



VOLUNTEER HANDBOOK

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Arlington Neighborhood Village
Neighbors Helping Neighbors Age in Place

Dear Valued Volunteer,

Welcome to Arlington Neighborhood Village! We are thrilled to have you join us in our mission to help older adults in Arlington stay in their own homes safely as they age, while remaining connected to the community.

ANV was founded in 2014 as a community of neighbors helping neighbors. We are a volunteer-driven organization. Volunteers provide transportation and other direct services that keep our village Members safe, healthy and engaged. Volunteers help us manage the village – through committee and individual effort, they plan social events and gatherings, staff the office, interview new Members, help train our volunteers, conduct health and wellness activities, and help us manage our finances and raise funds.

Simply put, ANV would not, and could not, exist without you—our wonderful volunteers!

As an ANV volunteer, you may provide an extra hand around the house, a ride to the doctor, or a friendly ear and companionship. The gift of your time, energy, expertise and compassion is the fuel of the village and is appreciated by each Member, the staff, and the ANV board. In turn, you are rewarded by knowing your service is positively impacting lives.

I'd like to personally invite you to attend our social events—whether it be the weekly online Coffee and Conversation speaker's series, a happy hour, tour or bocce game – we would love to see you there.

Please know that we greatly value your input and welcome your ideas and feedback. When we communicate, connect, and improve together, we make our village stronger. Feel free to reach out to me at any time.

We are so glad you are here. Thank you for your commitment to making Arlington home for a lifetime!

Warmly,

Wendy Zenker
Executive Director

Arlington Neighborhood Village: Who We Are

History

The idea for Arlington Neighborhood Village came about in 2013 with conversations between a small group of neighbors about how to remain in the community they loved as they aged. Personal experience with their own families and friends showed that aging in place requires extra help and support. Besides living at home safely and independently, they also wanted to continue being active, connected, and contributing to the community where they had built their lives. With the Village movement as a model, they designed ANV as a volunteer-driven organization.

What began as a discussion between nine friends has been carefully cultivated into a Village of over 500 Members supported by over 350 active volunteers. ANV has a working board, eight committees driving processes and programming, four full-time paid staff Members, and consultants who focus on volunteer recruitment and management, and other priorities.

Mission

Arlington Neighborhood Village (ANV) strives to enable Members to continue living in their own homes and communities as they age – safely, independently, and with an enhanced quality of life – by providing access to supportive services and social programs.

Goals of Arlington Neighborhood Village

- Promote independent living through local support and services.
- Increase engagement and well-being through access to social, educational, recreational, health, community and cultural activities.
- Strengthen intergenerational ties and community connections through volunteer service and Membership.
- Provide a single point of contact for information and services needed for independent living.
- Contribute to the peace of mind of Members and their families.
- Serve all eligible Arlington County residents, regardless of ability to pay the ANV Membership fee. We do not discriminate based on age, race, ethnicity, religion, gender, disability status, genetics, protected veteran status, sexual orientation, or gender identity or expression. We are actively working to build an organization that reflects the diversity of the Arlington community.

Goals of Volunteer Program

- To support ANV's mission by providing effective and quality services to Members.
- To ensure Volunteers have a pleasant and rewarding service experience.
- To nurture and build community by developing ties to individual Members served and others in the ANV family.
- To provide opportunities for new friendships to develop among Volunteers and Members as they participate in social programs, share experiences, and discover mutual interests.
- To provide support, expertise, and services needed to give Arlington residents the practical means and confidence to live safely and comfortably in their own homes.

Organizational Structure

Arlington Neighborhood Village is governed by the following structure:

- A Board of Directors that is ultimately responsible for all aspects of the organization.
- Eight board committees that are responsible for the services provided by the Village and operations. ANV Committees are:
 - Board Development (Board Members only)
 - Events
 - Finance
 - Fundraising
 - Health and Wellness
 - Information Technology
 - Member Intake
 - Volunteers
- An Executive Director is responsible for achieving the mission and goals of the organization and reports to the Board of Directors. The Executive Director is responsible for managing the operations, finances, and program, largely staffed and supported by Volunteers. The Executive Director also manages the following positions:
 - The Program Director, Member Services Specialist, and Operations Specialist who ensure that ANV operates efficiently and provides essential services to fully support the organization's mission.
 - The Volunteer Coordinator who manages the volunteer program with the goal of strengthening three main areas: Recruitment and Training, Engagement, and Recognition.
 - The Chief Development Officer, responsible for fundraising, donor cultivation, grant writing, partnerships, and communications.
- Volunteers—ANV deploys a corps of trained Volunteers to provide the skills and services needed to operate the Village. ANV's 350-plus Volunteers deliver direct services and assistance and support every aspect of the organization.

Volunteer Opportunities

Arlington Neighborhood Village Volunteers assist Village Members who wish to remain in their homes as engaged Members of the community. As such, services will generally fall into one of the following categories:

Transportation

Transportation is our most-requested service. Volunteer drivers pick up Members, drive them to their destination, and then return them to their home. ANV especially needs drivers who are available during business hours, Monday-Friday. We ask that Volunteer Drivers aim to give 1-2 rides per month to help meet demand. Upon request, drivers will also assist Members to and from their front door and will help carry groceries or packages into the Member's home. You may be asked to stay with the Member during the outing, or may be able to drop off, then return later to pick up. Typical assignments include:

- Transportation to medical appointments
- Transportation to shopping or other errands
- Transportation to ANV social events, Arlington County-sponsored events, church, etc.

