



AmeriCorps Seniors

Retired and Senior Volunteer Program of
Durham County

Volunteer Handbook

Sponsored by The Triangle Nonprofit & Volunteer Leadership Center
PO Box 3374
Durham, NC 27702

July 2021

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WELCOME

Welcome to the RSVP team! We are grateful that you have chosen to serve the Durham community through our organization. As a National Service volunteer and part of the AmeriCorps Seniors branch of AmeriCorps, you are joining more than 270,000 volunteers across the nation who believe in the power of giving back to their community.

We hope that you find your assignments rewarding. If you do, we ask that you share your volunteer story with friends, family, and neighbors. RSVP volunteers are our best recruiters, so please help spread the word! We periodically highlight volunteers on our website, social media, and newsletters, and we also celebrate your commitment at our annual recognition event. If at any time you are given the opportunity to talk or write about your volunteer experiences, we will appreciate you mentioning RSVP of Durham County. We need more volunteers like you!

We will conduct periodic check-ins to ensure your assignments run smoothly. Additionally, we send annual surveys to gather feedback and improve our program. In the meantime, please contact us if you have questions, or if we can be of further assistance.

Thank you for sharing your skills, time, and life experience to help others. Our team is thrilled to be working with such an inspiring force of volunteers, and together we will continue to create an engaged and vibrant Durham community!

Best,

Sydney

Sydney Schamay
AmeriCorps Seniors RSVP
Program Manager



sydneys@thevolunteercenter.org

Phone: (919) 321-6932

The Triangle Nonprofit & Volunteer Leadership Center
PO Box 3374
Durham, NC 27702
www.thevolunteercenter.org/rsvp

HISTORY

In 1969, the Retired and Senior Volunteer Program (RSVP) was created as a national volunteer program under the Administration on Aging as part of the Older Americans Act. In 1971, eleven programs were launched, and they became part of the National Volunteer Agency, ACTION (formerly the Corporation for National and Community Service, and now AmeriCorps).

Though RSVP meets national performance standards, the program is operated on the county level. Durham Technical Community College became the local RSVP sponsor in 1976. After leading the program faithfully for over 45 years, Durham Tech handed the program over to The Triangle Nonprofit & Volunteer Leadership Center in July of 2021.

RSVP Volunteers are placed with non-profit organizations, public agencies, and licensed proprietary health care providers. Volunteers serve in a variety of roles such as: home meal deliverers, food pantry workers, serving veterans, tutors for grades K-12, clerical support personnel, etc. Partnering agencies, referred to as volunteer stations, share the RSVP mission to meet defined community needs. RSVP of Durham County is a program that could not exist without the efforts and dedication of its many volunteers. We are very proud and appreciative of your service!

RSVP seeks to:

- Utilize the skills, knowledge and life experiences of people aged 55+, helping them lead healthy and productive lives.
- Respond to increasing requests for volunteers to help meet critical community needs.
- Support aging adults in their volunteer roles.
- Plan programming in cooperation with the groups, agencies, and institutions with which it is involved, as needed and requested. Increase public awareness concerning contributions and needs of people aged 55 and over and improve the image of aging.

TERMINOLOGY

Active Volunteers

Volunteers who are enrolled in RSVP and have not formally severed from the program.

Inactive Volunteers

Volunteers who were previously enrolled in RSVP and have formally severed from the program. Inactive volunteers may choose to re-enroll in RSVP at any time by contacting the Program Manager.

Volunteer Station

Nonprofit, public, or proprietary health care organizations which have a formal partnership with RSVP Durham County and host RSVP volunteers.

Vulnerable Populations

- children under the age of 18;
- individuals with a disability;
- persons over the age of 60.

“Recurring access” to vulnerable populations is defined as:

- ability on more than one occasion to approach, observe or communicate (by physical proximity, phone or electronic (including email and/or social media) means with a person(s) of a vulnerable population

BECOMING A VOLUNTEER

Getting Connected

Interested volunteers get connected to RSVP in a variety of ways: by community recruitment events, digital marketing campaigns, web search, partner agencies, and more.

Enrollment

Once a prospective volunteer is connected to RSVP, they will complete a digital or physical enrollment form. Digital forms are accessible via the RSVP website and can be submitted online. Paper enrollment forms can be mailed or scanned and emailed to project staff.

The enrollment forms collect contact information, optional demographic information for reporting, volunteer interest and history information, and more.

Consultation

Once a volunteer's enrollment form is received, staff schedule a volunteer consultation. Prior to the consultation, the volunteer is sent the most updated copy of the Volunteer Handbook. They are asked to review the Volunteer Handbook before the consultation and come prepared with any questions.

The consultation will cover the following topics:

- Volunteer Handbook (including program history, project policies, prohibited activities, time sheets, appeal procedures, insurance, and other administrative details)
- Interest in volunteering
- Prior work or volunteer experience
- Hobbies, special skills, personality
- Physical or medical limitations
- Transportation limitations
- Current available opportunities

At the end of the consultation, the volunteer will be given a full list of available volunteer opportunities. Either during the meeting or in a follow-up, the volunteer will choose a placement and receive next steps for getting connected to the volunteer site.

Placement

Once an RSVP volunteer has selected their placement, he or she is connected to the site supervisor(s) for their volunteer station(s). Each volunteer station will offer its own volunteer orientation to introduce the RSVP volunteer to their assignment and provide additional training specific to their role.

Background Check

When a volunteer has recurring access to vulnerable populations, an appropriate background check will be required and administered by the volunteer station. RSVP does not conduct background checks.

VOLUNTEER BENEFITS

RSVP e-newsletter, “Seniors Serve Durham” is a quarterly electronic newsletter to keep volunteers informed of new opportunities and events, as well as highlight the activities of RSVP volunteers.

Recognition Events: All active RSVP volunteers are recognized for their contribution to the Durham community at a special annual gathering. Event details will be communicated through the RSVP e-newsletter and by mail to those volunteers without email.

Other Social Training and Learning Opportunities: Periodically, RSVP will host events for volunteers to gather socially, share about their volunteer experiences, learn from a community speaker, and more. Event details will be communicated through by email or by mail to those volunteers without email.

Mileage Reimbursement

Volunteers seeking mileage reimbursement must have the following items on file to begin receiving their monthly benefit checks:

1. A W-9
2. Valid driver license
3. Proof of active auto insurance

Mileage claims are only for the volunteer’s trips from their home to the volunteer agency and back to their home. **Mileage driven for the volunteer station is NOT eligible for reimbursement from RSVP of Durham County, as per federal compliance regulations.** Mileage reimbursement is a benefit for RSVP volunteers and not for our partnering agencies. Volunteers are not permitted to receive duplicated mileage reimbursement from a volunteer station and RSVP.

Mileage is reimbursed monthly using submitted and supervisor-approved time logs, due the 5th day of each month. Volunteers may choose to keep a paper time-sheet or upload Mileage will be confirmed using Google Maps, honoring up to 2 miles above the shortest route on Google Maps. Mileage reimbursement will be calculated using the 2021 IRS charity reimbursement rate of 16 cents per mile. Checks may take up to four weeks to process and will be mailed to the volunteer’s home address.

Mileage reimbursement policies are subject to change due to a change in funding or administrative decisions concerning this policy.

Insurance: Upon enrollment in RSVP, all active volunteers are automatically covered by CIMA Volunteers Insurance. For a full Summary of Coverages, please refer to the Appendix.

If an accident occurs:

Call the RSVP office as soon as possible. Please report all incidents even if you feel that no medical attention is needed. All accidents must be reported to our insurance company within 30 days and all bills submitted by one year. We will send you a claim form to fill out.

If you have any questions regarding RSVP volunteer insurance, call the RSVP office at 919-321-6932. You may also contact our insurance company directly by calling CIMA at 1-800-468-4200 or visiting their website at www.cimaworld.com. See Appendix for additional information.

VOLUNTEER RESPONSIBILITIES

Hour Tracking: Your hours may be reported in one of two ways. First, you may keep a paper timesheet of your volunteer hours and mileage. At the end of the month, the volunteer supervisor can sign off on your timesheet, and you can send that timesheet to the RSVP office. Alternatively, you may also track your own hours using our digital platform, HandsOn Triangle. A video tutorial with instructions for tracking hours digitally is located on the RSVP webpage. All hours, digital or physical, must be reported by the 5th day of the following month.

Report changes in your volunteer status and contact information.

We appreciate your call or letter about address, e-mail, or telephone changes. If you no longer wish (or are unable) to volunteer, or you would like to change volunteer assignments, please contact the RSVP office, and keep us informed of your volunteer status.

Be sure you believe in the value of what you are doing.

Look within yourself and know that you really want to help other people.

Be dependable.

Arrive on time. Always call if you are scheduled and cannot be there.

Be willing to learn.

Volunteer training is essential for some positions. Training is helpful to you and the people you are serving. You will be happier and more effective on the assignment if you know you are doing and what is expected of you.

Ask questions about anything you do not understand.

This will help you avoid letting doubts and frustrations interfere with your work.

