



**GRAMATAN  
VILLAGE**

## MEMBER HANDBOOK



---

*85 Pondfield Road Bronxville, NY 10708*

*Telephone: 914-337-1338*

*Website: [www.gramatanvillage.org](http://www.gramatanvillage.org)*

---



## *A Guide for Gramatan Village Members Neighbors Helping Neighbors*

### *Contents*

| <b>Section</b>                                   | <b>Page Number</b> |
|--|--------------------|
| <b>Introduction</b>                              | <b>3</b>           |
| <b>Becoming a Member</b>                         | <b>3</b>           |
| <b>How to Request Services</b>                   | <b>4</b>           |
| <b>The Role of Volunteers</b>                    | <b>5</b>           |
| <b>Professional Service Providers</b>            | <b>6</b>           |
| <b>Frequently Requested Services</b>             | <b>7</b>           |
| <b>Social, Cultural and Educational Programs</b> | <b>8</b>           |
| <b>Organization and Management</b>               | <b>9</b>           |

# *INTRODUCTION*

## *Welcome to Gramatan Village*

We are pleased that you have decided to join Gramatan Village, a local non-profit organization whose mission is to provide individuals in the greater Bronxville community with support and access to services to help them remain in their homes safely and confidently as they grow older. To carry out this mission Gramatan Village relies on the generosity of a special group of volunteers who fulfill a variety of requests.

## *BECOMING A MEMBER*

### *Village Boundaries*

Gramatan Village serves the residents of the greater Bronxville area who reside in the following zip codes: 10707, 10708, 10709, 10583 and 10552. This area includes the villages of Bronxville and Tuckahoe, the Town of Eastchester, as well as portions of Yonkers and Mount Vernon.

### *Annual Membership Dues*

Call our office or visit our web site for the current fee for individual or family memberships. There are various payment options: annual payment by check or credit card, monthly payment by credit card, or a convenience offer. The convenience offer is a monthly charge to a credit card eliminating the need for renewing each year. ***Membership dues are three-fourths tax deductible.*** Gramatan Village members have access to our network of volunteers, Community Partners and Associates. Membership includes a variety of social and cultural events as well as educational programs.

### *Social Membership*

A Social Membership is offered to those who wish to demonstrate support for Gramatan Village but do not need or intend to ask for services. Social Members may attend social events and educational programs. ***The Social Membership fee is fully tax deductible.***

### *Special Membership Program*

Gramatan Village offers a ***Special Membership Program*** for those individuals who qualify. The program is funded by ***The Community Fund of Bronxville, Eastchester and Tuckahoe*** and will continue to be offered depending on the availability of funding. Eligibility requirements: (1) an annual adjusted gross income of \$50,000 or less; (2) residency in the area served by The Community Fund encompassing zip codes 10707, 10708, 10709 and 10583\*. (\* must pay taxes to Town of Eastchester)

### ***Refund Policy***

Membership dues are not refundable except in the following circumstances: (1) if a member (an individual or family) moves out of the Gramatan Village service area, dues paid for future multiple years will be refunded. Dues for the current year will not be refunded. (2) Upon the death of one member of a family membership, the surviving spouse/partner or family member will have the option of either (a) applying the prorated difference between an individual and family membership to an individual membership renewal for the year after the year in which the death occurred or (b) asking that the prorated difference be refunded.

Social Membership dues are not refundable.

### ***Communication***

Gramatan Village connects with its members by phone, e-mail, and postal mail. All members receive a monthly newsletter by e-mail or postal mail. In order to inform and serve our members, Gramatan Village must have accurate home addresses, e-mail addresses and telephone numbers on file. This information is not shared outside of Gramatan Village.

## ***HOW TO REQUEST SERVICES***

Gramatan Village is located in the heart of Bronxville and is staffed by the Executive Director, the Member & Volunteer Services Coordinator and a number of volunteers. Gramatan Village members are asked to submit requests for services by calling, e-mailing, or by visiting the office in person.

85 Pondfield Road – 2<sup>nd</sup> floor  
Bronxville, NY 10708  
914-337-1338  
[info@gramatanvillage.org](mailto:info@gramatanvillage.org)

Hours: Monday – Friday 9:30 AM – 5:00 PM

Members should call during business hours to request services and should not contact volunteers directly. Gramatan Village asks that members request services with at least four business days' notice. Members may call the office during non-business hours and leave a message. Note that messages left over the weekend will be addressed on the following Monday.

## *THE ROLE OF VOLUNTEERS*

Gramatan Village makes it easier for our members to age in place by connecting them to social opportunities, helpful services, and educational programs. But who makes it possible for Gramatan Village to do all that? Volunteers, of course! Volunteers support the mission by providing direct member services, participating on committees, and providing office assistance. We continually work with volunteers to match their unique skills with the changing needs of the organization and its members.

Gramatan Village follows a volunteer first policy. Our goal is to fulfill a request for an unskilled service (e.g. a ride, running an errand) with a volunteer. We will determine whether a requested service can be handled by a volunteer or whether it requires the expertise of a professional service provider. If a volunteer is not available or is unable to fulfill the request, we will recommend one of our Community Partners/Service Providers. Our goal is that volunteers have an enriching experience while supporting Gramatan Village members. We believe in “neighbor helping neighbor” and work with our volunteers to make a difference in our community. Many Gramatan Village members are also volunteers. Giving back to their community is an additional benefit of membership.