ANV does not provide rides to political events, or to airports/train stations except in special circumstances approved by the ANV Office.

Members are responsible for any parking fees or other related costs, if the Volunteer will remain onsite.

Errands

Volunteers may run errands that have become too complicated or difficult for a Member. Members do not accompany Volunteers on errands. Volunteers will arrange payment/reimbursement with Members ahead of time. Errands may include:

- Grocery shopping
- Picking up food from the Arlington Food Assistance Center and delivering to Member's home
- Prescription pick-up
- Library pick-up/drop-off
- Picking up items to be dropped off for donation.

Friendly Visitor

Volunteer makes a social visit to a Member's home. The duration is approximately 1 to 2 hours, and the frequency is usually no more than once a week. The visit could be a regularly scheduled, recurring service, or an occasional service. This time is for conversation, reading, playing cards/games, listening to music, or whatever social activity the Member is interested in doing. No household or other tasks should be performed by the Volunteer during this time. Volunteers are expected to provide their own transportation.

Walking Partner

Similar to a friendly visit, walking partners accompany Members on a walk around their neighborhood. These usually last about an hour and the frequency is usually once a week. This could be a regularly

scheduled service, or done on an occasional basis. No household or other tasks should be performed by the Volunteer during this time. Volunteers are expected to provide their own transportation. The Walking Partner service does not include driving the Member somewhere outside of their neighborhood (e.g., a mall or park) to walk unless this is detailed in the service request and the Volunteer is cleared and approved as a driver.

Household Tasks

Volunteers help Members with tasks in their homes. These are categorized by those that need tools, and those that do not. Below is a sampling of typical tasks.

Home Chores (No Tools)

- Changing light bulbs
- Changing smoke alarm battery
- Limited pet care
- A/C and furnace filter changes
- Reviewing incoming mail to determine what needs to be kept or thrown away
- Putting out and bringing back garbage and recycling cans

Household Maintenance (Tools Needed)

- Hanging shelves or pictures
- Light handyman repairs

Yardwork/Gardening

- Light pruning of plants which can be reached from the ground
- Planting new plants
- Mulching beds, light weeding
- Watering plants during extreme drought
- Shoveling snow

Home Organizing

Volunteers help Members with organizing paperwork and decluttering. Clutter is often the result of having accumulated too much stuff, not knowing what paperwork needs to be saved, or being overwhelmed and not knowing where to start. On rare occasions, we are asked to help de-clutter and organize a home that presents as a possible hoarding environment. Some of our Members have no other source of support to help them get such a situation under control. In such situations, if we feel that the Member doesn't have access to other sources of support to tackle this extreme scenario, we will share the request with Volunteers with full transparency as to the condition of the home by noting 'potential hoarding', 'excessively cluttered' or similar language in the Description field of the request. It is always the Volunteer's choice whether to request assignment to any particular Member request.

Volunteers may receive some additional training and support on how to help older adults tackle their home organizing tasks. Volunteers who accept these assignments should understand that helping Members declutter can be a delicate undertaking that requires patience, developing a rapport with the Member, and in some cases, additional time (repeated visits), and being okay with slow, steady

progress. Extensive home organizing resources are available on ANV's website at <https://anvarlington.org/volunteer-training/>

Computer and Technology Assistance

Volunteers who are skilled with technology can assist our Members in many ways. Keep in mind that in addition to technical skills, these requests often require patience and a willingness to take the time needed to demonstrate, explain, and teach Members how to use technology on their own. Some technology tasks may be completed in a single visit, while others might require several sessions to achieve specific goals.

Technology Support for MAC and PCs

ANV Volunteers can help with setup, technical and end user support for computers, cell phones, and Internet service, as well as help with:

- Email and Internet use
- Wi-Fi setup
- Software and hardware installation
- File backup
- Printer setup and ink refills
- Security password management, online bill paying, ordering groceries, reservations and shopping
- Use of social media

Technology Support Non-Computer

Volunteers can also do setup and end user assistance for TVs, programmable thermostats, light timers, small appliances, landline telephones, and clocks.

Home Checks

- Check Members' homes while they are away.
- Place newspapers/mail or packages in pre-designated spot

Volunteers will walk around the outside of the home to assure that there are no signs of damage, breakage, etc. Occasionally a Member will provide ANV with a key and request that Volunteers check the inside of the home. ANV will require a signed form from the Member before providing this service. Two Volunteers will be required to perform checks inside the home.

Office Volunteers

The ANV Office is the central point of contact for Members and Volunteers. Volunteers are needed to staff this important part of ANV (office experience and being comfortable with office technology are essential). Each Office Volunteer commits to a regular, weekly, three-hour shift. When a Member calls or emails a service request, the Office Volunteer has the task of responding and discussing the Member's needs. The office is staffed Monday through Friday, from 10am to 3pm. Office Volunteers will be trained for their assignments, which will include:

- Answering phones, responding to emails.
- Entering service requests and other information into the ANV database.
- Arranging services for Members by assigning Volunteers to fill requests.
- Helping with special projects
- Maintaining a supply of public relations materials, including those provided to new members (brochures, fact sheets, etc.)

