



LOWLINC Member Services and Benefits

Thank you for your interest in becoming a LOWLINC member! We are pleased to share with you this information about LOWLINC and member benefits, services and fees.

LOWLINC's MISSION

LOWLINC is a non-profit 501(c)(3) charitable organization dedicated to enabling older adults who reside at Lake of the Woods to continue living fully and independently in their homes.

LOWLINC'S GOALS

To provide services to older adults:

- *Delivery of reliable services provided by LOWLINC vetted volunteers.*
- *Social and educational programs.*
- *Access to screened service providers.*
- *Referrals to existing community organizations.*

MEMBER SERVICES

Transportation

What we offer to LOWLINC members

- Round trip transport to and from appointments, errands, shopping, LOWLINC social events, meetings and community events.

LOWLINC volunteer drivers pick you up and drive you to your destination Monday through Friday, generally between 9 am and 5 pm, and then return you to your home. Upon request, drivers also assist you to and from your front door and will help carry groceries or packages into your house. Typical destinations include medical and dental offices, grocery stores, meetings, restaurants, and social and educational events in or near Lake of the Woods. ***Rides are generally available to destinations up to 25-30 miles from LOW (Fredericksburg, Orange, Culpeper,***

Locust Grove). Members are responsible for payment of any parking fees, but do not pay for gas.

For non-emergencies, we ask that requests for transportation be made at least two business days prior to the day the ride is needed. We ask that you limit requests to two rides a week, except for emergencies.

If you need a ride to a medical appointment outside of LOWLINC's service area or need a wheelchair accessible vehicle, LOWLINC also has made arrangements with Rappahannock-Rapidan Community Services (RRCS) for its Care-a-Van, which is wheelchair accessible. Care-A-Van is a program of RRCS and is available Monday thru Friday. It is not available holidays and during inclement weather. Care-a-Van requests must be made with 48-business-hours' notice, Monday thru Friday.

Friendly Visitor and Check-in Calls

What we offer to LOWLINC members

- Check-in calls, and follow up if there's no answer
- Friendly visits to chat with over a cup of coffee, read or play games
- Phone Buddy Program: once a week phone visits

At your request, volunteers will make a daily phone call to check on your well-being, or visit by phone or in person to read, play cards or a board game, or simply to chat. ***Friendly visits are offered for up to two hours per week, Monday through Friday, 9:30 am – 4 pm.***

Basic Home Maintenance and Assistance

What we offer to LOWLINC members

- Home safety and maintenance checks
- Changing light bulbs, air filters and smoke alarm batteries
- Simple repairs
- Hanging pictures
- Closet organization
- Organize "To Do" list and filing
- Watering outdoor gardens or indoor house plants when you are out of town
- Help with light pruning and planting, plant repotting
- Occasional light exterior maintenance (light leaf raking, mulching, clearing snow from steps, etc.)

- Setup and end user assistance for programmable devices (thermostats, light timers, small appliances):
- Dog walking: offered three times a week if volunteers are available to accept the service.
- Assistance with handwriting tasks (correspondence, envelopes, forms)
- Health toolkit and resources
- Short-term meal preparation and delivery during recuperation

The LOWLINC volunteer will respond to your request for home services with a phone call to arrange the time for to come to your home to perform the service. ***Home services are provided for occasional needs*** and are not intended to replace normal home-based services such as routine house cleaning, a major fall leaf raking, lawn mowing, power washing, or landscaping projects. Members pay the cost of supplies for home repairs done by a volunteer.

Errands

What we offer to LOWLINC members

- Mail pick up
- Trash disposal at compactor, one time per week
- Shopping
- Prescription pickup and delivery
- Free notarization of documents
- Miscellaneous errands

Computer and Technology Assistance

What we offer to LOWLINC members

- Technical and user support for computers (Mac and PC), cell phones, tablets, DVDs, TVs, cable, and Internet services (depending on available volunteer skills):
 - Email
 - Internet searches
 - Social media instruction
 - Wi-Fi
 - Software installation
 - Printers
- Assistance with online travel bookings, other reservations, and online shopping

Volunteers will assist you in dealing with today's technology questions and issues. They will also help you use common software and show you how to organize computer and email files.

Referrals to Vetted Service Providers

What we offer LOWLINC Members

- Clearinghouse for recommended and screened businesses and nonprofit service providers [Note: Members make their own arrangements with service providers for service and fees.]
- Follow up to check that work was done well and at agreed upon price and quality

If you need a paid service provider, you can call LOWLINC to request the names of businesses, contractors or organizations that have been screened by the LOWLINC Preferred Service Provider Committee. In addition, if a volunteer has tried to fill your home maintenance service request and determines the scope of the request is beyond their comfort or skill level, the volunteer will suggest you contact LOWLINC to request a recommended service provider. For example, if you have requested someone to unclog a toilet, and the volunteer is unable to do so, the volunteer will let you know and refer you to LOWLINC for additional guidance and assistance.

After you have received services from a preferred provider, we'll ask you to provide feedback on the service provided. We also ask members and volunteers to make recommendations for service providers, which LOWLINC will then screen before adding them to our Preferred Service Provider list.

Social Outings, Events and Programs

What we offer LOWLINC Members

- Several LOWLINC social activities each month, including:
 - Dining out
 - LOW community events
 - Trips to local sites of interest
 - Lectures
 - Game days
 - Movies, musical performances
 - LOW Players
 - Holiday parties

Volunteers on the Social Activities Committee plan these social outings and get-togethers, and members are encouraged to suggest new programs and activities based on their own interests.

MEMBERSHIP ELIGIBILITY

LOWLINC membership is open to older adults (55+) who reside at Lake of the Woods. Prospective members should be able to transfer themselves to and from the

house and in and out of vehicles with limited assistance. Volunteers are trained to assist members who use mobility devices but are not responsible for transfer. Prospective members also should be able to perform routine activities of daily living (dressing, grooming, bathing, toileting, eating and mobility). LOWLINC requires that its members (and volunteers) be vaccinated for the COVID-19 virus and present documentation of such upon membership approval. This requirement is in place so that we may perform all due diligence in ensuring the safety and well-being of the vulnerable population we serve. To ensure a good fit between the prospective member's requirements and LOWLINC's services, a brief interview is held during the membership approval process.

MEMBERSHIP FEES

The annual fee for LOWLINC membership is \$400 annually for an individual and \$500 annually for a household. Membership runs for a 12-month period commencing the first day of the month following the date on which the member(s) and LOWLINC sign the LOWLINC membership agreement. All applicants for membership must complete a LOWLINC Membership Application and participate in a home interview to discuss their specific needs. Membership fees cover all volunteer services provided and are not tax deductible. Reduced-fee memberships are available for those with demonstrated need.

PRIVACY AND CONFIDENTIALITY

LOWLINC honors the privacy and confidentiality of its members and will take all reasonable steps to protect members' personal information.

MEMBERS CAN ALSO VOLUNTEER!

LOWLINC welcomes members who would like to volunteer to provide services to other members and participate in committees. It's easy to make check-in calls to others, or if you have computer skills, assist other members with their electronic devices. If you drive, you can also take other members to social activities or appointments. Our committees include Member Outreach, Member Intake, Communications, Volunteers, Preferred Service Providers, Fundraising and Social Activities. Volunteers also assist with administrative and office tasks. Please ask for a volunteer application so you can tell us of your interests and availability.

LOWLINC
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