



Member Handbook

Dupont Circle Village (DCV)
2121 Decatur Place, NW Washington, D.C. 20008
202.436.5252
www.dupontcirclevillage.net

Welcome to Dupont Circle Village

Our tagline, “*Shattering the Stereotype*”, is the recognition that Members of Dupont Circle Village wish to live our lives in the urban neighborhoods we know, love and navigate easily. We are proud that by forming our Village in 2008, we are part of a grassroots effort that became a national Village-to-Village movement. There are now hundreds of Villages across the country and abroad.

Our network of neighbors helping neighbors in Adams Morgan, Dupont and Kalorama binds older adults together in healthy, interesting and useful ways. Membership dues, in addition to grants, legacies and other contributions, support the work of the Village.

A cadre of volunteers includes both current Members and non-Members, especially younger neighbors. DCV Member volunteers serve on the board, form our committees and generously share their many talents. DCV has an office and a small paid staff: a full-time Executive Director and a part-time Operations Manager and Volunteer Coordinator.

This Handbook gives Members an overview and specifics about the various aspects of DCV. The most up-to-date version of the handbook is online on our website: www.dupontcirclevillage.net.

Thank you very much for choosing to be part of our Village. Do not hesitate to be in touch with comments, questions and suggestions. We welcome all ideas. We grow stronger because of the individual and collective skills and experience of our Members.

Eva M. Lucero, Executive Director

OVERVIEW

Dupont Circle Village (DCV) is a non-profit 501(c)(3) organization formed in 2008 that serves the diverse Adams Morgan, Dupont Circle, and Kalorama communities. More than 320 Members share a sense of neighborhood and community: Villagers participate in local organizations and activities, shop at local stores, and eat in local restaurants. Members celebrate this stage of life and readily grapple with the realities of aging.

Our Mission: DCV connects Members to one another and provides information, cultural and social activities, education, services, and support. Membership enables Villagers to maintain active lives and community participation and to avoid isolation as they embrace the benefits and challenges of living longer.

Our Vision: DCV is an integral part of an age-friendly, vibrant community that values living independently and staying connected with each other.

Our Goals: DCV promotes a mutually supportive community and respects our Members, volunteers and others in our neighborhoods. In our operations and activities, the Village strives to:

- Be an active partner with our Members in improving their own well-being and peace of mind;
- Provide support networks to our Members as they help in promoting the well-being of each other;
- Provide a diversity of dynamic and meaningful programs and desired services that engage and benefit our Members;

- Provide a rewarding experience for Member and non-member volunteers;
- Be an integral and productive part of our neighborhoods and the wider community;
- Be broadly and intentionally inclusive in our membership and volunteers in all ways, including background, sexual orientation and economic circumstances;
- Respect the privacy and confidentiality of our Members and volunteers.

Board of Directors and Officers

The Board of Directors and officers are current Members and individuals in the local business community. All are listed on our website. Members may contact any Board Member or officer at any time about matters involving DCV.

Executive Director

The Executive Director, Eva M. Lucero, oversees the day-to-day operations of Dupont Circle Village. She is a main point of contact for Members on matters involving DCV. She works closely with the part-time Operations Manager and Volunteer Coordinator.

Committee Structure

Much of the work of DCV is done by Committees composed of Members. These Committees drive the operations and activities of the Village. They include Membership and Activities, Health & Wellness, and Finance. Information about current Committees can be found on our website.

Contacting the DCV Office

Members can reach the DCV Office by email, phone or in person. Two email addresses are monitored daily. Contact our Executive Director at execdir@dupontcirclevillage.net. Contact our Operations Manager at admin@dupontcirclevillage.net.

Members can phone the office any time: 202-436-5252. Office hours are generally 10am-2pm.

Members planning to visit the office are advised to call in advance. The office is located at 2121 Decatur Place, NW, Washington, DC 20008.

In a severe Emergency – a power outage, serious inclement weather, city shutdown or other crisis – the Village stands ready to help Villagers. Call the office phone number or contact the Volunteer Coordinator, volunteer@dupontcirclevillage.net. **If there is a life-threatening issue, call 911 immediately.**

MEMBERSHIP

Membership Eligibility

Membership is open to all within the Adams Morgan, Dupont Circle, and Kalorama neighborhoods. DCV welcomes everyone, regardless of age, race, disability, or economic circumstances. As with Villages across the country, most Members are 50 years of age and above, although the Village makes exceptions, especially for individuals with disabilities.

Boundaries and Contiguous Neighborhoods

The Dupont Circle Village boundaries are generally Calvert Street to the north, Pennsylvania Avenue to the south, 14th Street to the east, and Rock Creek Park to the west. These boundaries are used by the Village for Membership recruitment, activity planning, and establishing partnerships with businesses in the community. Applicants from contiguous neighborhoods can be accepted on a case-by-case basis.

Membership Categories and Fees are on the DCV website.

