

RSVP



OF THE CENTRAL COAST

PROGRAM & POLICIES HANDBOOK

Senior Volunteer Services
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The Program

RSVP exists to provide a variety of opportunities for volunteers to participate more fully in the life of their community through significant volunteer service.

RSVP puts the skills and experiences of a lifetime of work for the benefit of others, by matching the interests and abilities of person 55+ with rewarding part-time opportunities for community service.

RSVP volunteers serve through a variety of nonprofit and civic organizations, designated as volunteer stations:

Schools, libraries, pre-school/day care centers, police stations, neighborhood block clubs, hospitals, Senior Centers, nursing-homes, museums, literacy programs, and other community and social service organizations.

RSVP positions include:

Classroom aide, adult literacy trainer, tutors/mentors, patient care services in hospitals or nursing homes, telephone reassurance, exercise instructors, docent tours in museums, handicrafters and quilters, counseling, serving meals, host/hostess, clerical assistance in

nonprofit agencies, and a variety of other human service opportunities.

RSVP volunteers receive an initial brief orientation from RSVP staff on their role in the program. After placement, volunteers receive orientation, training, and supervision from their station.

RSVP volunteers may receive benefits such as partial mileage reimbursement for travel during their volunteer duties. If mileage reimbursement is requested it is payable at \$0.14 per mile, with a maximum of \$15.00 per month. Free accident and liability insurance is provided for each volunteer, as well as newsletters and annual recognition event.

RSVP of the Central Coast will celebrate its 39th year of operation at various Recognition Events in April 2011. RSVP exists through a grant from **The Corporation for National and Community Service**, the federal domestic volunteer agency. Our RSVP has a roster of over 1500 volunteers who give of their time and energies to more than 300 stations. In the fiscal year ending December 2009, our volunteers contributed over 175,000 hours of community service!

Acceptance, Screening and Placement of Volunteers

Persons who are interested in volunteering with RSVP usually make an initial contact with the RSVP office in a variety of ways: walk-ins, telephone, email, person to person referrals, and presentations to groups by RSVP staff, or now through social media, such as Facebook and our website: www.RSVPCentralCoast.org.

Additional information about the program is provided the prospective volunteer at that time.

Upon determining the prospective volunteer meets the **fifty-five** (55) years of age requirement, our process is to present all volunteers with a packet of information, or mail a packet to the potential volunteer within twenty-four (24) hours. The packet usually contains the following:

1. Application form
2. Brochure describing the RSVP program and mission
3. List of current stations and possible volunteer opportunities
4. Addressed return envelope.

Upon receiving the completed application form from the potential volunteer, the RSVP Director or the Area Coordinator will telephone the volunteer to discuss their interests, availability, transportation limitations, and/or physical requirements needed in order to serve.

Once the potential volunteer has made one, or more, station choices the RSVP

Director or Area Coordinator will then telephone the station supervisor(s) to determine if vacancies exist, and if so interviews are arranged.

Following the interview(s) the potential volunteer or station supervisor will notify the RSVP office of a decision to accept or decline the position(s). RSVP will continue working with the potential volunteer until a suitable position has been found. The new volunteer is advised that if, for any reason, the assignment does not appear to be a good fit, contact back to our Area Coordinator will produce other options.

The volunteer will then receive a copy of the Volunteer Opportunity Description from the station supervisor, and will be advised of required orientations or training. The volunteer will then be entered into the RSVP data base, and given instructions relating to their monthly time sheet, to ensure that their hours are correctly documented and received in a timely manner by the RSVP office. They will also be added to the mailing list to receive the RSVP newsletter.

RSVP does not provide background checks. Some positions such as Law Enforcement, working in schools, after-school programs and senior centers may require additional screening, background checks and/or TB tests. This is explained to the volunteer ahead of time, as these requirements will be covered by the particular agencies and the enrollment process will then require additional time to complete.

RSVP Volunteers

Eligibility and Equal Opportunity Policy Statement:

1. Must be 55 years of age or over; willing to serve on a regular basis; and willing to accept instructions and supervision as required.
2. Qualifications are NOT limited to people with work experience or professional backgrounds. Every talent and experience is needed.
3. RSVP is committed to equal opportunity for all program participants and eligibility may not be restricted on the basis of education, income, experience, citizenship, race, creed, belief, color, national origin, sex, sexual preference, disability/handicap, limited English proficiency or political affiliation.
4. Volunteers have the right to file a discrimination complaint.

