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**Welcome to the Foggy Bottom West End Village (FBWEV)!** We are a nonprofit, grassroots organization supporting older adults in our community to live at home as long as possible while enjoying the healthiest and most satisfying life as possible. You are joining a vibrant community filled with members who want to give and get the most of life while learning, staying fit and having fun. Most importantly, our village creates a sense of community and belonging for members.

FBWEV is part of a national network of over 200 villages all of which are somewhat unique, but all share certain characteristics. First, they are grassroots organizations, initiated locally by people who are concerned about older adults wanting to age in their own homes. Secondly, all villages (including FBWEV) rely heavily on volunteers to provide an array of direct services and top-notch programs.

Washington D.C. itself has 13 active villages which regularly work together including monthly meetings of the village executive directors. The umbrella group for the approximately 75 villages in the metropolitan area is called Washington Area Villages Exchange (WAVE) and can be found at, <https://www.wavevillages.org/index.php>. The national umbrella group for more than 200 villages is Village to Village Network and their website can be found at, <https://www.vtvnetwork.org/>.

To contact FBWEV staff either call the office at (202) 333-1327 or send an email. The Executive Director, Denise Snyder, can be reached at [dsnyder@fbwevillage.org](mailto:dsnyder@fbwevillage.org); the Assistant Director, Jonas Frumkin, can be reached at [jfrumkin@fbwevillage.org](mailto:jfrumkin@fbwevillage.org).

Denise Snyder  
Executive Director

## Purpose of Member Handbook

This handbook helps members understand the scope of what FBWEV does and how to best make use of its services and programs. Members are encouraged to also view the website, <http://fbwevillage.org/>, to learn more about our leadership, resources, and current programming. This handbook will be updated from time to time. Although it will only be redistributed to members in cases of major revisions, the copy of the handbook on the website will always be the most up-to-date.

## Membership

### Membership Categories

Membership options for individuals and households offer flexibility and value depending on a member's interests and needs. A "household" is defined as two or more people, regardless of relationship, living in the same abode. Please check our website for current fees. At times, the village may offer the option of a multi-year renewal at a cost savings or with other incentives.

*Standard Membership* includes access to all volunteer services, programs social activities, and referrals to other service providers and businesses recommended by Washington Checkbook. Standard memberships are available either for one year or for three years. The Standard Membership fee is not tax deductible.

*Social Membership* includes participation in all village programs, activities, and events. Most of the membership fee may be tax deductible, but each member should consult their tax attorney for specific advice. No services or discounts are available to social members.

Social membership can be converted to a standard membership at any time and thus the members can immediately start accessing direct services and discounts, however, any tax deduction would become void. This is limited to one conversion (i.e. a member may only switch once).

*Reduced-fee Membership* includes all the benefits of standard membership. It is available on each year to individuals and households with limited income, based on the HUD standard that is set each year. Reduced-fee memberships are supported by ongoing donations and grants. The executive director has the discretion to waive any or all of the reduced fee and to adjust the income standard where appropriate. Only the village staff will know who is a reduced-fee member.

*Non-Resident Social Membership* is available to those not living in the neighborhood if they express an interest in joining FBWEV. The executive director must approve all non-resident social memberships. This type of membership includes participation in all village activities and events. A non-resident social membership may not be converted to a standard membership, and no volunteer services or discounts are provided. If there is a village that covers the home address of the candidate for non-resident social membership, the applicant should contact that village and let the village leadership know about the application to join FBWE Village. The FBWEV executive director will also communicate with that village's leadership. The applicant may not be a reduced-fee member of another village.

### Fees and Payment Options

Members may pay their fees by check or credit card when they join FBWEV or renew their memberships. Membership fees can be made in quarterly payments. Memberships become effective upon approval by the executive director after the receipt of the member's signed agreement and payment. At that time, the member will be eligible to receive volunteer services (if a Standard Member) and to participate in village programs and activities.

The term of membership is generally one year, but the village may offer the option of multi-year renewals at a cost savings or other incentives.

See the village website under the Membership tab for detailed current information on tax deductibility, dues rates, and payment options.

*Gift memberships* can be given for one year or multiple years to a family member, friend or loved one living inside the village boundaries with approval from the executive director. A gift membership is entirely tax deductible to the person making the gift.

