



## **MEMBER HANDBOOK**

**May 2020 Edition**

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***Please note:*** Some information in the hard copy of this handbook will inevitably change before the next edition, but an online version posted on NVN's website will be updated on a regular basis.

# **MEMBER HANDBOOK**

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## **WELCOME TO NORTHWEST VILLAGE NETWORK**

**We look forward to getting to know you!**

This handbook provides information to help you participate fully in NVN and enjoy our activities, services, and sense of community. It will also help you identify where best to apply your talents and interests.

We welcome your suggestions and feedback.

To share your ideas, questions, or concerns, contact us at [nvnphilly@gmail.com](mailto:nvnphilly@gmail.com) or 267-571-9697.

## **WHAT IS NVN?**

### ***Northwest Village Network*** ***Growing Older Together - Connecting, Engaging, Thriving***

#### **Our Mission Statement**

Northwest Village Network is a community of seniors who live active, meaningful lives in our greater-northwest Philadelphia neighborhood. We work together to provide educational and social programs as well as supportive services. Our active participation helps us age well and retain control of our lives.

#### **Our Values**

- To treat each other with respect.
- To share responsibility for making our network welcoming and caring.
- To encourage diversity in all aspects of our organization.
- To raise concerns in a positive way, without blame or criticism.
- To support each other in meeting the challenges and joys of aging.

#### **Our History**

In 2012, a small group of neighbors began discussing formation of a “village” to support Mt. Airy residents who wished to age in place. They sought community input through a series of neighborhood meetings, which led to a widening circle of participants becoming involved. We were formally incorporated in 2013 as *Mutual Mt. Airy*, part of the national *Village to Village Network* of more than 200 villages. A year later, we changed our name to the more inclusive *Northwest Village Network* [NVN] to reflect our broader membership community. NVN, along with other local organizations, carries 501(c)(3) status through the Mt. Airy Community Services Corporation [MACSC].

NVN continues to evolve in response to the interests of our members. We also work with other community organizations to develop services and social connections that can provide value to our membership.

All of NVN’s work relies on each member’s involvement. As you read this handbook, think about ways **you** can help out.

## MEMBER BENEFITS

NVN offers a wide variety of opportunities for friendship, fun, and learning, along with services and merchant discounts. Benefits available *only* to members include services, discounts, and specific programs and events.

### Services and Discounts

#### Free Ride Service.

Rides to medical appointments or other destinations within a 12-mile radius may be provided without charge with 48 hours notice if volunteers are available when needed. Contact Penelope Myers at [nvnrides@gmail.com](mailto:nvnrides@gmail.com) or 215-380-8653.

#### Free Computer and Smart Phone Help

Computer experts are available to help with your computer and smartphone issues. Contact our Administrative Coordinator Rivkah Walton, [nvnphilly@gmail.com](mailto:nvnphilly@gmail.com) or 267-571-9697. Please specify the type of computer or phone and what issue you are having.

#### Short Term Support

Short-term support such as meals, errands, and pet care is available for members dealing with short-term challenges, such as recovery from surgery. Contact NVN's Administrative Coordinator Rivkah Walton at [nvnphilly@gmail.com](mailto:nvnphilly@gmail.com) or 267-571-9697.

#### Cat Care Co-op

Participating members care for each other's cats in the cats' homes. Contact Faye Ross, [fayezross@verizon.net](mailto:fayezross@verizon.net), 215-247-8059.

#### Merchant Discounts

Various local businesses offer discounts to NVN members. To learn who they are, go to the NVN website and look under *Benefits*. Or contact Rivkah Walton at [nvnphilly@gmail.com](mailto:nvnphilly@gmail.com) or 267-571-9697.

### Activities: Programs & Member Connections

**Under the umbrella of Activities**, *Program* and *Member Connections* subcommittees develop, organize, and implement a broad range of groups, programs and activities. These committees rely on NVN members to offer ideas for activities, help with them, and provide feedback.

