



Member Handbook

Friendship Heights Neighbors Network

Taking Friendship to New Heights

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Revised March 2023

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Welcome FHNN Member!

Welcome to the Friendship Heights Neighbors Network (FHNN)! This FHNN Member's Handbook will give you details about your membership benefits. As our network grows, we expect to offer more services, as well as additional educational and social activities.

We have trained volunteers who provide full members a variety of services to help full members maintain their quality of life and remain in their homes in our community. We believe that by connecting FHNN members to volunteers, we all benefit with more enriched and expanded lives.

We have numerous activities for full and social members including educational programs, meditation, a walking group, crafts and chat, and social events. We also send out regular emails with various updates.

We count on your feedback to enhance this on-going process! Please email your suggestions and comments to:
information.fhnn@gmail.com.

Friendship Heights Neighbors Network Mission

The Friendship Heights Neighbors Network (FHNN) is a non-profit, 501(c)(3) membership organization that provides members with support services and opportunities for social and educational interaction to enable neighbors to remain active and engaged in their community.

FHNN comprises twelve residential, high-rise buildings, located in and around Friendship Heights, Maryland.

The Carleton	The Willoughby
The Elizabeth	4615 North Park Avenue
Somerset House	Willard Towers
Wisconsin Place	4620 North Park Avenue
The Highlands of Chevy Chase	

Other area buildings can be added at the request of residents.

FHNN Board of Directors and Staff

Constance Row, President, The Elizabeth
Evan Smith, Vice President & Treasurer, Willard Towers
Noel McCaman, Secretary, The Carleton
Pat Donovan, 4620 North Park
Joan Lewis, The Willoughby
Bobbe Mintz, Willard Towers
Nancy Peavy, 4620 North Park
David L. Rabin, Willard Towers

Beth Beisel, Communications and Development Director
George Feise, Operations Manager
Louise Smoak, Programs Director

Membership Types and Benefits

As a member, you have selected one of two categories: social or full membership. Your social membership may be converted to full membership if you are in need of support services at any time. A visit or phone call from an FHNN staff member is necessary prior to switching to full membership. The remaining membership fee will be applied to the full membership fee.

Social Membership

As a social member, you may participate in all FHNN educational programs and social activities.

Benefits include such activities as:

- Educational events – educational programs, lectures, and interactive discussions.
- Social activities, e.g., crafts/arts, meet-ups in FH neighbors' homes or nearby eateries.
- Lunch and dinner gatherings at nearby restaurants.
- Exercise activities; walking group.
- Discounts for area services, as they are added.
- Interactive technology teach-ins.
- Monthly newsletter and eblasts with updates.

For a current online calendar of FHNN activities and programs, go to <https://www.fhneighbors.org/calendar>. Also look for flyers posted in the buildings, where permitted.

Social membership does not include transportation service or other volunteer-provided, one-on-one services.

Full Membership

As a full member, you are entitled to all the program benefits listed under social membership. In addition, you also have access to all volunteer assistance services. You may make up to **two** service requests per week, not to exceed **six** requests per month. During the pandemic, special arrangements may be made for additional services subject to volunteer availability.

- Volunteer phone calls and home visits.
- Technology help by phone or if needed in-person including answering basic questions about email, making calls, taking pictures on your cell phone, and surfing the Web.
- Minor household tasks not handled by the maintenance department, such as watering plants.
- Assistance with the collection and sorting of mail.

Errands in the community:

- Pick up or order online groceries. Deliver the groceries.
- Trips to the Post Office to mail small packages, buy stamps, etc.
- Pick up items from nearby stores.
- Pick up/return library books.
- Pick up pharmacy items.

Drive or escort you within the community to:

- Medical or other appointments and religious activities.
- An FHNN event or activity.

We can also walk with you to shops, banks or just around the neighborhood.

Please note, an FHNN staff person will meet in person with all potential full members before membership is confirmed to review our services and ensure that FHNN can serve their interests and needs. Email information.fhnn@gmail.com for more information.

Requesting Services

When you would like to make a service request, you will need to request at least a week in advance, two weeks or more is preferred. This will give the office sufficient time to connect you with an available volunteer.

You have two ways to request a volunteer's service:

1. Email us at information.fhnn@gmail.com or
2. Call the FHNN phone (240-620-3285). We may not always be able to answer the phone, but leave a message, and we will return your call to discuss your request as soon as possible.

In your email or when we speak with you by phone, we will need to know:

- when you need assistance and
- what kind of help you need

If, for example, you need a ride to a doctor's appointment, tell us the date and time of your appointment and approximately when you will need to leave home to arrive on time. To the extent you can predict, also let us know when you think you will need to be picked up to return home. We also will need the doctor's address.