### Member Eligibility

Members must:

- Be at least 18 years of age.
- Live within the boundaries of the Advisory Neighborhood Commission 2A. (In certain circumstances, members who live outside the boundaries may qualify as non-resident social members.)
- Live in a residence that presents no known threats to health and safety.
- Provide advance contact information for a family member, friend, or other, that the village is permitted to contact in case of emergency.

The executive director of the village will determine whether all criteria are met.

### Privacy and Confidentiality

FBEV does not share a member's personal information unless a concern for the member's safety or health arises. The village then reserves the right to contact the individual(s) listed as the emergency contact(s) or other appropriate people, as determined by the village. If a member gives permission, contact information may also be disclosed to connect a member with a third-party vendor. All members are asked what, if any, contact information they want to have included in the village membership directory.

### Membership Renewal

*Due date:* Approximately a month before their membership expires, Members will be notified by mail that the renewal is due in approximately one month. Members are requested to submit renewal dues by the date their membership term expires to ensure the smooth financial operation of the village. Members who require extra time should contact the executive director so that arrangements can be made.

*Paying by credit card:* Members who wish to pay by credit card should check the village website one month before their membership expires. When the member logs onto the FBEV website (<http://fbwevillage.org/>) a notice and link appears in the upper right corner of the web page. By clicking on the link, members will be able to enter their credit card information. Members who wish to renew their membership earlier than 30 days before their membership expires must do so by check.

*Paying by check:* Members may submit renewal payments by check to the village office, delivered either by mail or in person. Make checks payable to Foggy Bottom West End Village, and write "membership renewal" in the memo line.

### Non-renewals

Members who decide not to renew are asked to email or call the executive director. Non-renewing members are requested to have an exit interview with the executive director and/or the membership committee chair so that the village can learn from their experience. Members who are not renewing because they are moving outside of the village boundaries should contact the village office to ask about membership as Non-Resident Social Members.

### Refunds and Termination Policy

The village reserves the right, in its sole discretion, to terminate any membership agreement, at any time, if the village determines that it is in the best interest of the village, its volunteers, or other members

If the village terminates this agreement, it will return a portion of the annual fee paid on a prorated basis from the month of termination. Members may terminate their agreements at any time by providing written notice to the village. No portion of the annual fee is refunded to members who terminate their memberships.

#### Credit for Making a Membership Referral

Village members who successfully recruit a candidate for a new membership in FBWE Village will receive one free month of membership, thereby extending the referring members' membership expiration date by one month. Members should call the village office to inform them of a referral. The executive director or membership committee will then contact the prospective member to provide additional information and facilitate the application process.

Likewise, prospective members can contact the village office directly and should reference the member who is making the referral.

#### New Member Orientation

Members receive this membership handbook. The executive director or membership committee chair contacts all new members to obtain information significant to their enjoyment of village membership, such as their interests and expectations, any health care needs, and emergency contacts. New members will be encouraged to attend specific programs designed to introduce them to other members and help them integrate quickly into the village community.

New members will also be added to the village Google Group and will start receiving the village newsletters. Additionally, they will receive a copy of the FBWEV membership directory to help in contacting other members. All new members are given the option to be listed or not in the directory.

#### Ways to Get Involved

The village has many ways for members to be involved. In addition to attending programs and activities, many current FBWE Village members find that volunteering with FBWEV greatly enhances their experience by both enabling them to get better acquainted with other members and volunteers and by gaining personal satisfaction from helping others. New members are encouraged to explore volunteer opportunities that fit their skills and availability. For more information about volunteering with the village and current opportunities contact the executive director. (See detailed information under "Volunteer Program" on page 15).

## Village Communication Channels

The village office assists new members in getting set up on all village communications channels. The village stays in touch with its members in multiple ways, including electronically, through written communications, and sometimes by phone or in-person. Please let the office know if your contact information changes. This information is not shared outside FBWEV.

### Director's Notes

The Director's Notes are usually sent out by staff once per week. When circumstances warrant it, they may be sent out more frequently (such as during the COVID-19 pandemic). The Director's Notes provide succinct information on village life including "current events" of the village, introducing new members, announces all scheduled programs and events sponsored by the village, as well as activities happening in the community that may interest members. The Director's Notes also includes humor and healthy recipes, notes members' birthdays, and links to published articles that may be of interest. Each announcement includes a link to the event calendar to enable members to easily register for village activities. Registration can also be done by emailing or calling the office.