- **If you have an idea for a program**, contact Paula Rosenwinkel, [paula@rosenwinkel.org](mailto:paula@rosenwinkel.org), 215-380-9785, or Hope Punnett, [hshpun@aol.com](mailto:hshpun@aol.com), 215-848-5577.
- **To discuss a small group**, contact Suzy Zipin, [suezipin@gmail.com](mailto:suezipin@gmail.com), 215 753 9067 or Mary Lee Keane, [marylee@maryleekeane.com](mailto:marylee@maryleekeane.com), 215-242-4349.
- **You can also contact the overall Coordinator of Activities**, Taddy Dawson, [td2@comcast.net](mailto:td2@comcast.net), 215-836-5353,

## **Weekly Drop-in Groups**

For conversation with other NVN members and friends.

**Monday Afternoon Tea**, 3:30-5:00 pm, at Highpoint Café, Allen Lane Train Station.

**Wednesday Morning Men's Meet-Up**, 10:30-12:00 noon. Contact Bob Harris for location, bbbharris@aol.com, 267-766-5224.

**Thursday Morning Coffee**, 10:30 am-12:00 noon, at Night Kitchen, 7723 Germantown Ave. (10% discount on purchases for NVN members.)

**Friday Morning Cup-a-Joe** at Morina Café, 7201 Germantown Ave, 9:15-10:30 am.

## **Neighborly Groups**

Neighborly groups include ten to twelve members who want to get to know other members better. There are currently five groups that meet monthly or bimonthly. More groups can be formed whenever demand warrants. Contact Mary Lee Keane, 215-242-4349, marylee@maryleekeane.com or Suzy Zipin, suezipin@gmail.com, 215-753-9067.

## **Recurring Groups**

These activities are described in greater detail on the website - or contact the coordinator for more information.

### **Book Discussion – 1st Thursdays**

Participants meet the first Thursday of each month. Contact Mary Lee Keane, marylee@maryleekeane.com, 215-242-4349, or Myra Leysorek, mnleysorek@msn.com, 215-844-0266, for information on the chosen book and location.

### **Embracing Loss**

Participants share tea and stories at an informal gathering of NVN members who have suffered a significant loss and who find comfort and support with others who have had a similar experience. For more information, contact Lois Kauffman, kauffmandc@gmail.com, 202-236-7585.

### **Film Discussion and Potluck – 3rd Monday Evenings**

Participants select two films for the month, watch them on their own, and then gather for a potluck dinner and discussion in the homes of NVN members. Contact Faye Ross, fayezross@verizon.net, 215-247-8059.

### **Needlecraft – 2nd and 4th Friday Afternoons**

Members meet on the 2nd and 4th Fridays, 2:30-4:30 pm., Morina Café, 7201 Germantown Ave. Members bring their current project and enjoy good company. Contact Anne Javsicas, annejavsicas@yahoo.com, 215-247-0457.

### **Photography Group**

Participants meet monthly to share knowledge and experience and give support to others interested in the field of photography. The group takes field trips for photo shoots, suggests places to go on their own, and then meets to look at photos which members bring on a thumb drive or on their computer for show or critique. Members also photograph NVN programs and events and have photo shows for NVN members. Contact Taddy Dawson, td2@comcast.net, 215-836-5353.

### **Walking Group – Wednesday Mornings**

Walkers meet at 10:00 am, as weather permits. Contact Myra Leysorek for location, mnleysorek@msn.com, 215-844-0266.

#### ***Would you like to start a new group?***

Talk with one of the co-chairs of Member Connections, Mary Lee Keane, marylee@maryleekeane.com, 215-242-4349, or Suzy Zipin, suezipin@gmail.com, 215-753-9067.

A common way to begin is for a few members to get together informally to see whether there is interest in an ongoing group. You can also post an invitation on the NVN website's bulletin

### **Other Educational, Entertaining and Social Programs**

#### **4th Monday Programs, 7:00-8:30 pm – and other dates and times as needed**

The fourth Monday of each month generally features an NVN program held at Lovett or Chestnut Hill libraries. These programs vary widely. Presenters may be NVN members or invited experts. Sample programs include *Gardening for Seniors*, *A Medicare Update*, *Blue Moon Musicales*, *A Non-Trapp with the VonTrapp singers*, *New Trends in Food (complete with samples)*, *Legal Issues for Seniors*, and a *Finance series*. **Programs held at the libraries are open to all.**

#### **Out and About With the Arts**

Participants explore a wide variety of cultural institutions in the area, such as New Jersey's Grounds for Sculpture, the Delaware Art Museum, and tours of Old City. Contact Paula Rosenwinkel, paula@rosenwinkel.org, 215-380-9785. **Carpools can be arranged.**

#### **Other NVN Programs and Activities**

NVN offers other programs and activities, some during the day and some in the evening, some in public locales and some in members' homes. These have ranged from bird walks to presentations on Philadelphia politics to *Nostalgia Night: Food of the 50's*, Happy Hours, and a wine tasting evening.

