



BRUNSWICK SENIOR
RESOURCES INC.



MEALS
on WHEELS
BRUNSWICK COUNTY, NC

Volunteer Handbook



BSRI VOLUNTEER HANDBOOK

WELCOME!



**BRUNSWICK SENIOR
RESOURCES INC.**



Volunteer Handbook

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Welcome Letter from CEO

Thank you for your commitment to serve as a Brunswick Senior Resources, Inc. (BSRI) Volunteer. BSRI's past, present, and continued future successes are due in large part to the skills, talents, and dedication of its volunteers.

As a BSRI volunteer, you are contributing to the causes we are honored to rally for the senior adults in Brunswick County. You are also joining hundreds of volunteers who desire to impact the welfare of the community's citizens.

We hope your volunteer experience provides an opportunity to develop leadership skills, network with colleagues and promote personal and professional growth. This volunteer manual has been prepared as a resource for you. It is intended to be a convenient summary of information about BSRI and an overview of volunteer policies and procedures.

We hope your association with BSRI is a valuable experience. Your role is important and provides the potential to be as significant as you choose to make it. We look forward to your contributions.

Sincerely,

Jim

James M. Fish, President/CEO



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Section 1

BSRI Overview

History

In 2002, Brunswick Senior Resources Inc. was designated as the lead agency providing senior services and programs in Brunswick County, absorbing services from the county's Aging and Adult Services division of the Department of Social Services. BSRI operates as a 501(c)3 not-for-profit agency through public, private, and government grants, as well as monetary and in-kind contributions. BSRI services are conducted through 5 senior centers and 4 satellite nutrition sites throughout Brunswick County.

Mission Statement

Our mission is to promote the well-being and enhance the quality of life for all senior adults in Brunswick County by advocating for programs and delivering services that encourage and sustain independence and their continued participation in the community.

Goals & Values

BSRI's goal is to be recognized as the preeminent provider of services to senior adults in Brunswick County by continuing to deliver a set of services and programs that provides these citizens with real capacity for quality of life while maintaining their independence. We continually strive for the highest quality and cost-effectiveness in our programs and operations. We believe that our goals are accomplished only with a real commitment from all staff members and volunteers.

Section 2

Volunteer Program Overview

BSRI relies heavily on a volunteer base of over 520 people. BSRI operates with more volunteers than staff members. Therefore, volunteers are held to a high standard and utmost importance. Volunteers carry out many tasks for the organization to make our mission possible. BSRI's team of volunteers do anything from behind the scenes work, helping staff members with administrative tasks to packing meals for home delivered meals, delivering meals to homebound seniors, serving lunch and assisting in the dining rooms during lunch, counseling seniors through Medicare with our SHIIP program (Senior Health Insurance Information), serving on the executive board or advisory committees, and more.



Because volunteers represent such a large portion of our services to our community, it is important that volunteers know the expectations. To assure the positive reputation of these programs and the safety of the vulnerable population we serve, volunteers are expected to adhere to professional standards and organizational policy and procedures.

Volunteer Expectations

As a BSRI volunteer you can expect the following:

- Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
- Receive training and supervision for the tasks accepted.
- Be treated as a fellow team member who contributes to BSRI goals through your volunteer work.
- Make suggestions about your assignment and be acknowledged by staff.
- Expect that BSRI will be a good steward of your time.
- Be given appropriate expressions of appreciation and recognition.
- Be trusted with confidential information if needed to help carry our assignments.
- Receive a mileage reimbursement for your personal vehicle when appropriate or receive an annual mileage statement for tax deduction purposes if desired.
- Be treated with a spirit of friendliness and cooperation so that BSRI will continue to be known as a “great place to volunteer.”
- A safe and inviting environment to work in that is free of harassment and discrimination.

Volunteer Requirements

- Have a criminal background screening conducted prior to volunteering, this is handled as soon as a volunteer fills out an online application, after the first point of contact is made. This service is free to the volunteer, BSRI pays for the background check that is conducted.
- **Wear a volunteer badge when on duty. Upon entering the building, the badge should be visible until your volunteer shift ends.**
- **Volunteer hours must be logged through the volunteer management software, “Better Impact.” Volunteers log on to their dashboard by visiting “My Impact Page.”** “Better Impact” can be downloaded on the volunteer’s phone as an app, or volunteers can use safari or another Internet search engine to record hours. Volunteer hours are important data for nonprofits and are required for reports, audits, grant purposes and safety. If you have questions about this process, please ask your supervisor.
- Effective June 1st, 2021, all **volunteers are encouraged to wear a BSRI Volunteer T-shirt during their volunteer shift.** New volunteers will receive one free shirt at the time of on-boarding. Any additional shirts may be ordered.



Volunteer requirements cont.

- Effective June 1st, 2021 new volunteers will have a required commitment to volunteer at least once a week for no less than 2 hours. Most volunteer lead activities operate on scheduled volunteers. Therefore, we need members of our volunteer team to be consistent.

***If you are on a committee, special event planning group, or a substitute volunteer, hours and commitment requirements will vary.**

- Keep organizational change or decisions confidential and not discuss BSRI related business negatively. Any concerns about organizational decisions or change may be brought to the attention of your Supervisor.
 - Attend all required meetings and training.
 - **Give at least one week's notice of planned absence.**
-

Volunteer Safety

You and BSRI share responsibility for establishing and maintaining a safe work environment. BSRI will attempt to ensure a safe work environment and to comply with federal, state, and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all your work activities. You are asked to report any unsafe conditions to your facility director.

