecting people who possess abundant energy, creativity, knowledge, and the determination to make the world a better place. At Lamorinda Village, we make every effort to meet the needs of our members through services, programs, and referrals.

We will:

- provide a caring, supportive, and inclusive environment for our members and partners.
- treat all members with respect and value the diversity of our community, including across generations.
- support our members in achieving safety and independence in their homes.
- offer opportunities for social interaction, learning and community engagement.
- whenever possible ask a volunteer to fill a member's request.
- provide resources to help members improve their health and fitness.
- strive to be an innovative proactive resource to our members and our community.

- not compete with existing sources of support in community, but rather partner with them to create a centralized, personalized referral system for our members.
- commit to maintaining an organization that is dependable and trustworthy.
- administer Lamorinda Village effectively and provide good value for members in return for their contributions.

VOLUNTEERING

We welcome volunteers of all ages who would like to become involved with Lamorinda Village and help make it a reality. We need all the capable hands and caring hearts we can find to bring Lamorinda Village into being.

Volunteers do not need to be members of the Village, but we encourage members to volunteer.

We will conduct a basic orientation for all volunteers, do background checks, and provide any needed specialized training. We will help you find the volunteer opportunity that best fits your schedule and interest.

BENEFITS

There is compelling evidence that volunteering has a beneficial effect on longevity and vitality. A Johns Hopkins study found “Those who volunteer are more likely to pursue brain-building activities which build neurological pathways. Older adults who engage in these behaviors had a 47% lower chance of developing Alzheimer’s.”

A 2005 Stanford study concluded “People who volunteer live longer than those who don’t.” A study of 70,000 seniors in 2013 by Arizona State University found “Mortality dropped 24% for those who volunteered regularly.”

OPPORTUNITIES

We've got a job for just about any skill or interest you might have. And if you don't find it here, maybe you can help us discover a new opportunity!

There are four main types of volunteers:

- **SERVICE VOLUNTEERS** who work directly with our members, helping them out with daily living needs, including transportation, minor repairs, technical support, and home visits
- **OFFICE SUPPORT VOLUNTEERS** who staff the office in a variety of ways, providing support to members and others who call or visit the office
- **PROGRAM VOLUNTEERS** who assist with various aspects of community outreach, organizing events, managing volunteers and service providers
- **DRIVING VOLUNTEERS** (drivers must be 75 years of age or under to qualify)

Typically, a Lamorinda Village member will request a service and a volunteer will be found to fill that need. When the task requires more specialized skills, we may offer to refer the member to preferred service providers, such as plumbers, electricians, care managers, technical support, and legal or financial advisors, sometimes with discounted fees negotiated by the Village.

HOW CAN YOU HELP?

- *Provide rides to medical appointments, friends, or family*
- *Pick up and deliver take-out meals for members*
- *Visit a member one-on-one on a regular basis*
- *Walk around the neighborhood with a member*
- *Do errands, take care of animals or plants when a member is out of town*
- *Accompany members to social activities*
- *Help when people return from hospital: visiting, errands, meals*
- *Grocery shop for members unable to go to grocery store*
- *Assist with computers*
- *Work in the office: computer data entry, mailings, filing, answering phones, taking & filling service requests*
- *Make phone calls to members to check in, calls to potential new members, or calls to follow up on services provided*
- *Assist at a Lamorinda Village event*
- ***What skills or interests do you wish to contribute?***

GETTING STARTED

- Complete volunteer application on line
- Sign confidentiality agreement
- Provide emergency contact information
- Complete background check form
- If driving a member, provide driver's license, auto insurance showing liability coverage (drivers must be under 75 years of age)
- Participate in an interview (office volunteers only)
- Attend a volunteer orientation/training session

VOLUNTEER GUIDELINES

- Respect the confidentiality of all members
- Respect other volunteers, all members and staff
- Take your responsibility seriously
- Be a Lamorinda Village ambassador in the community

VOLUNTEER RESPONSIBILITIES

- Be on time
- If you are unable to make your commitment, when possible, give 24-hour notice by calling or emailing the office
- If, for any reason, you are uncomfortable with any situation, contact the office immediately

VOLUNTEER TIPS

- **Know what you want to get out of volunteering.** You can volunteer in order to make a contribution, advance your career, meet new friends, gain recognition, or simply enjoy the personal satisfaction that comes from helping others.
- **Check the time it takes to do a volunteer job.** How does the time commitment fit your schedule and lifestyle?
- **Tell us about your skills, interests, and life experiences** and how they could be useful in a volunteer setting.
- **Be willing to give and receive honest feedback** in your volunteer job, and, when necessary, be an advocate for change.
- **Respect confidentiality** related to your volunteer placement in all settings in your life.
- **It's OK to say no** if you are unable to commit to an assignment. You will be called again for something that will fit your schedule or talent.
- **Most important of all, bring your heart and your sense of humor** to your volunteer service, along with the enthusiastic spirit which is in itself a priceless gift.

VOLUNTEER RECOGNITION

From time to time, the Village will hold volunteer recognition events to honor and recognize our volunteers and to provide a time for volunteers to meet and share stories with each other. It is the Village way of expressing appreciation for the wonderful work that volunteers do. We will also feature volunteers in our bi-monthly newsletter, or on the website.

IMPORTANT CONTACT INFORMATION

- The office phone is (925) 283-3500 and daily office hours are 10:00 AM – 3:00 PM. You may always leave a message if we are on another call or away from the desk from time to time.
- Should you encounter a medical or other serious emergency with a member, call 911 for help. Once the situation is diffused, call the office and you will be asked to meet with the staff or volunteer coordinator to complete an incident report.
- Drivers: in case you have a change or need to cancel a ride due to illness or other emergency, please contact Roque Torres at Mobility Matters, our transportation coordination partner, at (925) 284-0334.