#### **Programs Coordinated with Other Villages & Organizations**

NVN has collaborated with other organizational members of the Northwest Coalition for Healthy Aging to offer topical programs. We also occasionally join with members of the East Falls Village and Penn's Village for regional programs and trips.

#### **Annual Meeting and Potluck**

Each spring NVN members gather for an annual meeting and potluck. This is a terrific chance to connect with other members and also vote on new members to the Board of NVN Governors. Contact Paula Rosenwinkel, paula@rosenwinkel.org, 215-380-9785, or Hope Punnett, hshpun@aol.com, 215-848-5577

## Participating and Helping

***Don't do it just for us. Do it for you.***

**We are a community of people who help each other** - because it makes us feel good, because it keeps us young in body and spirit, because at some point each of us will need help too, because it is the right thing to do.

**Research shows that helping others helps you!** A Johns Hopkins study found that people who volunteer have a lower chance of developing Alzheimers. A 2005 Stanford study concluded that they also live longer than those who don't. A 2013 study by Arizona State University found that mortality dropped 24% for those who volunteered regularly.

**NVN is member-driven, relying on the commitment and expertise of our members.**

**All committees and activities need members to help carry out their work.** In addition, we need members to staff our support services – driving, computer help, cat care, short-term support. And our members' efforts help keep our membership fees low, much lower than the average village.

To learn ways you can become involved, click on **Volunteering** on the NVN website's home page, northwestvillagenetwork.org, or contact Rivkah Walton, nvnpilly@gmail.com, 267-571-9697.

**Your participation can be as large or as small as your circumstances allow.**

## COMMUNICATIONS

***How do I know what is happening?***

- Email is NVN's primary communications tool. Each week, members receive an email containing a link to *Up and Coming*, which keeps members up to date on current activities. Periodic email "blasts" also remind members of specific activities.
- Members can also go to the home page on NVN's website, northwestvillagenetwork.org, and click on **Calendar**. Basic information is included under the date itself. For more detailed descriptions, click on the capitalized/underlined word in the calendar description or click on *Activities* above the green door on the website's home page.
- **A President's Message**, which shares ongoing information about NVN, is emailed about once every two months and is available to read online.
- **Members without computers** receive periodic mailings that include information on programs and activities as well as the President's Message. A member may also call Faye Ross, 215-247-8059 or NVN's Administrative Coordinator Rivkah Walton, 267-571-9697, for information.

### **The NVN Website - NorthwestVillageNetwork.org**

NVN's website is an excellent source of information. For help with the website, contact Rivkah Walton, nvnpilly@gmail.com, 267-571-9697, or Mary Segal, maryesegal@gmail.com, 215-692-2872.

***How do I log into the website?***

To log into the website, go to *northwestvillagenetwork.org*. It will open to the Home Page. Information is organized by topic under the various doors.

**There are two types of passwords** that members are given when they join:

- **The universal password** gives a member access to the Member Directory under the Membership heading. The "universal password" is available from Mary Segal, maryesegal@gmail.com, 215-692-2872 or Rivkah Walton, nvnpilly@gmail.com, 267-571-9697.

- **A user name and unique password** are needed to post on the bulletin board or to access your personal account. If you don't remember your user name and/or password, contact Mary Segal, maryesegal@gmail.com, 215-692-2872 or Rivkah Walton, nvnp Philly@gmail.com, 267-571-9697.

### **What's on the website?**

#### **The Home Page**

On the website's home page you can click on --

- **Search** in the upper right. Once you enter a word or phrase, the drop-down box will offer relevant links for you to click on.
- **A Calendar icon** in the lower left which includes basic information on programs, activities, and committee meetings. Click on the capitalized/underlined words in the date and a link will take you to more detailed information.
- **Up and Coming** in the lower right provides information about current programs and activities.
- **Bulletin Board** in the upper left takes you to several different bulletin boards which offer members the chance to post information about non-NVN events, articles, recommendations, items for free or sale, or thoughts/articles they would like to share with their fellow members. Items that are posted are automatically emailed to the entire membership.