Refrain from having discussions relating to political activities, religion, and sexual orientation. Everyone is entitled to his or her own political, religious, or sexual orientation views. However, we must remain neutral while working with the public and not subject our customers, clients, and/or others to views that may not be their own.

Respect confidentiality.

Before sharing information about your volunteer work, discuss confidentiality with your volunteer station supervisor. If you work directly with people, some may confide in you. Please keep all such conversations and information confidential.

POLICIES

Non-displacement of Employed Workers:

RSVP volunteers will not perform any service or duty or engage in any activity which would otherwise be performed by an employed worker, or which would supplant the hiring of or result in the displacement of employed workers, or impair existing contracts for service.

Prohibited RSVP Volunteer Activities:

RSVP volunteers may not receive a fee for their services from recipients, their legal guardians or members of their families or friends.

In addition, RSVP volunteers will not be assigned to any of the following:

- Electoral activities, voter registration or transportation to the polls, and efforts to influence legislation;
- Labor or anti-labor activity;
- Providing religious instruction, giving worship services, or engaging in proselytization.

Harassment

Harassment is a form of discrimination that is offensive, impairs morale, undermines the integrity of relationships and impairs the productivity, efficiency and stability of Durham RSVP. All volunteers have a right to work in an environment free from discrimination and harassing conduct, including sexual harassment. Harassment on the basis of a volunteer's race, color, creed, ancestry, national origin, age (40 and over), disability, gender, arrest or conviction record, marital status, sexual orientation, membership in the military reserve or use or nonuse of lawful products away from work is expressly prohibited under this policy. Durham RSVP is committed to a volunteer workplace free of all forms of harassment, including sexual harassment. It is the policy of Durham RSVP to regard any unlawful harassment of volunteers as a very serious matter. Unlawful harassment of any kind, including sexual harassment, in the workplace by any person is strictly prohibited. All volunteers are expected to conduct themselves in a professional manner and show respect for staff, clients, and other volunteers of Durham RSVP.

Definition

In general, harassment means persistent and unwelcome conduct or actions on any of the bases underlined above. Sexual harassment is one type of harassment and includes unwelcome sexual advances, unwelcome physical contact of a sexual nature or unwelcome verbal or physical conduct of a sexual nature.

Unwelcome verbal or physical conduct of a sexual nature includes, but is not limited to:

- The repeated making of unsolicited, inappropriate gestures or comments;
- The display of offensive sexually graphic materials not necessary for our work;

Harassment on any basis (race, gender, age, disability, etc.) exists whenever:

- Submission to harassing conduct is made, either explicitly or implicitly, a term or condition of an individual's volunteer status.
- Submission to or rejection of such conduct is used as the basis for a volunteer placement decision affecting an individual.
- The conduct interferes with an volunteer's work or creates an intimidating, hostile or offensive work environment.

Recognizing Harassment

Harassment may be subtle, manipulative and is not always evident. It does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome and is personally offensive. All forms of gender harassment are covered. Men can be sexually harassed; men can harass men; women can harass other women. Offenders can be managers, supervisors, co-workers, and non-employees such as clients/vendors. Some examples:

- Verbal: Jokes, insults and innuendoes (based on race, gender, age, disability, etc.), degrading sexual remarks, referring to someone as a stud, hunk or babe; whistling; cat calls; comments on a person's body or sex life, or pressures for sexual favors.
- Non-Verbal: Gestures, staring, touching, hugging, patting, blocking a person's movement, standing too close, brushing against a person's body, or display of sexually suggestive or degrading pictures, racist or other derogatory cartoons or drawings.

Grievance Procedure

Any volunteer who believes he or she is being harassed, or any volunteer, who becomes aware of harassment, should promptly notify RSVP staff. If the volunteer believes that the RSVP staff is the harasser, the staff's supervisor should be notified. If a volunteer is uncomfortable discussing harassment with his or her supervisor, the volunteer should contact the Triangle Nonprofit & Volunteer Leadership Center's Executive Director. The Center's grievance procedure will be followed. Possible harassment by others with whom the Center has a business relationship, including customers and vendors, should be reported as soon as possible so appropriate action can be taken.

Non-retaliation

This policy also expressly prohibits retaliation of any kind against any volunteer bringing a complaint or assisting in the investigation of a complaint. Such volunteers may not be adversely affected in any manner related to their volunteer status.

