



# Member Handbook



NEIGHBORS HELPING NEIGHBORS

Georgetown Village

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## Message from the Executive Director

Welcome to Georgetown Village (GV), I am very pleased that you have made the decision to join, which will permit you to stay in your home for as long as possible. Georgetown Village was launched in 2011 by your neighbors, who spent over three years working and planning to bring this non-profit organization into existence. Georgetown Village was established to allow you to age-in-place by providing you with the practical means and services to accomplish this goal. To carry out our mission we work with trained and vetted volunteers and professional service providers to meet your needs as you age in place.

Many of our members comment on the wonderful community they have found since joining the Village. One of the many benefits of joining Georgetown Village are the opportunities you have to meet others and learn more about your neighbors as they become your friends during our social activities and programs. We hope you will join us and participate fully in the wide variety of activities we offer to enhance your daily living. Please let me or Program Committee chair know if you have ideas for other activities that you would like to see arranged for Village members or if you would like to join our Program Committee.

Our volunteer services are intended to help you stay in your homes for as long as you wish to remain there. These services will vary by person and home. Knowing this, Georgetown Village offers a diverse list of services, designed to meet a variety of needs and interests. Please do not view this list as complete! If there is something you need assistance with, please call the office and we will do our best to find you a volunteer to help. The Georgetown Village motto for our members is “Just Ask!” If we don’t have a volunteer who can help you, we will work with you to find a fully qualified professional who will meet your needs.

As we continue to grow in membership, our list of services and number of volunteers and volunteer opportunities also continue to grow. Most recently, we worked closely with Iona Senior Services to develop a Friendly Companion program for medical situations and hospitalizations. We met with nurses and doctors to create a volunteer training program that gives our volunteers the necessary skills to serve as a Friendly Companion in a

medical setting. We implemented a Medical Note-taking program at the same time. These services are more fully described in a separate section in the back of this handbook.

We hope you will tell your neighbors about these and the many other services we offer, and encourage them to join so that they, too, can benefit from all that the Village offers its members.

This handbook explains our policies and procedures, please take the time to review it carefully, so that you are able to take full advantage of everything we offer. *Since we opened our doors in December of 2011, we have filled over 3000 service requests and offered more than 500 activities and programs.* We are constantly increasing our offerings and this list of services and programs will continue to expand as time goes by. This handbook also includes a list of resources for members, be sure to browse through to the back of the book so you don't miss any important information!

We encourage members and volunteers to check the Georgetown Village website at [www.georgetown-village.org](http://www.georgetown-village.org) to keep up-to-date on new programs and services as they become available to our membership. The Communications Committee produces an informative monthly paper newsletter every other month, in addition to our weekly email blast and every other month newsletter. Please be sure to let the office know if you would like to receive a print copy or if you are fine only receiving the weekly email blasts.

You can always call the office at [202-999-8988](tel:202-999-8988) to find out about our newest programs and the most recent additions to our list of services. I am very happy to meet with you at any time, but please schedule an appointment to see me as I spend some of my time out of the building at meetings or assisting members. One place you can almost always find me is at our Thursday morning Coffee Talk, a weekly opportunity for members to drop by and socialize, share ideas, and get to know each other better. Just drop by when you have the time and inclination!

We look forward to working with you and helping you to enjoy the benefits of Georgetown Village,

Very truly yours,

*Lynn Golub-Rofrano, MSW*



## Membership Bill of Rights

*As a member of Georgetown Village I have the right to:*

- Have my personal information treated confidentially and not shared with 3rd parties without my permission;
- Receive regular updates and notifications of additional benefits as they become available;
- Contact Georgetown Village office to request services and benefits as needed from Georgetown Village volunteers or ask for suggestions of other service providers;
- Receive services from volunteers who have passed criminal and driving background checks as provided by Intellicorp;
- Expect volunteers and service providers to arrive promptly and to receive notification if there needs to be a change in previously made arrangements;
- Contact Georgetown Village office to share my opinions and feedback regarding services provided;
- Attend and fully participate in all Georgetown Village programs and activities;
- Be notified if the staff feels it necessary to contact others on my behalf;
- Request that the staff notify my contacts if I feel in need of their support;  
*and*
- Live comfortably and safely at home with the help of my neighbors and the Georgetown Village staff;
- Members are expected to show respect to the volunteers and staff who assist them at all times, recognizing that they are neighbors and often members of the Village themselves.



## Privacy Policy

Georgetown Village respects the privacy of its members, volunteers, officers and staff, and is committed to the following privacy principles:

- To protect the confidentiality of personal information about individuals including; age, gender, address, career or any other personal identifying information;
- To collect personal information directly from the individual concerned, or with the knowledge and consent of that individual;



- To inform each person of the purpose and use of requested personal information;
- To collect only personal information that is necessary to accomplish the purpose for which it is intended;
- To prohibit the sale or rental of personal information to third parties;
- To request Georgetown Village recommended fee-for-service providers to respect the confidentiality of members' personal information;
- To delete or shred sensitive personal information from its records once such information, in the discretion of Georgetown Village, is no longer needed;
- To enable individuals to update or correct their personal records at their request.



