



BRUNSWICK SENIOR RESOURCES, INC.

WELCOME TO THE TEAM!

Welcome to Brunswick Senior Resources, Inc. (BSRI). It is our privilege to include you in our organization and our team of volunteers. We cannot achieve our mission without the support of volunteers like you. Thank you for your consideration of sharing your time and talents with BSRI.

About us!

BSRI is a 501(c)3 non-profit agency. Our mission is to “promote the well-being and enhance the quality of life for all senior adults of Brunswick County.” BSRI programs and services encourage and sustain independence. We have a volunteer base of about 520 people. Our volunteers assist with various tasks to help us accomplish our mission: Meals on Wheels (packing and delivery), Medicare counseling, attending the front desks at our 5 Senior Centers, leading activities and classes, serving lunches, administrative aspects, and helping with: fundraising, event planning, and travel opportunities.

Expectations:

BSRI is supported by approximately 60 employees, most of whom have daily interaction with our volunteers. We are all on the same team working towards the same mission. Volunteers are as essential as staff members, and therefore, are responsible for following certain standards to provide the best services to the community.

We request that you treat everyone (clients, staff, and program participants) with dignity and kindness, respecting their rights and individuality. Specifically, your responsibility as a volunteer is to:

- Be reliable and helpful
- Carry out specific tasks
- Be committed to the organization
- Undertake training as required
- Ask for support when you need it
- Give enough notice when you are not able to volunteer on your scheduled day
- Give enough notice before you leave the organization
- Value and support other team members
- Be trustworthy and adhere to client confidentiality
- Carry out the work you have agreed to do responsibly, safely, and ethically

Meals on Wheels/Kitchen volunteers

It is important that a volunteer's role follows the requirements of Meals on Wheels and facility kitchen policy and procedure. Discuss any concerns or questions with your Supervisor.



Volunteer Agreement 2021

- The facility's Nutrition Site Coordinator directly supervises the Meals on Wheels volunteers. This should be the first person you contact.
- When you begin volunteering, please make sure you save the Nutrition Site Coordinator's direct phone number in your phone.
- 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 Site 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.

Volunteer Requirements:

- Complete a Criminal Background Screening conducted prior to volunteering. This is handled administratively on your behalf when you turn in your volunteer application.
- Wear a volunteer badge when on duty. Upon entering the building, the badge should be visible until your volunteer shift ends.
- Our volunteer management software, *Better Impact*, is used to log volunteer hours. A volunteer logs onto their "My Impact page" with a username and password they create when they fill out an online volunteer application. The software is accessed through a simple internet browser or an app can be installed on the phone of the volunteer.
- Volunteers are encouraged to wear a BSRI Volunteer T-shirt during their shift. New volunteers will receive one free shirt at the time of onboarding. Any additional shirts may be ordered.
- Volunteers will be expected to volunteer at least once a week for no less than 2 hours.
 - 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 Dismissal Procedure:

BSRI hopes to never dismiss a volunteer. However, if a dismissal becomes necessary, an official procedure will be followed. The Volunteer Dismissal procedure is available for volunteers to review in the Volunteer Handbook located on your My Impact volunteer dashboard.

- **BSRI operates with scheduled volunteers. Continued absences could result in reassignment to a different role or dismissal. If a volunteer misses 3 or more days without prior notice, a meeting will be scheduled with the volunteer's supervisor to discuss absences.**

Thank you so much for all you do as a volunteer! We value you and what you do for this organization.

Sarah Powell,
BSRI Director of Volunteer Services
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Work Cell: (910) 880-2777

Volunteer Agreement 2021



Brunswick Senior Resources, Inc.
MAKING A DIFFERENCE

Please fill out the information below and sign that you have read and understand the Volunteer Agreement. RETURN THIS PAGE ONLY. Turn in this form and keep the document for your own records.

First: _____ Last: _____

Volunteer Role:

Volunteer Location:

Volunteer Signature:

Staff Signature:
