

# I'On At Home Member Manual



**I'On At Home members can access information and request services using the following methods:**

**Website:** [www. Ionathome.org](http://www.Ionathome.org) (Passwords are required to access the members' part of the website)

**E-Mail:** [Ion@Ionathome.org](mailto:Ion@Ionathome.org)

**Mail:** I'On At Home

P.O. Box 1225

Mount Pleasant, SC 29465

**Phone:** 843-284-3590

**Office Hours:** Monday – Friday, 9:00 AM – 1:00 PM

I'On At Home is an IRS-designated 501(c)(3) charitable nonprofit (EIN#32-0499443) organized to serve the residents of the I'On community in Mount Pleasant, SC. All contributions are tax deductible to the extent allowed by law.

Dear I'On At Home Member,

On behalf of our Board of Directors, I want to welcome you to I'On At Home (IAH). We are part of a national "village movement" which represents the new face of aging and a way to take charge of how and where we live as our needs change over the years. It's our hope and intention to provide you and other members with the support services and programs you need to stay put, stay active, stay connected, and save money by using our preferred service providers.

We've prepared this Member Manual as a resource to help you understand I'On At Home, our programs and services, and the many benefits that we hope you will enjoy through your membership in our organization.

We look forward to seeing you throughout the membership year and appreciate your willingness to support this valuable community resource.

Best regards,

President, I'On At Home

# WELCOME TO I'ON AT HOME

## **Who are we?**

I'On At Home (IAH) is a nonprofit membership organization. Our mission is to provide services and support to enable I'On residents to have healthy, active, and independent lifestyles and remain in their own homes for as long as possible. We are part of a nationwide "village movement" which began in 2002 when Beacon Hill Village in Boston, Massachusetts, was established. Today there are 230 active U.S. villages, with over 100 more in development. Villages are operating in all but five states across our country, which is strong evidence that the village movement is not a fad, but, rather, the wave of the future.

## **What is "Aging in Place?"**

Aging in place is the concept that you can remain in your home and community for as long as you are able and have the services and support you need over time as your needs change. Aging in place is a choice. It represents a choice to take control over your independence and quality of life and to plan how your needs are met, who meets them, and when.

## **How does I'On At Home operate?**

Initially IAH operated as an all-volunteer organization. As we matured, we added part-time paid staff. A volunteer Board of Directors provides strategic planning and direction for our programs and operations. All voting Board members are I'On residents. The Board has several working committees, each chaired by a Board member and each responsible for advising the Board on key operational areas.

IAH is self-governing and maintains its own brand, operational practices, and financial autonomy. We benefit from a collaborative partnership with Franke at Seaside, a nonprofit continuing care retirement community in Mount Pleasant. Franke provides certain in-kind services to supplement our operational needs. To enable collaboration between our two organizations, a Franke executive serves as a non-voting member of the IAH Board of Directors and an IAH Board member serves on Franke's Advisory Committee.

## **Why have we developed this organization?**

Villages represent the new face of aging and a way to take charge of how and where we live as our needs change over the years. They offer a way to maintain independence while staying put, staying active, and staying connected, and they save money by using preferred providers who are pre-screened and may offer discounts to village members. I

Our homes are our comfort, our solace, and are full of fond memories. Throughout the country, increasing numbers of people are saying that they want to stay in their homes as they age. In a recent survey, over 90% of those over 62 replied that they wished to stay at home as they age. In time, though, people begin to need occasional support and

services to help manage their households and their daily lives. With some help with home maintenance, transportation to such places as doctors' offices and grocery stores, and implementation of safety features, people can stay in their homes for a long time. Additionally, IAH-sponsored social, cultural, and educational events and activities provide a variety of opportunities to stay connected and active and to build new friendships in the community.

### **What types of programs and services does I'On At Home provide?**

We offer both programs to keep members active, engaged, and informed and services to help members with daily living tasks. Additionally we offer a directory of service providers who are recommended by residents in our community and whose credentials have been confirmed by our volunteers.

**Our Programs:** We offer a variety of programs, activities, and events that take place throughout each year. Activities are listed on our website calendar and also advertised using e-mail, social media, and community calendars. Our programs are focused on 5 categories.

#### **1. Cultural Arts**

##### **Examples:**

- Charleston Symphony
- Gibbes Museum
- Events at the Gaillard or the North Charleston Performing Arts Center
- Woolfe Playhouse
- Charleston Music Hall
- Chamber Music Concerts
- Spoleto/Piccolo Spoleto Events
- Musical performances at area churches

#### **2. Educational Opportunities**

Members can enjoy discussions, lectures, and workshops that are educational in nature.

##### **Examples:**

- Talks/lecture series on topics such as history, the economy, political issues, travel, and the environment
- "Health and Wellness" series by local professionals
- Topics related to aging by local professionals
- "Great Decisions" series

#### **3. Social Events**

Members can enjoy the company of their neighbors at social events organized throughout the year.

