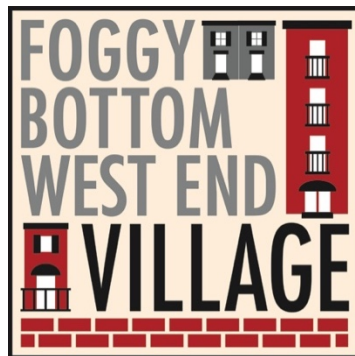


FOGGY BOTTOM WEST END VILLAGE

Extend a Hand, Stay Connected, Live Well at Home

VOLUNTEER HANDBOOK

For Board Members, Committee Members and All Other Volunteers



Foggy Bottom West End Village
2430 K Street NW
Washington, DC 20037
www.fbwevillage.org
202-333-1327

Effective: May 2018

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Mission

Foggy Bottom West End Village ("the Village") is a neighborhood nonprofit volunteer/membership organization in Washington, DC, that provides services and social activities to help residents live independently for the long term.

Message from the Executive Director

The Foggy Bottom West End Village was established to give residents of the Foggy Bottom and West End neighborhoods of Washington, DC, the opportunity to be part of a close community and both the practical means and the confidence to live their lives to the fullest in their homes as they age. While primarily concerned with the needs of older residents, the Village also gives younger residents the opportunity to interact with and benefit from their encounters with seniors in their neighborhood. The Village offers an impressive array of programs, services and activities to keep its members active and involved in community life.

Volunteers are the heart and soul and workhorses that make the Village a vibrant and caring organization. Board members, committee members and others who support the Village's programs and services are all volunteers.

Thank you for agreeing to be part of this dynamic endeavor. I hope you will find the experience of volunteering for the Village to be very rewarding.

Please do not hesitate to contact me if you have any questions.

Leigh Sempeles, Executive Director

Goals for Volunteers

1. To support the Village's mission by providing effective and quality services.
2. To take advantage of the opportunity for friendships to develop among volunteers and members as they participate, share

experiences and discover mutual interests.

3. To experience a deep and satisfying sense of connectedness through developing bonds within the Village community.

Volunteer Opportunities

All of the Village's services and activities rely on volunteers. In addition to serving on the Board of Directors or the various committees, volunteers have many ways in which to make a contribution to the Village.

Providing Support to the Development Committee

The Development Committee uses volunteers with expertise in fund-raising, grant-writing, donor relations or other relevant disciplines to provide advice to the committee. Volunteers also assist in planning and executing the annual gala and other fundraising activities.

Providing Support to the Membership Committee

The Membership Committee uses volunteers to assist with recruitment events and to reach out to new neighbors and others interested in membership. Volunteers also help with large mailings, help draft promotional materials and help teach new members how to access the Director's Notes and sign up for Village programs and events on the website. Volunteers with marketing and design skills are especially needed.

Providing Support to the Program Committee

The Program Committee uses volunteers to serve as greeters and/or photographers for events sponsored by the committee. Volunteers also assist with set-up and take-down for parties and lectures. In addition, volunteers coordinate and lead "Affinity Groups." These are groups for members interested in specific activities such as walking, knitting, speaking French, discussing their care-giving concerns or engaging in other activities with like-minded individuals.

Providing Support to the Volunteer Committee

The Volunteer Committee provides services to individual members on an "on demand" basis. It maintains a list of volunteers whom it contacts when it receives a request for service. A wide range of services is currently provided. These include but are not limited to --

