



## NEIGHBORS HELPING NEIGHBORS... WHO WE ARE AND WHAT WE DO

### Who are we?

South Coastal Village Volunteers, Inc., (SCVV) is a nonprofit approved 501(c)(3) volunteer organization dedicated to helping older adults continue living in their homes for as long as possible. We are a volunteer organization serving Bethany Beach, Millville, Ocean View and South Bethany.

### Why become a member?

- Members can select from a variety of services provided by volunteers, including local transportation, friendly visits, respite visits, minor services, household services, running errands, technical assistance and telephone check-ins. Review the SCVV Membership Handbook- Qualifications and Guidelines for Services available on our website for details.
- Volunteers have been interviewed, have passed a standard background check and have received extensive training prior to donating their time and skills.
- There is an annual membership fee that covers a portion of the expenses related to managing a nonprofit volunteer organization, the rest is covered by our generous donors, and fundraising activities. Members receive 25 hours per month of volunteer services (approximately \$1.65/hour). **Individual memberships\*: \$500. Household memberships\*: \$750 \*Financial assistance is available based on financial need. Short-Term membership (medical reasons): \$100 per month for up to 3 consecutive months, designed for those needing support for a limited timeframe.**

### Who is eligible to become a member?

- Older adults 50+ who are able to complete activities of daily living including personal hygiene and toileting, can walk under their own power or with the assistance of a cane, walker, rollator or wheelchair and can stand and pivot from the wheelchair to the vehicle.
- Members must be able to manage communications with others, including receiving and responding to calls and messages from Volunteers and office staff.

### Considering Becoming a Volunteer?

- It's a great way to nurture and build communities, make new friendships between volunteers and members and increase social connections, share experiences and discover mutual interests.
- Volunteer your way. You decide the type of services you'd like to do and the days and hours you would like to volunteer.
- SCVV appreciates all you have to offer and we help find the best fit for your contributions.
- SCVV provides orientation and training before you provide services.

### How do I become a member, volunteer or donate?

Please visit [www.southcoastalvillagevolunteer.org](http://www.southcoastalvillagevolunteer.org), contact [Info@southcoastalvillagevolunteers.org](mailto:Info@southcoastalvillagevolunteers.org) or call (302) 500-1281.



PO Box 2453, Bethany Beach DE 19930  
Physical Address: 32 West Avenue, Ocean View DE 19970  
Email: [info@SouthCoastalVillageVolunteers.org](mailto:info@SouthCoastalVillageVolunteers.org)  
302-500-1281

## SERVICES

### **Friendly Visits – up to 60 minutes 2x a week**

Provide companionship & conversation  
Do a puzzle, play a game  
Visit to share stories, photos, memories

### **Home Visits – up to 90 minutes 2x a week**

Temporary relief for family caregivers  
Offer short-term, in-home breaks for caregivers

### **Technical Assistance**

Program cell phone  
Set up email service  
Perform simple computer tasks  
Help with electronic gadgets  
Program thermostats, TV/remotes  
Give guidance with data entry, assist with accounts, scheduling, record keeping

### **Household Services – up to 90 minutes**

Help with household organization  
Occasional pet care  
Minor household chores – cannot use ladders  
Light care of indoor plants

### **Transportation**

Medical appointments  
Vet appointment with member  
Grooming (hairstylist/barber)  
Grocery Shopping (with or without member)  
Errands (with or without member)

### **Minor Services**

Change light bulbs  
Check smoke alarms  
Hang pictures  
Simple repairs – cannot use ladders

### **Telephone Check-In**

Friendly conversations  
Inquire about well-being and needs

**South Coastal Village Volunteers, Inc., EIN 33-39423414 is an IRS approved  
501(c)(3) nonprofit organization.**

Updated April 16, 2026



## PROSPECTIVE MEMBER INTEREST FORM

Date: \_\_\_\_\_

Name(s): \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Best Phone Number: \_\_\_ - \_\_\_ - \_\_\_\_ Other: \_\_\_\_\_

Email: \_\_\_\_\_

Types of services the individual would be interested in receiving from SCVV:

- |  |   |                                       |
|--|---|---------------------------------------|
| <input type="checkbox"/> Paper/File Organizing     | <input type="checkbox"/> Computer help          | <input type="checkbox"/> Errands      |
| <input type="checkbox"/> Household organizing      | <input type="checkbox"/> Home visits            | <input type="checkbox"/> Respite Care |
| <input type="checkbox"/> Phone call conversations  | <input type="checkbox"/> Driving/Transportation | <input type="checkbox"/> Pet care     |
| <input type="checkbox"/> Minor Yard and Plant Care | <input type="checkbox"/> Other _____            |                                       |