General Guidance

Village services are not designed to replace ongoing services that are typically handled by a professional (e.g., weekly lawn maintenance or housekeeping services), but instead to assist with specific, occasional tasks. Volunteers do not provide medical support, wound care, cooking, or cleaning for Members. All services are provided contingent on the availability of Volunteers.

Because of the high demand for transportation services, each Member is limited to three round-trip rides per week. Exceptions will be made for short-term situations (e.g., going to physical therapy for six weeks) at the discretion of the Executive Director.

When providing a ride to a Member, the Member needs to be able to transfer from a mobility device (walker, rollator, wheelchair) on their own or with a guiding hand from a Volunteer.

Arlington Neighborhood Village Committees

In addition to providing direct services, ANV Volunteers serve on eight committees that help run the Village. Committees set goals and priorities for each area of organizational function. Committee work provides critical support to the Village and is a great way to lend your expertise and/or passion to drive strategy, evaluate effectiveness, and find ways to increase the impact of our work. Committees meet periodically during the year, as determined by the committee chair.

Please consider what skills or interests you have and how they may best serve through participating on an ANV committee.

In Appendix I, you'll find descriptions of each committee and their activities. If you are interested, contact Volunteer Coordinator, Cindy Salavantis at cindysalavantis@ANVarlington.org and she will connect you with the committee chair.

Becoming a Volunteer

Eligibility

ANV's volunteer program is flexible by design. Volunteers are free to accept or decline assignments according to their interests and availability and may serve on a regular or periodic basis. Volunteers do not need to live in Arlington. Volunteers must be at least 18 (21 to serve as a driver).

Application

All Volunteers are asked to complete a short online form that outlines their availability, interests, and skills. There is no fee to be a Volunteer. Some volunteers are also ANV Members.

Training

All Volunteers who will have contact with Members or access to Member data are required to attend an online orientation session and sign a Volunteer Agreement attesting to familiarity with the contents of this Handbook. Volunteers who wish to provide Transportation services also sign a Driver Code of Conduct. For the health and safety of Members, Volunteers are also strongly encouraged to receive annual flu shots and COVID vaccines. In addition, ANV will offer occasional training opportunities for Volunteers to explore specific topics in greater depth, such as serving as an ANV driver, helping Members with home organizing tasks, and how to handle increasingly frail Members.

Background Check

For the safety of our Members, background checks are conducted on all Volunteers; for Volunteer drivers, a motor vehicle records check is also required. Volunteers may be declined based on the results of their background checks.

The background check process is initiated by ANV. Shortly after attending the online orientation session and submitting the signed Volunteer Agreement, you will receive an email from Sterling Volunteers inviting you to begin the background check process. Please follow the directions in the email and their website to register and submit your background information within 72 hours.

ANV pays the cost of the background checks (generally \$35 per non-driving Volunteer or \$50 for a driving Volunteer). If you are willing to donate and cover part or all of the cost yourself, you may pay on the Sterling Volunteers site. Donating the cost of your background check is entirely optional but much appreciated, as the administrative cost of vetting all of our Volunteers is considerable. You will receive an acknowledgement of this financial donation for tax purposes. However, if you do not wish to contribute, the cost will be covered by ANV.

You will be notified by email when your background check is complete. Once ANV reviews your background check, you will be notified by the ANV Office that you have been activated as an ANV Volunteer. At that time, you will begin to receive emails with service requests.

Volunteer Assignments

Following is the general process for how Volunteers are matched with Member requests. This process may be revised in light of new technologies and/or feedback from Members and Volunteers. Volunteers are strongly encouraged to check their email regularly so they can view open service requests.

Volunteers are encouraged to carry a cell phone during Volunteer assignments for use in case of emergency or to connect with the ANV Office with questions or for assistance. The ANV Office can be reached Monday-Friday from 10-3pm at 703-509-8057. If no one is available immediately to answer your call, please leave non-emergency messages at this number for a later response. For an after-hours emergency, call the Executive Director, Wendy Zenker at 202-302-7328.

Accepting an Assignment

- When completing the Volunteer Application Form, prospective Volunteers indicate which service requests they are interested in fulfilling, and will then only receive emails relating to their chosen categories. You can change these at any time by contacting the ANV Office or the Volunteer Coordinator.
- When you see a request you'd like to fulfill, reply to the email with the request number and say you'll take it. Please include your full name.
- The Office will respond to you with a confirmation email which will include the Member name/contact information, and additional details about the service request.
- The Office will contact the Member and let them know their request has been filled and to expect a call from you, the Volunteer.
- You should contact the Member directly within 24 hours after you receive the confirmation email, at least 24 hours before the scheduled service to confirm time/place/activity. If you accept a request that is a week or more away, please call the Member within 24 hours of accepting it, and then again 24 hours before as a reminder.
- Many requests say that they are "flexible." If so, you can work out a mutually acceptable time/day with the Member. Many Transportation requests are not flexible (i.e., medical appointments).
- If you are driving, make sure to ask about parking at the Member's home. It is also helpful to familiarize yourself with their address and the destination and plan your route.
- In an emergency, if you need to cancel, notify the ANV Office as soon as possible. If an emergency occurs close to a scheduled service, but when the Office is closed, you can call the Executive Director, Wendy Zenker, on her cell at 202-302-7328 or email her at wendyzenker@ANVarlington.org
- Report your door-to-door time and mileage to the ANV Office when the request is complete by emailing office@ANVarlington.org. ANV uses this data to track our performance and impact with funders, the community, and the Village.
- Include any details you think may be helpful for future interactions with the Member.

