



Your Village Benefits – A Detailed Overview

Updated January 2020

Note: Benefits are subject to change depending on members' needs and available community resources. It's always advisable to check in with the Village office if you have any questions about your membership or benefits.

One Number to call for questions or resources:

Avenidas Village member services is available at **(650) 289-5405** to help with a variety of needs or questions you may have. Whether you need to find a reliable pet sitter, handyman or home care provider, need a ride or have questions about local resources, Member Services will help you find the answers or help you arrange the services you need.

24/7 live help for assistance with certain (non-emergency) needs after hours:

Outside of business hours, a live, professional answering service handles calls and can connect you to 24-hour vendors from our Vetted Vendors list that you may need for help such as Electrician, Locksmith, Plumber, Home Care, or other non-emergency but immediate needs.

Extensive network of 180+ Vetted Vendors:

Avenidas Village provides members with a list of vendors who have been fully screened by Village staff or volunteers. All of these providers are required to provide their license and insurance information plus the names of 3 clients who have used their services, who are interviewed by the Village for their feedback. Only licensed, bonded and insured service providers with a reputation for good service are invited to be included in the vetted vendors list. Any issues with a vetted vendor should be reported to the Village for follow-up to help us maintain a list of top quality, trusted providers.

Members-only directories of fellow members and vendors, in print or online:

When you join Avenidas Village you receive a binder containing print copies of the member and vendor directories and various other useful resource listings. These are also available exclusively to members online, when you login to the Village Members website. The listings are kept up-to-date online, and updated printed copies are always available upon request.

Holiday party and Village celebrations:

Annual Holiday Party, socials & happy hours, and other celebrations are scheduled throughout the year to give you a chance to come out and socialize with Village friends. In addition, special interest groups including Current Events, Video Discussion Group and Village Walkers are open to all members to bring Village members together around activities they enjoy doing together. These events are planned by the Village or coordinated by Village member leaders and are free to members.

Neighborhood cluster groups and activities:

Village membership is grouped by neighborhoods or regions into “neighborhood clusters”. Cluster groups bring neighboring Villagers together for opportunities to socialize, learn and help one another as you get to know Village members who live nearby. Led by volunteer members, each Cluster group chooses its meeting schedule and activities which may include invited speakers, potlucks, or group social outings. Participating in your neighborhood cluster allows you to network with others and request or provide informal volunteer help such as driving/ride sharing, help with a simple household task, or just reaching out socially to someone nearby with a call or visit.

Members-only Village email groups:

Village members are encouraged to use the Village email group and/or their cluster email group to share announcements, request help or information, or seek recommendations for service providers from other members. These email groups are one of the Village’s primary communication tools which we will use to remind you of upcoming events and activities at either the Village or Cluster level, or to share news and updates from the Village.

Volunteer Opportunities:

The Village model is based on the idea of members helping and supporting one another. Volunteer opportunities to support other members include driving/carpooling; helping with small household chores or tasks; accompanying someone to a medical appointment as a MedPal to help them sort out the information from the doctor; social phone calls or visits to other members; or dropping off a meal for someone who is ill or recovering. Other volunteer help which supports the Village includes serving on the Village advisory council, on committees or as cluster group leaders; planning a Village lunch or outing; or starting/leading a special interest group.

Members-only Website:

Village members receive their own login credentials to access the members-only Village website. Here you can access member and vendor directories, search for members by name or cluster, and read the latest newsletter. You can see the calendar of upcoming events and programs, and register online. You can even post a review of a service provider in the Vendor Feedback section.

Members-only social and cultural outings and special presentations:

With the help of a part-time Social Events Coordinator, the Village arranges and schedules a variety of outings and social opportunities that members can enjoy such as Lunch Bunch, Vistas lecture series, various workshops/presentations arranged by the Village, and local tours and cultural outings such as museums, gardens, etc. Several times per year we plan day trips using bus transportation – to the symphony, to local attractions/tours, museums, special performances, etc.

A network of friends and neighbors who can give and receive support:

Through your participation in Village events and in your neighborhood cluster, you will develop a social network which will help you to feel you are not alone! You can call someone in your cluster or the Village office if you need help or advice, and together we can find you the support you need.

Vendor Discounts:

Most of the vendors on our Vetted Vendors list offer discounts between 10%-20% for their services to Village members, or special offers to save you money.

Free periodic home maintenance program:

In partnership with local volunteers, Avenidas Village periodically offers a program for members to receive help with various small home maintenance chores—changing smoke detectors or light bulbs, cleaning first floor windows or gutters, trimming overgrown shrubbery, moving furniture or boxes. When available, this program is announced via newsletters and the Village email group and all members are encouraged to sign up. This program is free or may include the cost of items replaced in your home.

A group of our Vetted Vendors also organizes a shredding day periodically to allow you to de-clutter your boxes of unneeded documents. This also will be announced via our Newsletter and email group when scheduled.

Priority access and discounts on Avenidas Wellness services, classes & Lectures:

Avenidas Village members receive “Gold Level” membership in Avenidas Senior Center at no additional cost, which provides discounts on many classes and wellness services offered by Avenidas as well as priority signup for special programs and a 20% discount at the Redwood Café.

In addition, Village members receive exclusive benefits including:

- 1 free wellness treatment at Avenidas per year (hand/foot nail care, massage, Reiki, or acupuncture)
- 1 free consultation with Avenidas Care Partners geriatric social worker, Paula Wolfson – for when you may be facing life’s transitions and need some guidance or resources
- Technology tutoring sessions and tech lectures at Senior Planet

Free rides to/from Avenidas@450 Bryant with Door to Door Transportation or GoGo Grandparent:

A free benefit for any Village member. Rides to/from 450 Bryant Street can be provided for free to enable you to attend Village or Avenidas programs at the site, or just meet up with friends at the Café! Rides are scheduled through Avenidas Door to Door or GoGo Grandparent after hours. Members also receive \$5 off up to 10 additional trips per month to any destination using these services.

Free transportation to/from medical appointments when the doctor requires you not to drive (up to 2x per year):

This is a service free for Members that is provided using a vetted home care agency. A caregiver will take you to your appointment, wait for you, and bring you home and they are available to stay with you after the appointment for a short time if this is needed. This service is available to each member up to twice a year.

Free trained “Med-Pal” to attend doctor’s visits with you and take notes:

Member volunteers who have trained with a nurse will provide you with extra support for important medical appointments. They will meet with you ahead of the appointment to help you make a list of questions you may have for the doctor and will accompany you at the appointment to help make sure you get those questions answered. Following the appointment they will take time with you to see if you feel you have all the information you need or if other followup is required. Med-Pals may also drive you to/from the appointment if this is requested.

Free “Legal 411” service for basic legal advice:

Member volunteers who are trained attorneys can help you understand your next step on a legal question. You can send your question to Village Member Services who will pass it on for review. The legal experts can provide direction on whether you need a lawyer to deal with your issue, and if so what type of lawyer would be best. They do not provide direct legal advice but will give you helpful guidance on what steps you need to take for your situation.

Free emergency/disaster preparedness review:

On request, a member volunteer will come to your home and work with you individually to evaluate what you need to be well-prepared in the case of a disaster. They will help you know what you should have on hand in case you need to evacuate and where to keep it, as well as provide tips that will help keep you safe.