

Bannockburn Neighbors Assisting Neighbors (NAN) Annual Report 2016

Governance/Meetings: Bannockburn Neighbors Assisting Neighbors has completed its 9th year. The Board had an Annual Meeting of the Board in February and met in June and September. Miriam Kelty (President) and Steve Baldwin (Treasurer) are continuing officers. Doris Brody resigned her position as Secretary. Lynn Springer and JoAnn Krecke were elected by acclamation for two-year terms. Helene Granof, Richard Boltuck continue their terms for another year. Sandra Von Fassen and Eric Nichols terms end in 2019.

The Board reviewed and retained its conflict-of-interest policy recommended by our legal advisor and signed a statement of compliance with the policy. The policy must be reviewed annually and members of the Board must sign that they agree to comply with it.

Major business at Board meetings included recruiting Board members and Block Coordinator, how best to support neighbors who need assistance. The Board also discussed NAN programs, how best to communicate resources available from NAN and from other organizations, the increased level of needs of our oldest residents, training volunteers and the rapid growth of Villages and similar organizations for aging in place in the community.

NAN continued to participate in the Village Rides (VR) program. In addition to coordinating and tracking rides requested and provided by Bannockburnians, NAN has benefited from quarterly reports, a volunteer driver training curriculum and marketing materials. Lynn Springer designed an information flyer and VR designed fridge magnets for NAN that provide information about NAN and rides respectively. These were packaged and distributed to all Bannockburn households occupied by seniors with costs borne by the Village Rides grant. The VR grant was renewed at a lower level of funding than previously. This necessitated a reduction of services, including the end of grant support for supplemental insurance for drivers and payment for background and driver record checks and marketing. In response, the Board agreed that NAN apply for supplemental insurance through RSVP. We received CIMA insurance for volunteer drivers 55+ from the same company and a very similar policy to what we had through VR.

Some of our senior Bannockburn residents persist in making informal arrangements with volunteers who had given them rides before and those rides are not entered into the database unless the rider or driver lets JoAnn or Miriam know of the activity. We estimate that about 40% more rides have been given than have been recorded.

In response to the heavy snow in January 2016, there was discussion of BCC's proposal to buy a heavy-duty snowblower. The Board recommended against this proposal

because of issues of equitable use, maintenance, storage, and frequency of need. The Board discussed the issue of uneven performance of people on the snow-shoveler list and suggested that we make responsibilities and expectations clear to people, particularly teens, who offer their services.

The Board discussed and approved BCC's request that NAN BCs gather information for the new directory.

The Board discussed an appropriate role for NAN in Bannockburn's 70th Anniversary reunion weekend. After consultation with the planning group, NAN agreed to sponsor the Sunday breakfast.

Participants in our Sunday Series programs have commented that often they are unable to hear speakers. The Board discussed and approved purchase of wireless microphones and/or speakers. Subsequently, Miriam and Mike Parker met with the company that installed the entertainment system in the clubhouse. That company proposed a \$1200 solution. Christo, a BCC board member, proposed an alternative simpler solution. BCC bought microphones and a speaker for NAN that will be used for other community events as well. It is much appreciated by NAN program participants.

NAN has received just over \$500 in donations with the BCC/BCI/BCA membership mailing.

Block Coordinator Recruitment and Meetings: Some Block Coordinators (BCs) have moved, others resigned and new Block Coordinators were recruited by JoAnn Krecke. BCs participated in social and training events. Miriam and JoAnn hosted a gathering for continuing and new BCs to get to know one another and for the Board to thank BCs for their work. BCs had a discussion about Being Mortal led by Nahid Akhyani and hosted by Helene Granof. BCs attended a session on financial abuse of elders. NAN's mission and activities were described to the community at Newcomers' Dinner, at the 70th Reunion and at the joint boards meeting in May. Volunteers were recruited at these events.

Direct Services: NAN continues to assist Bannockburn seniors who wish to age in place. Areas in which help is needed were identified on the initial and subsequent surveys. Bannockburn and virtually all the villages that have conducted surveys identify transportation, social-educational activities and social visiting as their top priorities. Assistance with household chores is next with equipment loans and help with organization, finances, computers and other specific tasks following.

