



Volunteer Welcome Handbook BSRI (Brunswick Senior Resources Inc.)

Handbook at a glance

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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,

James M. Fish, President/CEO

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 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 encourages and sustains independence and their continued participation in the community.

Goals & Values

Brunswick Senior Resources, Inc.'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.

As a volunteer you can expect BSRI staff members to:

- Actively seek and encourage participation of volunteers in all areas of the organization.
- Share strategic and business plans and on-going schedules to inform volunteers and staff and focus their efforts.
- Respond to all inquiries from prospective volunteers in a timely manner to facilitate their orientation and scheduling.
- Match volunteers with tasks that meet their interests and skills.
- Foster personal growth among volunteers by providing appropriate supervision, training, and opportunities to participate in programs.
- Give volunteers meaningful work and abundant thanks, directly and frequently.
- Consider all volunteer requests, suggestions, and concerns in a respectful and timely manner.
- Work together to continually renew and reinforce our mutual commitment to the mission of Brunswick Senior Resources, Inc.
- Not tolerate discrimination of any kind.
- Encourage all managers, supervisors, and volunteers to exercise creative problem solving.
- Communicate effective and efficient corrective action to resolve service issues and ensure beneficial results.
- Provide consistent leadership and competent on-the-job training.
- Maintain an open-door policy that encourages interaction and discussion.
- Support positive team attitude to ensure continued growth and prosperity.
- Offer exceptional customer service with compassion.

Section 2

Volunteer Overview

BSRI relies heavily on a volunteer base of 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 committess 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 saftey of the vaunerable population we serve, volunteers are expected to adhere to professional standards and organizational policy and procededures.

Volunteer rights

As a volunteer you have the right to:

- 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.
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Volunteer Requirements

- Have a Criminal Background Screening conducted prior to volunteering.
 - 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 into the kiosks located at the front of the senior center. Time can be rounded up to the nearest hour. Hours can be logged before or after your shift. Recorded hours are required for reports, audits, grant purposes and safety. If you have questions about this process, please ask your Supervisor.
 - Effective July 1st, 2019, all volunteers are required to wear a BSRI Volunteer T-shirt. New volunteers will receive one free shirt at the time of on boarding. Any additional shirts may be ordered.
 - Effective July 1st, 2019, new volunteers will have a required commitment 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 trainings.
 - Give at least one week's notice of planned absence.
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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 home bound 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 venerable 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 Dismissal

If it is necessary to dismiss a volunteer the following procedure will be followed, unless there is cause for immediate dismissal due to gross misconduct.

- Informal Meeting:

Breach of policy or procedure will constitute the need for an informal meeting. Most problems can be resolved by informal discussions or counselling, which often prevents the need for any further action. This may include mediation or additional training or support for the volunteer. An informal meeting would not be recorded. If the problem cannot be resolved informally with a volunteer, it might then be appropriate to invoke a disciplinary policy and procedure. Informal meetings are documented for reference purposes.

- Formal Verbal Warning

A formal verbal warning may be given to the volunteer if, despite informal discussions or training, the conductor performance still does not meet acceptable standards. The Center Director and/or Volunteer Coordinator will coordinate and appropriate action. A brief not of the warning will be documented in our database.

- Written Warning

If there is no improvement in standards within a predetermined time frame or if a further incident occurs, the volunteer should receive a letter form the supervisor requesting another meeting.

A written warning will be issued to the volunteer describing the circumstances and disciplinary actions imposed. All documentation will be signed by the volunteer and the Supervisor. A copy of the written warning will be forwarded to the Volunteer Coordinator, who should be advised and kept up to date with any progress or changes.

- Final Written Warning

If the conduct or performance remains unsatisfactory by the specified date of correction, or if behavior is extreme, further disciplinary action will be administered. The Director and Volunteer Coordinator will meet with the volunteer to

discuss additional measures. The volunteer will always have an opportunity to express concerns. Failure to improve or change behavior will result in a final written warning.

- Dismissal

If the volunteers conduct or performance fails to improve or if issues cannot be resolved, the final action is 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-employee 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 is 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.

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 determines 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 volunteer's 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 able to locate your Supervisors contact information inside of your driver clipboard. If you do not see it, please arrange to get the direct number of your Nutrition Coordinator. This staff member's contact number should be saved in your phone and readily 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 Volunteer Coordinator.

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

CONTACT INFORMATION

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(910) 754-2300

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