Tips to Keep in Mind

- All requests need to go through the ANV Office for insurance reasons, among others. If a Member asks you for an additional service, let them know they need to submit a separate request to the Office. However, if the request is small, or if they would like you to stay and chat, feel free to do so if you have the time and desire.
- When you call to make arrangements to pick up a Member for the first time, describe yourself and your car so he/she will know whom to expect at the appointment time. Ask if there is anything you need to know about parking at the Member's home, such as parking restrictions.

- If you're dropping off a Member with plans to return and pick them up later, be sure to get their cell phone number, if he/she has one. If not, get the number for the location where you left them. Make sure the Member has your contact information written down or saved on his/her phone.
- As you engage in conversation with Members, avoid comments that are personal, emotional, sensitive, or that might be offensive. Be friendly but neutral.
- Avoid making value judgments about a Member's home, clothing, family, neighborhood, etc.
- Remember, you are a link to the rest of the Village. When you meet with a Member, remind them of services the Village offers as well as upcoming events and outings.
- Any time you're not sure how to handle a situation, contact the ANV Office for guidance.
- If you think a Member is unwell or very frail, may not be safe in their home, or if you are worried about them for any reason, please call or email the Office and ask to speak with a staff member, and they will look into the situation further. ANV has a process in place to address the needs of Members who may need more help than the Village can provide.

To protect both our Members and our Volunteers, Volunteers may not perform the following types of services:

- Transportation in the event of a medical emergency, or lifting a Member if they have fallen
- Any service for which a license is required (hair cutting, physical therapy, nursing, etc.)
- Personal care (dressing or bathing)
- Handling or dispensing prescription and over-the-counter medication and supplements
- Providing medical, financial, or legal advice
- Providing funds or goods to a Member, or
- Accepting tips or gifts from a Member.

Program Policies and Procedures

Volunteering with Arlington Neighborhood Village should be a rich, rewarding, and fun experience. The guidelines and policies below are designed to ensure that the experience for both you and the Member is a positive one. We welcome your feedback on your experiences so that we can best serve our community.

Expectations of Conduct and Behavior for Volunteers

Volunteers are valued representatives of Arlington Neighborhood Village and are expected to adhere to the policies in this Handbook. All ANV Volunteers are expected to:

- Attend at least one Volunteer orientation or training session
- Sign and adhere to the ANV Volunteer Agreement, paying particular attention to the Privacy and Confidentiality requirements
- Treat Members and other Volunteers with respect
- Be prompt and reliable in reporting for and carrying out assigned duties
- Dress appropriately for the assignment
- Decline any gifts or tips that Members may offer
- Maintain the confidentiality of all information to which they are privy while serving as a Volunteer
- Refrain from giving medical, financial or legal advice
- Refuse to administer medications or count out pills
- Decline assignments that you are not comfortable performing
- Be non-judgmental and respectful of cultural differences, political views, religious beliefs, living conditions, and lifestyles of each person with whom they work
- Limit use of cell phones or other devices while performing a service unless absolutely necessary and never while driving, other than for navigation purposes
- Respect ANV's no-smoking policy for Volunteers when in contact with Members, in Member's homes, or transporting Members
- Agree not to bring guns when providing services to Members, regardless of permit
- Direct Members to contact the Office to submit separate, additional service requests
- Give an accurate record of their door-to-door time and mileage for each ANV assignment
- Direct any questions concerning ANV's official position on policy issues to the Office
- Report any concerns about a Member's well-being (physical, emotional, or mental) to the ANV Office staff

Volunteer Bill of Rights

As detailed above, Arlington Neighborhood Village has expectations of behavior and conduct for all Volunteers. In turn, all ANV Volunteers have the right to:

- Receive orientation and training needed to prepare you to render services effectively
- A safe volunteer environment
- Accept the volunteer assignments of your choice

- Participate in meaningful work regardless of physical limitations
- Be respected, acknowledged, and valued for your contribution to the organization
- Give feedback, ask questions, and receive information about the ANV's policies, procedures, and impact

If at any time you have concerns or questions about your rights as an ANV Volunteer or feel your rights are not being respected, [contact the Volunteer Coordinator](#). ANV appreciates and respects our Volunteers and their commitment to our mission and will work to address any issues that affect your rights as a Volunteer. ANV's Volunteer Coordinator is a resource and an advocate for all Volunteers.

Physical Contact

Volunteers may come into close personal contact with Members when providing services. Volunteers should avoid physical contact with Members unless it is necessary; for example, when assisting someone into or out of a vehicle. In all cases, the Volunteer should first ask the Member's permission to physically assist them. If a Member falls, call 911; do not attempt to lift them.

Emergency Procedures

If an emergency situation occurs when you are on an assignment, it is important for you to remain calm and focused on helping the person who is in need. Notify the proper authorities immediately for needed assistance.

