

VOLUNTEER HANDBOOK

Revised August 2022



ECKERD CONTACT INFORMATION

All volunteers should have the OLLI staff phone numbers and Campus Security number on their cell phones.

OLLI Staff

NAME	TITLE	PHONE	EMAIL
Mary Szaroleta	Director	727.864.7542	szarolm@eckerd.edu
Daun Fletcher	Registrar	727.864.8371	fletchdk@eckerd.edu
Chris Conrad	Logistics Coordinator, Continuing Education	727.864.8020	conradcm@eckerd.edu

OLLI Main Office

Eckerd College Continuing Education Center (CEC), Building Entrance 'A' 4200 54th Avenue South, St. Petersburg Florida 33711 Map of Campus (Map Location 'M10')	Email: olliregistrar@eckerd.edu Website: eckerd.edu/OLLI Facebook: facebook.com/OLLI.EckerdCollege Office hours: M-F, 9 a.m.-3:30 p.m. Phone hours: M-TH, 9 a.m.-3:30 p.m.
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Eckerd College

Campus Safety and Security	727.864.8260
Human Resources	727.864.8332
Information Technology Services (ITS)	727.864.8318
Library	727.864.7677

Frequently Used OLLI Classrooms

CEC—Continuing Education Center, Main Campus. Heron, Flamingo, Pelican and Sandpiper Rooms are located in this space.

PSY 129—Psychology classroom 129 in CEC, Main Campus

CE 309—Continuing Education classroom 309, Main Campus

REH—Ruth Eckerd Hall, Murray Theatre, 1111 McMullen Booth Rd

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HISTORY & PROGRAM OVERVIEW

About OLLI

The Osher Lifelong Learning Institute (OLLI) at Eckerd College is an education program designed for adult learners. OLLI provides intellectually stimulating non-credit classes, shared interest groups, day and overnight trips, and special events for its members and guests in Pinellas County and beyond.

OLLI at Eckerd College Mission

To provide affordable, high-quality, noncredit educational programs and experiences, enabling participants to enjoy learning and share cultural and social activities in an interactive and welcoming environment.

OLLI at Eckerd College Vision

To be a leader in quality education for our diverse community of lifelong learners.

OLLI at Eckerd College Values

The Osher Lifelong Learning Institute at Eckerd College values:

- Excellence
- Integrity
- Diversity
- Accountability
- Community Focus
- Civility
- Respect

The Bernard Osher Foundation

Headquartered in San Francisco, the Bernard Osher Foundation was started in 1977 by Bernard Osher, a respected businessman and community leader. The Foundation seeks to improve the quality of life through support for higher education and the arts.

The National Resource Center for Osher Lifelong Learning Institutes

The [National Resource Center for Osher Institutes](#) (Osher NRC) is a non-governing center of excellence hosted by Northwestern University, benefiting older adults through the national network of 125 Osher Lifelong Learning Institutes (OLLIs).

VOLUNTEER MISSION and PROCESSES

OLLI at Eckerd College Volunteer Corps Mission

A volunteer's mission is to support the programs offered by OLLI at Eckerd College by fostering a positive and welcoming environment that is inclusive and respectful to all of OLLI's members, guests, faculty, and staff.

Why volunteer at OLLI?

OLLI Volunteers are essential to the success of the OLLI program. Volunteers enrich and enhance the experiences of OLLI community members. A successful OLLI program relies on the dedication and outstanding service of loyal volunteers.

Volunteering provides personal and emotional satisfaction and a sense of purpose. Volunteering builds a community of support, where friendships develop.

Process for Becoming a Volunteer

1. Volunteers must be current members of OLLI at Eckerd College.
2. [Complete and submit the online Volunteer Form](#). If you cannot submit it online, please download the form and return it to OLLI at Eckerd College, 4200 54th Avenue South, St. Petersburg, Florida 33711.
3. OLLI staff or a current volunteer will contact prospective volunteers. During the school year, Volunteer Forms will be reviewed at monthly committee meetings, and those wishing to volunteer should expect contact within a month. During the summer months, the response time might be longer.
4. Attend ongoing training. All active volunteers will be asked to attend periodic training.
5. Volunteers will be counted upon to arrive on time for their volunteer shift and complete specific tasks.
6. Record hours. Volunteers are responsible for tracking service hours and reporting them to a facilitator.