Volunteer Stations

Responsibilities:

1. Develop volunteer assignments and supervise volunteers; provide orientation and in-service training.
2. Assist or help to arrange for volunteer transportation, volunteer recognition and meals, when possible.
3. Maintain and/or assist with the recording and submitting of monthly timesheets to the RSVP office.

4. Complete in-kind donation reports as requested.

5. Provide data for measurable impact (as needed/requested).

Volunteer Hours & Timesheets

All RSVP volunteers are required to submit a time sheet of volunteer service hours each month, whether or not the volunteer is requiring reimbursement.

1. Volunteer hours start when the volunteer leaves home and ends when they have returned home directly from their volunteer duties.
2. Hours volunteered for church-sponsored function which will further a particular denomination (i.e. fund raising for church, recruiting membership, etc.) cannot be included on a time sheet.

Exception: If church sponsors program for outside agency, or if RSVP volunteer group is using church facility for program, (Food distribution, tutoring, neighborhood block meeting etc.) hours may be reported.

3. Political events, voter registration, volunteering at the polls, distributing flyers for political campaign, cannot be used as volunteer hours.

3. Volunteers must have reported (4) four volunteer hours at least once in a 90-day period to be considered active in that quarter.

Timesheets

1. The Timesheet is an official reporting document. The ***CORPORATION FOR NATIONAL & COMMUNITY SERVICE*** and other funding partners require the sponsor to maintain timesheets that display the actual hours served by each volunteer.
2. The Timesheet is essential for purposes of accident, personal liability, and excess liability insurance and legal representation. To process claims, the carrier must be assured that the volunteer was serving at the time of an accident.
3. Most importantly - the Timesheet enables us to inform the community and business leaders, elected officials, and many others of the invaluable services and activities that the volunteers (senior citizens) contribute every day. RSVP is the only entity that reports senior volunteer hours in aggregate to the various groups listed above.
4. Timesheets must be signed legibly by volunteer **and** station coordinator or supervisor if mileage reimbursement is requested.
5. Timesheets received after the 20th of the month following the close of the quarter will be logged the next quarter.
6. Volunteers who do not wish to be reimbursed may submit hours by telephone, FAX or e-mail. In addition, mileage can be donated as an in-kind contribution to RSVP which helps us with local grants as evidence of volunteer commitment to the program.

Disciplinary Action:

***Progressive Discipline:**

The RSVP program provides uniformly consistent discipline when a volunteer's performance or actions are detrimental to the program, volunteer station, or the clients served. Progressive discipline will be performed as follows:

Step 1: Oral reprimand, with note placed in volunteer's folder.

Step 2: Note of warning, signed by volunteer and placed in volunteer's folder, with copy to the Project Director.

Step 3: Dismissal from the program.

***Violations Subject to Disciplinary Action**

The following is a list of causes constituting a basis for disciplinary action.

1. Consistent inefficiency, incompetence, or negligence in the performance of volunteer assignment.
2. Insubordination; refusal to accept reasonable and proper assignment from an authorized supervisor.
3. Uncooperative attitude, which lowers discipline and morale.
4. Sleeping on the assignment.

5. Failure to attend required orientation or in-service training sessions.
6. Any other action that is deemed unlawful or inappropriate, and discredits the program's service.
7. Inappropriate use of agency technology.

These additional causes will result in immediate dismissal from the RSVP program and include:

1. Hitting or hurting a client or other volunteer deliberately or through negligence.
2. Misrepresentation or falsification of application for enrollment, timesheets, mileage reimbursements, or other records.
3. Unauthorized possession or use of drugs; bringing liquor or other intoxicants to station assignment; reporting to assignment in an intoxicated condition.
4. Stealing or unauthorized possession of property belonging to others; destroying or damaging property of others.
5. Use of abusive, profane, or threatening language toward a client, staff, volunteer, or others.
6. Possession of firearms or other weapons while at the volunteer station.
7. Discussing confidential information about clients or agency.