## Member Policy

Since it may be necessary at some point for the Village to contact the member's emergency contact for the well-being of that member, we ask all members to provide written permission for a Village representative to contact those specified individuals in situations raising health or safety concerns, as determined in the sole discretion of the Village. Of course, a member has the option of not providing such information.

Although Georgetown Village has collected personal information from and about our members, this information is collected exclusively for internal use by Georgetown Village to aid in serving you. Volunteers and board members will also have access to personal information on an as needed basis to assure that individual members receive appropriate services and to determine whether the services, programs and events sponsored by Georgetown Village are meeting the needs of the membership at large. However, only the Executive Director and Treasurer know who is receiving a subsidized membership. Georgetown Village does not use personal member information for commercial purposes and we never provide information to third parties who are not affiliated with Georgetown Village, except in seeking to provide services requested by a member.



Georgetown Village reserves the right to take photos at activities, events, and meetings of people and groups associated with Georgetown Village and use those photos for promotional or marketing purposes, unless you have expressly informed us that you do not want your likeness used in this way.



## How to Request Services:

Please call the Georgetown Village Office to request services and discuss your needs with the Executive Director, the Administrative Assistant, or a volunteer, whether or not these needs are listed in the handbook. Although we have tried to include a comprehensive list, it is by no means complete. We recommend you call to request a service as soon as you know it is needed, as soon as you make a doctor's appointment requiring transportation, please call the office, even if the appointment is months away.

The Georgetown Village Office is located in an office on the lower level of 1680 Wisconsin Avenue NW, Suite 110. The office is staffed by the Executive Director and administrative staff, Monday through Thursday from 10:00 AM-6:00 PM. Please make an appointment if you wish to meet with the Executive Director and do not just stop by the office. Service requests should be made by phone, at 202-999-8988, or if that is not possible you can email to [lynn@georgetown-village.org](mailto:lynn@georgetown-village.org), however it might take us longer to respond to an email.

During times that the office is closed the phone is "rolled" to the cell phone number of the Executive Director, who will get back to you as soon as possible.

As a volunteer-first organization, when you request services we will attempt to find you a volunteer who can help you. If this is not possible you will receive suggestions from our professional provider list. When you contact a vendor from our provider list please always identify yourself as a Georgetown Village member so vendors know that they are receiving business based on their association with the Village. In order to help Georgetown Village strengthen its relationships with vendors, please notify the office when making further arrangements to use your Georgetown Village vendor following an initial visit.

You may be contacted by our office after you have received a service so that we can keep track of your feedback. Please contact us immediately with any problems or concerns.

**In the event of an emergency-call 911. Georgetown Village is NOT equipped to provide emergency assistance.**

**Please note that the services described in this handbook are available for our full-service members, Social Members are not eligible for services as your dues are tax-deductible. Should your needs change, please call the office to convert your membership to a full service membership. There is no additional charge, and you can request your services during the same phone call, however, you will no longer be eligible for a tax deduction for your membership dues.**





## General Services

### TRANSPORTATION

Volunteer drivers are available to provide one-way or round-trip transportation for members. When necessary, drivers will assist the member to and from the front door and help carry groceries or packages into the house.

Georgetown Village currently offers regularly scheduled trips to Safeway and Trader Joe's. If this is where you like to do your grocery shopping please check each week's schedule and be sure to call the office by Wednesday to reserve a spot in the car

Please call the office to make your request for transportation as soon as the need arises. We prefer at least **48 hour notice** to provide transportation, but the more time you can give us the better the chance we have of finding you a volunteer driver. Of course, if there is a last minute request, give us a call and we will try to fill it! We have also set up an account with Uber car service for those extremely rare times when we are unable to provide a volunteer driver. Members will reimburse the Village for the cost of an Uber ride.

### TRANSPORTATION POLICIES:

Georgetown Village policy is to accept two ride requests per member per week, except under unusual circumstances, in order to be able to assist as many members as possible.

At times, your appointment may be cancelled by the doctor's office, if that happens, please let us know as soon as you know, so that our volunteers know their time is free, and perhaps they can help another Georgetown Village member at that time. If you need to cancel your request for any reason, please call the office as soon as possible so the volunteer does not go to your home unnecessarily.

*Some typical transportations can include:*

- Shopping;
- Library;
- Medical appointments;
- Meetings;
- Social and educational events offered by Georgetown Village or other sources.