Disciplinary Action

Management will investigate all reports of harassment promptly and thoroughly as discreetly and confidentially as practical. The company views harassment and retaliation to be among the most serious breaches of workplace behavior. The goal is to determine whether harassment occurred, and to determine what action to take if improper behavior occurred. Consequently, appropriate disciplinary or corrective action will be taken, ranging from a warning to separation.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

Grievance Process

The staff of RSVP of Durham County expects all volunteer placements to be a good experience for both the volunteer and the partnering agency. We are, however, aware that occasional disagreements may arise between volunteers and partnering agencies' staff members. In such instances, the following steps should be followed:

1. Site Supervisor
 - a. If informal attempts fail, a volunteer may file a formal grievance. The grievance must be in writing, signed by the volunteer, and submitted to the supervisor within 10 working days of the incident causing the grievance, or within 10 working days from the date the

- volunteer had reason to know of the incident. The grievance must identify the policy that is alleged to have been violated or other dispute, and provide details of the facts, and outline the remedy sought. Grievances that do not include these criteria will be rejected.
- b. Within 3 working days from receipt of the written grievance, the supervisor will schedule a meeting with the volunteer. The meeting will take place within 3 working days from receipt of the written grievance.
 - c. The supervisor will provide the volunteer with a written response within 2 working days from the date of the meeting.
 - d. If you are unable to resolve the complaint with your supervisor within five (5) days of presenting the complaint, or if the complaint involves your immediate supervisor, you can present your complaint to the RSVP Program Manager.
2. RSVP Program Manager
- a. If the grievance is not resolved at Step I, the volunteer may submit a written appeal to the RSVP Program Manger within 5 working days from receipt of the initial response.
 - b. The RSVP Program Manager will schedule a meeting with the parties involved within 3 working days from receipt of the written appeal. The meeting will be held within 3 working days of the receipt of the written appeal.
 - c. The RSVP Program Manager will investigate and provide a written decision to the volunteer within 2 working days from the close of the meeting. Except as outlined in Step III, this answer shall be final.
3. Advisory Council
- a. If the complaint involves the PM, the same process applies as for Step 1 (written grievance submitted to the PM). If the complaint is not resolved, volunteer may appeal their complaint to the RSVP Advisory Council Chair, in writing, including the desired remedy. The Chair will take the issue to the Council and may refer the complaint to an independent person for mediation. The Council will issue its decision within 15 working days and the decision of the Council is final and binding.

Non-retaliation

volunteer cannot be discriminated against for using this process. Acts of discrimination by a supervisor against any volunteer as a result of his or her involvement in this process is unacceptable conduct and a violation of HR policy. Such supervisors will be subject to disciplinary action.



Coverage for good.®

VOLUNTEERS INSURANCE SERVICE (VIS)® INSURANCE PROGRAM

It doesn't happen often, but when it does, the results can be serious...a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering for this organization is that you are provided insurance protection in case these things happen to you. There are three kinds of coverage; check with your volunteer coordinator to see which coverages your organization has chosen to provide to you.

SUMMARY OF COVERAGES

I. Excess Accident Medical Coverage

This coverage is in excess of any other health insurance that you have in place. The excess accident medical coverage will pay up to \$50,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in, volunteer-related activities. Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident.

Dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit for dental care is \$900 per accident.

This coverage also provides up to \$50 for repair or replacement of eyeglass frames and up to \$50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum benefit under the Excess Accident Medical coverage, including dental and eyeglass expenses, is \$50,000.

This insurance does not duplicate benefits payable under any other valid and collectible insurance coverage.

Accidental Death and Dismemberment Coverage - In addition to the accident medical coverage, the plan will pay benefits for death or loss of limb or sight, occurring within one year as a result of a covered accident. See coverage details at www.cimaworld.com.

Exclusions to Accident Insurance - A complete listing of the exclusions is detailed in the insurance policy. Please go to www.cimaworld.com for details.

II. Excess Volunteer Liability Insurance

All registered volunteers (collectively) of an organization are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence (subject to an annual aggregate for each named organization.) This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties during your volunteer assignment. This coverage is in excess of and noncontributing with any other valid and collectible insurance you may have.

Exclusions to Volunteer Liability Insurance - A complete listing of the exclusions is included in the insurance policy details, which are available at www.cimaworld.com.

III. Excess Automobile Liability Insurance

This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance applies only after your own insurance is exhausted, or the policy's retention has been exceeded. This coverage protects you for bodily injury or property damage claims arising out of the operation of your own vehicle, during your volunteer assignment.

The liability policy is written at a combined single limit (including both bodily injury and property damage). Each accident limit of liability is subject to the limits outlined in endorsement VIS219, and will not exceed \$500,000.

It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.

Exclusions to Excess Automobile Liability Insurance - A complete listing of the exclusions is in the policy details at www.cimaworld.com.

