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# FOGGY BOTTOM WEST END VILLAGE

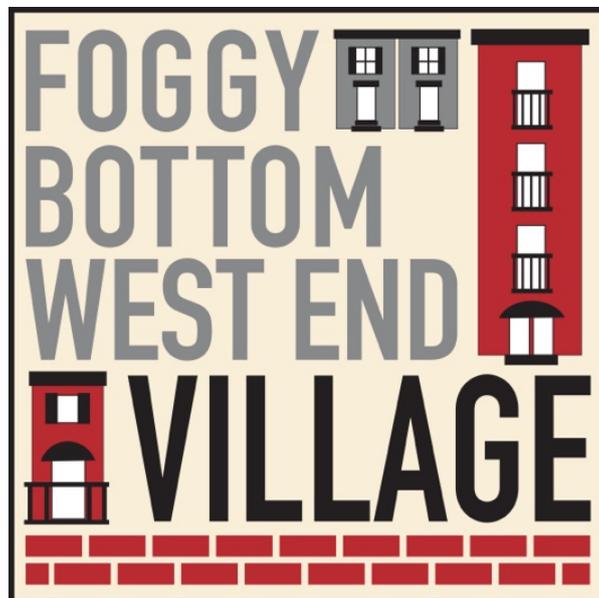
*Extend a Hand, Stay Connected, Live Well at Home*

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## VOLUNTEER HANDBOOK

Foggy Bottom West End Village appreciates the time and effort that each volunteer contributes. The **Village** relies on the commitment of our volunteers. They are the heart of the organization.

The **Village** is a "volunteer first" organization that depends upon your gracious and generous gift of time and talent.



Foggy Bottom West End Village  
[www.fbwevillage.org](http://www.fbwevillage.org)





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

## FROM THE BOARD OF DIRECTORS

***The Foggy Bottom West End Village (the Village)** has been established "to give residents of Foggy Bottom West End both the practical means and the confidence to live their lives to the fullest in their own homes as they grow older. The challenges to independency happen throughout life. The Village has recognized this by opening membership to all in our neighborhood regardless of age.*

***Foggy Bottom West End Village** provides most services through a cadre of volunteers. We are committed to providing a meaningful volunteer experience that allows you to help your neighbors and form deeper ties to our community. We intend for the experience to be flexible and match the skills and abilities you'd like to contribute to the needs of the Village. A staff executive director will work with you to find a suitable assignment and provide guidance, training and support throughout your volunteer experience. Fortunately, we have been able to find many Foggy Bottom West End residents who are enthusiastic about our mission, eager to help their neighbors, and are willing to sign on as volunteers. Many Village members are also volunteers.*

***With the first wave of baby boomers now turning 65**, retirement is much in the news, and the concept of aging in place has received a good deal of attention. An AARP poll revealed that most seniors today would rather stay in their own homes than move to retirement homes or communities. But family members tend to live in different parts of the country, and children and other extended family members are not nearby to help aging seniors realize that goal. This is why the volunteer program is so central to the mission of Foggy Bottom West End Village.*

***Many of us remember** the list of tasks that Mom and Dad had waiting when we went home for a visit: setting up a new computer, picking up a prescription, or providing a ride to the doctor's office for an appointment. Any task you might have performed (or still perform) as a good son or daughter, you might perform as a good neighbor for a member of the Village. In addition, many seniors don't wish to depend solely on family members so as not to burden them. Having a Village membership provides flexibility and a greater sense of control.*

***We are deeply grateful to you** for the time and talent that you provide to help our Village members get where they need to go, participate in social activities, make new friends, and feel safe and confident in their own homes.*

**Foggy Bottom West End Village Board of Directors**

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## GOALS OF THE VOLUNTEER PROGRAM

1. To support the mission of Foggy Bottom West End Village by providing effective and quality services;
  2. To employ a "volunteer-first" policy, finding a qualified volunteer to fulfill a request before contacting a commercial vendor;
  3. To ensure volunteers have a pleasant and rewarding service experience;
  4. To build community by providing opportunities for new friendships to develop among volunteers and members as they participate, share experiences, and discover mutual interests.
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## VOLUNTEER OPPORTUNITIES

Foggy Bottom West End Village assists members with transportation for medical and other appointments; computer/technical support; grocery shopping; friendly visits; household tasks; and help when unexpected needs arise. Some volunteers have special skills, such as helping members sort through their collections, providing assistance with paperwork, and understanding health benefits. In addition, the Village has volunteers who help the Village with administrative and office support.