Expectations and Responsibilities of Membership

The mission and vision statements of Dupont Circle Village capture the purpose of the organization. Members choose to get together for social, health and wellness, and educational opportunities. Activities, events, and educational programming are made possible by the support and participation of Village Members and donors. Opportunities to participate through Committee Membership, volunteer service, and in other ways are open to each Member of the Village.

As part of Membership, Villagers agree to release Dupont Circle Village from responsibility or liability for injury during activities and events, for services rendered by volunteers, and in relation to other third-party providers.

Membership Directory

All Members have access to a Membership Directory that enables Members to connect with one another. The current directory is on the website. The DCV directory is intended solely

for the use of Members and may not be used for any other personal or commercial reasons. To receive a printed Membership Directory, contact the Office Manager.

Emergency Contact Form

Each Member provides Emergency Contact information. This is confidential information, used only in the event of an accident, illness, or emergency. Please keep it updated.

MEMBER COMMUNICATION

Members stay informed about Village activities, events and other information in several ways:

- **Monthly Newsletter:** The newsletter helps Villagers learn more about DCV and fellow Members. It is sent monthly by email and posted on the DCV website. The newsletter features Member profiles, reports about events that occurred in the past month, a calendar of events for the next month, and other useful information. Members may request that a print copy to be mailed to them by calling or emailing the Office Manager.
- **Weekly E-Blast:** On Fridays, Members receive the E-Blast in an email. It contains information about DCV events for the coming weeks. It lets Villagers know how to register for events that require registration. Neighborhood events are also included in the E-Blast.
- **DCV Website:** Members receive a personal password that gives them access to the Members-only sections of the website, including the Membership Directory. The DCV Calendar is also on the website, providing a quick way to

see what events are upcoming and get the necessary information as to event registration and logistics. For help with any questions about using the website, contact the Office Manager.

- **Email Listserv Groups:** DCV uses two email listserv groups for Members to communicate with each other, the DCV Listserv and DCV Unfiltered. Every Member is added to the DCV Listserv unless he or she chooses to opt out by notifying the Office Manager. The DCV Listserv is a valued way for Members to communicate neighborhood information, local events and invitations, pertinent news, various household/home requests (house/pet sitting, appliance and service recommendations, etc.), and items of interest to DCV's Membership. DCV Unfiltered is an opt-in listserv that is the forum for Members to discuss politics, share their favorite jokes or cover almost any other topic. Contact the Office Manager to be added to DCV Unfiltered. The listservs are not intended for fund-raising and other uses that are not consistent with the DCV purpose. Members can find the DCV Listserv policy on the website.

MEMBER BENEFITS

Members of DCV have access both to a broad variety of activities and to many services from our volunteers. Village activities and services continue to expand and adapt to the needs and desires of our Members. Members are informed of changes as they occur through the newsletter, E-Blast, and email.

Continuing activities for Members cover a broad range of cultural, educational, healthy living, social, and recreational interests.

Villagers are encouraged to reach out to the Activities Committee, the Executive Director, or the listserv to determine interest in an idea. Examples of our current activities include:

Lifelong Learning

- ***Live and Learn*** sessions are held once a month, featuring specialists who share essential information in many areas, including law, medicine, psychology, exercise physiology and home care. Other topics of interest, such as finance and Medicare open enrollment, are covered periodically as regulations and requirements change.
- ***Sunday Soup Salon***, a monthly program, features soup and dialogues at the home of a DCV Member. Members hear from authors, scientists, historians, and locals who share their own fascinating memories and experiences.

Keeping in Shape

- ***Walking groups***, currently meet three times a week at the Dupont Circle fountain and twice a week at Kalorama Park in Adams Morgan.
- ***Yoga*** meets via Zoom twice a week.
- ***Mediation*** meets via Zoom twice a week
- ***Tai Chi*** classes meet in person twice a week.
- ***Senior exercise classes*** are offered by George Washington University.

Pursuing Common Interests

- The **Knitting** group meets twice a month in the DCV office.
- **Mah Jong** groups meet weekly at a Member's home and
- The **Movie Group** meets monthly in the DCV office.
- Bridge Group meets on Thursdays in the DCV office.
- Coffee & Conversation meets on Thursdays at various coffee houses in Dupont Circle.

NOTE: If a Member wants to see/start a new activity like a book club, bridge or poker group, DCV can help make it happen. All it takes is one interested person to lead the effort or initiate the idea. To get started, contact the Activities Committee chair or our Executive Director. DCV will help to find out if there is enough interest in creating the activity and, if so, assist with the logistics.

Enjoying the Arts

- Docent-led **museum tours** and other cultural events occur regularly.
- Discounted **theater tickets** at various venues are made available periodically.
- Special DCV **dance programs** provide an opportunity to get close to local artists.

Socializing with Fellow Villagers

- Monthly ***birthday celebrations*** occur at different Members' homes honoring Members born in that month.
- Periodic ***"Happy Hours", lunches and dinners*** take place at neighborhood establishments.
- ***Membership gatherings*** occur at least four times a year: in the fall, in the new year, at the spring Gala, and a summer ice cream social.