Any accident, which results in injury, regardless of how insignificant, must be reported promptly to your director or supervisor in charge. BSRI worker's compensation insurance does cover accidental injuries to our volunteers for medical expenses only. A first aid kit is in all BSRI facilities. A supervisor will advise you of exact locations on site. Automated Emergency Devices (AED/defibrillator) are also located at each facility.

*Volunteer drivers delivering homebound meals are required to have adequate liability insurance on their personal vehicle, have a valid driver's license, and complete a required insurance information form prior to their first day. Automobile insurance is the volunteer's responsibility, damages and personal injury is also the volunteer's responsibility.

Volunteer Attendance

BSRI relies on scheduled volunteers to carry out vital services for seniors living in sometimes very vulnerable situations. It is pertinent that we receive adequate notice of an absence. Attendance issues may be cause for dismissal. **Once a volunteer misses 3 scheduled days without explanation or prior contact, a meeting will be conducted with the supervisor to discuss. Continued absences will be cause for reassignment to a different role or dismissal.**



Volunteer Corrective Action/Dismissal

Corrective action/dismissal may be taken if the volunteer's work is unsatisfactory. Corrective action/dismissal is within the discretion of the Volunteer Coordinator or the Program Director and may include:

1. Additional supervision
2. Retraining with possible suspension
3. Referral to another volunteer position
4. Dismissal

Harassment and Discrimination

BSRI is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. BSRI prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate dismissal from volunteer duties.

BSRI prohibits any harassment between volunteers, employees, or other non-employees on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females and includes harassment between individuals of both sexes and the same sex.

BSRI Vehicles

Volunteers may not drive BSRI vehicles. BSRI staff are not allowed to provide transportation for volunteers except in extreme emergencies. Mileage reimbursement is an option when your personal vehicle is used for BSRI meal delivery routes. A mileage reimbursement sheet must be completed on a monthly basis and submitted to the facility director for authorization and processing. Reimbursement rate information can be obtained from the Director of Operations.



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Confidentiality

BSRI has an obligation to participants, volunteers, and donors to maintain their confidentiality and to respect their privacy. Every person served by BSRI has the right to confidentiality. BSRI volunteers should not discuss any client's personal information in any context where the person's identity may become known.

Volunteer Restrictions

Volunteers under the age of 18 are permitted only when accompanied by an adult and after presenting a waiver of liability form signed by a parent or legal guardian. Anyone 18 and older can volunteer to work with BSRI programs. There is no maximum age for BSRI volunteers. Volunteers who wish to complete court ordered hours are not permitted to volunteer for BSRI. BSRI staff determine the implementation of one-time volunteers on a need by need basis. BSRI may not always be able to accommodate one-time church/community volunteer initiatives. Typically, volunteers are scheduled weekly and ongoing.

Section 3

Additional information for Meals on Wheels volunteers

Due to the more involved process of delivering meals it is important that volunteers in this role follow the requirements of Meals on Wheels and facility kitchen policy and procedure. Any safety or hazard issues should be discussed with your Supervisor. A Meals on Wheels driver, meal prep, or kitchen volunteer will be educated on food safety standards. Meals on Wheels Delivery volunteers will receive a separate training document for the more specific training for a safe and smooth delivery.

- Meals on Wheels volunteers are directly supervised by the facility's Nutrition Coordinator. This should be the first person you contact.
- When you begin volunteering you should be given the work cell number for the Nutrition Coordinator. Volunteers will need to program this number and have it easily accessible.
- If there are concerns with a client, conditions of a home, attendance issues, time off notices, conflicts with another volunteer or questions about organizational procedures, immediately bring them to the attention of the Nutrition Coordinator. If the situation is not an emergency, you may leave a message and anticipate a return call as soon as possible.
- If you feel you cannot get resolution with your direct supervisor, the next person to contact would be the facility's Center Director. For additional support, you may contact the Director of Volunteer Services.



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Senior Center Locations



Brunswick Center at **Calabash**

Operating Hours: Monday-Friday: 7am-3pm

Address: 10050 Beach Dr. SW

Calabash, NC 28467

Phone: (910) 754-7427



Brunswick Center at **Leland**

Operating Hours: Monday-Friday: 8am-4pm

Address: 121 Town Hall Drive NE

Leland, NC 28451

Phone: (910) 754-7701



Brunswick Center at **Shallotte**

Operating Hours: Monday-Friday: 7am-3pm

Address: 3620 Express Drive

Shallotte NC, 28470

Phone: (910) 754-2300



Brunswick Center at **Southport**

Operating Hours: Monday-Friday: 8am-4pm

Address: 1513 N. Howe St., Ste. 1,

Southport, NC 28461

Phone: (910) 754-7109



Brunswick Center at **Supply**

Operating Hours: Monday, Tuesday, and Thursday: 8am-4pm;

Wednesday: 8am-7pm; Friday: 8am-2pm

Address: 101 Stone Chimney Road

Supply, NC 28462

Phone:(910) 754-7604



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