If you arrive at your scheduled time and the Member does not answer the door:

- Try knocking at a different door
- If no response, call the Member
- If no response, wait 5 minutes and knock again
- If no response for a Member living in an apartment/condo (do the above, if possible), explain to the person at the front desk that you are trying to reach a Member and are not getting a response
- If no response, call the ANV Office to report and follow the guidance offered by the Office
- If the Office is closed, use the information provided in the service confirmation email for guidance
- If you feel there is something wrong and the ANV Office and Executive Director are both unavailable, CALL 911.

If a Member has an accident or a fall, do NOT move the Member, CALL 911 and call the ANV Office.

Volunteer Driver Policies

In order to become a driver, Volunteers must go through a motor vehicle records background check and affirm they have and will continue to have vehicle insurance (see details about insurance coverage, below).

Handicapped accessible vehicles are not required. Members are expected to be able to transfer themselves from wheelchair to car or bring someone with them who can assist if they need more than an arm to lean on or to steady the wheelchair. If the Member uses a wheelchair or needs specialized

assistance, this information will be in the service request so you can make an informed decision if you are able to take the assignment. Some Members have service dogs; this information will be included in the request.

When driving Members with mobility issues who use a walker and/or wheelchair, the Members need to be able to transport themselves from their device to the car seat. A Volunteer may offer a “guiding hand” but should not have to offer significant physical assistance. Members are aware of this policy.

Volunteers are expected to pay for their own gas. Auto expenses are a tax-deductible expense. Please keep a record of your car’s mileage for each Village ride and report it to the Office by emailing office@ANVarlington.org. ANV will provide you with a report in January of each year with the total number of miles and hours you donated to ANV. As the IRS may change the mileage rate from year to year, you are encouraged to consult www.gsa.gov for the current rate. Fines for moving violations and parking tickets are the responsibility of the Volunteer.

While most requests for transportation are within Arlington, it is within ANV’s scope to provide rides to medical appointments, and other community locations, outside the County. Members are responsible for parking fees (if the Volunteer will remain onsite), and tolls incurred during the service. If a Member is unable to cover a fee, the volunteer is encouraged to contact the ANV Office to seek reimbursement.

Insurance Coverage

Volunteers are covered as insureds while acting within the scope of their assigned volunteer duties. The volunteer’s personal auto insurance is primary, with ANV’s coverage as secondary, for auto accidents that occur while driving for ANV. This means the volunteer’s personal policy pays first, and ANV’s coverage applies after the personal policy’s limits are exhausted.

For non-driving incidents (e.g., visiting Members, community events, errands on behalf of a Member), ANV’s general liability policy is primary. For example, if a Member was injured in a fall caused by the volunteer’s negligence on the way TO the volunteer’s vehicle rather than in an accident involving the vehicle itself, any resulting claim would be covered by the general liability portion of our policy.

Privacy and Confidentiality

Respecting the privacy and dignity of Arlington Neighborhood Village Members is not just a courtesy; it is a strict policy to which all of us must adhere. In consideration of Members’ privacy, please do not share the specifics of where they live, medical information, personal issues, or any other identifying information with other people.

As a Village Volunteer, you may experience a situation where you should tell an ANV staff Member information about a potential danger or risk to the Member or anyone else (e.g., abuse, significant decline in health). Members are made aware of this “duty to report” when they join the Village. Volunteers are often the eyes and ears of the Village, and must work to ensure safety first. If you have questions regarding whether or not personal information should be shared, please contact the ANV Office.

Conflict of Interest

Volunteers should not discuss, offer, or attempt to involve the Member in any form in their personal or company businesses. Volunteers may not benefit from any business or personal transaction. Any attempt to do so is cause for immediate termination. Do not witness legal documents or cash checks for Members. Volunteers should not become health care or financial powers of attorney for the Members they assist. If a Member needs a particular service or vendor, please direct him or her to the ANV Office to provide them with information about related resources.

Representation of the Organization

Volunteers are not authorized to sign any agreement that involves organizational, contractual or financial obligations. Volunteers are not authorized to act on behalf of, or make statements representing the official position of the organization unless they have been asked to do so by ANV staff or a Board Member. For example, Volunteers should not make statements to the media without prior authorization from the Executive Director.

Absences, Resignation, and Dismissal

Volunteer assignments are not permanent. A Volunteer may decide to stop volunteering at any time. Volunteers are asked to inform the ANV Office and give as much notice as possible if they need to suspend volunteering for either a brief or extended period of time. If a Volunteer is on hiatus, ANV will not send them service request emails.

ANV may suspend or dismiss a Volunteer if he/she fails to fulfill the duties of the position and/or meet the basic standards of professionalism set by the organization. Grounds for suspension or dismissal may include, but are not limited to, the following: incurring driving citation(s), repeatedly failing to provide agreed-upon services to Members, misconduct or insubordination, being under the influence of drugs or alcohol while on duty, Member complaints rising to the level of concern to the organization, theft of property or misuse of ANV equipment or material, verbal or physical abuse of Members, and breach of the privacy or confidentiality policies.

Feedback and Recognition

Your feedback is critical to improving how our Village works. Please share your ideas, questions, concerns, or general feedback with the Volunteer Coordinator at any time. A bimonthly newsletter, ANV's Volunteer Connection, is sent by email to all Volunteers and used to communicate organizational updates, open volunteer opportunities, help create a sense of community, and solicit feedback.

In addition, a periodic Volunteer Survey is conducted to gauge satisfaction in the volunteer experience with ANV, to surface areas of success we can replicate, and areas we need to work on. The survey data is used to inform ANV's planning and policies, so please take the time to contribute your thoughts.