- Driving a member to/from medical, PT or other appointments or Village-sponsored events.
- Driving a member and assisting with shopping for groceries or drug store items.
- Walking with a member to/from medical, PT or other appointments or Village-sponsored events.
- Escorting a member by taxi or ride-hailing service to/from medical, PT or other appointments or Village-sponsored events when no volunteer driver is available and walking is not feasible.
- Running errands for a member, such as picking up groceries or a prescription, or mailing a package, when the member is temporarily unable to do so because of illness, medical limitation (e.g., recovering from an operation or broken bone) or other extenuating circumstance.
- Performing simple household tasks, such as changing a lightbulb, hanging artwork, assisting with packing or unpacking before or after a move, helping a member organize health or financial records, helping a member sort and organize clothing or household items, performing tasks requiring use of a step stool or small ladder, doing simple repairs (such as those requiring a screwdriver, pliers or hammer) or other one-time tasks.
- Providing simple technical support to a member who has difficulty using a computer, cell phone, TV, or other electronic device. This can include reading a user's manual with the member to facilitate understanding, assisting with routine updates common to computers and smart phones, or clearing a paper jam in the household printer.
- Staying with a spouse/partner who needs companionship while the

care-giving spouse/partner runs errands or attends an event.

- Visiting or calling to chat with a member who is socially isolated.

In addition, the Village is currently investigating how to establish the following specialized volunteer programs --

- The "Friends" program will pair an at-risk member with a volunteer who is willing to establish an ongoing relationship with that member. Duties or tasks may include a daily phone call, a weekly visit, periodic shopping trips for groceries or other needs, help in organizing health or financial records, help in sorting and organizing clothing or household items, ensuring that the member does not miss deadlines for paying bills and/or other services as agreed upon by the member and the volunteer.
- The "Medical Note-taking" program will help members in interacting with medical professionals. A volunteer will meet with a member before a medical appointment to help them decide what information they need from the medical professional, write down the questions to be asked, accompany the member to the medical appointment, take notes and remind the member if they have overlooked any of their questions.
- The "Rapid Response" program will provide a team of volunteers to respond when a member is being discharged from a hospital or rehab facility. The team will assist the member during discharge and then help the member to a) understand and follow the doctor's discharge orders, b) get re-settled at home, c) secure transportation for follow-up medical and PT sessions or d) meet other needs.

Providing Administrative Support to the Village Office

The Village relies on volunteers to supplement the services of paid staff. Volunteers willing to work on a fixed schedule (typically, three or four hours per week) may be asked to take phone calls; contact members and volunteers to schedule appointments; forms and papers; resolve website problems with the website administrator; or engage in research, writing or editing tasks. Occasionally, a special appeal for additional volunteers is

sent out for help with large mailings or other special projects.

Becoming a Volunteer

Eligibility

The Village welcomes all adults who share our belief in the mission of this nonprofit, aging-in-place organization to serve as volunteers. It is not necessary to become a member in order to serve.

Note: Volunteers who are not Board or committee members, who do not provide direct services to individual members and/or who are not privy to personal information about members are exempt from the vetting provisions described in this section. This includes people who serve as greeters or photographers at Village events, who help with set-up or take-down for events, who assist office staff with chores such as stuffing envelopes for large-scale mailings or who provide other assistance of a similar non-sensitive nature. The determination as to which services can be performed by a non-vetted volunteer will be made by the relevant committee chair or the Executive Director. The following information is for non-exempt volunteers.

Application

The application form is available on our website, www.fbwevillage.org. Click on Volunteer at the top of the page, then click on Volunteer in the drop-down menu and look for the link to the application. Alternatively, the form can be requested by mail from the Village office (202-333-1327). Once completed, the application can be scanned and emailed to info@fbwevillage.org or sent by postal mail to:

FBWE Village
2430 K Street, NW
Washington, DC 20037
Attention: Volunteer Application

Background Checks

All volunteers must consent to and pass an official background check. The Village uses a leading vendor in this area, Background Info USA, for this purpose. There is no cost to the volunteer. All volunteers will be subject to a criminal background check. Driver volunteers will, in addition, be subject to a motor vehicle check. The Executive Director or his/her delegate processes these background checks. All volunteers may request a copy of their Background Info USA report.

References

All volunteers must provide the names and contact information for two personal references. The Executive Director or his/her delegate will call these individuals to conduct a reference check.

Vetting Records

Background and reference-check records are maintained at the Village office in a secure location.