Note: Eckerd College reserves the right to conduct background checks on volunteers.

VOLUNTEER ROLES AND RESPONSIBILITIES

Greeters and Hosts

Greeters assist in creating positive experiences for members, guests, and instructors during classes, trips, events, and other OLLI activities.

On Campus Lobby and Class Greeters

1. *Set-up*

- a. Arrive 30 minutes before the shift begins to check in with the OLLI office for updates, handouts and/or other materials needed for the day.
- b. Prepare coffee (mornings) to be served in the lobby and refill as needed. (If you need instructions, please check with a staff member.)
- c. Fill or refill water pitchers as well as cups, sugar, etc.
- d. Arrange the door sign, the sign-in sheet, and any handouts.
- e. Greet the instructors, offer coffee, water.
- f. Locate the restrooms to direct guests if questioned.
- g. Locate the emergency evacuation procedures for each room.

2. *Participant Check-in*

- a. Provide a warm welcome for class attendees and check them in on the attendance sheet.
- b. If an attendee is not on the attendance roster, please refer them to the Front Desk Receptionist or the OLLI office before class begins.
- c. Share OLLI information and discuss upcoming events with members outside of the classroom before class begins

3. *After Class*

- a. Push in chairs and return the room to its original layout.
Turn off lights.
- b. Rinse the coffee pot and leave it dry in the sink area.
- c. Wipe any spills or water rings left on tables.
- d. Return the roster and any other documents to the OLLI office.

Zoom E-Class Greeter

Volunteers assist in creating positive experiences for members, guests, and instructors during a scheduled program on Zoom, OLLI's video conferencing platform.

1. Before e-class begins:
 - Confirm the instructor's preferred Q&A format.
 - Determine if and when there will be a break.
2. At the beginning of the class:
 - Welcome attendees to the Zoom e-class.
 - Read opening announcements.
 - Review e-class instructions.
 - Introduce the instructor—a script will be provided.
3. During a class:
 - Facilitate attendee questions.
 - Help drive the conversation when needed.
 - Announce the class break, if applicable.

[View our Zoom Instructor Basic Resource Guide for more detailed information on our e-classroom.](#)

Off-Campus Trip Host

Some volunteers host OLLI Day Trips. Some volunteers plan and host every aspect of an off-campus trip. Sometimes, staff members plan a trip and invite volunteers to host. Details and expectations for each trip vary.

Committee Member

Current OLLI members actively participating in programs are eligible to serve on standing committees that work with OLLI staff to carry the mission of OLLI at Eckerd College forward. If you are interested in serving on a committee, please submit the Volunteer Form, and your name will be shared with the appropriate chairs, who will provide further details.

The current standing committees are:

Curriculum Committee

The Curriculum Committee reviews, recruits, and evaluates instructor proposals to further program development.

Marketing Committee

Members of the Marketing Committee facilitate and participate in community outreach activities. Also, members identify and evaluate marketing efforts to expand the program.

1. Recruit New OLLI members at local fairs, libraries, and other public venues
2. Interact with the local media to provide positive public relations for OLLI

Member Engagement Committee

The Member Engagement Committee plans and implements activities and events designed to promote fun, relationship building, and camaraderie among members. Their activities include Dine-Arounds, beach and park walks, trivia nights, and other social activities. Additionally, the Member Engagement Committee facilitates OLLI volunteers and procedures related to volunteers.

Advisory Council

The Advisory Council is a committee formed by the chairs of all other committees and other active OLLI members.

Front Desk Greeter and Office Support Volunteer

Frequently, the Front Desk Greeter is the first point of contact for guests and new members. The Front Desk Greeter must always maintain a positive and professional attitude.

Responsibilities

- Retrieve and return voicemail messages
- Answer phone calls and assist callers' questions and concerns
- Accept hard copy registrations forms from members and guests
- Keep a log of issues and concerns to identify trends and possible solutions
- Assist/Answer walk-in inquiries.
- Assist with copy requests from the instructor(s)
- Other duties as they may arise

OLLI Ambassadors

OLLI Ambassadors help to recruit new members by attending markets fairs, public libraries, and other events. They will distribute posters, flyers, and catalogs. They support the Marketing Committee in public arenas.