Once you click on Bulletin Board, you will see directions for posting.

Before posting for the first time, please read the bulletin board policy carefully.

#### **Major Topics: Headings Above the Doors**

- **Home Page** – the **brown** door returns you to the home page.
- **About Us** – the **gold** door takes you to information about NVN as well as other area villages.
- **Activities** – the **green** door opens to information about groups, activities, and programs. It also includes information about starting a new group.
- **Membership** – the **blue** door includes information about joining NVN and donating as well as the Membership Directory, which is available to members only.
- **Benefits** – the **red** door provides information on member services and discounts as well as resources in the community.
- **Volunteering** - the **gray** door includes a comprehensive list of volunteer opportunities.

### **How do I find a member's contact information?**

Go to the Member Directory

- On the home page, click *Membership*.
- Click on *Membership Directory*.
- Enter the "universal password," which is available from Mary Segal, maryesegal@gmail.com, 215-692-2872, or Rivkah Walton, nvnp Philly@gmail.com, 267-571-9697.

You may request a hard copy of the member directory from Faye Ross, fayezross@verizon.net, 215-247-8059. The directory is free for members without computers and \$5 for members who have computers.

### **How do I change my photo on the directory page?**

Send a headshot to Rivkah Walton at nvnp Philly@gmail.com; she will insert it into your membership information.

**For other questions about using the website**, contact Mary Segal, maryesegal@gmail.com, 215-692-2872 or Rivkah Walton, nvnp Philly@gmail.com, 267-571-9697.



## HOW THINGS GET DONE

### OVERALL STRUCTURE

The Board of Governors provides ongoing oversight and management of NVN. Responsibilities include operational and strategic planning, financial review, and coordination and oversight of committees.

The Board is made up of members elected at the Annual Meeting for three-year terms, with a maximum of three consecutive terms. Officers include a president, vice president, secretary, and treasurer. Board meetings are held the second Monday of every month except April, August, and December/January.

The members of the Board of Governors are listed below, and chairs of committees are listed with the committee descriptions. Feel free to contact them if you have questions or concerns. They look forward to hearing from you!

If you are interested in serving on the board, contact the chair of the Governance committee, Tom Garrabrant at [tgarrabr@aol.com](mailto:tgarrabr@aol.com) for an application that spells out the responsibilities of a board member.

### Board of Governors 2019-2020

President	Bob Harris
Vice President	Barbara Adolphe
Treasurer	Tom Garrabrant
Secretary	Mary Lee Keane
Board Members	Sara Allen, Taddy Dawson, Anne Javsicas, Florence Jenkins, Lois Kauffman, Jack Malinowski, Hope Punnett, Claire Robinson, Faye Ross, Mary Segal, Phil Weiser

### Administrative Coordinator

Rivkah Walton

### Committees

Committees provide the structure and ideas that make our organization possible, and each committee needs NVN members to carry out its work. Because committees are small groups, they offer a good opportunity for members to share their interests and talents, to get to know other members, and to help shape NVN. **To join a committee, contact the chairperson listed below.**

**Activities** • Coordinator: Taddy Dawson, [td2@comcast.net](mailto:td2@comcast.net), 215-836-5353.

*2020 Note: The Program area has been reorganized. There are now two subcommittees under the umbrella of Activities:*

**Program:** Co-chairs: Paula Rosenwinkel, [paula@rosenwinkel.org](mailto:paula@rosenwinkel.org), 215-380-9785, and Hope Punnett, [hshpun@aol.com](mailto:hshpun@aol.com), 215-848-5577.

The Program Committee plans and schedules informational and social programs and activities. It also provides a liaison to work with community partners.

**Member Connections:** Co-chairs: Mary Lee Keane, [marylee@maryleekeane.com](mailto:marylee@maryleekeane.com), 215-242-4349, and Suzy Zipin, [suezipin@gmail.com](mailto:suezipin@gmail.com), 215-753-9067.

Member Connections focuses on developing ongoing small groups.