See the most current list of volunteer opportunities at the Village web site under the Volunteer tab.

### ***Social and Cultural Programming***

To "live their lives to the fullest," the Village members must have opportunities to participate in a variety of social, cultural, and educational activities. The Village sponsors and recommends many programs, lectures, and other events each month. Volunteers plan, organize, and produce these social outings and get together, and we encourage volunteers to suggest new programs and activities based on their own particular interests. Events might include: movie, theater, and museum outings, educational neighborhood walks, exercise walking groups, coffee and discussion groups, sports outings, pot-luck suppers, book clubs and readings, informal talks and lectures, and visits to restaurants.

### ***Transportation***

Volunteer drivers pick up members, drive them to appointments, and return them to their homes. Drivers are needed for regularly scheduled trips, periodic and last-minute trips. Trip destinations typically include: grocery stores, doctors' offices, religious services, and social and educational events sponsored by the Village.

### ***Tech Assistance***

Volunteers will assist members with technical support for computers, cell phones, and TV equipment. Volunteers may help members learn computer skills such as installation/upgrade software, email, internet usage, and digitizing photos.

### ***In Home Services & Help When Unexpected Needs Arise***

Often a member is capable of performing a particular task but is simply unable to do so for some reason. Volunteers may be needed to help with simple household repairs or tasks, with running errands such as picking up prescriptions, mailing packages, or making a friendly visit or phone call.

### ***Specialized Member Support***

There are times when our members may need additional support because of special or chronic health issues, hospitalizations, physical rehabilitation, or unpredictable events in their lives. Select volunteers will be specially trained to work individually with such a member or to work as part of a Quick Response Team to assist members at critical times, such as hospital or rehab discharge.

### ***Administrative Support***

Many of us have worked in offices performing organizational and administrative tasks, and we've acquired skills that are essential to the functioning of an efficient organization. If you have office experience, we need your help. We would like to have one or two volunteers in the Village office at all times during business hours. Office volunteers will be trained for their particular assignments, which may include: answering phones, contacting members and volunteers to schedule appointments, bookkeeping and filing, processing forms and papers, entering data into data bases, writing, and editing.

### ***Committee Work and Assistance***

Volunteers can assist by sharing their skills as a Village committee member or by providing occasional help for the committees' functions. Volunteers assist the **Program Committee** as greeters for events, as helpers with setup and take down for parties and lectures, by taking photos at events, and helping with our Affinity Groups. The **Membership Committee's** recruiting and retention efforts are supported by volunteers. The work of the **Development Committee** focuses on fundraising for the village and can utilize volunteers with organizing campaigns, administrative tasks, and planning events. **Communications** includes working on our website, newsletter, social media, and other channels of getting the word out about our Village. Volunteers interested in assisting with these committees or on special projects should contact the director.

### ***Caveats***

Volunteers should avoid performing personal services that require close physical contact. Do not perform any "hands on" or personal services such as bathing or toileting. Such requests should be discussed with the executive director, who may refer the member to an outside vendor. Our volunteers should also be careful not to offer advice about a member's health, finances or safety (e.g., medication, diet).