Most members receive the Director's Notes via email. Members who do not have or use email very much may contact the village office to request hard copy delivery. Hard copies are hand delivered the same day they are emailed.

### FBWE Village Life & Times

The quarterly newsletter provides the opportunity for more in-depth information about village activities including reports from various village committees, updates on staff activities, collaborations, funding opportunities, etc. It also addresses how current events in the community, the city, and beyond are impacting the village and includes educational articles. Village members are encouraged to write pieces for this newsletter and/or to suggest topics or offer ideas for future newsletters

As with the Director's Notes, the Village Life & Times are sent via email, but will be made available in print for those who request it.

### Friendly Network

Any member who would like to receive regular calls to have someone check-in or just to chat, can ask the village staff to place them on the friendly network. A volunteer (or several volunteers) will be linked to the member to make periodic check-in calls and/or talk about whatever is on the member's mind.

### Village Website

New members are especially encouraged to review the village website, <http://fbwevillage.org/>. Members are encouraged to create their individual profiles and preferences. The website provides the easiest way to register for events and to handle village financial transactions. The event calendar is continually updated to include all planned activities and programs. Any member who would like an individual orientation session to make best use of the website may call the office to make an appointment.

### Google Group Email List-Serve

All members are encouraged to participate in the village's email list-serve (Google Group). It's a great way to be in touch with others, learn more about our neighborhood, and share common interests, whether seeking an upholsterer, a medical professional or learning about health or cultural events, free concert tickets, and neighborhood happenings. Once you receive the invitation to join, click on *Accept This Invitation*, and you're ready to participate.

Please note: The FBWEV Google Group list-serve is not to be used to communicate with FBWEV's staff or board, or to make volunteer service requests. Emails on the forum are not intended to be private or personal communication. Be aware that when you post an email or reply to one, your email is seen by the entire group. In addition, discussion of politics and religion is not allowed.

## Direct Services

### How to Request Direct Services

If there is a service you need that is not included in the following lists just call the office and ask for it. The listing is not meant to be comprehensive. If a member needs something the request should be made. If FBWEV is not able to help, the staff may be able to find alternative assistance.

Members requesting a service should call or email the village assistant director during normal business hours. Again, the more notice the better in terms of finding a volunteer able to respond to the request. Members may not contact volunteers directly to ask for help. Such direct requests mean that the village's liability insurance would no longer apply. Additionally, it may place an unfair burden on a volunteer who feels obligated to comply with the request.

Once the office has received your request, it is sent out to all the volunteers who have indicated an interest in providing that kind of service. Identifying information is given only to the volunteer who responds with a willingness to provide the service. The volunteer will call the member to make specific arrangements to provide the service. After the request has been fulfilled, members and volunteers are encouraged to provide feedback, preferably via email, to the office.

### Overview

Direct services are available to all standard members and reduced-fee members. We strongly recommend that you contact the office at least one week before you require the service. This will give the staff time to match the request with an available volunteer. Requests given with less notice will also be honored to the extent possible. Please remember that while the village can respond to most requested services, it is not guaranteed that any or all requests will be fulfilled. Below are examples of the services offered:

- Transportation

Volunteer drivers provide one-way or round-trip transportation to members and may assist them to and from the front door and carry groceries and packages as needed. Members are responsible for any parking fees involved.

- In-Home Assistance

Our volunteers may go to a member's home and help with household tasks such as:

- Cleaning out closets and cabinets
- Changing light bulbs or reaching high shelves
- Hanging pictures and curtains

- Moving light furniture
- Making simple repairs
- Raking, sweeping, or shoveling walkways
- Organizing papers or assisting with completing forms
- Assisting with light cleaning or laundry on a short-term basis

- Technology and Technical Support

Volunteers explain technology to members, discuss equipment purchases and upgrades, tutor them in hardware and software use, and can help with the following for example:

- Setting up a new computer or printer
- Setting up a home wireless network
- Troubleshooting a computer
- Selecting and using a cellular (mobile) telephone
- Using the village's website

- Running Errands

Volunteers occasionally help members with small errands. These may include:

- Picking up prescriptions
- Mailing packages/picking up mail
- Shopping for groceries

- Friendly Visits and Contact Calls

Volunteers may call or visit members to check on their well-being, chat, or read to those with impaired vision.