Sexual Harassment/Unlawful Discrimination

RSVP of the Central Coast is committed to providing a harassment-free work environment. To this end we prohibit discrimination that is sexual in nature and harassment that is based upon race, color, religion, gender, sexual orientation, national origin, age, disability, and individuals with limited English proficiency, or any other basis protected by local, state, and federal laws. Such harassment and/or unlawful discrimination demean individuals, negatively impact morale, and undermine the effective and efficient operation of the program. This anti-harassment and unlawful discrimination policy refers to interactions between volunteers, staff, clients and visitors.

Confidentiality/Privacy

RSVP volunteers may learn personal or sensitive information about the clients, donors or agencies with whom they work. This information, as well as the identification of the clients, is to be held in strict confidence. Inappropriate use of confidential information is sufficient grounds for termination from the assigned agency and may be grounds for separation from RSVP.

All volunteers will abide by the policies of their assigned agencies regarding Internet and e-mail communication. You may be required to sign a statement that declares your understanding of the agency's policy with regards to technology. There is no expectation of privacy while using your agency's technology and all

equipment is subject to scrutiny and review. Failure to comply with agency policies could result in termination from your assignment. Please respect that your access and use of technology is granted by your assigned agency.

Conflict of Interest, Gifts or Honoraria

Conflict of Interest:

RSVP Volunteers must be aware that outside obligations, financial interests or employment may result in a conflict of interest and could affect the objectivity of their volunteer involvement. It is incumbent upon all RSVP volunteers to avoid situations that create a conflict of interest, potential conflicts, and relationships that might be perceived as such, and should be disclosed to his or her supervisor. This policy also applies to family or household members of the volunteer.

Gifts & Honoraria:

Although we anticipate that clients are appreciative of the services and assistance provided by RSVP programs and the RSVP volunteers, under no circumstances shall volunteers accept fees, personal gratuities or tips from clients. Volunteers who engage in community outreach services and speak to groups on behalf of RSVP shall not charge for their services. If offered, donations and honoraria may be made in the volunteer's name to Senior Volunteer Services RSVP.

Mileage Reimbursement Policy

It is the policy of RSVP of the Central Coast to provide mileage reimbursement to eligible volunteers at a rate set according to the availability of funds. RSVP volunteers serve without compensation, ***but if needed to continue volunteering, can be entitled to partial reimbursement for travel expenses. Reimbursements are made only upon request, and submission of monthly timesheets and paid on a quarterly basis.***

The following applies for eligibility:

1. A minimum of four (4) hours must be served on the day reimbursement is requested.
2. Travel reimbursement is to be calculated from the volunteer's home to the station where volunteer task is performed and return (round-trip)..
3. Each volunteer who drives must have current information on file with RSVP and report any changes to RSVP:
 - A. Driver's license number and expiration date.
 - B. Name of auto insurance company.
4. Volunteers who do not meet RSVP guidelines will not be covered by RSVP excess automobile liability insurance,

and will not be reimbursed for travel.

5. For volunteers who car pool, only the RSVP driver is eligible for reimbursement. (i.e.) Husband/Wife, this also includes partners who volunteer at the same location and drive together. Persons who are not registered with RSVP who drive RSVP volunteers to their tasks will NOT be reimbursed for travel.
6. Volunteers must volunteer in cities within San Luis Obispo or Northern Santa Barbara Counties or contiguous cities.
7. Depending on funding availability, reimbursement checks will be mailed within 5 to 6 weeks after the end of each quarter.

1st quarter- January, February, March

2nd quarter - April, May, June

3rd quarter -July,August, September

4th quarter - October, November, December

The following applies for all mileage reimbursements:

Volunteers using their personal automobile will be reimbursed at \$0.14 per mile up to a maximum of \$15.00 per month (mileage may change subject to budget constraints).

TOTAL NUMBER of RT (Round Trip) miles must be shown on time sheet for each day volunteered.

Insurance

Each volunteer is eligible for three kinds of insurance. These policies provide coverage for you while participating in community service as a volunteer. Senior Volunteer Services RSVP for which you volunteer, holds the insurance policy certificate. This is not a substitute for any insurance you may now carry, and only applies while you are performing your assignment as a volunteer in the program and while on your way to and from your volunteer site. (portal to portal.)

It is highly appropriate that the satisfaction and appreciation you experience as a volunteer be supported by the comfort of knowing you have some help in the event of an accident.