## **VOLUNTEER PROCEDURES**

### ***Process***

Members of the Village submit their requests directly to the director, who then collates the requests and emails them to all appropriate volunteers. This communication of member requests is done anonymously in order to protect the confidentiality of the members. Details of the request are outlined in the email. If you as a volunteer are able to fulfill a certain request, you communicate this back to the director who makes the match. The director then shares with the member the name of the volunteer who will assist them. The director provides the volunteer with the member's contact information. The volunteer has the responsibility to contact the member and work out the logistics of the volunteer service. Volunteer service at Foggy Bottom West End Village should not become a burden. Volunteers should feel free to accept or decline to offer their services 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. All volunteer matchings are made by the director

### ***Community Service Volunteers***

For special projects and activities, as deemed appropriate by our staff, the Village may accept volunteers participating in student community-service activities, scouting projects, student intern projects, religious institution related groups, and corporate volunteer programs. In these cases, an agreement, which will be in writing, must be made with the organization, school, or program that identifies responsibility for the care and management of the volunteers.

### ***Volunteer Reporting***

Once a volunteer has completed an assignment, he or she is required to contact the director (generally by email) to report on the service provided. The director tracks all member requests and volunteer services, including the amount of time the volunteer provided - from leaving their home until they have finished and returned to their ordinary routine.

### ***Volunteer Records for Tax Purposes***

Volunteers who provide transportation may be able to deduct their mileage for income tax purposes. If a volunteer wishes to do so, they must keep their own records of mileage and service provided. Such information is not kept nor will it be provided by the Village office.

### ***Volunteer Support and Recognition***

A major component of the volunteer program is support, recognition and rewards for volunteers. Support will be provided to volunteers in need of individual guidance and problem resolution. Expressions of recognition will be conducted at least annually to highlight and reward the contributions of volunteers to the organization's programs. Every year, one or more volunteers will be awarded an outstanding service award. The board will make the selection based on the recommendation of the executive director.

## **BECOMING A VOLUNTEER**

### ***Eligibility***

Foggy Bottom West End Village welcomes all adults who share our belief in the mission of this nonprofit, aging-in-place organization to serve as volunteers. Many Village members are also volunteers, but it is not necessary to become a member in order to serve. We are very happy to have a number of young people among our volunteers. Those interested are encouraged to discuss the program with our staff. Questions can be submitted by email to the executive director (the "director") at [info@fbwevillage.org](mailto:info@fbwevillage.org).

### ***Application***

Volunteer applicants may obtain an application form on the Volunteer tab of our website at [www.fbwevillage.org](http://www.fbwevillage.org). Once completed, the application may be emailed to [volunteers@foggybottomwestendvillage.org](mailto:volunteers@foggybottomwestendvillage.org) or sent by postal mail to:

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

### ***Background Checks***

All Village volunteers must pass an official "background check." The Village uses a leading vendor in this area, Background Info USA, for this purpose. These checks are overseen by the director and are kept in confidence. There is no cost to the volunteer. Drivers will be asked to give permission for a check of motor vehicle records and insurance coverage. The resulting reports are maintained securely at the Village office. All volunteers (and former volunteers) may request a copy of their Background Info USA report. Records of persons not accepted as volunteers are also maintained.

### ***Training***

All volunteers are expected to participate in a training session which outlines the Village volunteer program, responsibilities, procedures, confidentiality, the boundaries of our services, and the reporting responsibilities of our volunteers. Ongoing training for volunteers occurs over the course of the year.

### ***References***

The volunteer applicant is asked to provide the names and contact information for two personal references. The director or his delegate makes calls to these references to conduct a reference check.

### ***Interview***

The director or his delegate will interview applicants to determine their qualifications, interests, and availability as a volunteer. This session will also give the applicant the opportunity to clarify their responsibilities and to ask any questions.

recommendations for the award to the full Board of directors. Members of the Board are not eligible to receive the award. From time to time, there may be special events for volunteers to encourage friendships and sharing between volunteers as well as with members. The Board and staff will strive to ensure that the work of volunteers is recognized and valued by the Village members.

### ***Village Events and Programs***

A number of events, lectures, and programs that are planned for members are also open to volunteers. When such offerings are available, our volunteers are notified of the opportunities. This offers Village members and volunteers to get to know one another in a social setting and helps build the community that is our Village.