- Other Services

- Dog walking or helping with pet care on a temporary basis when the member is home, but unable to care for their pet
- Walking with members (for exercise or to go to a specific destination)
- Assisting with the transition home from a hospital or a rehabilitation center
- Accompanying a member to a medical appointment to assist with notetaking
- Case management on a short-term basis (conducting assessments, making referrals, etc.)

Of course, members should always treat volunteers courteously and respectfully. If a member has a problem with a service, or would like to make any suggestions or provide other feedback regarding the experience, the member should email or call the executive director.

## Programs and Activities

The village maintains an active and vibrant calendar of educational, social, and wellness related events. Additionally, the village assists members in establishing self-directed affinity groups. When members attend a village-sponsored event, they not only enjoy a stimulating, informative, or fun program, but also develop new or strengthen old friendships that create a more cohesive community and reduce social isolation.

Programs are generally open to all members unless otherwise noted. Village volunteers who have been active during the previous six months are invited to participate in the wellness and educational programs. Periodically, an event is also open to the wider community and prospective members.

Occasionally a fee may be charged for a program due to direct costs. For those non-affinity group events with a fee, the village provides funds to enable our reduced-fee members to participate. If you qualify, please contact the executive director. The exception to this is village fundraisers.

### Program cancellations due to weather

The village follows the inclement weather policy of the Washington, D.C. public schools. If D.C. schools are cancelled, so are village programs. For programs occurring when schools are not in session, registrants will be notified by email. In cases of inclement weather (including very high heat and humidity), members should check their email for any cancellation emails.

The most current village event calendar is posted on the village website, <http://fbwevillage.org/>, and members can register for programs directly from the website. (See the How to Register for Programs section below.) Here is a sampling of some of the types of events that are held throughout the year. Please email [info@fbwevillage.org](mailto:info@fbwevillage.org) for more information on village programs or with any event suggestions.

### *Wellness and Educational Programs*

- Presentations on health topics (e.g. nutrition, vision, caregiving, navigating the health care system)
- Senior fitness programs
- Lectures on topical issues (e.g. economics, civil rights, legal documents)
- Tech-related trainings and discussions
- Current events discussions
- Book and author presentations

### *Social and Cultural Activities*

- Film screenings and discussions
- Museum tours
- Weekly coffee gatherings
- Happy hours
- Historic home visits and garden tours
- Musical and theatrical performances

In addition, the village has annual activities that have become signature events. These include a springtime special performance (e.g., John Eaton, Mark Russell), a summer ice cream social, and a holiday reception held the week between Christmas and New Year's.

### Affinity Groups

Foggy Bottom West End Village members have interests and expertise in common. The village has a number of affinity groups that operate under the supervision of the program committee. These groups are self-directed by members, and all interested members are invited to join the groups and their activities, as they are able. Contact the office for more details on any of these groups.

*Coffee & Company* enjoys conversation and breakfast every Tuesday from 10:00 to 11:00 a.m. at Bread and Chocolate, 2301 M Street NW. All village members are invited to participate in the group on a drop-in basis, and registration is not required.

*Mindfulness Meditation Group* meets at St. Paul's Church, 2430 K Street N.W., every Wednesday afternoon from 2:30 to 3:30 p.m. The front doors of the St. Paul's open at 2:15 p.m. and close promptly at 2:30 p.m. All village members are welcome to participate, and no prior meditation experience is required. The group is held on a drop-in basis, and regular attendance is not required.

*The Women's Lunch Group* visits area fine dining restaurants for good food and great conversation. The group convenes on the fourth Wednesday of each month, usually at 1:00 p.m. All women members are invited to participate, although lunches are generally limited to 10 participants. Registration is required and fills up quickly. Information is distributed through the DN.

*Guys Only at Lunch (GOAL)* convenes once a month, usually at 12:30 p.m. to "talk guy stuff and otherwise solve the world's problems." All male members, volunteers, and their guests are invited to participate. Information is distributed through the DN. Registration is required.