Once we have the details and have gathered all members' requests for the week, we will contact volunteers to determine who may be available to assist members. We will then contact you as soon as we have a volunteer who can assist you.

Volunteers generally commit up to 2 hours of service per request. Requests which take longer than 2 hours will be considered and like all service requests are subject to volunteer availability. There may be times that we do not have a volunteer available.

Should that occur, we will ask if there is an alternative time or day that will meet your needs.

Please be aware that volunteers cannot:

- change bandages, administer, handle, or sort medication.
- transport wheelchair-bound members.
- transport members whose wheelchairs do not collapse.
- transport members needing transfer assistance to the car.
- transport members to and from airports.
- transport for emergencies.
- transfer member from bed/chair/sofa.
- provide personal care (feeding, grooming, dressing).
- perform major household repairs.

Appointment Cancellation

If you must cancel an appointment, email FHNN at information.fhnn@gmail.com or call FHNN at 240-620-3285 as soon as possible so we may let the volunteer know. If you wish to reschedule your request, follow the same instructions described above.

After You Make Your Request:

After you have been matched with a volunteer, you will be sent an email with his or her name. The volunteer will call you as soon as possible to confirm the task, date, time, and location. You will receive another call from the volunteer the day of or the day before the assignment to re-confirm your appointment.

If you request transportation, the volunteer will verify:

- the time for pick up.
- color and make of car or license number.
- your building name/address, where you are going, and the location where the volunteer can safely pick you up.
- any mobility limitations, such as assistance walking from your apartment, require use of a walker or cane, have a hearing or vision impairment.
- if you wish to be dropped off at a location or escorted to it, and if you wish the volunteer to stay with you until you are ready to leave or pick you up afterwards.
- if the volunteer is to pick you up after the appointment, specify the time and location. Be sure to exchange cell phone numbers in case of a change in pick time; if you don't have a cell phone, ask someone at the reception desk to call the volunteer's number.
- if you have a handicapped parking placard, please bring it with you.

Note: All FHNN volunteer drivers have a current driver's license, auto insurance, and a responsible driving record.

Guidelines for Expenses:

- You are responsible for any parking fees, valet tips, and tolls (your volunteer driver pays for gas).
- If you ask a volunteer to shop for you:
- After the volunteer arrives, you will provide a list of items you want purchased.
- The volunteer will prepare an FHNN receipt in exchange for cash or a personal check to pay for purchases. If you wish to use a credit card, you will sign an FHNN note authorizing its use.
- You will be given the receipt(s) of the purchase(s) and any change when the volunteer returns, noting the amount of the purchases and the amount of change on your purchase receipt.

Please note: Volunteers may **not** receive cash or gifts for their service. The gift of giving is more than sufficient!

Privacy

FHNN will take all reasonable steps to protect the personal information of its members and shall, in no event, use it for commercial purposes. However, when concerns regarding a member's health or safety arise, FHNN reserves the right to contact those listed under member's contact information or any appropriate authority. FHNN may also use member information when required by law and to protect the legitimate rights of FHNN or its board, staff, volunteers, or other members.

Release

Each member releases FHNN and its board, staff and volunteers from any loss, damage, expense, claim or liability of any kind arising out of their acts or omissions that the member or the member's heirs, assigns or insurers may now or hereafter have.

Photos

Each member consents to the taking of that member's photo or video at any FHNN event and the use of that photo or video in any FHNN materials, including the FHNN website.

Vendors

FHNN will not provide medical or home health services or major home repairs and inspections. To help members meet these needs, FHNN will maintain and provide its members (upon request) with a list of vendors that may be available to provide such services and have been recommended by other members. No warranty, endorsement or guarantee is made by FHNN as to any vendor and members release FHNN and its board and staff from any responsibility or liability for any act or omission of a vendor.

In Conclusion...

Once again, thank you for joining FHNN and choosing to become a member of this organization to support your living at home in Friendship Heights (now or in the future) and the Village movement in general. We hope that through our neighbor-to-neighbor network, you will remain involved, with some help from FHNN volunteers, and committed to the Friendship Heights community. By these frequent interactions, we strongly believe our entire community will benefit as we build the ties that connect us.

Always feel free to share your experiences, questions, and concerns when they arise, by emailing us at information.fhnn@gmail.com or by phone, 240-620-3825. We will listen and assist you with the wisdom of our team and our network of community resources. We also look forward to learning with you and from you as we *Take Friendship to New Heights!*