Potential Member Followup Activities:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name \_\_\_\_\_

Church You Attend: \_\_\_\_\_

Address: \_\_\_\_\_

Primary Physician: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Specialist: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Eye Doctor: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Dentist: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Pharmacy: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Grocery Store: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Hairdresser / Barber: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Other: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Other: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_



## NEW MEMBER INITIAL APPOINTMENTS/SERVICE REQUEST FORM

Member Name \_\_\_\_\_

Date \_\_\_\_\_

Intake Name \_\_\_\_\_

Date: \_\_\_\_\_

Pick up Time: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

Return Pick up Time: \_\_\_\_\_

Destination: \_\_\_\_\_

Recurring: Yes/No                      Frequency \_\_\_\_\_ (Daily, Weekly, Monthly)

Date: \_\_\_\_\_

Pick up Time: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

Return Pick up Time: \_\_\_\_\_

Destination: \_\_\_\_\_

Recurring: Yes/No                      Frequency \_\_\_\_\_ (Daily, Weekly, Monthly)

Date: \_\_\_\_\_

Pick up Time: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

Return Pick up Time: \_\_\_\_\_

Destination: \_\_\_\_\_

Recurring: Yes/No                      Frequency \_\_\_\_\_ (Daily, Weekly, Monthly)

Date: \_\_\_\_\_

Pick up Time: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

Return Pick up Time: \_\_\_\_\_

Destination: \_\_\_\_\_

Recurring: Yes/No                      Frequency \_\_\_\_\_ (Daily, Weekly, Monthly)

Name \_\_\_\_\_

Date: \_\_\_\_\_  
Pick up Time: \_\_\_\_\_  
Appointment Time: \_\_\_\_\_  
Return Pick up Time: \_\_\_\_\_  
Destination: \_\_\_\_\_  
Recurring: Yes/No                      Frequency \_\_\_\_\_(Daily, Weekly, Monthly)

Date: \_\_\_\_\_  
Pick up Time: \_\_\_\_\_  
Appointment Time: \_\_\_\_\_  
Return Pick up Time: \_\_\_\_\_  
Destination: \_\_\_\_\_  
Recurring: Yes/No                      Frequency \_\_\_\_\_(Daily, Weekly, Monthly)

Date: \_\_\_\_\_  
Pick up Time: \_\_\_\_\_  
Appointment Time: \_\_\_\_\_  
Return Pick up Time: \_\_\_\_\_  
Destination: \_\_\_\_\_  
Recurring: Yes/No                      Frequency \_\_\_\_\_(Daily, Weekly, Monthly)

Date: \_\_\_\_\_  
Pick up Time: \_\_\_\_\_  
Appointment Time: \_\_\_\_\_  
Return Pick up Time: \_\_\_\_\_  
Destination: \_\_\_\_\_  
Recurring: Yes/No                      Frequency \_\_\_\_\_(Daily, Weekly, Monthly)

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Pick up Time: \_\_\_\_\_  
Appointment Time: \_\_\_\_\_  
Return Pick up Time: \_\_\_\_\_  
Destination: \_\_\_\_\_  
Recurring: Yes/No                      Frequency \_\_\_\_\_(Daily, Weekly, Monthly)



## Membership Agreement

South Coastal Village Volunteers, Inc. (SCVV) is a non-profit 501(c)(3) volunteer organization which helps older adults continue living in their homes by providing social connections, respite visits, transportation and other services (see SCVV Membership Handbook, **What We Offer** for more details).

**Services:** SCVV provides up to 25 hours of services per household per month to members through its volunteers. Access to specific volunteer services depends upon the availability of a volunteer.

**Fees:** Membership fees cover a portion of the expenses related to managing a nonprofit volunteer organization. There may be additional expenses charged to members such as parking, toll or activity fees (review the SCVV Membership Handbook, **Guidelines for Services** for more details).

Household memberships\*: \$750

Individual memberships\*: \$500

\*Financial assistance is available for individual-and-household memberships based on financial need. Income verification

is required. Please speak to the SCVV coordinator regarding qualifying criteria.

Short-Term membership (medical reasons): \$100 per month for up to 3 consecutive months. This is designed for those who need support for a limited period of time.

**Memberships** run for a 12-month period starting from the date on which this agreement is signed. Annual membership may be renewed subject to agreement of the member(s) and SCVV, and payment of the annual fee then in effect is due at the time of renewal.

**Confidentiality:** SCVV takes steps to protect the personal information of members and reserves the right to:

- Share information pertinent to a service with SCVV office staff and the volunteer providing the requested service.
- Contact the emergency contacts identified by the member or other appropriate emergency service personnel, as needed.

