

## **Living Well Network Computer Home Visits for LWN Members**

*Diane Martin, Living Well Network Coordinator* phone: 617-528-0643  
*Freeman Deutsch, Computer/Technology Advocate*

LWN reserves the right to refuse Computer Home Visits due to travel distance or other considerations.

### **Scheduling**

Before scheduling an LWN Computer Home Visit, please read this completely so you are familiar with the process and expectations. Call Diane to schedule your first Computer Home Visit at **617-528-0643**. If you leave a voicemail, give the best time and day to reach you. Or email Diane at [dmartin@agassiz.org](mailto:dmartin@agassiz.org). Email is checked a minimum of twice weekly.

### **Rates:**

1 hour minimum at \$35/hour, and in increments of 15 minutes thereafter ( $\frac{1}{4}$  hour is \$8.75,  $\frac{1}{2}$  hour is \$17.50,  $\frac{3}{4}$  hour is \$26.25); for instance if Freeman was at your home for an hour and 15 minutes, the total for that visit is \$43.75.

### **Payment**

Check (preferred) or cash payment is due at the end of the visit. Checks should be made out to Agassiz Baldwin Community (please put LWN home visit in the memo section in the lower left of the check). Freeman will provide a written receipt for cash payment or upon request.

### **Travel Expenses**

As the Computer Home Visit program has grown, we are frequently asked to provide computer services further from the Agassiz Neighborhood than in previous years. Our goal of providing safe, reasonably priced in-home computer help at \$35 per hour remains. If your home is outside the Agassiz Neighborhood or more than  $\frac{1}{2}$  mile away from 20 Sacramento Street in Cambridge, you are expected to reimburse Freeman for travel time and expenses in a check written to Freeman Deutsch or in cash at the time of his visit. Since Freeman doesn't drive this may include a round trip ride on Lyft. You will be told in advance if there will be travel time in addition to the payment for the Computer Home Visit. The exact amount will be determined by the cost of travel time and either bus fare or the cost of a Lyft ride. If you live in the Agassiz Neighborhood or Inman Square (where Freeman lives), there should be no charge but check with Freeman when you schedule the Computer Home Visit just to be sure.

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### **Membership Requirement**

Home Visits require up-to-date paid Living Well Network membership of \$125 per couple or \$75 per individual per *calendar year*. For more information on LWN membership and to sign up as a member go to <http://agassiz.org/living-well/lwn-membership/>. Click blue DONATE NOW button on the right side. Choose Living Well Network in Select the Designation drop-down menu.

### **Home Visit Services**

This is a partial list of some of the things that Freeman can help you with:

- Set up new computer and technology equipment (including televisions, networks, printers, etc.); organize equipment cords
- Advise you on upgrades and purchase of equipment and software
- Tutor computer and device skills (from very basic to more advanced)
- Help you make your computer more secure
- Install software and security patches
- Set up so you can use your computer (Mac or PC) or iPhone
- Fix syncing issues between Macs and iPhone
- Set up Google Docs, Gmail, Google Calendar, Google Voice, etc.
- Set up Drop Box
- Ensure that your data is always backed up
- Restore lost data, and help organize your computer data