Since requests for assistance often are made directly to neighbors, to Block Coordinators and through the list-serv, tracking the number of services performed continues to be difficult. Transportation is the most requested service. Most requests have been met, including rides to medical and other appointments, as well as rides to

stores, classes and/or meetings on a regular schedule. Through Village Rides and informal arrangements our drivers devoted about 100 volunteer hours in 2016. Several households that needed help related to medical situations contacted NAN Board members and BCs directly. Assistance was provided for transportation, equipment, food and/or information about geriatric case managers and professional home-care companies. This year NAN drivers assisted seniors who do not live in Bannockburn but are nearby with transportation to physical therapy and to medical appointments. Some of these requests came through other villages that were unable to provide the service and some were through VR. Such requests are unusual and our drivers have been very gracious about helping those in need.

Assistance with household chores includes a variety of activities: changing a light bulb, fixing a faucet washer, resetting circuit breakers, etc.; being present when commercial help comes to the home to deter taking advantage or over-charging or inappropriate behavior; advice on whether professional help is needed or whether a neighbor or family member can do the job that needs to be done. These requests have been infrequent in recent months.

A senior suggested that we have a lending closet for medical equipment. She described her idea on the list-serv and collected crutches, walkers, toileting aids and a few other things that were not being used. They are in Miriam's basement and available for loan. Requests for baby car seats, cribs and high chairs, toys, etc. pick up around holiday times. Most of these transactions take place via the list-serv.

As was the case last year, NAN continues to receive requests to assist some the oldest residents in our community. About half the requests came directly from neighbors who needed help, others from neighbors of these residents who were concerned about their welfare and contacted NAN. Adult children who are nearby or out of town also contacted NAN to inquire about or request services for parents. The needs ranged from transportation to a series of medical appointments, identifying professional services providers, checking in with caregivers, information about County services, visiting, shopping, reading, and reassurance. Although most of these requests were filled easily, some situations observed in the home raise questions about safety and ability to manage independently. Similar situations have been reported by other Villages that have been operating for several years as their residents become older and need more help.

NAN maintains a resource file and posts some resources on its web page. For example, this year we posted a home safety check-list and an emergency plan. We have provided information about rehabilitation and nursing centers and keep current on which are considered the best for different situations by recent users and/or experts. NAN also has put those looking for professional caregiving staff in touch with neighbors who are or have recently used such individuals. We keep in touch with several social workers and/or geriatric care managers who are excellent information resources.

Social visiting and activities that foster socialization are appreciated by Bannockburn seniors. BCs and other neighbors visited some seniors on a regular basis. In other situations, visits were in response to specific needs. Monthly programs and socials provided an opportunity for seniors to interact with neighbors of all ages. Visits to neighbors who employ full-time or part-time caregivers or in which a family member is a caregiver raised awareness of caregiver social isolation and stress.

Social/Educational Programs: NAN sponsored a variety of programs/social activities of broad interest and some geared more to interests of older persons and/or their adult children. Some programs were co-sponsored with other community organizations. Trips to local museums, historic houses and places of interest were initiated this year. 2016 programs included:

January: Newcomers' dinner, Kennedy Center Tour
February: Wise Elder presentations; Social Hour with jazz combo
March: Music program: Perdido Jazz Ensemble; Game Night at the Clubhouse (kids & adults)
April: Poetry Reading: Doris Brody and Tom Gannon
May: Author talk: Eva Clarke on Born Survivors; NAN Night at Spring Show
June: Water Exercise with Marianne Ross
July: Water Exercise with Marianne Ross
September: Author talk: Robert Musil on Rachel Carson and her legacy for today; Trip to the Brookside Gardens Butterfly Exhibit, 70th Anniversary of Bannockburn Reunion Weekend Events
October: Tova Kasdin: Elder Abuse and its Prevention; Music Festival; Halloween Party
November: Washington World Chorus
December:

Book Clubs:

Three book clubs initiated at a NAN community meeting continue to meet.