RSVP volunteers, are insured through the Federal Agency CORPORATION FOR NATIONAL AND COMMUNITY SERVICE and its insurance company as follows:

Every RSVP Volunteer is covered by excess accident insurance (up to \$25,000 per accident, with \$2,500 for loss of life) and personal liability insurance (up to \$1,000,000 per incident) under Corporate Insurance Management (CIMA). Drivers are also covered

by excess automobile liability (up to \$500,000 per accident). This coverage is in effect during volunteer hours and while traveling directly to and from the volunteer station.

All volunteer-related accidents (major and minor) should be reported promptly to the volunteer's immediate supervisor, who will complete a report and send it to the RSVP Director at 660 Pismo Street, San Luis Obispo, CA.

In addition to the report a phone call is to be made to RSVP at 544-8740 in San Luis Obispo or 922-9931 in Northern Santa Barbara Counties. In case of an automobile accident, the volunteer must also supply a copy of the accident report to the program staff. After the volunteer's primary health insurance has paid, a claim will be filed to CIMA to reimburse the deductible and any remaining balance. Please Note: Claims must be filled with CIMA within 90 days of the accident. Medical attention must be sought within 60 days of the accident. Please notify RSVP staff immediately after any accident.

Accessibility and Reasonable Accommodation

No qualified individual with disabilities shall, on the basis of disability, be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination under any program or activity receiving federal financial assistance. All programs and activities must be accessible to, and usable by, persons with disabilities.

All Volunteer Stations will provide adequate safety of RSVP volunteers. Persons with disabilities shall be provided reasonable accommodations according to the Americans with Disabilities Act (ADA) to participate in the program or activity.

RSVP and its stations assures it will not discriminate against RSVP volunteers or in the operation of its program on the basis of race; color; national origin, including individuals with limited English proficiency; sex; sexual orientation; age; political affiliation; religion; or on the basis of disability, if the participant or member is a qualified individual with a disability.

Volunteer Separation or Retirement:

***Resignation**

It is preferred that RSVP Volunteers give at least two weeks' notice to both their assigned station and RSVP when resigning, unless it is due to emergency or illness. This gives volunteer stations an opportunity to say good-bye to the volunteer, find a

replacement, and bring closure to the assignment.

The experiences you gained as a volunteer are valuable, and RSVP requests that time be allocated for discussing your resignation. With your help, we can continue to make certain our volunteer assignments provide the greatest level of satisfaction.

***Dismissal**

A volunteer may be dismissed during his/her initial probationary period, or later following any disciplinary action. Although the staff will ordinarily work with a volunteer to correct work performance deficiencies, some actions may result in immediate dismissal. A volunteer may also be dismissed for failure to pass any required physical exam or background check as required by the Volunteer Station. A volunteer who feels his/her dismissal is unjustified may file a grievance by contacting the RSVP staff.

*** Loss/Decrease of Funding**

In the event of an unexpected loss of funding, RSVP staff may find it necessary to reduce the rate of mileage reimbursement to volunteers. Program staff will make every effort to find other funds.

*** Death**

In the event of an RSVP volunteer accidental death while on assignment, CIMA will be notified. Checks will be released to the volunteer's designated beneficiary upon presentation of proof of death and a picture ID to the RSVP staff.

Points to Remember

You are representing **SENIOR CORPS, RSVP of the Central Coast and Senior Volunteer Services**. When serving in an RSVP Volunteer capacity and/or through RSVP, please be mindful of the following:

1. No political activities may be performed in regards to:
 - a) voter registration
 - b) influence outcome of any election
 - c) any activity association with a candidate
 - d) transportation to polls
 - e) identification of RSVP with any political activity
2. Volunteers shall not give religious instruction or conduct worship services while volunteering through RSVP.
3. Volunteers may not perform any service or duty that would otherwise be performed by an employed worker.
4. Volunteers may never receive a fee for services from service recipients, their guardians, members of their family or friends.
5. RSVP will never require financial support from a station as a precondition to obtain RSVP volunteers services.
6. RSVP grant funds are never to be used to finance labor or anti-labor activities.
7. No person shall request or receive any compensation for services of RSVP volunteers.
8. If you are unable to report to your volunteer station, notify the station as soon as possible.
9. Notify the RSVP office if you have a change of marital status, address or telephone number.
10. If you discontinue volunteering, please contact the RSVP office.
11. To be re-activated please contact the RSVP office.

We appreciate your time, commitment and dedication!

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