### ***Resignation and Termination***

Volunteers are asked to inform the Village office and to give as much notice as possible if resigning or interrupting the volunteer assignment for a brief or an extended period of time. To help the organization grow and learn from its experiences, volunteers are asked to participate in an exit interview before leaving the volunteer program.

The Village may dismiss a volunteer if he or she fails to fulfill the duties of the position and/or meet the basic standards of professionalism set by the organization and judged essential to its performance. Grounds for dismissal may include, but are not limited to, the following: misconduct or insubordination, being under the influence of alcohol or drugs while on duty, theft of property from members, theft or misuse of the organization's equipment or materials, verbal or physical abuse of members, Village staff or other volunteers, and breach of confidentiality.

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**The best volunteers are those who enjoy sharing their knowledge, skills, and abilities with others. Our community is rich in talents and expertise. Bring your interests to Foggy Bottom West End Village.**

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# **VOLUNTEER PROGRAM POLICIES**

## ***Volunteer-First Policy***

In providing services to its members, Foggy Bottom West End Village employs a volunteer-first policy, whereby members' needs are first met through volunteer services when appropriate. The Village staff will make a judgment as to whether a requested service can be handled by a volunteer or whether it requires the expertise of a vetted commercial vendor

## ***General Expectations/Volunteer Responsibilities***

Volunteers should adhere to the rules and policies of the volunteer handbook. Working closely with the director, volunteers are expected to:

- Have an enriching and rewarding experience.
- Exercise good judgment.
- Treat members, staff and other volunteers with respect.
- Contact the director if for any reason you are uncomfortable with any situation or have a safety concern.
- Do not use tobacco products or drink alcoholic beverages or illegal drugs while volunteering.
- Refrain from making personal phone calls or using electronic devices for personal reasons while working in a volunteer capacity.
- Attend orientation and training sessions.
- Consult with the director or his designated office staff before assuming new responsibilities.
- Be prompt and reliable in reporting for duty.
- Notify the director as soon as possible when unable to report for a scheduled assignment. When possible, give 24 hours notice.
- Report to the director after the volunteer service has been completed.
- Decline any gifts or tips that may be offered.
- Report any suspicion of abuse- physical, emotional, sexual or financial - immediately to the director.
- Do not remove 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 director
- Do not expose members to any contagious diseases. If you develop a cold or the flu or have been exposed to a communicable disease such as tuberculosis, notify the director so that other arrangements can be made.
- Do not cash any checks or sign any legal documents with or for a member.

## ***Safety and Welfare Considerations***

A primary concern of the Village is the health, safety and welfare of its members and volunteers. In the course of providing services as a volunteer, should you have a concern about your own health, safety or welfare or those of a member,

you are responsible for alerting the director A potentially hazardous situation should be reported to the director immediately. Any accident or injury involving a volunteer or member, no matter how minor, should be reported immediately. Complications may develop after even a seemingly minor incident.

### ***Guidelines for Emergencies***

- **Do not attempt to handle an emergency on your own**  
If an emergency occurs, it is important that you remain calm and focus on helping the person in need. Notify the appropriate authorities that can render assistance.
- **When a member does not answer the door:** Check the premises, look through the windows or door, or call on the telephone. If there is no answer, notify the director and the building manager.
- **When a member has an accident or a medical emergency:** Do not move him/her except in a hazardous situation such as a fire. Call 911 immediately for emergency assistance. Notify the director as soon as possible.

### **Privacy and Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary, personal or privileged information to which they are exposed while serving as a volunteer, whether this information involves a Village member or another volunteer. Such information should never be shared outside the organization. It is appropriate to discuss a volunteer experience with the director, but not with others. Volunteers are required to comply with the privacy policy on the Village web site at [www.fbwevillage.org](http://www.fbwevillage.org).

### **Representation of the Organization**

Volunteers are important ambassadors for the Village within the community. Volunteers should not act on behalf of or make statements representing the official position of the organization, unless they have been authorized to do so by the director or by an officer of the board of directors. For example, volunteers should not make statements to the press or broadcast media without prior consultation and authorization.