## HOME ASSISTANCE

Georgetown Village volunteers are happy to come and visit you in your home or phone you on a regular basis. In addition, volunteers will help you with the tasks listed below, or they can serve in a consultant capacity by providing information and advice.

*Typical tasks might include:*

- Organizing your paperwork;
- Cleaning out closets or cabinets;
- Changing light bulbs or smoke alarm batteries;
- Hanging pictures;
- Flipping mattresses;
- Putting together furniture;
- Moving furniture;
- Hanging or Taking Down Curtains;
- Making simple repairs or handyman services;
- Raking, sweeping, or shoveling walks;
- Monitoring your home while you are on vacation, collecting papers, mail, etc.

## “DAILY CONTACT PROGRAM”

This program is designed primarily for Georgetown Village members who live alone and wish to receive a daily phone call to inquire if they are alright. Participating members are paired with a volunteer, and each day, at a mutually agreeable time, our volunteer makes a phone call to the member, and they share a brief telephone chat. If the scheduled call is not answered the member making the call notifies the Georgetown Village office, and that call sets in motion a series of previously agreed upon steps, including a follow-up call, and if needed a home visit by a Georgetown Village volunteer or staff member, to determine if further emergency steps may be necessary.

Georgetown Village also offers a *Phone Buddy program* for members who wish to visit socially with volunteers or other members over the phone rather than in person.

## **GARDENING ADVICE AND HELP**

Georgetown Village can refer you to professionals for major gardening and landscaping work. We also have volunteers who are willing to share their knowledge and offer advice and help with small occasional gardening chores.

*Typical examples of these would be:*

- Watering indoor plants or outdoor gardens while a member is away;
- Weeding and planting for the spring or fall; *and*
- Recommending plants that are aesthetically pleasing and do well in this area;
- Driving members to nurseries and helping to choose and carry plants.

## **TECHNOLOGY AND TECHNICAL SUPPORT**

Georgetown Village members are very fortunate to have younger members of the community who wish to get involved and help. They are extremely helpful in explaining technology and setting up computers, cell phones, internet routers, etc. [We also offer a Portable Electronics help session in the GV office on a regular basis, on the first and third Wednesdays of the month from 10:30-12:00.](#) There is no need to sign up. You can just show up with your portable electronics-cell phones, tablets, laptops, etc.

*Please contact Georgetown Village, if you need help with these issues or have other tech needs:*

- Programming and using cordless phones;
- Setting up your new computer and/or printer;
- Troubleshooting your computer;
- Setting up a wireless network in your home;
- Using your new remote to schedule taping of television shows;
- Learning to use your new portable electronic device.

## **CONVENIENCE SERVICES**

As a member of Georgetown Village you can utilize our “convenience services” when life becomes overwhelming. We are fortunate to have volunteers who are happy to help you with daily life chores on an occasional basis.

*Typical services include:*

- Free Notary Services in members’ homes or GV office;
- Mailing packages;
- Running errands;
- Preparing occasional meals;
- Organizing files and paperwork;
- Checking on houses when members are away;
- Waiting for a delivery or service repairmen;
- Picking up mail or newspapers;
- Temporary dog walking or pet care (e.g. feeding or driving pet to veterinarian or groomer).

## **MEDICAL AND FAMILY SUPPORT**

Georgetown Village’s Health Care Committee worked in partnership with Iona Senior Services to develop a curriculum to give volunteers specialized training to help them assist members during doctor visits and hospitalization. Please check the section in the back of this booklet for the full description of our Health Care related Services.

*Typical medical and family support might include:*

- Helping members prepare for hospitalization for surgery or medical treatment;
- Accompanying members to doctor visits;
- Organizing medical records and tax-related medical bills;
- Taking notes during doctor visits to help members remember what is said;
- Writing down when medicine needs to be taken;
- Calling family members after surgery or medical treatment.



## Professional Service Providers

Georgetown Village will help members identify professional service providers who are qualified to perform a range of tasks essential to the upkeep and maintenance of a house, sometimes at a discounted fee, including plumbers, carpenters, and electricians. These providers have been suggested by members and then cross-checked with the Washington Consumers' Checkbook on-line listing, selected consumer protection agencies and other referral sources. Please be sure to let the office know if there is someone who has done excellent work for you so we can approach them about becoming a Georgetown Village Preferred Service Provider. We also solicit your comments on the quality of service of the Service Providers that we suggest.

If you choose to use a GV Preferred Service Provider you must engage the third-party provider directly and you are responsible for all payments relating to the services. Georgetown Village expressly does not guaranty the quality of third party services and disclaims responsibility for any liability arising from such services or the conduct of any service providers that you engage based upon suggestions from Georgetown Village.