It is important to ANV that you feel acknowledged for your time and energy. Volunteers will be recognized at an annual event to highlight and reward their contributions to ANV's programs. Volunteers are critical to the existence and success of the Village, and as such, are treated as valued staff members. Volunteers are encouraged to attend ANV gatherings and events and interact with other

Volunteers and Members outside of service requests. If you see another Volunteer going above and beyond the call of duty, or notice someone who deserves extra recognition, please share it with the Volunteer Coordinator.

Inclement Weather Policy

During inclement weather, the most important consideration is Member and Volunteer safety. No Member or Volunteer should risk injury to fulfill a service request.

If the Arlington County Government is closed, the ANV Office is closed, and ANV Staff will work remotely. All service requests scheduled for that day are cancelled.

If the county government or Arlington Public Schools are operating on a modified schedule (delayed opening or early closing), or if weather conditions are questionable, volunteers with service requests scheduled for that day should contact the Member to determine the feasibility of delivering the service request. If you are planning to attend an event being held in a county facility, check with that facility to see if they will be open.

Arlington's Department of Parks and Recreation, responsible for the operation of Arlington's community centers and senior centers, also sets their own opening/closing schedules based on weather conditions. They are not necessarily the same as the county government or schools.

ANV will strive to update affected Members and Volunteers by email and/or on our home page at www.ANVarlington.org. To get the latest status of openings and closings in Arlington, please visit: <https://www.arlingtonva.us/Government/Programs/Emergency/Closings-Delays-Cancellations>

Points of Contact

ANV Office: 703-509-8057 (phones are staffed between 10am and 3pm Monday through Friday). Please leave a message after hours and we will return your call the next day. The Office email address is office@ANVarlington.org. The Office's address is 4000 Lorcom Lane, Arlington, VA 22207.

Executive Director, Wendy Zenker: 202-302-7328 (this is her cell phone; please use appropriately for after-hours emergencies when you can't reach the office)

For any volunteer-related issues, ideas, questions, or general feedback, email Volunteer Coordinator, Cindy Salavantis at cindysalavantis@ANVarlington.org.

Arlington Neighborhood Village Website: www.ANVarlington.org. Be sure to check out the "Volunteer" tab for additional resources, as well as an electronic copy of this handbook. Training resources are available at <https://anvarlington.org/volunteer-training/>.

Thank You

We hope this Handbook has provided you with useful guidelines and information as you embark on providing services to ANV Members—and we trust that you will refer to it as a handy reference when needed during your time as a Volunteer. We welcome your comments and questions now and at any time during your service as an ANV Volunteer.

Acknowledgments

Arlington Neighborhood Village gratefully acknowledges the contributions to the original version of this handbook by At Home Alexandria, Capitol Hill Village, and Cheverly Village. Sharing information, strategies, and best practices between Villages strengthens our community and helps us all increase our impact. The list of Villages in the Washington DC metropolitan area can be found at the [Washington Area Villages Exchange](#) website.

Appendix I: ANV Committee Descriptions (as of April 2026)

Board Development Committee (Board Members Only)

Purpose: Ensures strong board leadership, engagement, structure, and performance.

Responsibilities:

- Identify and recruit Board Members
- Develop and oversee Board orientation, on-boarding processes, education and training
- Lead periodic assessments of Board performance
- Recommend improvements to governance policies
- Support a culture of accountability and continuous improvement
- Maintain a pipeline of potential board leaders and support smooth transitions for officer roles
- Foster active participation and encourage leadership development

Events Committee

Purpose: Enhance Member quality of life, promote community engagement and reduce social isolation.

Responsibilities:

- Identify Member interests and ideas for social events and programs
- Oversee and staff recurring ANV events (Coffee and Conversation, lunches, dinners, bocce, tai chi, happy hour, bowling, billiards, games)
- Plan special events (holiday meals, volunteer recognition, ANV Picnic)
- Staff routine and special events

Finance Committee

Purpose: Provides oversight of ANV's financial health and integrity.

Responsibilities:

- Review and recommend annual budget to the Board of Directors
- Recommend and monitor financial performance and investment policies
- Review insurance coverage
- Oversee internal and external audits as necessary
- Provide oversight and assistance to the Treasurer as deemed appropriate

Fundraising Committee

Purpose: Supports revenue generation and fundraising strategy.

Responsibilities:

- Advise on strategies to ensure there are adequate funds to meet ANV's financial needs
- Support donor cultivation and stewardship
- Identify fundraising opportunities and partnerships
- Monitor ANV's presence on charity rating websites

Health and Wellness Committee

Purpose: Develop a program of health and wellness-related services for Members

Responsibilities:

- Identify and recruit experts to provide information and education on health and wellness-related services for Members
- Focus on programs that help Members maintain their health and better cope with health crises while continuing to live in their homes
- Identify speakers for monthly Coffee and Conversation
- Host annual Health Fair

Information Technology

Purpose: Ensures ANV has the necessary technology and services to properly support ongoing operations.

Responsibilities:

- Oversee the development and implementation of ANV office and database technology solutions

Member Intake Committee and Member Services

Purpose: Works with Member Services Specialist to onboard, orient, and engage new Members.

