



# Membership Policy

## Policy Statement

The purpose of this policy is to make clear the boundaries ascertaining to our membership. Our aims are to provide support and friendship and to signpost members to the appropriate professional services. We are not legally bound or qualified to provide professional care ourselves.

## Procedures & Terms of Membership

Our membership includes access to our Volunteer Drivers Scheme (\*see below) all clubs, therapists (at a reduced rate) outings and Holiday at Home. Our members will receive a monthly newsletter and will have access to both phone and face to face support Monday – Friday 9.00am – 5.00pm.

Membership is by annual subscription which runs from 1st September – 31st August. Membership fees will be reviewed annually. If membership is taken out mid-year, a pro-rata fee will be applied (if services have not been accessed within the current 12 month period). Members can terminate their membership at any time however refunds will not be given.

Membership is renewed using our membership form. A new form must be completed annually. We do ask for next of kin details on our membership forms to enable us to contact them in an emergency and involve them when we feel a member requires help/support above what we can offer. In an emergency we will also contact if required, the appropriate professionals i.e. emergency services or social services.

Membership is open to residents of Rotherfield, Mark Cross, Eridge, Crowborough and surrounding areas (\*however, our Volunteer Driver Scheme may not be available to those living outside of the Parish and will be dependent on our current volunteer driver's home locations).

Membership is required to attend activities and to access our services. However, Monday Meetings, Luncheon Club and therapies are also open to non-members (at a higher rate than members pay). This is to generate extra income and to help older people stay connected to their community.

Each new member will receive details of all our events and a welcome letter.

When accessing our Volunteer Drivers scheme, members are made aware that we cannot guarantee a driver as we are dependent on drivers' availability. We do however strive to do our best to provide this service as often as we possibly can. Members are made aware that drivers are only available Monday to Friday during working hours and are not expected to drive in adverse weather conditions.

We communicate with members via; face to face at clubs, telephone, email, WHATTSAPP, RSM monthly newsletter, Rotherfield Parish monthly magazine, Rotherfield Parish Council quarterly newsletter, social media and website.

Members can remain members if they go into a care home or retirement village. In order that they can still feel connected and can access our support services.

Each member will receive a birthday card.

Our membership is fully inclusive and open to all regardless of age, race, religion, gender and sexuality.

We are actively encouraging new members to join us.

We expect that at all times members will be courteous towards our staff, volunteers and trustees.

**Our commitments:**

This policy was written/reviewed by	Vicky Cheeseman
Adopted by	Trustees and Staff
Date	4th Nov 2019
Last Reviewed	6 April 22 SJ 17/1/23 VC
Next Review date	17 Jan 2025