IV. Commonly asked questions

- ***My car was damaged in an accident while I was volunteering; will you cover my deductible for the repairs?***
No. The coverage is for liability claims only. There is no coverage for damage to your car.
- ***I have medical bills related to an accident while I was volunteering. Who do I send the bills to?***
The accident medical plan pays in excess of any other health insurance coverage you have. Send all of the bills to your current health insurance company. If not everything is paid, follow the instructions below for filing a claim.
- ***I see that the policy provides excess protection if I cause bodily injury or property damage. What if there is an allegation of sexual misconduct or sexual abuse?***
The policy does not provide protection in the event of a criminal proceeding, but it may provide protection in the event of a civil proceeding. You would be entitled to a defense against an allegation of sexual abuse or sexual misconduct under the volunteer liability contract, and up to a total of \$1,000,000 in payments by the insurer for judgments, settlements, and legal defense. **However, the policy would not defend or indemnify you if you admitted wrongdoing, or if the allegations against you proved true.**
- ***How do I file a claim?***
For any type of claim, you first need to see your volunteer coordinator. If you have an accident claim, you will need a "proof of loss" form (available at our Web site www.cimaworld.com.) Both you and the coordinator must complete the form and send it to CIMA. Keep a copy for your records. Submit your bills to any existing medical insurance plan first. Once you have their "Explanation of Benefits" form(s), send those to CIMA at the address shown below, along with a copy of your "proof of loss" form. For a claim against you alleging that you caused bodily injury or property damage while volunteering, contact your volunteer coordinator immediately. Provide as much detail as possible about the incident, and obtain any police reports. Your coordinator will then pass this information to CIMA, along with a statement that you were volunteering at the time of the incident.

Further Questions?

Visit our Web site, www.cimaworld.com. We have copies of the policies along with additional information concerning the extent and the limitations of these policies.

This information is for general description purposes only. It does not amend, modify or supplement any insurance policy. Consult the actual policy for details regarding terms, conditions, coverage, exclusions, products, services and programs which may be available to you.

About Volunteers Insurance

This insurance program is provided by Volunteers Insurance Service Association, Inc. (VIS), a risk purchasing group formed and operating pursuant to the Liability Risk Retention Act of 1986 (15 USC 3901 et seq.). VIS's Articles of Incorporation, Financial Information, and a list of the members of VIS's Board of Directors are available to VIS Members upon request.

Plan administered by:

THE CIMA COMPANIES, INC.

2750 KILLARNEY DR., SUITE 202, WOODBRIDGE VA 22192

TELEPHONE 703.739.9300, 800.468.4200

FAX 703.739.0761

E-MAIL Volunteers@cimaworld.com

WWW.CIMAWORLD.COM

APPENDIX B: Volunteer Separation Form

**Durham County RSVP
Volunteer Separation Form**

**Sponsored by The Triangle Nonprofit & Volunteer Leadership Center
Mailing Address: PO Box 3373, Durham, NC 27702**

We're sorry to see you go! If a volunteer is no longer willing or able to serve with RSVP, he or she will contact the RSVP office and fill out this separation form. Upon submission, the volunteer moves from an active to inactive status. A confirmation notification will be sent within 2 business days.

A volunteer, once separated, may re-enroll at any point. To re-enroll, the volunteer will contact the RSVP office and provide any updates to their original enrollment form.

Questions? Contact Sydney Schamay, Program Manager

Email: sydneys@thevolunteercenter.org

Phone: (919) 321-6932

Full Name: _____

Email: _____

Phone: _____

Why are you leaving RSVP?

Volunteer Signature: _____ **Date:** _____

RSVP Staff Signature: _____ **Date:** _____

APPENDIX C: Current Volunteer Opportunities



**American
Red Cross**

[American Red Cross](#)

4737 B, University Dr, Durham, NC 27707

Fleet Volunteer - Help coordinate the scheduling, utilization, maintenance, and documentation of American Red Cross vehicles to ensure the organization has a fully operational and deployable fleet. Ensure timely preventative maintenance. Keep fleet clean. Communicate with Facilities staff and advise on process improvements.

Requirements:

- Valid NC driver's license
- Safe driving record
- Logistical, organizational, and communication skills

Transportation Specialist - Transport blood and blood products from blood distribution center to local hospitals. Drive in a safe and responsible manner. Complete required paperwork and obtain signatures. Communicate and share feedback between Red Cross personnel and customers.