Responsibilities:

- Implement Board policies on new Members
- Prepare materials related to Membership
- Conduct new Member intakes and processing of new Member applications
- Enhance Member engagement through follow up contact
- Research new Member engagement programs based on Member feedback

Volunteer Committee

Purpose: Works with the Volunteer Coordinator to support the recruitment, engagement, recognition, retention, and overall effectiveness of volunteers to support ANV's mission.

Responsibilities:

- Develop an engaged volunteer community through social opportunities
- Create a robust training program to enhance volunteer skills to meet service needs
- Develop volunteer recognition strategies
- Monitor volunteer satisfaction and provide meaningful opportunities for feedback
- Work with Board and other committees to keep volunteer program responsive to evolving ANV requirements

Appendix II: Risk Factors for Concern and How to Help

ANV Volunteers are the eyes and ears of the Village. Your interactions with Members can help the organization ensure our Members are aging safely at home. If you see any behavior or situation in a Member's home that concerns you, please contact the Office. ANV has procedures in place to assist Members who may need extra help, so don't hesitate to bring up any concerns.

Here are some behaviors and situations you may want to keep an eye out for when you are visiting with a Member:

NORMAL FORGETFULNESS VS. DEMENTIA

Normal	Dementia
Has independence in daily actions	Has become critically dependent on others for key daily activities
Complains of memory loss but can provide details about incidents of forgetfulness	Complains of memory loss only when asked; unable to recall incidents of forgetfulness
Member more concerned about alleged forgetfulness than family, neighbors are	Close family/neighbors more concerned about forgetfulness than Member is
Unimpaired memory of recent important events, affairs, conversations	Decline in memory for recent events
Has occasional word-finding difficulty	Has frequent difficulty finding correct words
May have to pause to remember the way but does not get lost in familiar territory	Gets lost in familiar territory walking or driving
Operates common devices even if unwilling to learn new devices	Unable to operate common devices or learn how to use even simple new ones
Maintains prior level of social skills	Loss of interest in social activities, socially inappropriate behavior

Red Flags for Risk

Changes in hygiene: body odor, soiled or stained clothing, messy hair, long or dirty fingernails, flaky skin

Social isolation: withdrawal from activities Member used to enjoy; uncharacteristic refusal of visits with volunteer or others

Confusion: increased agitation or aggression, especially in evening hours, increasing forgetfulness about appointments

Household changes: maintenance of home has deteriorated between visits

Agitation: verbal or physical expression of anger, increased use of foul language

Increased falls or other injury: evidence of bruises, scratches, changes in vision (loss of glasses), evidence of impairment due to drugs or alcohol (bottles visible), fall hazards in home (loose rugs, clutter, poor lighting)

Managing Challenging Behaviors

In the rare instance where you might be confronted with resistance, refusal to cooperate, paranoia, confusion/altered reality, boundary pushing (wanting more of volunteer's time, refusing to follow established rules):

- Stay calm; approach Member in calm fashion
- Actively listen to Member's experience
- Do not challenge altered reality
- Firmly maintain your role and remind Member of the scope of your role
- Remove yourself from the situation if the Member is becoming agitated or threatening
- Notify ANV of the incident immediately

Appendix III: Frequently Asked Questions

The purpose of this appendix is to provide volunteers with additional information about the policies and procedures in the Handbook. We want you and our Arlington Neighborhood Village Members to have a positive experience and hope that the Handbook and this appendix will help make that happen.

At any time during your volunteer activities, if there is anything that you need to know and you can't find the answer in the Handbook, please be sure to contact the ANV Office.

If a Member wants my help with something that wasn't part of the assignment I was given, what should I do?

If the task is minor and closely related to the service, like putting away the groceries after a shopping trip or stopping by the pharmacy to fill a prescription after a doctor's appointment, and you have time to do it, go ahead. If the task requested is more extensive, explain to the Member that he/she should contact the Office if more help is needed. Feel free to say that you're not allowed to take on extra tasks because the Office needs to know exactly what services are being provided, and for insurance reasons. If you do agree to take on the extra task, you might want to remind the Member that another volunteer in the same situation may decline to provide the additional service and would be within the scope of what ANV expects in doing so.

If a Member is hard of hearing, what should I do?

There are several ways to handle this, and you may need to try different things before deciding which is most effective. Depending on the circumstances, more than one approach may be appropriate.

- Face the Member when you speak; he/she may be able to read your lips. Refrain from eating or chewing while you speak.
- Ask the Member if he/she has a hearing aid, if it isn't obvious, and if he/she would like you to get it. Ask if there are other things you could do to help him or her hear you better.
- Speak slowly, clearly and louder than usual. But be sure that you're not perceived to be yelling at the Member, only that you want him or her to hear you. Body language and hand gestures may also help the Member understand.
- Try to determine if the Member has better hearing in one ear than the other and then direct your voice accordingly.
- If a television or radio is loud and you're trying to speak, politely turn it down as needed to make yourself heard. If you're in a loud public place, try moving to somewhere quieter.

If a Member has trouble seeing, what should I do?

There are several ways to handle this and you may need to try different things before deciding which is most effective. Depending on the circumstances, more than one approach may be appropriate.