Wise Elders: The Wise Elder Program, coordinated by Marianne Ross and Miriam Kelty, recruited Whitman students and older Bannockburnians to participate. Training documents and guidelines were reviewed, meetings were held with the high school teacher-sponsor and students. Five students and elders participated. The presentation was held in February and was attended by more than 60 people.

Partnership with Bannockburn Nursery School: This year we met with BNS and started a program in which older residents are invited to the nursery school on the last Friday of each month to engage in some activity with the children: reading, crafts, music, drama or something else that the elder can offer and the staff agree to.

Communications and Outreach: Block Coordinators recommended that communication and outreach activities are needed to inform Bannockburn neighbors about NAN, its mission and services. The NAN page on the Bannockburn Community website was updated. A printable copy of the NAN brochure is posted on the NAN page of the Bannockburn Community website. A one-page brochure about NAN and fridge magnets with information about Village Rides was hand delivered to all seniors' homes in our catchment area. They were identified using the voter registration information collected in 2015 and the Directory. There were several visits with people who were home during the process of gathering information and distributing the flyers and magnets.

NAN distributed periodic notices of upcoming events including county activities, programs of other villages, cultural events and service events.

There was a presentation about NAN at the Newcomers' Dinner. In May, NAN attended the joint meeting of all Boards and reported on status of the organization, activities and future plans and priorities. Some new residents expressed interest in becoming volunteers and a few have been recruited.

Outreach activities included interaction with groups in Montgomery County and in the greater Washington area. NAN was invited to participate in county and other meetings about 'villages' and to share experiences with other groups that promote aging in place in the community. The county supports our membership in Village to Village Network and has given NAN access to webinars and other resources. Issues common to all villages nationally include: administrative management; data systems and support; planning for turnover and succession of leadership; negotiating preferred provider pricing for villages; keeping up to date on community resources; membership fees; geographic boundaries; student service learning hours and the role of faith based organizations in villages. Similar issues have been discussed in the quarterly meetings of Washington Area Villages Exchange, a group that meets quarterly to share information and to support village development. NAN keeps in touch with close-by 'villages' such as Chevy Chase at Home, Burning Tree, Neighbors2Neighbors and Cabin John. Currently, there are 10 operating and developing villages in the Bethesda area* that meet with one another quarterly and share information more frequently. NAN continued participating in Maryland villages statewide community of practice. This year the Village Coordinator, a full-time Montgomery County employee, has facilitated interaction among villages.

* Burning Tree, Bannockburn, Little Falls, Metro Bethesda, Bradley Hills, Wyngate, Maplewood, Friendship Heights, Potomac, Kensington

In 2016 Little Falls Village took the lead in inviting BCC-area villages to a series of meetings to discuss collaboration on programs, administrative services and group purchases. For example, we agreed to welcome members of neighboring villages to most events; to consider a group rate for accounting services, legal services and for

insurance, e.g. Board of Directors insurance and liability insurance, and to think about group purchase of supplies. Bannockburn, with its strong sense of community and all volunteer model, has a much lower costs and fewer fund-raising and accounting services needs than staffed villages but remains in the loop.

Donations: In 2016, NAN received just over \$500 donations from the community plus many hours of donated services.

Priorities for 2017: NAN's priorities for the coming year remain similar to last year's :

1. Provide services to Bannockburnians, particularly to assist seniors who want to age in place.
2. Familiarize our community with NAN and recruit neighbors to become more involved as Block Coordinators, Board members and then officers.
3. Hold a community meeting to get feedback on NAN and to listen to community recommendations for services and programs. Explore interest in a walking group, caregiver support group, movie group, etc. Recruit people to participate in the Wise Elder program
4. Recruit and retain block coordinators, make sure they are well informed about NAN purposes and services, and offer them training and opportunities to interact.
5. Continue social/educational programs and increase community participation in them.
6. Recruit volunteers to provide services and to help with programs.
7. Increase rider and driver participation in Village Rides program
8. Expand NAN's trip program to sites in the DC area.

Miriam Keltly, February 2017