Requirements:

- Valid Driver's License (North Carolina)
- 3 years driving experience
- Ability to verify safe driving record
- Ability to lift 50 lbs



**CRAYONS²
CALCULATORS**

[Crayons2Calculators](#)

808 Bacon St, Durham, NC 27703

School Supply Packager (on pause) - Do you get excited by new school supplies? Want to support K-12 students and educators in Durham?

Crayons 2 Calculators is a nonprofit organization committed to getting Durham Public Schools teachers and students the (free!) school supplies they deserve! Teachers submit their supply orders, and dedicated School Supply Packagers work behind the scenes to package each order with care and compassion.

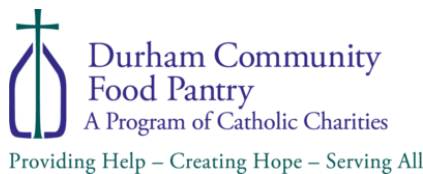


[Duke Hospital Auxiliary Gift Store](#)
2301 Erwin Rd, Durham, NC 27707

Gift Store Volunteer (on pause) - Duke Hospital Gift Store Volunteers assist Duke Hospital patients, visitors, and staff by providing retail therapy as respite. They must be comfortable in a hospital setting and learning a Point-of-Sale system.

Requirements:

- Welcoming disposition
- Walk short distances
- Stand in 4-hour increments



[Durham Community Food Pantry](#)
2020 Chapel Hill Rd #30, Durham, NC 27707

Pantry Volunteer - As a Durham Community Food Pantry volunteer, you are part of a collaborative effort to end food insecurity in Durham and Orange counties. Roles vary day-by-day, as described below:

- *Monday:* Building non-perishable boxes of food for distribution [standing, lifting is optional]
- *Tuesday:* Sorting produce, food drive materials, deli, dessert, break, and other items for distribution [standing, sorting]
- *Wednesday/Thursday:* *Servicing* clients with food distribution: car loader, runner, warehouse organization [walking, light lifting, car loading involves 15lbs lifting]
- *Wednesday:* Sorting boxes, recycling, warehouse cleanup and produce box-making [standing]



[Durham Public Schools Foundation](#)
300 N Roxboro St, Durham, NC 27701

Elementary School Tutor (Hybrid In-Person and Virtual)

Do you love working with kids? Are you passionate about education equity? Want to support local Durham Public Schools students?

The Durham Public Schools Foundation is seeking 15 volunteers to serve in Elementary partner schools.

Volunteers will:

- Serve 3.5 hours per week (1.5 hours of planning time, tutoring two students twice a week for 30 min each)
- Have access to technology for virtual tutoring (3 days virtually) and have access to transportation for in-person tutoring (every 4th day in person)
- Pass a DPS background check
- Attend St. Augustine Literacy Project's tutoring training
- Commit to tutor for a full semester
- Optional: ability to help students with homework or projects once a week during homework club
- Bilingual English/Spanish is a plus
- Scheduling is flexible to work around volunteer availability: generally, afternoons, evenings, or weekends.



[Durham Rescue Mission](#)
Multiple Locations

GED Tutor - GED Tutors empower Durham Rescue Mission residents to receive their GED certificates. Volunteers will help residents work through test preparation materials, offer constructive feedback, and provide encouragement and one-on-one support.

Meal Server - Meal Servers will care for Durham Rescue Mission residents by cooking in the kitchen, setting up the dining room, serving food, and cleaning up after the meal. Meals are served both at the men's campus and women/children's campus. Volunteers should be able to stand for extended periods of time.

Thrift Store Volunteer - Volunteers will assist with Durham Rescue Mission Thrift Store operations: greeting and interacting with customers, organizing inventory, and checking out customers. Volunteers must be able to stand for extended periods of time.

Warehouse Volunteer - Volunteer helps process donations: sorting, tagging, and preparing inventory to be sent to Durham Rescue Mission thrift stores. Volunteer must be able to stand for at least two hours.

Warehouse Projects - Projects vary based on what is in the warehouse at the time. Generally, you will be determining whether food is safe or unsafe and then putting it in family-sized containers. Projects typically include building food boxes, sorting and repackaging of produce, groceries, bulk dry items like pasta or rice, or labeling food containers.

Requirements:

- Standing for periods of time
- Repetitive movements, such as bending over, moving bags, packing product
- Lifting 5-35 pounds
- **!! All projects can be accommodated to your needs!!** If you are uncomfortable or unable to do a project, let us know and we can assist you!



Inter-Faith Food Shuttle
Multiple Locations

Geer Street Learning Garden Helper – 110 E. Geer Street, Durham, NC 27701
Tuesday and Thursday mornings (2-3 hours)

You can help Geer Street Learning Garden produce fresh, locally grown food to the immediate community members that might otherwise have less access to healthy food options!