Orientation

Before beginning their duties, volunteers are expected to meet with the Executive Director or his/her delegate for an orientation on the Village's responsibilities, procedures, professional standards, confidentiality and reporting requirements and to discuss the boundaries of the volunteer's role. This session also gives the volunteer the opportunity to ask any questions they have about our standards and procedures.

General Volunteer Procedures

Reporting

All volunteers are expected to keep track of the time spent and nature of the services they provide for the Village and to report this information to the relevant committee or Executive Director as appropriate. The time necessary to travel between their home and the place where the services

are provided may be included in their time report.

Volunteer Records for Tax Purposes

Volunteers who use their own cars to carry out Village duties may be able to deduct their gas costs for income tax purposes. They must keep their own records of these expenses. Such information is not kept by the Village office.

Emergency Assistance

Volunteers are not expected to perform any medical assistance. In case of a medical emergency, call 9-1-1 and then report to the Executive Director that a medical emergency has occurred.

Resignation

Volunteers are asked to give as much notice as possible if resigning or interrupting their duties for a brief or extended period of time. When possible, volunteers are asked to participate in an exit interview before ending their volunteer service, to help the organization learn from the volunteer's insights and experiences.

Termination

A volunteer may be dismissed if he or she fails to fulfill the duties of the position and/or meet the Village's basic standards of professionalism (see section on General Volunteer Policies). Grounds for dismissal may include, but are not limited to: misconduct or insubordination; being under the influence of alcohol or drugs while on duty; theft of property from a member; theft or misuse Village equipment or materials; verbal or physical abuse of a member, Village staff or other volunteers; and breach of confidentiality.

Additional Procedures and Information for Volunteers Who Provide Services to Individual Members

Process for Arranging and Fulfilling Services

- Members submit their requests to the volunteer coordinator (VC). The VC verifies that the member is entitled to the requested service, based on Village policies.
- The VC notifies relevant volunteers (drivers or non-drivers) by email of the requests received. The VC details the nature of the request, but does not identify the member requesting the service.
- Volunteers respond by email if they are able to accept the request.
- The VC then responds, providing the member's name, address and contact information. If more than one volunteer accepts a request, the VC decides which volunteer to use and notifies the other(s) that the request has been filled.
- The VC contacts the member to say who will be filling the request.
- The volunteer then contacts the member to exchange cell phone numbers and work out logistics.
- When carrying out the service, the volunteer should have their cell phone on. They should be able to quickly access (either on paper or electronically) the member's name, home address and contact information as well as contact information for the VC and the Executive Director, in the event that any problem arises.
- After the service is performed, the volunteer emails the VC to report that the service is completed, how much time it took and whether the volunteer encountered any difficulty or observed anything that raised concerns about the member's well-being.

Volunteers Decide Which Requests to Accept

Volunteer service should not become a burden. Volunteers should feel free to accept or decline requests depending upon personal schedules and commitments. Volunteers may serve either on a regular or periodic basis. It is up to the volunteer to decide when and how often he or she will serve.

It is not the volunteer's role to question whether a member needs or is entitled to a requested service. It is the VC's responsibility to determine that requests fall within Village policy. If in doubt about the appropriateness of a requested service, the volunteer should discuss his/her concern with the VC, not directly with the member.

Boundaries

Volunteers are expected to provide only the service that has been pre-arranged. They are not expected to provide any additional services that may be requested on the spot by the member. If asked to provide an additional service, volunteers may accept if the task is small (such as getting something down from a high shelf or carrying a package from the front desk). Otherwise, they may advise the member to request the additional service through the request system. Typically, this situation will arise when the volunteer is providing an in-home service. If a member seems lonely and desirous of extending the social interaction with the volunteer by asking for various additional services, the volunteer should report this to the volunteer coordinator.

Volunteer Support

The volunteer coordinator and Executive Director (ED) are available to provide guidance and support to volunteers should any concerns arise during the course of their duties. The volunteer coordinator can be consulted if there is a misunderstanding between the volunteer and member regarding the nature of the service to be provided or if other non-emergency concerns or problems arise. The Executive Director should be consulted in the event of an emergency or potentially hazardous situation.

