



San Francisco Village

Member Handbook

A roadmap for your membership

Table of Contents

Introduction.....	3
Becoming a Member.....	5
Communication.....	6
Requesting Services.....	7
Preferred Provider Network.....	8
Volunteering.....	8
Programs.....	9
Community of Belonging.....	10
Organization and Management	12
Funding.....	13
Thank You!	14

Introduction

What Is San Francisco Village?

San Francisco Village (SFV) is a non-profit, membership organization, founded in 2009, that connects older San Franciscans to the community, programming and expertise they need to navigate the transitions of aging and live independently in the places they call home.

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.

Our mission, vision and values provide the foundation for the critical relationships that comprise SFV. During the past 14 years these foundational precepts have evolved to meet the needs of a growing community and a changing world. What remains unchanged is our belief that humans are inherently relational, responsive beings and the human condition is one of connectedness and interdependence.¹

Mission *Our purpose: what we do and why we do it*

We operationalize love for elders in an ageist society by mobilizing the power of intergenerational relationships and mutual support.

Vision *The long-term transformational change we aim for*

We envision a future in which people of all ages, races, cultures and abilities work together to create communities of belonging and in so doing, model possibilities for relationship and connection that benefit the greater good.

What We Value *The essence of our organization - the shared principles that guide our work*

Intersection of health care and social care

We believe optimal health, especially as it relates to navigating the transitions of aging, requires social connection, access to care and knowing that we belong to something bigger than ourselves.

¹ Dr. Carol Gilligan, Ethics of Care, <https://ethicsofcare.org/carol-gilligan/>

Eldership

We believe the wisdom and lived experience of elders is precious and much needed in the world today. We encourage our members to embrace new learning as we orient to a changing future, seeking opportunities to share and lead as we deepen our community.

Intergenerational Relationships

We believe people of all ages need each other to thrive and that the world needs intergenerational solutions to complex problems like inequality, climate crisis, racial justice, isolation and loneliness. We come together to explore the possibilities.

Co-Creation

We believe in standing shoulder to shoulder with one another to build a caring community that reflects the beauty of its varied members.

Equitable Community

We strive to be an anti-racist organization and commit to challenge white dominant culture through our words and actions.

Self-Reflection

As agents of change in the outer world, we accept the responsibility to do our own inner work and the discomfort and opportunities that may bring. We strive to live our values in all our words and behaviors, and to hold ourselves accountable for our growth.

Humility

As leaders in the Village movement, we promise to let go of old assumptions about aging and individualism, to challenge conventions that create separation and hierarchy, and to act in ways that inspire trust, growth and connection.

Spontaneity

We believe in saying YES to play, partnerships, collaboration and opportunities that arise unexpectedly and help take us to new places.

The Village Movement

SFV is one of 46 villages in California and 250 nationwide. It is a founding partner of Village Movement California (VMC), the statewide coalition advocating for villages at the state level. With funding from Archstone Foundation, VMC launched in 2018 with a mandate to strengthen the impact, accelerate growth, and ensure the sustainability of this life-affirming model for

social change. Together, we advocate for innovative, community-based solutions to improve quality of life and expand choices at all stages of aging, empowering older adults to sustain independence through community and remain in charge of their lives as they age.

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 and marital status.

Submit Your Application

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 orientation.

Fees

Because San Francisco Village welcomes people of all backgrounds and economic means, we offer a graduated fee schedule based on an individual's ability to pay. Fees may be paid monthly or annually with a credit card or by check.

- Monthly fee for an individual: \$10, \$25 or \$50.
- Monthly fee for a household: \$15, \$31.25 or \$62.50
- Most programs and all volunteer services are included in annual membership fees.

Meet With Our Staff

An SFV staff person will schedule a visit either in our office or on Zoom 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 SFV can serve your needs.

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 Of Service

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 fees 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 SFV, you will be asked about your delivery preference; you are welcome to change this at any time during your membership. The newsletter is also available on our website: www.sfvillage.org (you can find it under the 'News' section).

SFV also distributes a weekly bulletin via email that includes members' volunteer requests, a bulletin board for swapping information, and a curated list of local events and activities.

Social Media

Facebook – www.facebook.com/sfvillage

Twitter – @SF_village

YouTube – www.youtube.com/SanFranciscoVillage

Instagram – <https://www.instagram.com/sfvillage/> or @sfvillage

How To Communicate with Us

The SFV office is open Monday through Friday, from 8:30 a.m. to 4:30 p.m. If you're planning to visit the office, please call in advance to ensure that someone is there. 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

Web: 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 get help cleaning 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?

Any time 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!

How To Request Volunteer Services

Please contact us with as much advance notice as possible—it can take up to a week or more to find a volunteer so please allow the time it takes to make a connection.

You can call the office (415) 387-1375 and speak with Jill Ellefsen or Sha'Nice Patterson, or email Jill at jill@sfvillage.org or Sha'Nice at sha'nice@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 handyperson 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 high 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 a staff member 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

Reciprocity and mutual support are bedrock principles of San Francisco Village. Both members and non-member volunteers regularly respond to members' requests for support. 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. Some examples include garden clean-up, trash removal, scrubbing the shower, painting the back stairs or flipping a mattress.

Our non-member 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 18 to 75.

Background Check/Training

Volunteers complete an extensive application and attend a training session with SFV staff. 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 require 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 social networks shrinking, San Francisco Village programs offer opportunities to expand. Programs are continually evolving, reflecting the passions, curiosities and concerns of our dynamic membership.

SFV began offering programs virtually, using Zoom, in the spring of 2020. As the pandemic comes to a close and we learn to live in a post-pandemic world, some programs have resumed in person. Our goal is to offer a hybrid version of virtual and in-person programs.