**Examples:**

- Informal Lunches - small groups
- Gentlemen's Coffees
- Casual Dinners – at home or out
- Movie Outings
- Dedicated tent at a larger neighborhood event (Oyster Roast, Jazz Concert, etc.)
- Celebrity Chef dinners

**4. Small Special Interest Groups**

For members who have a special interest, I'On At Home can facilitate organizing a group of like-minded individuals. Members may post their group's schedule on the website.

**Examples:**

- Book Clubs
- Bridge and other games
- Travel Groups
- Walking Groups

**5. Local Excursions**

Charleston and its environs are rich in history, geography, events, and beauty. Our members may partake in excursions offered throughout the year to local events that celebrate this wonderful place we call home. If members are interested in attending an event, volunteers will help facilitate transportation and scheduling, and may negotiate discounts.

**Examples:**

- Historic Plantations
- Gallery Openings
- Oyster Roasts
- Antique Shows
- Athletic Events (collegiate and professional)
- Wildlife Expos
- Home/Garden Tours
- Holiday Events
- Film Festivals
- Hampton Park and Charleston Greenhouses

**Our Services:** Our volunteers provide some of the basic supports that help members remain safe and secure in their own homes as long as possible. Individual Members are entitled to 6 services per month. A Household Membership is entitled to 10 services per month. On the average, a service should be completed in no more than two hours. We ask that all service requests be made 3 days prior to need. Requests made less than 3 days in advance due to special circumstances will be handled on a case by case basis.

**Please note that we cannot offer emergency services. If you have an emergency, please call 911 or other appropriate emergency number.**

**1. Transportation (errands with or on behalf of a member)**

**Examples:**

- Grocery store, drug store, post office, dry cleaners, beauty salon, etc.)
- Medical and dental appointments
- Events
- Trips to the airport or the train station

**2. Household Chores**

**Examples:**

- Practical in-home help (changing light bulbs or smoke alarm batteries, taking out trash or recycling, etc.)
- Help with tasks that require some skills (moving furniture, hanging a picture, fixing a latch on a gate, etc.)
- Light yard work (raking, watering, or sweeping the patio)
- Help with pets (providing emergency pet care until other arrangements can be made)
- Meals – prepare or pick up a meal and take it to a member in special cases due to health or injury

**3. Technology**

**Example:**

- Basic help with computers, cell phones, TV's, etc.

**4. Friendly Visits:** Volunteers are available to contact members by telephone or scheduled visits.

**Examples:**

- Daily check-ins (phone call, text or e-mail to ensure all is well)
- Weekly personal visits for companionship (reading, card games, a walk, etc.)

**5. Our Preferred Provider Directory**

Members have access to our Preferred Provider Directory which is a compendium of commercial service providers who are recommended by residents in our community and whose credentials have been confirmed by our volunteers. The service providers may offer discounts to members and, if so, these details are described in the Directory. Members may post reviews of vendors on the IAH website.

**Examples:**

- Electricians
- Plumbers
- Cleaning Services

- Power Washers
- Computer Technicians
- Painters
- Food Preparation (catered or prepared at home)
- Window Washing
- Tree Experts
- Piano Technicians
- Landscapers
- Carpet Cleaners
- HVAC Specialists
- Clock Repair Specialists
- Pet Services
- Handyman Services
- Franke at Seaside services – Be Well Homes Services

### **What if I need something that is not on the list of services?**

Call or e-mail I'On At Home to see what we can do to help. We will work with members to find a solution and are here to help members meet their needs.

### **What are the advantages of IAH membership?**

There are multiple advantages for becoming an IAH member:

- **Staying in Your Home:** I'On At Home membership can make the difference between being able to remain safely in your home or having to leave because you need certain support services. When you are no longer comfortable climbing up on a ladder to change a light bulb, our volunteers will gladly take care of that and other similar routine household tasks. Companionship visits; daily check-in contacts; assistance with technology, meals, transportation; and other services can provide critical support as well as convenience.
- **Staying Active and Engaged:** Do you want to enjoy a wide range of cultural, educational, social events? Our programs provides a myriad of activities and opportunities to learn, stay informed, and interact with and enjoy the company of your neighbors.
- **Having a Convenient Safety Net:** Even if family and friends can help with transportation and chores, they may not always be available or you may prefer not to call on them regularly. There may be times when you need help getting to medical appointments or even shopping, due to surgery, a hospital stay, or other personal circumstances. I'On At Home is an e-mail or phone call away to help with a variety of needs.

- **Saving Money:** Members have access to a list of commercial service providers such as plumbers, handymen, home health services companies, etc. Some providers offer discounts or special offers to our members. Full members can more than recoup the cost of membership in the savings from using our programs and services, such as transportation; help with electronics; cultural, educational, and social events; and assistance with unexpected needs.
- **Feeling Secure:** With I'On At Home behind you, you can feel more secure about the trustworthiness of your service providers. These providers have been recommended by your neighbors and their credentials confirmed by IAH volunteers.
- **Giving and Getting Help:** Village members can request services and can also volunteer to provide services to other members if they choose.