Tasks vary with the day and season. Typically, this includes weeding, planting, and other jobs necessary for the garden to thrive. Plan to wear closed toed shoes and clothes that you don't mind getting dirty. We will supply gloves and all other necessary garden equipment.

Lifting, pulling, pushing, carrying; use of garden tools such as rakes, shovels, and clippers/pruners.

Child Food Hub Helpers – 2436 South Miami Blvd, Durham, NC, 27703
Tuesday, Wednesday, and Thursday mornings (10am – noon)

With the power of volunteers like you, the Child Food Hub provides food to families and young people who may not be able to access all the healthy food they need on a regular basis.

Volunteers form an assembly line that includes canned vegetables, fruit, pasta, beans, and rice. The number of boxes packed will vary based on various factors but can range between 20-30

boxes per hour. Volunteers will be assigned to certain tasks to complete the packing process. Subject to change due to number of volunteers present.

Standing, some lifting, and reaching required.



[Iglesia Emanuel Food Pantry](#)

2504 N. Roxboro Street, Durham, NC 27704

Traffic Control – Wednesday afternoons, 1 – 3pm. Volunteers ensure a steady flow of traffic for those coming to the food pantry.

Food Distribution Assistant – Volunteers work in 2-hour shifts to help bag, box, or distribute food.

- *Monday*: Sort donated food; fill bags with shelf-stable items.
 - *Tuesday and Wednesday AM*: Sort and store donated foods; fill boxes with fresh produce.
 - *Wednesday PM*: Load bags and boxes into the trunks of cars of those coming to the food pantry.
-



[Meals on Wheels Durham](#)

2522 Ross Rd., Durham, NC 27703

Meal Delivery Driver - Delivering 5-10 lb boxes to seniors throughout the Durham area. Routes usually have 8-16 stops and take about an hour to complete. Each client receives at least one box of food, a bag of fruit and additional requested items such as Ensure and Pet Food. Drivers utilize our app, “Mobile Meals”, to communicate with MOWD staff about client concerns and record undeliverable stops. Additional information will be sent to the volunteer’s email provided the night prior to shift.

Meal Delivery Helper - Think air traffic control. This position is in the middle of all the excitement! The expedite is responsible for adding items to the carts for the loaders to bring to volunteers. Routes are built based on the route card (provided). Inside helpers also assist with organizing miscellaneous items such as fruit, pet food, ensure, and the occasional seasonal goodies. This role requires communication skills and attention to detail.

Meal Delivery Loader - Loaders are the connecting puzzle piece for drivers! As drivers arrive at the building, a text message is sent to the expediter. The expediter then communicates which routes have arrived at the loaders (you!). Loaders then utilize MOWD provided carts to bring the routes to volunteer driver vehicles. This is a smooth process that requires energy and attention to detail!

Meal Delivery Unloader - Unloaders will arrive at the MOWD office at 8am prior to our delivery truck arriving. Unloaders will be grouped together to unload 500-700 boxes weighing 5-10lbs. Unloaders work together to unload the vehicle in a timely, safe and fun manner. While boxes are being unloaded, unloaders continue to work together to stage boxes for the day's delivery. This is a more labor-intensive volunteer opportunity that will replace your gym session for the day! This position requires determination and strong communication skills to work with a highly diverse group of people!

Remote Wellness Caller - Wellness Calls are so important to client well-being. These calls are used to communicate with clients on days we are not delivering to them. This is a great way to build relationships and is one of our most COVID-friendly volunteer opportunities.

- *Wednesday Wellness Calls:* On Wednesday, you will be collecting information from clients regarding their weekly delivery. It is so important for MOWD to know if clients can be home and to remind clients the importance of being home during their delivery! This directly supports our ability to order the correct amount of food while also ensuring as many of our current clients are being served the best way possible! This is also the last day our clients can cancel their meals.
- *Friday Wellness Calls:* Think of this as 'FUN Friday!'. On Friday you will be connecting with clients and checking in on them. This is a great way to encourage relationship building and is something that our clients look forward to!



[Reality Ministries](#)

916 Lamond Avenue, Durham, NC 27701

Activity Companion – Every weekday from 10am-3pm, Reality Ministries welcomes between 25-35 adults with intellectual & developmental disabilities into our community center for a day of programs and activities: exercise, games, arts & crafts, lunch, Bible study, field trips, and more. We also ask Volunteers to join us in our evening groups Monday, Tuesday and Thursday evenings from 6:30 to 8. Reality sends about four mailings a year. When we send these, we need volunteers to help label, stuff, and seal. We generally have a three-hour block of time to complete each of these mailings. Volunteers are a crucial presence at Reality through their commitment to building lasting friendships with participants. The hope of these weekly

gatherings is to create a meaningful and fun atmosphere for people of all abilities to come together in friendship. It is important to note: Reality Ministries is not a place where volunteers come to do for people with disabilities, rather, it is a place where volunteers come alongside participants to be with them in relationship.

