

Avenidas Village adds 24/7 service for members

Written by Town Crier Report

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Photo Kari Martell/Special To The Town Crier
Avenidas Village offers members around-the-clock help, according to Director Vickie Epstein.

Avenidas Village, the aging-in-community membership program offered by the non-profit agency Avenidas, has launched an After Hours Urgent Call Center to provide another layer of security, convenience and peace of mind to seniors who want to stay in their own homes as they age.

Avenidas Village Director Vickie Epstein said that if members face a difficult situation after hours or on a weekend, they can call 289-5407 and talk with a person on the other end of the line who can offer them immediate support.

“If they get locked out of their house, or have an overflowing toilet, they have someone to turn to for help on a 24/7 basis,” Epstein said.

The mission of Avenidas Village is to help people maintain their independence, simplify their lives, make new friends, keep their mobility and stay connected to their community.

Members have one number to call for any problem they experience, large or small, as well as access to Avenidas Village’s network of 140 vendors who have been vetted by the agency – many of whom offer discounts to Village members.

Members can also receive help with medical situations, receive a daily check-in telephone call and secure transportation to and from medical appointments.

The after-hours call center service is available free to members, who are cautioned to first call 911 in the event of a medical or life-threatening emergency. Office hours for Avenidas Village are 9 a.m. to 5 p.m. weekdays.

Avenidas Village, which launched in October 2007, is the first aging-in-community Village on the West Coast. Annual memberships are available to singles and couples in Los Altos, Los Altos Hills, Mountain View, Palo Alto, Stanford, Woodside, Menlo Park, Atherton, East Palo Alto and Portola Valley.

For more information, visit www.avenidas.org/village or call 289-5405.