*Caregivers Support Group* provides an opportunity for caregivers to share their experiences, their struggles, and their support with one another. Many of our members are providing care for a spouse, a partner, a parent, another family member, or a friend. This support group is facilitated by a licensed clinical social worker. Contact the office for more information.

### How to Register for Programs

Program registration is conducted through the director's notes and the event calendar on the village website. An exception is made for members who do not have computer access, and they can call the office to register.

All program announcements are published in the weekly director's notes email prior to the event. The announcement includes a description of the event, the date and venue, disability access, any cost, and how to register, if necessary. Members will also be advised whether the event is also open to nonmember volunteers, prospective village members, and/or guests.

Program information is also contained on the event calendar page of the village website. Click on each program title for details and to register.

- To register using the director's notes, make sure you are logged into your account on the village website. From the listing at the end of each program announcement in the notes, click on the link [Click here to be directed to the Event Calendar for registration.](#) *This link will transfer you directly into the village website.*
- Next, from the Event Calendar, click on the title of the program you'd like to attend. You will be automatically transferred to the registration page. Then simply click the REGISTER NOW button and follow the prompts.
- Finally, click COMPLETE REGISTRATION (located at the top and bottom of the registration page).
- You will receive an event confirmation email within minutes. If you do not get this email, you are not registered. Please call the village office at (202) 333-1327, and someone will help you.
- If you have difficulty registering through a computer, just call or email the office and staff will ensure you are registered.

### How to Cancel a Program Registration

Cancelling a program registration can be done when logged into your member account on the website. You will get an email confirmation of the cancellation. For members without computer access, call the office to cancel. Any related program fees are not refundable.

## Volunteer Program

Volunteers are the backbone of any village. The volume of programs, activities, and services provided by FBWEV can only be accomplished through the active involvement of a strong volunteer corps. Not only does this enable our village to operate in a very cost-effective manner, but it helps build the community that is central to our mission.

By volunteering their time and talents, members get to know each other, build lasting friendships, and widen their social network—not to mention enjoy the good feeling that comes from being helpful. Volunteers may be either members or area residents who want to get involved. FBWEV volunteers devote hundreds of hours of volunteer time each month, all contributing to keeping the village running smoothly.

There literally scores of ways to volunteer. If you like to make things happen – join a committee. If you hate meetings – volunteer to provide direct services. If you'd prefer to work alone – volunteer to help with administrative tasks – in the office or from your home.

### Ways to Volunteer – Committees and Administration

*Committee volunteers* have opportunities including several kinds of committees. Staff-led committees include the program, membership, and volunteer/services committees. While it is helpful for members to have skills that are relevant to the committee, the primary criteria for participation is interest in that area and willingness to help. Ad hoc committees are also created from time to time to address specific issues or situations.

Board-run committees open to non-board members include the finance and the fundraising committees. Both committees are open to new members who have skills in these areas and an interest in participating.

*Administrative volunteers* may provide occasional or regular on-site office assistance for one-time or ongoing projects. Some administrative volunteers perform tasks from their homes. Administrative assistance includes helping with mailings, typing or filing, making phone calls, delivering hard copies of the weekly and quarterly newsletters in the neighborhood, mailing out birthday cards, etc.

### Ways to Volunteer – Direct Service

Volunteers in this category may provide transportation, make friendly network visits or phone calls, help members with one-time projects in a member's home, run errands such as grocery shopping or going to the post office, help with dog walks for an ill member, etc.

All direct service volunteers complete an application form, an interview with staff, and undergo a background check. They also attend an orientation session and are expected to participate in periodic trainings. The FBWE Village is committed to providing quality services and to ensuring that volunteers have a positive experience. The safety of both members and volunteers is of utmost importance.

Volunteers are encouraged to stay in touch with the FBWEV staff, to get support and help resolving any problems encountered while providing service. Problems can range from learning to set healthy boundaries to emotional issues when working with a very ill member. Peer support from other volunteers is also built into the program through group interaction during ongoing trainings.

A volunteer manual, which provides more details about FBWEV policies and procedures for the Direct Services Volunteer Program, is available through the Volunteers page on the website, <http://fbwevillage.org/>.