In addition, SFV hosts 14 Neighborhood Circles, smaller hyper-local groups that enable members to develop relationships closer to home. Twelve circles are organized by geography and two are special interest groups: Solo Agers and LGBTQ. Members coordinate potlucks, movie outings, walks in the neighborhood, election ballot conversations and more.

How To RSVP For Programs

Most often, you should RSVP to SFV staff by emailing info@sfvillage.org OR calling (415) 387-1775 ext. 3 (Sarah) or ext. 5 (Nidhi) OR registering via our online calendar. Some programs, such as neighborhood circles and book groups, require an RSVP to the member leading the group. All events in the newsletter contain the appropriate RSVP. SFV staff can redirect an RSVP if necessary.

RSVPs are a must! They help make sure we have enough participants or if we need to start a waiting list. If a program is cancelled, we can contact you ahead of time. They help us have the right amount of supplies, set up the right amount of chairs and help us decide if we wait

another few minutes or get started. If your plans change and you're no longer able to attend, we appreciate that you let us know in advance.

Wellness Program

The Wellness Program is designed to support members during health care transitions like hospitalizations, discharges, recovery periods, adjusting to a new diagnosis or preparing for surgery. We invite members to contact the Wellness Coordinator to discuss questions or concerns, get referrals, connect with volunteers or other members and plan ahead for care coordination.

How To Submit Ideas

If you have an idea for a program, we want to hear about it! Contact Sarah Kent, Program and Creative Director, 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.

Community of Belonging

SFV seeks to create a culture of belonging for all who participate: members, volunteers, staff, and partners. We define *culture of belonging* as an emotionally brave space that acknowledges the dignity of every individual, their unique lived experience, and the values that animate their lives. We recognize that community building is a complex endeavor that requires vulnerability and risk; triumph and disappointment. We commit to figuring it out together and uplifting one another in the process.

SFV is a learning community that values diverse opinions, experiences, perceptions and objectives. All community members are encouraged to explore new ideas, try on new skills and allow themselves to make mistakes. We seek to be more curious and less judgmental; more self-reflective and less defensive.

The fundamental values that underpin this culture of belonging include mutual respect, honoring differences, the intention to care for one another, and a willingness to repair when norms have been violated. We ask that all community members try living into these behaviors:

- Listen for understanding
- Lead with empathy
- Acknowledge when our words or actions may have caused harm
- Self-reflect
- Receive feedback with an open heart and mind
- Stay present when conflict arises and commit to its resolution

As a dynamic, multi-dimensional organization, human interactions occur in a variety of ways: one-on-one, in small group and large group settings, between different generations, among different cultures, between members and volunteers, between members and staff. We ask that you be mindful of how your communication may be perceived by others and recognize the difference between intent and impact. For example, you may not have intended to offend someone, but they felt offended. Acknowledge that, apologize and move on.

Ask For What You Need

If there's something that you need in order to improve your experience with SFV, just ask! Sit in the front during a lecture, if that allows you to see things more clearly; 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.

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.

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 12- 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, fund development, and in-kind donations. You may read about the current Board of Directors on our website under the About Us tab.

Staff And Their Roles

San Francisco Village has six full time staff and one part time:

Kate Hoepke
Executive Director
 kate@sfvillage.org

Sha’Nice Patterson
Wellness & Volunteer Coordinator
 sha’nice@sfvillage.org

Jill Ellefsen
Member Services Director
 jill@sfvillage.org

Nidhi Patel
Administrative Assistant
 nidhi@sfvillage.org

Sarah Brigid Newsham Kent
Program & Creative Director
 sarah@sfvillage.org

Stephanie Casella
Administrative Support
 steph@sfvillage.org

Jessica DaSilva
Communication & Fund Development Director
 jessica@sfvillage.org

State Of the Village

At the beginning of each year (usually in February), San Francisco Village hosts a ‘State of the Village’ meeting. We think of this as our annual shareholders meeting, when members, volunteers, donors and partners can ask questions, raise concerns and share successes as a community. Staff reviews accomplishments, activities and finances from the prior year, and provides an update on goals and objectives for the coming year.

Annual Member Survey

Each year we ask members to complete a survey to tell us how your membership benefits you and your level of satisfaction. It is the primary source of data we use to tell our shareholders, including you, about the impact of SFV membership on individuals' lives. In addition, responses provide valuable information for the staff to celebrate successes, make improvements or add programs. The higher the response rate, the better!

Funding

Since membership fees cover less than 20% 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
- Charles Schwab Foundation
- Sutter Health CPMC
- Northern California Community Loan Fund
- Ray and Dagmar Dolby Family Fund
- Goodman Family Foundation
- Keith Campbell Foundation

Expenses (2021)

74% programs

17% management

9% fundraising

Revenue Sources (2021)

20% membership fees

60% 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 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 Jessica DaSilva at jessica@sfvillage.org or (415) 387-1375 ext. 6 for more information.

Community Thrift Store

San Francisco Village is a "charity partner" with Community Thrift Store at 623 Valencia St. They accept donations on behalf of San Francisco Village, sell the items, and then share the proceeds with us. The SFV reference number for donations is 122.

Employer Matching Gifts

Many companies offer a matching gift program to encourage giving and volunteering among their employees. Some companies even match gifts for spouses, retirees, and part-time employees. It's an easy way to increase the impact of your donation. Visit the SFV website under the Donate tab to learn more. For any questions regarding matching gifts please email Jessica Da Silva at jessica@sfvillage.org

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!



San Francisco Village

3220 Fulton Street, San Francisco CA 94118

(415) 387-1375

www.sfvillage.org

info@sfvillage.org

Updated: January 2023