VOLUNTEER SERVICES

DCV Members are eligible to receive a wide range of services from our volunteers. Volunteers are both fellow DCV Members and others from the community. DCV Members have an array of opportunities to request help:

- ***Evaluation and short-term assistance from our professional Social Worker;***
- ***Transportation*** of Members to medical and other appointments, shopping, and DCV events;
- ***Technology support*** such as computer troubleshooting and help in using new devices;
- ***Errands*** like picking up prescriptions and groceries;
- ***Household tasks*** including changing light bulbs, hanging pictures, and minor home repairs;
- ***Support*** (known as Care Groups) for Members experiencing hospitalizations, emergencies or long-term needs;
- ***Friendly visits and phone calls*** to Members to check on Member well-being and reduce a sense of social isolation as well as provide reassuring companionship;

- **Administrative help** including organizing paperwork, and dealing with medical and other forms;
- **Snow shoveling** and other help during inclement weather;
- **Gardening** including indoor plant watering and raking leaves;
- **Other non-professional services** that our volunteers can provide.

In addition:

- Information on **Downsizing** and related services to organize and donate household items is available.
- A Listing of **Local Contractors recommended by DCV Members** may be accessed under the “Find a Contractor” page on our website.

NOTE: DCV does not provide certain services, including:

1. assistance in daily living activities such as bathing, dressing, toileting, or transferring from a bed or chair;
2. medical or nursing services;
3. house cleaning;
4. utility repairs.

Social Worker Assistance: DCV has a Social Worker whose professional social work training and expertise provides guidance to our Members and volunteers. For example, our Social Worker helps to find appropriate social services when needed, assists a Member who is hospitalized to locate appropriate venues for rehabilitation, and coordinates volunteer services when the Member returns home. DCV provides these Social Worker services without charge to our Members. DCV reserves the right to set limits on these services, which are also subject to the

availability of the Social Worker and the needs of other Village Members.

How to Request Volunteer Services

1. Contact the Volunteer Coordinator at volunteer@dupontcirclevillage.net or call the DCV Office during business hours at 202-436-5252.
2. Describe the specific request. To request transportation, for example, include the destination, preferred time of pick up, time of the appointment, wait time anticipated, multiple stops (if required), parking restrictions, special accommodations, etc. Include information about use of a walker or wheelchair and any needed escort assistance in addition to transportation. If hauling or lifting is needed, be specific about what is being done, i.e., a chair needs to be moved from the first to the second floor. If shopping assistance is requested, include the destination and whether support with making decisions about purchases is needed.
3. Estimate the amount of time the tasks will take, including whether it requires more than one trip, advance telephone calls, research, etc.
4. Be sure to provide adequate notice for requests. At least three days' notice or as soon as a medical appointment is booked is preferred to request transportation. All volunteer requests take time to post and then identify and schedule volunteers. Emergency transportation requests (less than 24-hour notice) are the most difficult to fill. If a volunteer is not found, the Volunteer Coordinator will recommend alternatives.

5. We respect confidentiality. While requests go out by general email to our entire volunteer list, they do not include the identity, address, phone or email of the requestor. We disclose details only when a volunteer replies and coordination with the Volunteer Coordinator is complete. The Member is notified by the Volunteer Coordinator of the acceptance of a request and subsequent planning steps with the volunteer. Our volunteers are discreet and value the confidentiality of Members.
6. Following volunteer service, the Volunteer Coordinator often contacts the volunteer and the Member to hear about the experience. However, Members are also encouraged to contact the Volunteer Coordinator and the Executive Director to share compliments as well as recommendations to improve the volunteer experience.

Note: While we do our best, there may be times when we cannot fill all requests.

BECOMING A VOLUNTEER

Volunteers are a vital cornerstone of the Village. Many of our Members are also volunteers and we encourage Members to consider volunteering. For information on how to become a volunteer, see the volunteer portion of our website.

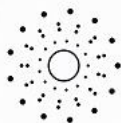
Volunteers are screened and vetted by the Volunteer Coordinator using a confidential, professional service. All volunteer-applicants must be vetted before providing volunteer support.

PRIVACY POLICY

DCV collects information from potential Members, current Members, potential volunteers and current volunteers through various means, including by phone, conversation, email and paper exchanges. The purpose of collecting this information is to make contact, to know Members better and to reach a person a Member has designated if a crisis arises.

From time to time, DCV asks Members to participate in feedback and satisfaction surveys. DCV Member responses may be used for grants and other program-related purposes; they are never attributed unless Member permission is specifically requested.

DCV stores Member information in electronic and/or paper form using appropriate security measures. DCV does not rent, sell or share any Member personal information with companies or other organizations. On occasion, Villages collect and share non-attributed information with one another. No financial information is shared outside our office.



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