#### Interested in becoming a Volunteer?

Please contact the FBWEV staff to get more information or complete the online application, <http://fbwevillage.org/>, if you would like to start the process of becoming a FBWE Village volunteer. If you would prefer to complete a hand-written application, call the office to request one.

## Organization and Management

Foggy Bottom West End Village was established in 2013 as an incorporated nonprofit charitable organization in Washington, D.C. The governing documents of FBWEV include articles of incorporation, by-laws, conflict of interest policy, and IRS 501(c)(3) designation. Accordingly, FBWEV files an annual Form 990 with the IRS and prepares an annual report of its activities. The most current annual report is available on the village website.

### Board of Directors

FBWEV is overseen by an unpaid board of directors. The board comprises local residents who have well established ties to the community as well as individuals with special expertise, all of whom bring a variety of skills and interests to the organization. Board members serve a three-year term. The majority of the board members are members of the village. The village executive director is an ex officio member of the board and all board committees.

Board officers are president, vice president, secretary and treasurer. These officers are elected from among the board to serve one-year terms. The board holds its annual meeting in the spring at which time new officers are elected. The board meets every other month. Photographs and biographies of all board members are available on the village web site. Members may write to the board by emailing [info@fbwevillage.org](mailto:info@fbwevillage.org) or mail to the FBWE Village address when there is a concern the Executive Director is not able to resolve.

The board's key roles include setting the vision and mission for the village, approving major organizational policies, determining long-term goals, representing the village to the public and assisting with development activities, approving the annual budget, and overseeing the executive director.

### Board Committees

The board of directors carries out its work through a committee structure, including the executive committee, governance committee, finance committee, and development committee. These committees report their recommendations to the board. Each committee has a charter that defines its role, membership, and goals. The committees research issues, implement board policies and mandates, and develop new policies. The board may appoint *ad hoc* committees when the need arises for a specific situation.

### Executive Director

The village is managed by an executive director who has the authority to hire other staff as reflected in the approved budget. The executive director manages the program, membership,

and volunteer/services committees. The executive director reports directly to the board president.

### Budget

The village maintains a fiscal year of January to December and adopts its budget for the following year at the November or December Board meeting. Our operating costs include office rent, personnel costs, office supplies, utilities, insurance, accounting, legal and licensing fees, and the cost of communications and outreach materials. Additionally, there are costs related to programs and activities as well as running the volunteer corps. These costs are recurring and necessary for us to deliver quality services and programs to our members. Membership fees finance approximately one-third of our budget

### Donating to the Village

Because membership fees do not cover all of the costs of running a village, FBWEV needs additional financial support to ensure that the village is sustainable for the long term. The village relies on donations and grants to help cover the operating costs (see the budget section above), and provide reduced-fee memberships. All donations to the village are fully tax deductible.

Gifts and donations can be made in the following ways: cash, stock, or in-kind contributions. The village has a legacy society for individuals who would like to include FBWEV as an IRA or insurance beneficiary or as a bequest in a will. Members may also honor or remember family, friends, or special occasions through their donations.

Donations can be made by check or with a credit card on the village website.

### Contacting Village Staff and Visiting the Village Office

The village office is in the basement of St. Paul's Episcopal Parish at 2430 K St., NW. There is often someone in the office from 10:00 – 4:00. However, because there are only two staff who, at any given time, may be at an off-site meeting, assisting another member or a meeting may be in progress, it is strongly recommend that members call the office before dropping in.

To contact the staff either call the office at (202) 333-1327 or send an email. The Executive Director, Denise Snyder, can be reached at [dsnyder@fbwevillage.org](mailto:dsnyder@fbwevillage.org); the Assistant Director, Jonas Frumkin, can be reached at [jfrumkin@fbwevillage.org](mailto:jfrumkin@fbwevillage.org).

The doors to the church buildings are usually locked. When the village office is staffed, members can take the short flight of stairs, off the church parking lot to the left side of the rear of the building, down to the office and knock on the exterior door. Members may also

come to the right side of the rear of the building, use either the ramp or the steps, and call the village office from the phone by the door there. A staff person can then let members in and the office can be reached by the elevator or steps. Again, it is important to ensure a staff member is available to let you in either door.

If a member is attending a scheduled event, the front door to the building can be used to enter during the time stated in the event announcement.