

## Co-op Coalition Survey: Older and Disabled Services

Thanks to the 20 members who took the time to respond to this survey. It's interesting to see the various ways different co-ops provide assistance of one level or another. The original e-mail request containing the question follows along with the table containing the individual responses.

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In a message dated 1/11/2016 12:37:00 P.M. Eastern Standard Time, CooperativesDC@aol.com writes:  
Dear Presidents, Coalition Representatives, and Mangers,

We hope 2016 has started out well for you and your cooperatives. This is the first member-requested survey for this year. The question concerns an issue that has been of continuing interest to all Coalition members: Assisting older and/or disabled residents. The Coalition has held a seminar and a presentation at a recent annual meeting on the topic. The questions are below.

Please take a minute or two to answer the questions and **reply with your responses by 5pm, Friday, January 22.** The more responses we receive, the more helpful the survey will be to the requestor, you, and to the rest of our Coalition members.

On behalf of the entire Coalition Board, we wish you the best for 2016!

Mike O'Dell, Director  
DC Cooperative Housing Coalition  
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*You are receiving this e-mail blind-copied to protect your privacy.*

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What coop services/programs are available to assist (primarily elderly or disabled) residents (e.g., car rides for medical appointments, buying groceries, picking up prescriptions etc.)? Do any co-ops have a policy/program in place for checking up on these residents for safety/security reasons?

Thanks so much for your help.

<50 units	We have no programs to assist elderly members. With so few owners, we have no need for a formal program to check on each other's safety/security.
<50 units	Our does not have a formal program for disabled or elderly residents, but as neighbors we help each other when needed.
<50 units	Although there is no set policy or procedure in place, various residents offer help when aware that assistance might be needed. This takes the form, for instance, of offering rides, buying groceries, picking up prescriptions, or preparing meals. Just yesterday, one resident very thoughtfully sent out an e-mail notice offering to provide rides to anyone that might need one for grocery shopping in preparation for this weekend's predicted snow storm.

<50 units	<p>[Our co-op] does not have any formal services in place for older and/or disabled residents. We still rely on favors being done by neighbors and friends.</p> <p>At the building's [last] annual meeting, we discussed making physical access to our building easier for people using walkers and wheelchairs. This would mean providing options other than the current stairs. It could mean the construction of a concrete ramp from the sidewalk to the front entrance to the building. It could also involve installing a mechanical lift at the stairs inside the front door. It could mean installing an automatic door-opener button on the front and back (basement) doors. It was noted that such improvements would also be helpful to people using baby carriages and strollers, shopping carts, and bicycles. The association agreed to hire a specialized architect or other design professional to provide the Netherlands with suggestions for improving handicapped access to our building.</p>
<50 units	<p>We don't have any kind of formal program to assist elderly or disabled residents.</p>
<50 units	<p>We are a small Coop. Currently there is no formal policy or procedure in place to assist elderly or disabled residents. Informally, our live-in Resident Manager who is aware of Units with needs, either reaches out to them during her daily rounds and/or other Coop residents act as "neighbors helping neighbors".</p> <p>We are aware of the aging of our Coop residency and have had discussions especially regarding ensuring we have current emergency contacts, as well as how to manage those that are less than "cooperative" and may present a safety/security to issue to themselves and/or other members and/or residents with no or unknown emergency / family contacts.</p>
50 – 99 units	<p>[Our co-op] does not have any programs in place, but we are a small enough coop that residents do look after one another and provide care and intervention when necessary to assist the elderly and disabled in the building.</p>
50 – 99 units	<p>We have some elderly and disabled residents. However, we do not provide any services through the coop. We do not check in with any of our residents on a regular basis.</p>
50 – 99 units	<p>No such programs or policies at [our co-op].</p>
50 – 99 units	<p>No special programs in place at our building, just normal neighborly concern.</p>
50 – 99 units	<p>Although a large number of members are older, we do not offer any special services to any member. Prescriptions are sometimes delivered by pharmacies. We do assist upon request to bring the groceries from their car up to the apartment. A couple of members that require assistance have a helper that comes daily or 24/7. We do not have a policy/program in place for checking up on these residents.</p>
50 – 99 units	<p>We [have] no building policies in place for assisting any older-disabled residents. However, we have residents in the building who assist a disabled (blind) resident on an informal basis and elderly residents who look after each other and who would not hesitate to call on a member of the board should they suspect an elderly resident needs assistance.</p>
100+ units	<p>[Our] Cooperative does not have any services/programs available to assist residents. These residents are directed to the D.C. Office on Aging, Iona Services and other similar programs. Our policy on checking on residents for safety/security is to call 311 and request that the police/EMS check on the welfare of the resident.</p> <p>This seems impersonal but the staff is not trained to handle the elderly or disabled, it's not a part of their job responsibilities and would create a huge</p>

	liability should someone become injured or die while the staff was assisting them. Those residents need to hire outside help or relocate; this is not an assisted living facility.
100+ units	Presently [our co-op] does not have any special assistance programs for aging shareholders. It is something we are planning on looking into during the 2016 year so we are very interested in the responses to this question. Thank you.
100+ units	In the Foggy Bottom area there is a shuttle the will take seniors to the grocery store. We also have the Foggy Bottom -West End Village (info@fbwevillage.org) that was established to assist seniors and disabled residents with such needs. We check up of residents where there is concern for their wellbeing. If we find that they need assistance, we refer the matter to emergency services or the next of kin.
100+ units	Please check out the Foggy Bottom West End Village as a resource for aging in place.
100+ units	It is unfortunate to say that beyond maintaining a list of names (volunteered by the elderly or disabled), we have no services/programs available. As a rule, we do check in our seniors when we do not either hear from them or see them. Many of our seniors have aids or have arranged with neighbors to assist them with groceries, prescriptions. I cannot answer as to whether neighbors take them to the doctors. Many of our residents use Metro Access.
100+ units	We have an informal group of "Good Neighbor" residents who are available to assist people regardless of age or disability (rides to appointments, pick up groceries, medications, walk dog, etc.). A list of the names of those providing assistance is maintained and available to anyone who needs assistance.
100+ units	There is a volunteer committee who meets monthly that consists of close to 100. The membership is divided into those who assist in different ways such as floor coordinators who are first contact for residents in need on each floor and facilitate communication to other volunteers in the committee. One group collects and distributes donated items for temporary use such as wheelchairs, canes, walkers, crutches, high chairs. One group coordinates grocery deliveries or shopping for those in need and for picking-up prescriptions. Another group plans social events and informational presentations – this month Neighborhood Watch Training is the presentation. Another group coordinates Movie Night and rents and shows movies in the Party/Meeting Room each month. One group used to provide rides to medical appointments, emergency room or social visits but the Cooperative was advised it should not sponsor chauffer/taxi service as a committee function. Friends throughout the building still provide rides to friends.
100+ units	We do not take part in any of these services or arrangement of these services as we are not trained or licensed in these departments and do not want to accept any liability for care taking.