**Photo Authorization:** Members may grant or deny permission for SCVV to use their

photographic images in brochures, newsletters, websites, press releases and other materials.

I grant permission. \_\_\_\_\_ (Member initials)

I deny permission. \_\_\_\_\_ (Member initials)

If permission is denied, SCVV will take steps to prevent use of the member's photographic images in any media. SCVV, however, cannot control outside media and cannot guarantee a member's wishes with respect to publication.

### **Waiver of Liability**

As a member of South Coastal Village Volunteers, I/we release SCVV, including its directors, officers, employees, volunteers and agents from all responsibility or liability stemming from their conduct in providing services, activities or events.

SCVV will not under any circumstances assume any direct or indirect responsibility or liability in connection with services provided by a third party suggested by SCVV.

### **Termination of Agreement**

The undersigned member(s) may terminate this agreement at any time by providing written notice to SCVV. If the agreement is terminated by the member(s), no portion of the membership fees will be refunded. SCVV reserves the right, at its sole discretion, to terminate this agreement, at any time, if it is in the best interest of SCVV, its volunteers, other members or the undersigned member(s). If SCVV terminates this agreement, SCVV will refund a portion of the annual fee paid on a prorated basis from the month of termination.

### **Binding Effect**

I/we certify that I/we have read and understand the terms of this Agreement and intend it to be binding on my/our heirs, executors and administrators.

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**Primary Member Signature and Date**

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**Secondary Member Signature and Date**

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**SCVV Coordinator Signature and Date**



**PERSON TO CONTACT ON MY/OUR BEHALF:**

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**Name to Contact** **Relationship**

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**Telephone**

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**Email**

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**Street Address** **City** **State** **Zip Code**

*I/we give SCVV permission to send an information package to this person should contact with SCVV be necessary.*

**Initial(s) and Date**  
\_\_\_\_\_

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**Secondary (local) Name to Contact** **Relationship**

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**Telephone**

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**Email**

---

**Street Address** **City** **State** **Zip Code**

---

**Primary Member Name** **Signature** **Date**

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**Secondary Member Name** **Signature** **Date**



# SCVV Membership Handbook

## Qualifications and Guidelines for Services

### Who We Are

South Coastal Village Volunteers, Inc. (SCVV), is a nonprofit organization which helps older adults 50+ continue living in their homes for as long as possible. Geographically, member homes are located in Sussex County, DE zip codes serving Bethany Beach, Millville, Ocean View and South Bethany, (19930, 19970, and 19967) and close surrounds.

### What We Offer

SCVV is a service organization staffed by vetted volunteers who:

- have been interviewed,
- have passed a standard background check, and
- have received extensive training before they begin providing services.

When providing direct member services, volunteer and member safety is paramount. SCVV works with its volunteers to match their skills with the evolving needs of our members. SCVV prioritizes safety by establishing clear practices that treat members and volunteers as essential stakeholders.

#### **The services we offer include:**

**Friendly visits:** companionship and conversation, play a game or do a puzzle, share stories, photos or memories – up to 60 minutes, up to twice a week

**Respite visits:** temporary relief for family caregivers by offering short-term, in home breaks for the caregiver – up to 90 minutes twice a week – special circumstances can be discussed

**Minor services:** change light bulbs, check smoke alarms, hang pictures, simple repairs – cannot use ladders

**Household services:** help with household organization, light care of indoor plants, occasional pet care, minor household chores) – up to 90 minutes

**Running errands:** grocery shopping, other shopping for clothing/gifts, picking up prescriptions – with or without member present

**Technical assistance:** help to program a cell phone, set up email service, perform simple computer tasks, program thermostats, TV / remotes, electronic gadgets, guidance with data entry, assist with accounts, scheduling, record keeping

**Telephone check-in:** friendly conversation about well-being and needs

**Transportation to:** medical appointments, grooming, grocery shopping, vet appointment – with member, local sites

**Services not provided by SCVV include:**

- Preparing or administering medication (For example: pill sorting)
- Transportation for hospital/surgical/rehab discharges
- Personal hygiene assistance or assistance dressing. Volunteers cannot assist with toileting.
- General household tasks, such as laundry, dishes, vacuuming, dusting, meal preparation
- Major home repairs
- Yard work (shoveling snow, lawn mowing, weeding, lawn care, raking leaves)
- Heavy lifting
- Climbing ladders
- Paying for meals, groceries or other expenses not related to SCVV services provided

**Membership Criteria**

Age and ability to complete activities of daily living are factors in membership and include:

- Being 50 years of age or older
- Independently or with caregiver assistance managing communications with others, including receiving and responding to calls and messages from SCVV volunteers and office staff.
- Being ambulatory, able to stand, pivot, transfer independently in and out of a vehicle. Being mobile and able to walk under their own power or with the assistance of a cane, walker or similar device and being able to pivot from a wheelchair into a vehicle.
- Moving from a sitting or prone position.
- Members should be able to manage their recovery after a fall, or emergency responders will be called. For the safety and well-being of members and volunteers, volunteers are not permitted to lift or physically assist members.
- Completing household tasks such as laundry, dishes, vacuuming, dusting, meal preparation independently or with caregiver assistance.
- Attending to hygiene and toileting personally or with caregiver assistance.
- Performing services that require medical care; preparing and administering medications personally or with caregiver assistance.
- Confirming residence in areas SCVV serves by providing a copy of a utility bill, lease, license (drivers or personal) or other evidence of residence address.

**Guidelines for Services**

- Members who request transportation services must be able to enter and exit a vehicle independently. Our volunteers cannot provide lifting assistance.
- Filling the service is based on the availability of a volunteer for the requested date and time.
- Most services are limited to a maximum of 90 minutes per request for a total of up to 25 hours a month per household. Medical transports are exceptions. Member hours per month are calculated from time of pickup until time of return (door to door).

- There are limits to the distance for a transport: 35 miles roundtrip (door to door) for a non-medical transport or errands and 50 miles roundtrip (door to door) for medical appointments.
- Volunteers will only transport members in volunteers' vehicles. When necessary for safety, members may be asked to ride in the back seat of the vehicle when being transported.
- Members are responsible for parking fees/tolls during transportation.
- For insurance purposes, possession or display of any firearm or weapon while participating in SCVV activities is not allowed.
- No gifts or tips are allowed or can be accepted; saying "thank you" is enough.
- Members, their caregivers or their representative must report changes in physical ability, mobility, household status, health status, toileting or other events that impact a member to the SCVV office.
- Members, their caregivers and/or a representative (e.g. son or daughter) must be able to come to the door, answer the phone or text or email communications with SCVV office staff.
- Volunteers can transport members, caregivers and/or a representative only. Non-members cannot be transported unless acting as a caregiver/representative.
- Homes must be safe and sanitary for volunteers to enter, with no aggressive animals, or smoke.
- If a member's health declines or circumstances change, SCVV may need to adjust eligible services for the safety of the member and volunteer. For example, if a member can no longer get into a vehicle, SCVV can still provide help with errands, groceries, small tasks, friendly visits.
- Members are encouraged to provide feedback regarding any service received.
- Members are encouraged to have a medical power of attorney and advance directive.
- It is the policy of SCVV that all members, volunteers and staff treat each other with respect, dignity and courtesy. Disrespectful, harassing, discriminatory, or other inappropriate behavior of any kind will not be tolerated.

## **Scheduling a Service**

Contact the SCVV office, **(302) 500-1281, a minimum of 3 full weekdays prior to needed service.** For example, a call to the office before noon on a Monday for a Thursday appointment. The sooner you notify us the sooner we can identify a volunteer for your request. Please provide the SCVV office with:

- The type of service needed
- The date/time and estimated length of service, or if the date or time of service is flexible
- Once a volunteer is assigned, the SCVV office will notify you with the volunteer's name
- The day prior to the service, the assigned volunteer will call to confirm the service and details
- If there is a need to cancel the service, please notify the SCVV office as soon as possible

For Transportation or errand requests:

- Identify the name and location of the office/destination and **all** stops you want to make during the transport
- Estimated total time of the trip and/or appointment time if applicable
- If the transport is one way or round trip
- Try to schedule appointments from Monday to Thursday during the summer. Beginning the Friday before Memorial Day through the weekend after Labor Day, no transports are provided on Fridays, except for medical necessity. The day before and the day after holidays also are difficult to fill.
- SCVV is required to document our trips for insurance purposes. **When you schedule a service, please let us know where you want to stop while you are out.**

## Membership Agreement Renewals

Membership may be renewed subject to agreement of the member(s) and SCVV, and payment is the fee in effect at the time of renewal. Terms, procedures and renewal fees may be adjusted from year to year, and will be posted on the SCVV website, [www.southcoastalvillagevolunteers.org](http://www.southcoastalvillagevolunteers.org). Should a member's health decline or circumstances change, adjustment to services provided by SCVV may be required at its discretion.

## Understanding

I/we certify that I/we have read and understand the terms of this Membership Handbook.

### Primary Member

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Secondary Member

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### SCVV Coordinator

Signature: \_\_\_\_\_ Date: \_\_\_\_\_