### **WASHINGTON CONSUMERS' CHECKBOOK**

Washington Consumers' Checkbook is a non-profit consumer information and service resource founded in 1974 ([www.checkbook.org](http://www.checkbook.org)). Georgetown Village staff can access on-line information from Consumers' Checkbook for the benefit of our members. Consumers' Checkbook publishes ratings by users from best to worst for quality and prices of local service companies, professional services, and stores, including auto repair shops, plumbers, veterinarians, appliance repair firms, roofers and dentists. We search Washington Consumers' Checkbook as one of our resources to help members find quality service providers.



## Health-Care Related Services: H.E.L.P.

### Helping Ease Life's Problems

*Georgetown Village offers many services to help members when they have need extra assistance due to medical conditions or illness. This section explains the many health-care related services we offer. Please review it carefully while you are feeling well, so when you aren't you know how to get the help you need!*

*Health-care related services include:*

- Transportation to medical appointments, physical therapy, grocery shopping by or for the member;
- Emergency Flash Drives-GV offers all members a flash drive to keep track of their medical information and a volunteer is available to help you enter and update this information;
- Pick up medications prescriptions or renewals;
- Help organize medical records, paperwork, and bills;
- Take notes during medical appointments and deliver a written copy to your home;
- Friendly companions to keep you company in the hospital or ER;
- Daily check-in phone calls to members upon request;
- Friendly Visiting in your home on a regular basis;
- Phone calls to family members while you are hospitalized or after doctors' visits, at the member's request;
- Homemade meals delivered to member's homes after hospitalization or severe illness;
- Grocery shopping done for members who are unable to shop for themselves;
- Matrix available with information about local adult living communities – last updated in 2017;
- End of Life planning information.



## Medical Note Taking Volunteer Services

*Sometimes doctor's visits can be overwhelming and there is often a lot of information presented at the same time. Georgetown Village provides specially trained volunteers who can take notes and present you with a written copy of the notes.*

Georgetown Village Medical Note Takers serve as a companion to members in the medical environment.

### *These volunteers:*

- Provide a supportive presence;
- Help you remember questions or concerns you want to share with the doctor;
- Provide written documentation of the appointment for your files and/or for you to share with family members.

If you would like a medical note taker please notify the office as soon as possible as these volunteers are specially trained and there are less of them available than our other volunteers.

The medical note taking volunteer will call you prior to the appointment to introduce themselves and discuss anything you feel they need to know before the appointment.

These volunteers can also help you write down questions you might have for the doctor before your appointment. Remember when you visit the doctor you should always bring a list of your current medications with you.

### *Some of the things you might want to share with the note taking volunteer are:*

- Is this a new problem or recurring condition;
- If you have concerns or questions you would like the volunteer to write down for you before the appointment;
- How you want to receive the notes. They can be printed and dropped off at your home or electronically emailed to you.

The volunteer will not be in the room with you for the actual physical exam, but will join you after the exam when the doctor gives their diagnosis and treatment options.

*Once the volunteer gives you the notes from the visit they will NOT keep a copy of the notes. You will have the only copy of the notes so put them someplace safe. If you request it, a copy of these notes may be sent to a family member. The GV Office does not get a copy of these notes.*



When requesting a medical note taking volunteer please notify the office as to the type of appointment, the anticipated length of appointment and any unique information you think a volunteer should know before meeting you.





## Hospital Stay Information

### **PLANNING AHEAD FOR A HOSPITAL STAY**

Going to the hospital is often stressful, and one way to make it easier is to prepare ahead of time and have everything you need in one place and easily accessible. Each hospital is different and many times will offer you the opportunity to come in prior to a planned hospitalization for a worthwhile orientation.

#### ***The most important thing to organize is your medical information.***

Put all your important information into a big envelope that is readily accessible. When preparing for a planned hospitalization, place this envelope into your overnight bag. To be prepared for an emergency hospital stay, it is also a good idea to put this envelope in an accessible location and to let the Village office and/or friends and family know where it is located.

#### ***This envelope should include:***

- Your driver's license or photo ID;
- Health insurance card(s);
- An up-to-date list of medications you're taking (be sure to date the list so medical personnel know when it was last updated) and providers and their contact information of who prescribed that medication;
- Your advance directive (living will, and health care power of attorney);
- A list of friends and family members as well as their phone numbers (sometimes when people are stressed, or are medicated, they forget phone numbers, even if they dial them every day so it helps to have them in writing);
- Contact information for a person to call when you are discharged (sometimes discharge can occur with little advance notice).

*Information to provide the Village office in advance:*

- Name of hospital and planned dates of hospitalization;
- Phone numbers of family or emergency medical proxy person;
- Information about household needs in your absence and responsibilities, i.e. pets, plants, etc.;
- Anticipated needs while hospitalized (understanding this could change);
- Name, address and contact information of anyone who has a key to your home.