Shared Interest Group (SIG) Facilitators

A group of OLLI members with a shared interest may form a new SIG. A SIG meets at regular intervals and aligns with OLLI's goals of both educational and social engagement. A volunteer OLLI member leads peers in a SIG. Some of the SIGs that volunteers already lead are Dine-Arounds, Book Discussions, and Walking Groups. Information about current SIGs and becoming a volunteer facilitator for a new SIG can be found at <https://www.campusce.net/eckerd/course/course.aspx?catid=157>

Other Volunteers: Special Events and Unique Skills

Volunteers assist with on-campus events such as Bolshoi Ballet, National Theatre, and Metropolitan Opera performances, or off-campus events such as Dine-Arounds. Tasks vary with each activity and usually include arriving early for set-up. Tasks may include setting directional signs, distributing OLLI materials, and checking in attendees.

Occasionally, volunteer opportunities may arise for a special event or project. The OLLI staff or members of a Committee will reach out to active and prospective volunteers to recruit support. Requests may include tech support, copy editing, or planning for a special speaker.

If a task is not included in this handbook for which you would like to volunteer, submit the Volunteer Information Form and let us know.

EMERGENCY PROCEDURES: On Eckerd campus

Fire

Upon discovering smoke or fire, immediately activate a fire alarm and call Campus Safety and Security at 727.864.8260 (Eckerd College campus only). Ask the instructor or another attendee to call 911.

Immediately evacuate the class as quickly as possible. Please remember to take the class roster to help account for persons in attendance. If the fire alarm was not activated before evacuation, immediately call 911 and Campus Safety and Security. Be prepared to report the fire or smoke and the building's location.

Do not attempt to extinguish the fire unless you can do so safely with an appropriate fire extinguisher.

Inclement Weather / Lightning

When Thunder Roars, Go Indoors! Know the 30/30 Rule (below). OLLI participants should know that if they hear thunder, they are in danger of being struck by lightning and should seek safe shelter immediately if attending an outdoor program (i.e. Kayaking).

30/30 Rule: This two-part rule states that people should first seek immediate shelter once the time between a lightning flash and thunder is 30 seconds or less. The second part of this rule states that people should remain in a safe shelter for 30 minutes following the final clap of thunder.

If you are assisting with an outdoor activity, move the group into a safe area immediately. If a person is struck by lightning, call 911 and get medical help immediately.

Safe locations for Outdoor Facilities (Eckerd College):

- North Field/Baseball Field/Softball Field/Tennis Courts/Outdoor Basketball Courts: Participants should go to the nearest Residence Complex, the Wallace Boathouse or Turley Athletic Complex.
- Swimming Pool: Participants should go to the McArthur Physical Education Center or into the Lifeguard Room.
- Hough Quad: Participants should go to Lindsey Hall, Fox Hall, or Brown Hall.

Medical Situation or Injury

In case of a life-threatening medical emergency, call 911, then call Campus Safety at 727.864.8260.

If there is a non-life threatening emergency, call Campus Safety at 727.864.8260.

Please be sure to

- Clear an area around the victim
- Keep the victim calm, and reassure them that help is on the way

- Obtain basic information about the victim to pass it along to Campus Safety or medical responders. You may be asked to complete an incident report

Public Disturbance by a Campus Visitor

If a campus visitor has progressed beyond a reasonable point and is distributing or causing harm to an attendee, please contact the OLLI staff as soon as possible at 727.864.7600.

Shelter-in-Place Emergency

A “Shelter-in-Place” emergency is declared when it may be more dangerous to evacuate the campus than to stay in assigned rooms or buildings. Events that trigger a shelter-in-place emergency are likely life-threatening.

Please take the following actions in case of a shelter-in-place emergency:

- Lock all interior and exterior doors (if possible)
- Barricade doors.
- Close all windows and window curtains and blinds.
- Turn off lights.
- Crouch down in areas that are out of sight from doors and windows.
- If a gunshot is heard, stay near the floor and shielded under or behind room furniture as much as possible.
- Notify 911 and, if possible, contact Campus Security at 727.864.8260 as soon as possible. Describe the situation and extent of injuries.