The Executive Director, Leigh Sempeles, can be reached via email at leighsempeles@fbwevillage.org, and the Volunteer Coordinator, Peter Sacco, can be reached via email at psacco@fbwevillage.org. The phone number for the Village office is (202) 333-1327.

Guidelines for Emergencies

- If a member does not answer the door, the volunteer should check

the premises, look through the windows or door or call on the telephone. If there is no answer, the volunteer should notify the VC and the building's front desk or manager (if there is one).

- If a member has an accident or a medical emergency, the volunteer should call 9-1-1 immediately, unless the person objects to calling 9-1-1. They should also notify the ED as soon as possible.
- Do not attempt to move the member except in a hazardous situation such as a fire. In other situations, for example if the member falls and appears unable to get up on their own, do not attempt to lift them. Instead, call 9-1-1. If the member falls while walking across a busy intersection, enlist the aid of others in blocking traffic.
- If a member seems weak or unsteady, ask if they could be dehydrated and offer to get them a glass of water.

Volunteer Recognition

Annually the Village holds a volunteer recognition event to highlight and express appreciation for the contributions that volunteers make to the Village's programs. At this event, one or more volunteers receives an outstanding service award.

Privileges of Non-member Volunteers

Non-member volunteers are routinely invited to the annual ice cream social, the annual volunteer recognition event, and the year-end potluck supper. In addition, they are permitted to attend the Village's wellness lectures. To register for a lecture, contact the Village office.

General Volunteer Policies

While performing their Village duties, all volunteers are expected to --

- Exercise good judgment.
- Carry out duties in a responsible manner.

- Be prompt and reliable in reporting for duty.
- Refrain, before and while performing their duties, from consuming tobacco products, alcoholic beverages, illegal drugs or drugs that impair judgment or reaction time. Exception: consumption of alcoholic beverages is permitted when served at Village-sponsored social activities.
- Decline any gifts or tips that may be offered for their services. This may be a difficult policy to adhere to when an appreciative member insists on buying a volunteer a cup of coffee or offering a bottle of wine or flowers. The volunteer should follow the spirit of the policy to the best of their ability without offending the member. In no case should monetary recompense be accepted.

Privacy and Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary, personal or privileged information they encounter in the course of their duties. This includes members' or volunteers' health and medical information, financial information, age, sexual orientation, religion or information about their family members. Such information should not be shared with others except when necessary to carry out Board or committee duties. It may be appropriate to divulge someone's confidential information to the Executive Director or the volunteer coordinator when discussing concerns about a member's health or well-being or a volunteer's fitness for duty.

Volunteers are free to discuss with friends or others the nature of the services they provide, as long as they avoid providing any information that might identify a specific member for whom the services were provided.

Representation of the Organization

Volunteers are often viewed within the community as representatives of the Village. Volunteers should feel free to provide their personal views, as long as it is clear that they are speaking in their personal capacity. They should not act on behalf of or make statements representing the official position of

the Village unless authorized to do so by the Board of Directors or the Executive Director.

Additional Policies for Volunteers Who Provide Services to Individual Members

General Expectations/Volunteer Responsibilities

In addition to the policies described in the previous section, volunteers who provide services to individual members are expected to --

- Consult with the VC for guidance, if needed, before undertaking a service that the volunteer has not previously provided.
- Notify the VC as soon as possible when unable to report for a scheduled assignment. At least 24 hours notice should be given.
- Consult with the VC as needed if, while on assignment, there is a misunderstanding between the volunteer and member regarding the nature of the service to be provided or if any other non-emergency concerns or problems arise.
- Notify the ED immediately in the event of an emergency or potentially hazardous situation.
- Notify the ED promptly in the event of any accident or injury involving the member or the volunteer. Even seemingly minor incidents should be reported, in case complications later develop.
- Report any suspicion that a member is being abused – physically, emotionally, sexually or financially – promptly to the ED.
- Address members as Mr. or Ms. unless told otherwise.
- Attend periodic volunteer training sessions.
- Refrain from accepting requests directly from a member. Volunteers should only accept requests that are transmitted by the VC.