**PACK A HOSPITAL BAG**

Don't bring too much stuff with you, and please leave your valuables in a safe place at home, particularly your jewelry, cash (no more than \$20 for incidentals).

*Items to pack include:*

- Slippers;
- Socks;
- Underwear;
- Robe;
- Comfortable clothes to wear home;
- Toothbrush, toothpaste, dental floss;
- Skin care products, deodorant, cosmetics, lip balm;
- Comb and brush;
- Reading material;
- Other items to help you pass the time while hospitalized-crossword puzzles, Sodoku, needlework, etc.;
- Headphones to listen to music or audible books;
- You may wish to bring a tablet or laptop (and the power cord) or leave them at home and arrange for a volunteer to bring them to you at some point during your hospitalization;
- Cell phone and charger.

### *Prior to leaving your home:*

- Pay any bills that might become due while you are hospitalized;
- Prepare a couple of easy to heat up meals and freeze them for when you return;
- Straighten out your home so you return to a peaceful setting and put fresh linens on your bed;
- Leave any items you might want brought to you in the hospital in a prominent place.

Finally, remember that during your hospital stay, your only responsibility is to rest, recuperate, and stay focused on your health. Everything else in your life is secondary. *Ask for help when you need it and allow the doctors, nurses and Village volunteers to help you.*

## **PREPARING FOR DISCHARGE**

### *When you are discharged be sure to:*

- Write down all your questions and make sure they are answered before you leave;
- Discuss and understand your diagnosis with the hospital staff before leaving. Ask what is the name of my condition, what is my prognosis, do I need to make a decision about treatment, additional tests, etc.;
- Ask the medical staff what recovery might be like including the average length of time, level of discomfort, etc.;
- Take a current list of medications that you were taking in the hospital and ask medical personnel if there are any changes. If there are, be sure to get prescriptions for new medications;
- Ask the discharge nurse for a written copy of discharge care instructions. Also, if necessary, ask for a list of recommended Home Care agencies from hospital and/or Georgetown Village;
- Notify your primary physician that you are home and schedule a follow up appointment with the doctor as soon as possible;
- If you need help getting home from the hospital or other assistance related to your hospital discharge, contact the Village office at **202-999-8988**;
- Determine who you can contact at the hospital if you have any questions about your hospitalization after discharge.

## **AFTER HOSPITALIZATION:**

When you are discharged, be sure to let the Village know you are now home-give us a call **202-999-8988**.

### *Remember our volunteers can help:*

- Transport you to further medical appointments;
- Pick up groceries;
- Prepare food for you or help you heat up meals;
- Pick up or return books to the library;
- Mail packages at post office or pick up stamps;
- Help you sort through paperwork that piled up in your absence;
- Temporarily care for pets;
- Social visits during recovery at home.





## Friendly Companion in a Medical Setting

### ***Friendly Companions Are Not Health Care Providers or Medical Advocates***

Health care providers in hospitals provide hands-on care including medical care, assistance with bathing and dressing, and walking while in the hospital. Friendly companions only provide social support and do not help with health-care tasks.

Medical advocates play a more time-consuming, comprehensive role with the member and spend a great deal of time getting to know the member's medical situation and needs. Advocates research and gather information and help the member to make the best decision possible. As a result of gathering information, advocates advise the member and act on their behalf with doctors, and hospital staff, insurance companies, medical supply vendors, etc. Friendly Companions do not play a medical advocacy role.

If the member does not have someone to act in that capacity, the GV office will refer the member to other medical advocacy resources, such as a health care manager.

### **DAYS AND TIMES OF AVAILABILITY**

Ideally, it is best to notify Georgetown Village ahead of your hospitalization, if possible. Friendly Companion volunteers will be available during hospital visiting hours, but need notice to be able to spend quality time with members. *In the event of an emergency hospitalization, call the office at 202-999-8988 and we will do our best to send you a volunteer as soon as possible.*



## **INFORMATION THE MEMBER SHOULD PROVIDE TO THE VILLAGE IN ADVANCE:**

*When you are requesting a Friendly Companion volunteer it is helpful for Georgetown Village to know:*

- If you have family in the area that will also be visiting so we can coordinate, and not overwhelm you with too many visitors at one time;
- Phone numbers for long distance relatives you might want a volunteer to contact;
- If you have an idea of how long you will be hospitalized;
- Your concerns about the hospitalization, and what you anticipate your needs will be;
- Whether you want the volunteer to stay if a medical professional comes in to speak with you.

## **INFORMATION NEEDED AT THE TIME OF REQUEST**

- Name of hospital and floor/room number
- Anticipated length of hospitalization
- Any home needs — i.e., paper/mail pickups, pet care, etc.
- Requests for reading material, or other things not available in hospital

## **CAN I REQUEST A PARTICULAR VOLUNTEER?**

As with all Georgetown Village volunteer requests, we do not take requests for specific volunteers, as we try to rotate the volunteer opportunities among our many volunteers. However, we always want feedback after you have received a volunteer service, and if you are particularly pleased with a volunteer that is a great thing to know, and we will certainly remember that, and try to get you two together again.