EMERGENCY PROCEDURES: Off-campus

Evacuation

If the venue you are visiting is being evacuated for any reason, all OLLI participants **MUST** evacuate. Please remember to take the class roster to help account for persons in attendance.

Inclement Weather / Lightning

When Thunder Roars, Go Indoors! Know the 30/30 Rule (below). OLLI participants should know that if they hear thunder, they are in danger of being struck by lightning and should seek safe shelter immediately if attending an outdoor program (i.e., Kayaking, Beach and Park Walking).

30/30 Rule: This two-part rule states that people should first seek immediate shelter once the time between a lightning flash and thunder is 30 seconds or less. The second part of this rule states that people should remain in a safe shelter for 30 minutes following the final clap of thunder.

Medical Situation or Injury

In case of a life-threatening medical emergency, call 911

Please be sure to:

- Clear an area around the victim
- Keep the victim calm and reassure them that help is on the way
- Obtain basic information about the victim to pass it along to medical responders.

After the person has been attended to, call OLLI staff to report the incident or if there is no answer, call Campus Safety, 727.864.8260.

If a non-life-threatening emergency occurs off campus, exercise good common sense and when it is safe, call OLLI staff to report the incident or if it is after hours and it should not wait until office hours, call Campus Safety, 727.864.8260.

Appendix I Reporting of Volunteer Hours

Volunteers serving in the following roles should self-report the number of hours spent volunteering to the Member Engagement Committee's designated Volunteer Coordinator.

1. Lobby Greeter
2. Zoom E-Class Greeter
3. Event Host
4. Front Desk Greeter/Office Support
5. Trip Host
6. Special Event Host

Volunteers who are facilitating Shared Interest Groups (SIGs) should self-report the number of hours spent volunteering to the Member Engagement Committee's designated SIG Coordinator.

Committee Volunteer Positions

The committee chairs of the following committees will automatically keep track of hours contributed by their members based on time spent at meetings. Additional hours that committee members spend working on committee activities should be self-reported to the committee chairs.

1. Advisory Council
2. Curriculum Committee:
3. Marketing Committee:
4. Member Engagement Committee:

OLLI Ambassadors should report their hours to the Chair of the Marketing Committee.

Volunteers in the following roles will report their hours to a designated member of the OLLI staff:

1. Copy Editor
2. Tech Support

Appendix II History of Eckerd College and OLLI at Eckerd

Historical Sketch of Eckerd College

In the decade following World War II, national concern for the expansion of higher education in quality and quantity brought about a rapid increase in the size of existing institutions and the projection of a large number of new colleges. Members of the United Presbyterian Church in the United States of America and the Presbyterian Church in the United States, first working independently and then jointly, acted upon the judgment that there was a clear need for a college, innovative in character and superior in academic quality, located in Florida. After an extended period of research and consultation, a committee appointed by the two synods drafted an extended statement of the nature of the college to be founded, selected St. Petersburg as the location of the institution, and conducted a campaign to provide initial financial support.

In 1958, a charter was granted by the Florida legislature and a Board of Trustees was appointed by the Presbyterian Synods. The chartered name, Florida Presbyterian College, was recognized as a temporary designation in anticipation of a change in name to recognize some significant donor(s). William H. Kadel was elected president and John M. Bevan was appointed to develop the academic program.

In 1960, the college began its instructional program with 155 students, all at the freshman level, and a faculty of twenty-two. It was located temporarily in the facilities on Bayboro Harbor, which had been built by the Federal government as a training base for the Merchant Marine. After three years in those quarters, the college occupied the campus developed on the site on Boca Ciega Bay, secured from the City of St. Petersburg.

During its first ten years, the college increased its enrollment to over 1,000 and its faculty to seventy-five. It received national recognition for many features of its program and was accredited by the Southern Association of Schools and Colleges. A campus of sixty-four buildings was developed. Stipulations regarding the religious identification of faculty were removed.

In June 1971, the two Presbyterian Synods took action transferring full control of the college to a self-perpetuating Board of Trustees and affirming a "covenant relationship" between the college and the church. In 1972 the name of the institution was changed from Florida Presbyterian College to [Eckerd College](#), in recognition of the major support of trustee Jack M. Eckerd.