## **VOLUNTEER DRIVERS**

Transportation is one of the top needs of Village members.

Transportation requests typically include: medical appointments, shopping, community and social events. At times the assistance is limited to driving. More typically the need might include waiting with a member at a medical appointment or assisting with shopping. It may include carrying light parcels in a shop and/ or into the member's home.

Sometimes members have mobility limitations. For example: while you are not to provide "hands-on" assistance (carrying or lifting a person) you might be requested to assist with entry and exit from a car.

Village volunteers do not perform any medical assistance. In case of a medical emergency you should call 911

Your contribution as a transportation volunteer goes far beyond travel assistance. You provide a social contact to members who may be socially isolated.

All transportation volunteers will:

- hold a valid driver's license and provide a photo copy of that license to the Village
- use their own insured car
- assume primary liability in the use of their vehicle
- hold current auto insurance, an up to date copy is to be kept on file with the Village
- have special training for this task
- be vetted with criminal and driving background checks. These will be performed by a third party and be kept confidential by the director
- carry a cell phone with them at all times while on duty
- not be expected to pay for any member expenses including parking fees. Parking costs are the responsibility of the member unless other arrangements are made by the Village office.
- not accept gifts from members
- not engage in any activity which might place themselves or members at risk (reckless driving; texting or phoning while driving; playing loud music; aggressive driving; and use of alcohol, drugs (illegal or prescription] which limit response time).

## **VILLAGE VALUES**

These values are intended to encourage a way of living and being with each other. We are building a peaceful, cooperative community based on shared and individual responsibility. Therefore, this code of ethics affirms equality.

**Respect:** I want to be treated with respect, so I have a responsibility to demonstrate respect for myself and for others.

**Kindness:** I want to be treated with kindness, so I have the responsibility to be kind to others.

**Good communication:** I want to be heard, so I have the responsibility to speak clearly and to listen carefully to others.

**Diversity:** I want to be respected for my values, opinions, beliefs, knowledge and culture, so I have the responsibility not to impose them on others and to respect the diversity of values, opinions, beliefs, knowledge and cultures in the community.

**Consensus:** I want to be part of an effective, decisive and harmonious community, so I have the responsibility to participate to the best of my ability in achieving consensus in community decisions.

**Responsibility for actions and cooperation:** I realize that my every action and inaction has the potential to affect others, so I have a responsibility to be mindful of the influence I have on others and to use that influence wisely in the spirit of cooperation.

**Being valued:** I want to have my contributions to the community respected and valued, so I have the responsibility to respect and value the contributions of others.

**Honesty and trustworthiness:** I want to trust my fellow villagers to be truthful, trustworthy with property, and to fulfill their commitments, so I have the responsibility to live up to these standards.

**Conflict:** I will take complaints and conflicts to the person(s) with whom I can resolve them, at the earliest opportunity. I will not criticize or complain to someone who cannot do something about my problem, and I will redirect others to do the same. I will not say behind someone's back what I am not willing to say to their face.

**Harmony:** I will take the time to establish good relationships with others and to reconnect with anyone with whom I feel out of harmony as soon as it is appropriate.

**Confidentiality:** I will respect the sensitivity of others' personal information. I will

let them know when something I tell them needs to be kept confidential, and vice versa. If I believe people are at risk of serious harm, I may break confidentiality.

**The gift of service:** I will offer my services without any form of payment from members. I will not accept any gift.

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We are looking forward to working with you in building community, enriching each other's lives through a thoughtful, considerate, respectful service to others so that all might continue to reside in our Foggy Bottom West End neighborhood.

Encourage your friends and family to join our volunteer corps.

Consider becoming a Village member, if you are not already. Full Membership provides social events, direct services, and provider vetting. Social Memberships are tax deductible in part and you benefit from the many social programs and activities. For more information, look under the Membership tab on the Village web site.

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