Also, it is important for us to know if you did not hit it off with a volunteer, as no one wants to have an unpleasant experience when they are not feeling well, and we will certainly do our best not to send that volunteer to help you again.



## HIPAA & Confidentiality

*Friendly Companions and Medical Note Takers are not providing health care services but because they will be spending time in the hospital with members they are likely to learn health information that is ordinarily kept private. There are legal and ethical considerations related to protecting the privacy of Village members.*

**HIPAA** (Health Insurance Portability and Accountability Act) requires health care providers to maintain the confidentiality of health information except under specific circumstances. Friendly Companions are not health care providers, and therefore HIPAA does not place any requirements on the Friendly Companion or Georgetown Village. However, HIPAA should not restrict the ability of the Friendly Companion to provide information to hospital staff; for example informing a nurse that a member is in pain and has requested assistance. Hospital staff may refuse to provide information to friendly companions unless the member signs a release.

**Confidentiality:** Confidentiality refers to maintaining the privacy of personal information, usually as an ethical obligation. For example, medical professionals, social workers, counselors, clergy and attorneys, among other professions, have codes of ethics that require them to maintain confidentiality under most circumstances.

In addition to professional codes of ethics, many volunteer programs, including Georgetown Village, require volunteers to maintain confidentiality. The Village's volunteer manual and our trainings stress the importance of confidentiality for all our members. Of course, Friendly Companions also refrain from talking about a member's health situation with anyone other than the Village office. Friendly companions are very careful about transporting any notes, storing papers (and destroying them when no longer needed), how they keep any files on their computers, and emailing notes, when the member has requested this.



## Social, Cultural and Educational Programs

### STAYING CONNECTED TO YOUR NEIGHBORS

The January 2018 issue of the Gerontological Society of America's Public Policy and Aging Report, from Oxford University Press talks about isolation, loneliness, a lack of social connections, and how detrimental these things are to the health of seniors. Among the risk factors for loneliness is "socializing less than weekly".

To help you avoid this risk and meet your goal of living life to the fullest, Georgetown Village provides a multitude of programs to address your diverse interests and abilities, and give you the opportunity to socialize multiple times in a week. Our website [www.georgetown-village.org](http://www.georgetown-village.org) has an updated interactive calendar that you can use to see what is going on and register for the event. We also send out weekly e-mails and monthly newsletters, if you are bored, or looking for a fun activity, call the office and we will fill you in on that week's events!

*The following are examples of social programs taking place on a regular basis:*

#### ***Weekly Coffee with the Executive Director***

Join Lynn Golub-Rofrano every Thursday morning from 10:30-11:30 to discuss your thoughts about the Village and hear what is being planned as it happens. **This program currently takes place in the conference room at St. John's Episcopal Church, 3240 O Street NW. and no RSVP is necessary.** Come by and have a cup of coffee, tea or hot chocolate and share your thoughts. The easiest way to get to Coffee Talk is to enter the church on Potomac Street, using the doorway under the sign that reads, Chapel of the Carpenter, in this way you do not need to climb any steps and the conference room is right near the door.

#### ***Book Group***

**This group meets on a monthly basis, at member's homes.** The book choices rotate between contemporary fiction and non-fiction books. Please call the office if you are interested, or check our website to find out what book they are reading and where it will meet that month. We also have some members who would like to start an evening book group for working members, let us know if you would like to participate in an evening book discussion group.



### ***Georgetown Village Happy Hours***

Join us for happy hour on the first and third Tuesday of the month at 5:30 pm. This is a nice opportunity to have a light bite out and socialize with other members. Check our website or call the office to confirm where we are meeting.

### ***Monthly Outings***

The program committee plans trips to local museums and other places of interest and arranges for an experienced docent to provide a guided tour. Be sure to check the web calendar and newsletters or call the office if you are interested in this month's outings.

### ***Professional Speakers***

Prominent speakers have addressed our members and volunteers on topics such as managing your health, healthy eating, clearing out clutter, avoiding accidents in the home, creating a historical journal for family members, contemporary issues, political commentary, etc.

### ***Theater, Film and Music***

Make plans to join Georgetown Village for talks on film and theater, in-house concerts, discount tickets to shows and concerts.

### ***IT Assistance***

Bi-weekly help sessions, drop in to the office during the scheduled time for assistance. The Village also offers sessions like safe internet usage, traveling through cyberspace, using your Ipad, etc.

### ***GV Author talks***

Georgetown Village is very fortunate to have many members who have published books, and we periodically invite one of them to speak to our members.