### **Why should I join if I am in good health and don't believe I will need IAH services in the near future?**

Members join for many reasons. Many like the cultural, educational, and social aspects that membership offers. These activities provide opportunities to be with friends as well as to meet new people. Others like the convenience of having a place to call for all types of services, such as recommended electricians, rides to medical appointments, or help installing a new printer.

You may be capable of climbing up a ladder to change your smoke alarm battery, but that doesn't necessarily mean it's a good idea for you to do it. I'On At Home membership means that you can choose to request this service to protect yourself from the risk of injury.

Membership is a kind of insurance policy, knowing that we are here for you whenever the need arises. Joining IAH now is a constructive way to support the development and operation of a valuable community resource which may be important to you in the future regardless of your health and ability to live independently.

### **What are my responsibilities as a member of IAH?**

- You are responsible for keeping abreast of what is available to you from IAH. We anticipate adding more services as time goes on and want you to know about those by reading the I'On Newsletter and the IAH newsletter and website.
- You are responsible for requesting services and signing up for IAH events either on the IAH website or by calling the IAH phone number 843-284-3590.
- You are responsible for choosing one of the preferred providers from the Preferred Provider Directory when you need one. You will be responsible for the charges of any provider who completes work for you.
- You are responsible for letting IAH know if your needs change, or if your address or other contact information changes. Similarly, you are responsible for letting IAH know if the residents in your household change to include another person who is 55 or older.



- You are responsible for renewing your membership within 30 days of receiving your annual invoice. Failure to pay within 30 days will result in a reminder phone call.

## **Membership Agreement**

- **Termination of agreement:** IAH reserves the right, in its sole discretion, to terminate your membership agreement, if IAH determines that it is in the best interest of IAH, its volunteers, other members, or you. If IAH terminates the agreement, it will return a portion of the annual fee paid on a prorated basis from the month of termination. You, the member, may terminate this agreement at any time by providing written notice to IAH. If you should terminate because of moving from l'On or death of a member of the household, a prorated portion of the annual fee will be refunded to you or your estate. Otherwise, termination by you will not result in a refund.

## Resource Information for IAH Members

### How does membership in I'On At Home work?

I'On At Home is a membership organization, and you must be a member to receive volunteer services, have access to our Preferred Provider Directory, and attend program activities and events. I'On residents age 55 and over may become members. Other residents with disabilities or special circumstances will be considered as requested.

### What are the membership categories and fees?

**Full Membership:** This membership includes access to all programs and services that I'On At Home offers including all cultural, educational, and social events; all services available from volunteers; and access to the Preferred Provider Directory and negotiated provider discounts.

- Household (\$500/year): Two residents living in a single residence at a specific address in which at least one member is 55 years of age or older (both residents are members.) An accessory dwelling unit (ADU) is considered a separate residence.
- Individual (\$350/year): One resident who is 55 years of age or older (available only where the one resident lives in the home without a spouse or significant other.)

**Supporting Membership:** This membership includes all cultural, educational, and social events and access to the Preferred Provider Directory. It does not include volunteer services. The fair market value of a Supporting Membership is \$100. Any amount over \$100 may be tax deductible.

- Household (\$500/year): Two residents living in a single residence at a specific address in which at least one member is 55 years of age or older (both residents are members.) An accessory dwelling unit (ADU) is considered a separate residence.
- Individual (\$350/year): A resident who is 55 years of age or older. While we hope most couples will choose to join as a household, in some cases, only one member of a couple may wish to become a supporting member (option available only at the time of initiating a membership or renewing a current membership). If this type of membership is selected, the non-member person in the couple may attend only those IAH events that are open to all I'On neighbors.

### What do my fees cover?

Annual membership fees help I'On At Home pay for expenses, such as programs and events, the website and other technology, printing, supplies for volunteers and members, telephone, liability insurance for Board members and volunteers, the cost to confirm the credentials of our volunteers and service providers, and for part-time salary costs of paid staff.

## **How do I join?**

Membership applications are available on the IAH website or by calling 843-284-3590. Once you have submitted your application with your check, you will receive a notification of your membership approval along with an invitation to establish a password to access the IAH website. Soon after, an IAH representative will schedule a welcome visit with you. The purpose of the visit is to assure that you can access the website, that you understand what is and what is not offered by IAH membership, and that you don't have needs that exceed what IAH can reasonably provide. This is a time when you may offer to volunteer to help others or ask for suggestions of needs you have that have not yet been offered.

## **Renewals?**

Three weeks before your membership expires, you will receive an email notice. Please note if you want to change the type of membership and then send that information along with your check for the renewal fee to I'On At Home. While credit card payments are available, IAH must pay a fee for their processing, so we greatly appreciate checks.