

# WE CARE

## The Sophisticated Gents Hospitality and Caring Program

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### Premise:

*“The Sophisticated Gents of Florida is an organization dedicated to intellectual, spiritual, educational, and emotional fellowship.”* This is the first line of our mission statement as shown on our website, and while it is a true statement regarding our dedication to our communities, it does not reflect how we treat our own members. While we do recognize and assist members in distress, because our approach is not systematic in nature, there is a chance that members “in need” may be missed. This is a proposal to address that issue and enhance the value benefit of membership commensurate with our mission. What we are proposing is currently offered in many progressive churches and fraternal organizations. If this approach is adopted by our organization, “No Man or **Woman** would be left behind” because WE CARE!

### Flow Chart:

- A. **A Membership Care Team** comprised of: The Membership Chair, A Designated Board Member, and A Point of Contact (POC) who will serve for one-year terms.
- B. **The POC** would work with **8-10 volunteer Gents** who will each serve for 3 months at a time, rotating off the team and followed by another group of volunteers. The POC will recruit replacements at the end of **each** cycle.
- C. The Designated Board Member and POC will work cooperatively with the Membership Chair to coordinate and determine the need and scope of all member services and activities.
- D. The Designated Board Member will report to the Board the costs, the scope, and effectiveness of the **Membership Care Team** on a regular basis.

### We Care about Hospitality:

- A. Volunteer Gents who provide services in the community should be cared for.
- B. Members of **The Membership Care Team** should also be on site on a case-by-case basis--at the discretion and consultation of the Membership Chair, Treasurer, and POC--to offer our members some basic refreshments like water, coffee, or even snacks and breakfast, especially in the cases of **Parades, Adopt-A-Road, or Adopt-A-Precinct** projects.

Other amenities such as folding chairs and tables might be necessary in certain situations, to preclude our members from having to stand for hours as pictured below.



## **WE CARE** about Health and Wellness:

**The Membership Care Team**, under the auspices and direction of the Membership Chair, will take a strategic, organized, and targeted approach to member care whenever a **Gent and/or his spouse are in need of member services**:

### **A. Caring:**

- B.** In the case of a member who has consistently missed general meetings or who hasn't been heard from, is injured, sick or shut in the **Designated Board Member** and **POC** will request that a volunteer Gent provide a **wellness phone check**,
- C.** **If necessary**, will provide an offer, to transport him (or his family members to visit in the hospital)
- D.** **If necessary**, will offer pick up his prescriptions,
- E.** **If necessary**, will grocery shop, as well as other generally supportive functions.
- F.** Should there be a death of a **member or his significant other**, **The Membership Care Team** will ensure that the member or significant other is in communication with family, and appropriate supporting elements (Clergy, Funeral Homes, etc.). Additionally, if the survivor remains in the area, **The Membership Care Team** will make **biannual** wellness checks to make sure all is well.
- G.** "Caring Services" will only be offered to the extent that the family concurs, and any services provided will be confidential.
- H.** **The frequency of support will be handled on a case by case basis and will be at the discretion the Executive Board and the Co-chairs of The Membership Care Team.**

**NOTE**-We anticipate 90% of our activity will be telephone in nature; thus, enabling members to participate in the program whether they have physical challenges, or spend considerable time outside the Villages. For activities requiring "onsite" support, we have enough resources within the Villages to respond in a timely fashion. **In all cases onsite support will be provided by two Gents for each occurrence.**

### **Funding:**

This is proposed to be a budgeted line item to be approved by the Board and the Membership.