### ***Chat With Series***

Georgetown Village offers a members-only opportunity to listen to prominent local luminaries in intimate settings. These Sunday programs are offered periodically throughout the year.



## Resources for the Informed Hospital Patient

### **HOSPITAL SAFETY SCORE**

As you prepare for your hospitalization, it may be helpful to know how your chosen hospital compares with others in terms of safety.

*Visit [www.hospitalsafetyscore.org](http://www.hospitalsafetyscore.org)*

### **DISCHARGE**

#### ***What is discharge planning?***

Medicare says discharge planning is “A process used to decide what a patient needs for a smooth move from one level of care to another.”

Only a doctor can authorize a patient’s release from the hospital, but the actual process of discharge planning can be completed by a social worker, nurse, case manager or other person. Ideally, and especially for the most complicated medical conditions, discharge planning is done with a team approach.

#### ***Why is good discharge planning so important?***

Even simple measures help immensely. For example, you should have a telephone number(s) accessible 24 hours a day including weekends, for care information. A follow-up appointment to see the doctor should be arranged before you leave the hospital. Since errors with medications are frequent and potentially dangerous, a thorough review of all medications should be an essential part of discharge planning. Medications need to be “reconciled,” that is, the pre-hospitalization medications compared with the post-discharge list to see that there are no duplications, omissions or harmful side effects.

## **GETTING HELP AT HOME**

Listed below are some common areas you might need help with when you leave the hospital.

*Personal care:* bathing, eating, dressing, toileting

*Household care:* cooking, cleaning, laundry, shopping

*Healthcare:* medication management, physician's appointments, physical therapy, wound treatment, injections, medical equipment and techniques

*Emotional care:* companionship, meaningful activities, conversation.

Georgetown Village can help with services such as transportation, meals, support groups, household assistance, companionship, social activities etc. Please call the office once you are discharged so we can work with you to arrange assistance as needed.

If you need to hire paid in-home help, you have some decisions to make. Call Georgetown Village for a list of home health care agencies that our members have been happy with in the past.

## **DISCHARGE TO A FACILITY**

If you are being discharged to a rehab facility or nursing home, effective transition planning should ensure continuity of care, clarify the current state of the patient's health and capabilities, review medications, and help you select the facility to which your loved one is to be released.

Too often, however, choosing a facility can be a source of stress for families. You may have very little time and little information on which to base your decision. You might simply be given a list of facilities, and asked to choose one. To help, a private geriatric care manager (for whom you will pay an hourly fee) or a social worker can offer much needed advice and support. There are also online sources of information, *check the Georgetown Village resource tab on our home page-[www.georgetown-village.org](http://www.georgetown-village.org)*

## **PAYING FOR CARE AFTER DISCHARGE**



You might not be aware that insurance, including Medicare, does not pay for all services after a patient has been discharged from the hospital. However, if something is determined by the doctor to be “medically necessary” you may be able to get coverage for certain skilled care or equipment. You will need to check directly with the hospital, your insurer or Medicare to find out what might be covered and what you will have to pay for. Keep careful records of your conversations.

## **WHAT IF YOU FEEL IT'S TOO EARLY FOR DISCHARGE?**

If you don't agree that you are ready for discharge, you have the right to appeal the decision. Your first step is to talk with the physician and discharge planner and express your reservations. If that isn't enough, you will need to contact Medicare, Medicaid or your insurance company. Formal appeals are handled through designated Quality Improvement Organizations. You should know that if the QIO rules against you, you will be required to pay for the additional hospital care. The hospital must let you know the steps to take to get the case reviewer.



## Online Resources

Below are the website information to excellent online resources for people preparing for hospitalization. There is a lot of great information available online and we are providing you these links to help make your hospitalization a better experience for you and your family members.

### RESOURCES ON STAYING SAFE IN THE HOSPITAL:

<http://www.chime.org/advocacy/quality-and-patient-safety/patients-guide-to-quality-hospital-care/>

<http://www.npsf.org/?page=safetyissuespatfam>

<http://www.npsf.org/?page=askme3>

<http://www.kevinmd.com/blog/2012/01/insider-tips-surviving-hospital-stay.html>

***A Patient's Guide to the HIPAA Privacy Rule:*** When Health Care Providers May Communicate About You with Your Family, Friends, or Others Involved In Your Care [http://www.hhs.gov/sites/default/files/consumer\\_ffg.pdf](http://www.hhs.gov/sites/default/files/consumer_ffg.pdf)

### USEFUL CONTACT INFORMATION FOR GEORGETOWN VILLAGE MEMBERS

#### ***AARP (formerly American Association of Retired Persons)***

*AARP focuses on policies and issues that reflect concerns and interests of individuals 50+, including:*

- Financial security, including work and/or retirement;
- Health care;
- Long-term care services and supports;
- Communities where all can thrive;
- Ensuring that our democracy works better for all.