- Refrain from accepting new requests when the volunteer has a cold or the flu or has been exposed to a communicable disease such as tuberculosis. If requests have already been accepted, notify the VC promptly so arrangements can be made for others to fulfill those requests.
- Refrain from removing anything from a member's home unless the member has specifically requested it and has provided a signed permission to do so. This signed permission must be forwarded to the Executive Director before the item is removed. Exception: While providing service in a member's home, if the member asks the volunteer to take out the trash and the volunteer is willing to do so, no written permission is needed.
- Refrain from cashing any checks or signing any legal documents with or for a member.
- Refrain from making personal phone calls or using electronic devices for personal reasons while on duty.

Personal Services and Advice

Volunteers should not perform any personal services for a member that require close physical contact, such as bathing, toileting or changing a bandage. Volunteers should not offer advice about a member's health, finances, safety or other topics of a personal nature (e.g., medication, diet). Volunteers may, however, suggest books, websites, government agencies or other resources that a member might find useful.

Liability Considerations

Volunteers should not enter a member's residence when the member is not present, nor should they accept keys or an admit slip to a member's residence, except in an extraordinary circumstance such as when a member has been hospitalized unexpectedly and needs someone to bring them items from home. As a protection, the VC will arrange for someone to accompany the volunteer in such circumstances.

Volunteers should not lift or carry a member, lift or move a heavy object or do anything else that poses a substantial risk to the volunteer or the member.

Expense Considerations

Volunteers are not expected to absorb expenses on a member's behalf (other than gas for transportation services). For assignments that involve expenses (e.g., purchasing or mailing items for a member, paying for parking, paying for a taxi or ride-hailing service when escorting a member to an appointment), the volunteer should have an explicit understanding with the member to either provide the cash up front or to reimburse the volunteer afterwards for the expense, unless other arrangements are made in advance by the Village office.

Additional Policies for Volunteer Drivers

All transportation volunteers are expected to --

- Hold a valid driver's license and provide a photocopy to the Village.
- Hold current auto insurance and provide a photocopy to the Village whenever the policy is renewed.
- Use their own insured vehicle.
- Assume primary liability in the use of their vehicle.
- Attend training on how to assist people who have difficulty getting into and out of a car.
- Carry a cell phone with them at all times while on duty.
- Call the member the day before the scheduled service to remind them of the appointment (some members may also require a reminder a few hours before setting out to fulfill the service).
- Refrain from engaging in any activity that might place themselves or

members at risk (reckless driving; texting or phoning while driving; playing loud music; aggressive driving).

Basic transportation service involves dropping a member off at, or picking them up from, a location. Some members may need minimal assistance in getting into or out of the vehicle. Other than helping with this, drivers are not expected to exit the car.

Enhanced transportation service involves helping a member who needs assistance in getting from their residence to the car or from the car to the destination and vice versa. Where parking is available at both locations, the driver will provide this assistance. Where parking is not available, the member must either bring a personal aide for assistance or request both a driver and an escort. The driver and escort should discuss and decide the logistics for working together. Escorts are expected to provide assistance such as extending an arm, opening a door, carrying a package, or lifting a walker into the vehicle, but are not expected to provide any assistance that entails supporting the member's weight.

Transportation Plus service involves taking a member on shopping trips for groceries or other needs. If needed, it also includes assistance in carrying packages into the member's residence.

Sometimes, after dropping a member off at a location, it is more efficient to park and wait for them for the return trip (i.e., not worth the time to return home and then go back to pick them up). In these cases, as noted earlier, the member is responsible for paying the cost of on-street or in-lot parking.

The Value of Volunteering

Volunteering has many benefits. Taking time from one's daily routines in order to help others can give volunteers a feeling of pride, satisfaction, usefulness, value or other positive reinforcement. Volunteering is also an opportunity to meet interesting people and engage in encounters that are thought-provoking or simply enjoyable. It is no wonder that, according to a recent study by AARP, people who volunteer live longer than those who don't.