**Governance** • Chair: Tom Garrabrant, [tgarrabr@aol.com](mailto:tgarrabr@aol.com).

The Governance Committee reviews and applies NVN's policies and bylaws. The committee also seeks out and nominates potential board members. It provides an orientation for new board members as well as an evaluation of the functioning of the Board of Governors.

**Finance** • Chair: Dan Ross, danielross@verizon.net, 215-247-8059; Treasurer: Tom Garrabrant, tgarrabr@aol.com.

The Finance Committee develops and manages the budget. A subcommittee works on fundraising and grant funding.

**Marketing & Public Relations** • Co-chairs: Sara Allen, sarallen42@gmail.com, 215-248-2947, and Faye Ross, fayezross@verizon.net, 215-247-8059.

Marketing/PR develops and shares information about NVN with members and interested non-members, with the community, and with related organizations. Regular communications include the weekly *Up and Coming*, sent by email, the NVN website, emails, fliers, and a hard copy monthly calendar. The committee also provides information to members who do not use email. A **Tech Group** manages the website and Club Express, NVN's administrative platform.

**Membership** • Chair: Bob Harris, bbbharris@aol.com, 267-766-5224.

The Membership Committee works to develop recruitment materials and attract potential members as well as welcome and help integrate new NVN members.

**Services** • Coordinator: TBD

Services includes the services available to NVN members: computer assistance, ride service, cat care co-op, discounts, and short-term support. Short-term support includes meals, errands, home visitation, and pet care. (Evelyn Summers, an NVN member, has also volunteered to give piano lessons to a limited number of members. Contact her at 215-844-2153, sum116hope@gmail.com.)

## KEY POLICIES

### ***How can I start a small group?***

A member who would like to start a small group should talk with one of the co-chairs of Member Connections, Mary Lee Keane, marylee@maryleekeane.com, 215-242-4349, or Suzy Zipin, suezipin@gmail.com, 215-753-9067. A common way to begin is for a few members to get together informally to see whether there is interest in an ongoing group. They can also post an invitation on the NVN website's bulletin board.

### ***Can non-members attend programs?***

Many NVN programs and activities are open to the public. Non-member guests are welcome to attend activities and groups designated for members **up to three times**, after which they will be asked to become an NVN member in order to continue.

### ***Privacy: What are the ground rules for using mailing and email lists?***

Contact information, including email addresses, is considered personal and private, for the sole use of NVN. Only designated officers of the Board are authorized to utilize the general NVN mail and email lists. Interest group coordinators may maintain separate lists and distribute information to their particular group.

### ***What is the policy on public statements?***

NVN's President is the official spokesperson for the organization. Any member, volunteer, or NVN participant must have the prior approval of the NVN Board in order to represent the organization to the public.

## MEMBERSHIP

### Annual Membership and Renewals

The annual dues are \$125 for an individual and \$175 for a household.

Your renewal date is based on the date you joined. When your one-year term is close to expiring, you will receive email reminders (or a paper form, if you do not have email). You may renew online with a credit card or send in a check. Checks should be made payable to *Northwest Village Network* and sent to Northwest Village Network, PO Box 4330, 8227 Germantown Ave., Philadelphia, PA 19118-8330.

***Dues are tax deductible.***

### Reduced Membership Fees

NVN is an inclusive community. Members and prospective members may request reduced membership fees in cases where the full fee represents a financial hardship. For more information, contact Administrative Coordinator Rivkah Walton, [nvnphilly@gmail.com](mailto:nvnphilly@gmail.com), 267-571-9697, or NVN Treasurer Tom Garrabrant, [tgarrabr@aol.com](mailto:tgarrabr@aol.com), 215-242-0943.

### Contributions

NVN tries to encourage participation by keeping our membership fees as low as possible, but meeting budgets can be challenging. Help support NVN with a gift when you renew or at any time. All contributions are tax deductible.

### Help spread the word!

Before a performance, spokespersons for theater companies often remind the audience that ***word of mouth is our best form of advertising***. That is true for NVN too. Share information about NVN and your NVN experiences with your friends and neighbors. If you would like a brochure or if you would like to host an informal gathering for people to learn more about our village, call either NVN President Bob Harris, [bbbharris@aol.com](mailto:bbbharris@aol.com), 267-766-5224, or Vice President Barbara Adolphe, [barbaralynn427@gmail.com](mailto:barbaralynn427@gmail.com), 973-903-2018.