*For more information visit <https://www.aarp.org> or call 1-866-554-5384 or email [DCAARP@aarp.org](mailto:DCAARP@aarp.org)*

**AARP District of Columbia State Office**

100 M Street SE

Suite 650

Washington, DC 20003

### ***Federal Emergency Management Agency (FEMA)***

Offers a variety of preparedness checklists and toolkits that individuals organizations can use to perform self-assessment with an eye toward improving preparedness. This in addition to, helping people before, during, and after disasters.

*To contact FEMA visit [www.fema.gov](http://www.fema.gov) or call the General Operator: (202) 646-2500*

#### **Federal Emergency Management Agency**

500 C Street S.W.

Washington, D.C. 20472

### ***Federal Trade Commission***

The FTC protects consumers by stopping unfair, deceptive or fraudulent practices in the marketplace. They conduct investigations, sue companies and people that violate the law, develop rules to ensure a vibrant marketplace, and educate consumers and businesses about their rights and responsibilities. Most importantly the FTC collects complaints about hundreds of issues from data security and deceptive advertising to identity theft and Do Not Call violations, and numerous scams, and make them available to law enforcement agencies worldwide for follow-up.

### ***How to Report Scams & Fraud***

Scams affect every part of life. Ultimately the goal is to try to trick you out of your personal information and your money.

*To report fraud please contact the Federal Trade Commission. 202-326-2222 or toll free at 1-877-382-4357. Visit [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov) to register online for the “Do Not Call List.”*

### ***Legal Council for the Elderly***

Legal Counsel for the Elderly provides free legal and social work services to D.C. residents most in need. Their staff of dedicated attorneys and social workers are committed to bridging the justice gap for vulnerable D.C. elders. We fight to prevent evictions and foreclosures; we obtain Social Security, Medicaid and Veterans benefits due to our clients; we advocate for nursing home residents, we prepare wills and powers of attorney, and much more. They will see clients in our office, their homes and our neighborhoods. LCE's mission is to help D.C.'s elders live with dignity and the assurance that they are not alone. *For more information call the LCE Hotline: 202-434-2120 or visit the website [www.aarp.org/lce](http://www.aarp.org/lce)*

## **Legal Counsel for the Elderly**

601 E Street NW  
Washington, DC 20049

## **Senior \$afe DC Resources**

Working to protect the District's older and vulnerable residents from financial fraud or abusive practices, while providing an equitable business arena for the regulated entities operating in Washington, DC.

*To report consumer please contact the DC Dept. of Insurance, Securities and Banking Consumer Services Division at [disb.complaints@dc.gov](mailto:disb.complaints@dc.gov) or call (202) 727-8000.*

DC Dept. of Human Services Dept. of Insurance, Securities and Banking  
1050 First Street, NE  
Suite 801  
Washington, DC 20002

## **Adult Protective Services**

provides protective services to reduce or eliminate the risk of abuse, neglect, self-neglect, and exploitation.

*To report allegations of abuse, neglect, self-neglect, and/or exploitation, please call the APS Hotline at (202) 541-3950 available 24 hours 7 days a week; or visit the APS office.*

DC Dept. of Human Services/ Adult Protective Services  
64 New York Avenue, NE  
4th Floor  
Washington, DC 20002  
Phone: (202) 671-4200 Email: [dhs@dc.gov](mailto:dhs@dc.gov)

## **US Department of State/ Travel Warnings**

As a first step in planning any trip abroad, check the Travel Advisories for your intended destination. Visit the US Department of State's website at [www.travel.state.gov](http://www.travel.state.gov) for details and frequently asked questions about safety and security when traveling.

*For general information please contact 202-647-3241 or toll free 1-888-407-4747, for U.S. passport information dial 1-877-487-2778.*

Mailing Address:  
2201 C Street NW  
Washington, DC 20037



# Member Handbook

## *Contact Information and Office Hours*

Georgetown Village (GV) is open Monday through Friday. The office is staffed Monday through Thursdays from 10 am-6 pm. We often have trips and other activities out of the office on Fridays. Since we have a very small staff, please call before coming by the office to be sure we are not in a meeting or visiting another member, and that we are available to meet with you. Our office phone number is 202-999-8988. Please note you can not send texts to this number, it is a landline phone number. You can email [lynn@georgetown-village.org](mailto:lynn@georgetown-village.org) if it is not convenient for you to call.

## *The office is closed on Federal Holidays:*

New Year's Day	Labor Day
Martin Luther King Jr. Birthday	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

## *Georgetown Village Mission Statement*

Georgetown Village Inc., a 501 (c)(3) non-profit membership organization providing services and activities to help residents 55 years and over to live longer and better in their homes in Georgetown, Burleith and nearby neighborhoods.