For those on the receiving end, the benefits extend far beyond the immediate service provided. Knowing there is someone to count on when help is needed can bring peace of mind that is invaluable. Having a chance to share one's experiences, knowledge, or insights with a volunteer can validate one's sense of worth. Interacting with a volunteer can provide social support for someone who may be experiencing the loss of long-time friends, or someone who has recently lost a spouse or partner.

Together, the benefits for both volunteers and recipients reflect the foundational principle on which the Village is based: to create a sense of community -- of connectedness with others -- from which we all benefit.

Addendum: Red Flags and What to Do

Adapted from the “Montgomery County Village Blueprint: Building a Community for All Ages”, by Leslie Marks, in collaboration with Bethesda-Chevy Chase Regional Services Center. 9/24/10.

Volunteers who interact with members are the eyes and ears of the Village. If they observe a member exhibiting signs of physical or mental deterioration, they should let the Executive Director (ED) know. The ED can arrange for a professional evaluation and appropriate support services to enable the member to continue living independently or, if necessary, can provide suggestions for finding an appropriate placement if a member is no longer able to live on their own.

Volunteers should understand that marked changes in personality or behavior are not a normal part of the aging process. The following factors may indicate that a member has a problem, and are provided to help a volunteer make an informed decision about discussing their observations with the ED. Volunteers should trust their intuition if they sense that something is wrong with a member or their living situation. By reporting anything worrisome they have observed, volunteers can play a crucial role in ensuring that a member in need receives assistance that can be vital to their well-being.

General red flags:

Unjustified fear
Unreasonable excuses
Unwarranted suspicion
Unwillingness to talk
Tearfulness
Agitation or irritability
Unexplained injuries
Refusal to have visitors
Multiple medications
Isolation or withdrawal
Multiple complaints
Burdensome guilt/shame
Inability to concentrate
Neglect of self-care
Neglect of duties
Feelings of worthlessness
Stopping usual routines
Mood swings
Recent losses

Indicators of social isolation:

Homebound
Lack of social relationships
No mention of family or friends
Consistent refusal to participate in activities outside the home
Physical or verbal "barricades" against outsiders

Indicators of failing mental or emotional health:

Confusion
Disorientation
Inappropriate dress
Forgetfulness
Repetitiveness
Over-medication
Increased withdrawal
Disheveled appearance
Bizarre behavior
Difficulty sleeping
Paranoia
Alcohol or drug abuse
Change in functioning
Irrational beliefs
Intense anger or irritability
Appears nervous or fidgety
Recent or multiple losses
Difficult to console
Change in appetite
Suicidal ideation

Changes in physical health:

Severe illness
Chronic disease changes
Loss of hearing or vision
New or multiple prescriptions
Inability to move easily
Loss of bladder or bowel control
Complaints of pain or malaise

Neglect in self-care:

Unkempt appearance
Dirty or uncombed hair
Unshaven
Dirty clothes
Inappropriate clothing
Body odor
Trash around the home
Little food in the home

Suicidal thoughts or expressions:

Recent or multiple losses
Alcohol or drug abuse
Increased depression
Increased isolation
Sudden happiness
Giving away possessions
Putting affairs in order
Despairing statements such as: "There's no use." "I'm no good to anyone."
"I'd rather be dead." "I'm just a burden." "Why go on like this?"

Economic hardship:

Inability to manage finances
Loss of financial support
Increased medical expenses
Low income

Neglect of environment:

Clutter everywhere
Strong odors
Disrepair
Garbage left out
Dirty surfaces
Utilities cut off
Neglected animal

Follow up on such statements by asking if the person is considering committing suicide or hurting themselves in any way. If the answer is "yes", the person is at very high risk. If the action seems imminent, call 9-1-1 and/or the National Suicide Prevention Lifeline at 1-800-273-8255 for immediate guidance and assistance. Also notify the ED as soon as possible, both in cases where suicidal action or self-harm seems imminent and in cases where the risk seems less imminent. Volunteers should understand that they are not expected to solve these situations; they are simply expected to bring them to the attention of trained professionals.