# *PROFESSIONAL SERVICE PROVIDERS*

## *GRAMATAN VILLAGE COMMUNITY PARTNERS & ASSOCIATES*

There are many services that require a professional service provider, from plumbers to electricians. Gramatan Village's network of ***Community Partners*** are trusted, local service providers. This list of pre-screened professional service providers has been compiled by referrals from members and other colleagues in the community. Our Community Partners have passed a screening process and have established relationships with Gramatan Village. Our network is a collaborative one based on mutual referrals. Member feedback is important as we follow up on every referral to a Community Partner. As this list is updated regularly it is best to call the office for a specific referral. A partial list is on the Gramatan Village website.



Gramatan Village ***Community Associates*** are members of the local business community who offer our members a discount on goods and services. All members receive a Gramatan Village identification card which may be shown to merchants. Be sure to look for the Gramatan Village ***Community Associate*** decal in shop windows. We encourage our members to shop locally and support small businesses! For a list of the ***Community Associates***, please visit the web site or call the office.

# *FREQUENTLY REQUESTED SERVICES*

## **Transportation**

Volunteer drivers provide door-to-door transportation. When appropriate, the volunteer driver will assist the member to and from the front door of his or her home and help carry packages. We ask our members to provide four days' notice. Please be considerate of volunteer drivers who generously arrange their schedules to accommodate your needs. Trip destinations typically include:

- ❖ **Medical appointments**
- ❖ **Grocery stores**
- ❖ **Social and educational events**

The majority of rides requested by our members are within the local community: Bronxville, Tuckahoe, Eastchester, portions of Yonkers, and Mount Vernon. On occasion we may receive a request for a ride to other parts of Westchester, e.g. White Plains, Scarsdale. We always inform our volunteer drivers of the directions and an estimate of the time involved.

Once a volunteer confirms that they are able to accommodate the request, staff will contact the member. We ask that the volunteer driver contact the member either the day before or the day of the ride to confirm time and directions. After the request has been fulfilled, members and volunteers are encouraged to provide feedback.

## **In-Home Assistance & Other Helpful Services**

Help with routine activities or simple household chores can make life easier and more enjoyable for our members. Volunteers can help with tasks such as those listed below. Services provided by volunteers may include:

- ❖ **Changing light bulbs or replacing smoke detector batteries**
- ❖ **Helping with seasonal decorations**
- ❖ **Providing technical support for computers, cell phones, and televisions**
- ❖ **Running errands**
- ❖ **Friendly calls & visits**
- ❖ **Gardening (light weeding/planting, watering outdoor gardens or indoor plants)**

## *SOCIAL, CULTURAL, AND EDUCATIONAL PROGRAMS*

Each month Gramatan Village sponsors a variety of programs including social and cultural outings, luncheons, shopping trips, and community presentations. We have an active Program Committee that regularly solicits input from the membership as to the types of programs we should offer. Some programs are free for members and others require a nominal fee. Payment is required within five business days to confirm the registration. Cancellations made less than five business days prior to the date of the event will not be refunded. Our community presentations are free and open to the public and members are encouraged to bring friends and neighbors to introduce them to Gramatan Village.

Our events are listed on the web site and the latest calendar is included in our e-newsletter in an easy to print PDF format. Members who do not use a computer receive a monthly mailing including the events calendar.

We also recommend other community events sponsored by other organizations that may be of interest to our members.

Following are some examples of Gramatan Village programs:

- Museum visits: docent-led tours of both New York City and local institutions, visits to special exhibits
- Luncheons: Gramatan Village sponsors spring, summer and fall luncheons as well as festive luncheons during the holiday season.
- Shopping Trips: Round-trip transportation provided to various local shopping destinations. We depart from the Bronxville Railroad station and members are dropped at their door on the return trip. There is a nominal fee for the shopping trips.





# *ORGANIZATION AND MANAGEMENT*

## **Board of Directors**

The organization is overseen by a Board of Directors who serve without pay. The Board is comprised of local residents with long-standing ties to the community who bring a variety of skills and interests to the organization.

## **Board Committees**

The Board of Directors is committed to carrying out its work through a committee structure. Committees support different aspects of the organization, such as Programs, Membership and Development. These committees report their recommendations to the Board and work with staff to implement programs and activities. Committees are established to research issues, implement Board policies and mandates, and develop new policies.

## **Executive Director**

Gramatan Village is managed by an Executive Director with support from a part-time Member & Volunteer Services Coordinator. The Executive Director oversees the organization and manages all operations and program development. In managing administrative activities and providing services, the Executive Director works closely with the Member Services & Volunteer Coordinator and many volunteers.

Because of its success, Gramatan Village is recognized as a leader in the national aging-in-place village movement and is a valued partner in the greater Bronxville community and Westchester County.

As one member noted, *“I cannot thank you enough for all you have done for me. I can’t imagine living in Bronxville without Gramatan Village.”*