

AmeriCorps Seniors Metro Atlanta RSVP Self-Paced Study Kit

Community Resources for Older Adults and Persons with Disabilities

July 2021



Study Kit Introduction

Thank you for joining AmeriCorps Seniors Metro Atlanta RSVP. As a member of the Community Resources topic team, you will educate the community about resources and services for older adults and persons with disabilities.

RSVP peer educators put a spotlight on important issues and encourage audience members to take simple action steps to improve their health, safety, and ability to live independently.

RSVP educators are not expected to have all the answers, and our presentations do not replace the advice of experts such as healthcare professionals or aging services providers. (We are grateful, however, for those of you who are retired professionals with special expertise in your topic areas.)

Peer educators are, above all, fire starters. You light a spark in the audience, recommend easy first steps, and encourage audience members to seek further guidance from specialists in the community.

Your kit consists of five parts. Sections one and two are included in this guide. Parts three, four, and five are separate files.

- **In this Document:**
 - Section I Processes and Procedures for RSVP Volunteers
 - Section II Key Questions about this Topic
- **Under Separate Cover:**
 - Section III Presentation PowerPoint
 - Section IV Facilitator's Guide with Suggested Script
 - Section V Handouts

Here's how to use the kit:

Review the processes and procedures for RSVP volunteers so that you will understand the basics of serving as a presenter.

Review the presentation PowerPoint, Facilitator's Guide, and handouts. Highlight key points and take notes as necessary. You don't need to memorize the information, but you should have a good basic command of the topic before making face-to-face presentations.

Test your own knowledge by answering the 20 key questions that are in this guide. Then review your answers against the PowerPoint and script. Note the areas where you have the most room for improvement, and spend extra time familiarizing yourself with that targeted material. This is a self-paced activity. It is not a pass-fail exercise. Instead, it is intended to strengthen your knowledge and topic-area confidence.

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Part I

Processes and Procedures for RSVP Volunteers



Procedures for RSVP Volunteers

1 Select an assignment.

The RSVP volunteer coordinator (Cynthia Haley Dunn) will notify a topic team by email when a community organization requests a presentation on the team's topic. Members are asked to respond within three business days if they are able to accept the assignment.

2 Confirm that you have the latest PowerPoint and Facilitator's Guide.

If you accept the presentation assignment, make sure that you have the most recent PowerPoint and Facilitator's Guide. The volunteer coordinator will tell you if the organization can provide computer equipment for PowerPoint usage. If not, you will be asked to present, using only the Facilitator's Guide.

3 Pick up handouts (and props, if applicable).

The RSVP Volunteer Coordinator will ask the requesting host organization to duplicate handouts for your presentation. If that is not possible, the volunteer coordinator will duplicate handouts. In this instance, the assigned presenter and volunteer coordinator will determine a time and pickup location, usually either at the ARC office or at a county RSVP station. If a presentation has props, use the above procedure to obtain the needed materials.

4 Report to the host location.

The volunteer should arrive at the host location 30 minutes in advance to meet the host organization's representative and test presentation equipment (laptop, projector, etc.) if the PowerPoint will be used.

5 Return evaluation forms to ARC.

You may deliver completed evaluation forms in one of three ways: 1) Deliver them to the ARC office. 2) Inform the RSVP volunteer coordinator, then drop them off at your county's RSVP station. 3) Scan the forms and email the PDF to cdunn@atlantaregional.org. We will pilot electronic evaluation procedures later in 2021.

6 If applicable, return your mileage reimbursement request to ARC.

If you want ARC to reimburse you for mileage used to travel to and from a presentation, send a completed mileage reimbursement to cdunn@atlantaregional.org within five business days of the presentation. Each presentation volunteer will receive a blank mileage reimbursement form at the start of the season. Extras are available upon request.

7 Send your timesheet to ARC by the third of the following month.

Make sure that we count your service. Submit a completed timesheet to cdunn@atlantaregional.org by the third of the month following the service. If you make a presentation, staff an information table, attend an RSVP meeting or presentation, or lead an evidence-based workshop, include it on your timesheet. Each RSVP volunteer will receive a blank timesheet form at the start of the season. Extras are available upon request.

8 Check email regularly.

We communicate with volunteers by email, so check your inbox regularly for monthly schedules, announcements, and opportunities to serve the community.

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Part II

Key Questions about This Topic



Key Questions about This Topic

The 20 questions that follow cover some of the key information that you will present. This is a self-assessment exercise that will not be submitted or graded.

Study the PowerPoint and Facilitator's Guide first. Then use these questions to gauge how well you understand the main points that you will communicate to audiences as a peer presenter.

Answer the questions to the best of your ability, relying on what you remember from the PowerPoint and Facilitator's guide. How much of the content do you think that you retained?

Now, go back to your PowerPoint and facilitator's guide to check your answers. Write down missing information and take note of areas where you'd like to strengthen your knowledge.

This isn't a pass-or-fail exercise, so don't worry if you can't answer all the questions by memory. Your PowerPoint and script will guide you through every presentation. You will find, however, that as your command of the subject grows, you will become more at-ease with educating your audiences.

These 20 questions capture essential presentation points. But what should you do if an audience member asks you something that you don't know? Never make up an answer and spread misinformation. Be honest and recommend that the person contact Empowerline or an appropriate topic expert for answers.

Now, on to the questions!

Community Resources for Older Adults and Persons with Disabilities

1. What does ADRC stand for?
2. How can I find Empowerline on the web?
3. What phone number should I call to reach the Empowerline?
4. I'd like to find my own services. Can I do that?
5. What are three or four examples of home- and community-based services (HCBS)?
6. My uncle sometimes goes hungry. What are a couple of types of help available?
7. What are one or two services designed especially for me as a caregiver?
8. I'm concerned about my mother's quality of life in her nursing home. How can I get help?
9. How old do people need to be to qualify for aging services?
10. Where would I find an Area Agency on Aging for someone who lives outside Georgia?
11. Is there a national website that will tell me if I'm eligible for various benefits?
12. I have Medicare questions. Is there a program that can help me?
13. What's the name of the food stamp program for seniors, and where do I apply?
14. Which program can help me with my heating and cooling bills?
15. Can I get help with paying for phone or internet service?
16. Who is eligible to get a MARTA discount card?
17. Is there a website that can help me get around more easily on public transportation?
18. I heard that there are different kinds of elder abuse. Can you list a few types?
19. If I suspect that an older neighbor is being abused, where would I report it?
20. How would I get free college classes as a senior?

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Parts III-V

PowerPoint Facilitator's Guide Handouts



Your self-paced study kit consists of five parts. Find parts III-V under separate cover.

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Review the PowerPoint, Facilitator's Guide, and handouts before testing your knowledge with the Key Questions about This Topic shown in Part II.

**Thank you for your service to the
Metro Atlanta community.**

For questions, contact the RSVP volunteer coordinator at cdunn@atlantaregional.org.