- Make sure the Member knows that you or others have entered, or are leaving, the room.
- Ask the Member if there is a particular kind of help that he/she would prefer. You may also ask them what they can see and distinguish.
- Ask the Member if he/she has glasses, if it isn't obvious, and if he/she would like you to get them.
- You may be able to help by reading something for or to the Member.
- Point out any change in floor level or steps or any change in surface (like floor to carpeting or sidewalk to grass) to lessen the chance of the Member tripping or falling.

- Point out any change in weather conditions that may be helpful to the Member; for example, before going outside for an appointment or a visit, mention if it has started to rain.
- When walking with a visually impaired person in an unfamiliar place, it is best to have that person lightly hold/touch your arm as you walk beside him or her and keep a slight distance ahead. This will cue the impaired person as to what to expect with each step as he or she follows you. Never guide someone by pulling or holding, as it can interfere with their sense of balance and ability to plan their next move.

If a Member has trouble walking, what should I do?

- Ask the Member how you can be of help.
- Ask the Member if he/she has walking aids, such as a cane or a walker, if it isn't obvious. If so, offer to get them. You may also need to help carry a coat or handbag while the Member's hands are engaged with the walking aid.
- When escorting someone, ask the individual if he or she would like to take your arm, then stand slightly ahead of the individual and proceed at his or her pace. Never have the person you are assisting walk in front of you. The exception would be when walking up stairs. In that case, walk behind the individual to guard him or her against a fall. When walking down stairs, position yourself in front of the person you are assisting so as to guard him or her against a fall.
- Make sure that you understand how a Member's wheelchair works if he/she is going to be using one while you are providing service. For general safety, it's a good idea to keep the wheels locked whenever the wheelchair is stationary. Do not lean on the wheelchair; it's part of the Member's personal space.

If I'm taking a Member to an appointment and have agreed to wait until they are finished, and it takes much longer than expected, what should I do?

If you can wait, that would be best. If you can't wait because of another commitment, contact the Office as early as possible so that they can try to find another volunteer to pick up the Member. (And remember, it's always a good idea to bring along something to read or do while you're waiting for a Member.) Don't abandon the Member if you agreed to wait. Contact the ANV Office or the medical office to get them involved.

If I'm driving a Member and he/she refuses to wear a seat belt, what should I do?

Insist, politely but firmly, that as a volunteer you are not allowed to drive Members unless they are using their seat belts.

Appendix IV: General Volunteer and Driver Tips

- Make sure that you give the Member your full attention while providing service to him or her.
- Avoid using your cell phone or other devices while providing service to a Member. And never use your cell phone for talking or texting while you're driving.
- Don't assume a Member can or cannot do certain things. If you're unsure, ask.
- As you engage in conversation with Members, avoid comments that are personal, emotional, sensitive, or that might be offensive. Be friendly but neutral.
- Avoid making value judgments about a Member's home, clothing, family, neighborhood, and so on.
- Use your judgment about lingering at a Member's home after your service is finished. You can acknowledge and empathize with a Member's desire to chat but it is fine to limit the additional time you spend there. We want you to provide the service that the Member needs, and we also need to make sure that we can provide service to as many Members as possible. You can explain that your services are needed for other Arlington Neighborhood Village appointments.
- Volunteers are not permitted to bring their children on service requests unless approved by the ANV Office in advance. Children and family are welcome at ANV social events (when noted) but because of liability concerns, are not allowed on service requests.
- Any time you're not sure how to handle a situation, contact the Office for guidance.

Tips for Drivers

About half of ANV direct service requests are for transportation. Whether it is a trip to a 55+ class, doctor's office, physical therapy, or an ANV social event, our Members like to get around the county and sometimes beyond.

Based on discussions with experienced ANV drivers, we have pulled together a few tips to make your driving experience easier for you and the Member. We repeatedly get high praise from our Members about our drivers—thank you for providing this crucial service for our Members!

- First and foremost, please remember to call the Member within 24 hours of getting the email confirmation for ALL service appointments. This keeps Members' nerves calm and avoids extra calls to the ANV Office.
- When you call, confirm the date and time for their ride. Describe yourself and perhaps your car so he/she will know whom to expect at the appointment time. Ask if there is anything you need to know about parking at the Member's home, such as Resident-Only parking or any other restrictions.
- If there is no answer, leave a voicemail whenever possible. Clearly state your name and that you are an ANV volunteer, explain the purpose of your call, and share your callback number. If voicemail is unavailable, try again later.
- Use the ANV car magnet with our logo on the passenger side door of your car to aid in identifying you to the Member when you arrive for pickup. Car magnets and ID cards are available from the ANV Office.
- Map out your route beforehand if you are not familiar with the area.
- If you drop a Member off at an appointment and plan to return later, be sure to get the Member's cell phone number, if he/she has one. You may choose to provide your cell phone number to the Member, in which case it's best to write it down rather than relying on the Member finding it in their call history, etc.

- Check to see if the Member has a handicapped parking placard.
- Members are responsible for the cost of parking, if the Volunteer will remain onsite.
- Volunteers are responsible for the costs if the volunteer's car is ticketed or towed while filling a service request.
- Report your door-to-door mileage and your hours to the ANV office.
- Have fun and get to know some of our wonderful Members!

As always, please call the ANV Office at (703) 509-8057 (10-3, M-F) or email office@ANVarlington.org if you need assistance.

After regular business hours, the ANV staff continues to monitor emails so this is the best way to communicate with the Office.

In an emergency, contact the ANV Executive Director on her cell at 202-302-7328.