Responsibilities

- *Presence:* First and foremost, volunteers are expected to pursue friendships with Reality participants and other volunteers. Friendship, and the belonging it brings, is at the heart of our community.
- *Communication:* Volunteers commit to reading Reality emails and communicating with staff when you're unable to make your commitment.
- *Consistency:* Volunteers are asked to choose the areas of interest they would like to spend time in. Whatever time you give we just ask for consistency.

Qualifications

- Background check
- Open to befriending people of all abilities



Reinvestment
PARTNERS
PEOPLE • PLACES • POLICY

[Reinvestment Partners](#)

110 E Geer St, Durham, NC 27701

VITA Tax Preparer (Seasonal) - Use your skills to support low-moderate income households and older adults in the Durham area! The **Volunteer Income Tax Assistance (VITA)** program is an Internal Revenue Service initiative in the United States that supports free tax preparation service for the underserved.

Schedule

- February - April 15: Fridays (9:00am - 1:00pm), Saturdays (9:00am - 12:30pm)
- Mid-January - April 15: Flexible (remote)

Requirements

- Serve weekly through tax season.
- Experience or expertise in completing state and federal tax returns.
- Volunteers must pass the annual IRS SPEC VITA Advanced Preparer certification test. Training is provided (begins December 2021).
- Ability to sit for extended periods.
- Access to personal computer with secure password protected Wi-Fi
- Proficiency in using a computer for communications and cloud-based programs
- English proficiency, Spanish is a plus



[The Scrap Exchange](#)

2050 Chapel Hill Rd, Durham, NC 27707

Reuse Arts General Volunteer – This is the role for tackling a multitude of projects, including: greeting customers, sorting, packaging, merchandising, creating store displays, and organizing materials, as well as general cleaning, sweeping, and tidying. The materials encountered include: fabric, sewing supplies, kids craft materials, fine art supplies, paper, office supplies, wood, tile, electronics, and much more. Volunteers may specialize in a particular area or help in a broader sense. These volunteers can work in the Reuse Arts Shop, Thrift Store, or both!

Clothes and Shoes Specialist – These volunteers help sort and organize our expansive clothes and shoes sections at the Thrift Store. If you love second-hand fashion or gazing at cozy cat sweaters, this is the position for you!

Book and Media Specialist – We’re looking for bookworms, magazine fanatics, and vinyl aficionados interested in sorting and organizing our media section at the Thrift Store. Do you feel like you were born in the wrong decade? Surround yourself with secondhand books and vinyl records and pretend you weren’t!

Fabric Processor – The Scrap Exchange receives a wide variety of fabric and notions donations. Volunteers who are fiber enthusiasts can measure, roll, and tag yardage. They also help us process yarn, ribbon, quilt scraps, threads, and test sewing machines. The fun never stops!

Hardware Processor – These volunteers help classify, sort, package, and display items that belong in the hardware section. If you care deeply for rivets and circular saws, if nothing in this world makes you happier than working with wrenches and ball-peen hammers, if you dream about copper and stainless steel, then we need your help!

Donations Sorting Processor – Volunteers assist with processing the donations that come in every day. We have many different categories to sort all our donations into, and we need lots of hands to keep up with the materials that arrive! These volunteers should be able to work on their feet and follow detailed directions.

Administration Expert – Do you love computers? Are you an excel specialist? Do databases make your heart sing? We may have some volunteer work available for you.

Paper and Office Processor – These volunteers help us sort and package all the various office and paper crafting supplies that we receive. If you have a love for paper artwork or extreme organizing, this is the area for you!



[Urban Community AgriNomics](#)

2080 Sawmill Creek Pkwy, Durham, NC 27712

Farm and Food Distribution Volunteer – Volunteering with UCAN at the Catawba Trail Farm or at our Food Distribution Center will be an experience of a lifetime!

Wednesdays and Sundays, 8:00am – 1:00 pm. Operating power tools, lifting, and standing are helpful but not requirements.

- *Farm:* Pulling weeds, moving mulch, adding soil to beds, harvesting okra, harvesting peanuts, planting weeding, cleaning up front of intergeneration house and other duties as assigned.
- *Food Distribution:* Getting ready and prepacking food for distribution.