

RSVP of BERKS, PIKE & WAYNE Counties Volunteer Handbook



Diakon Child, Family and Community Ministries

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WELCOME TO RSVP OF BERKS, PIKE AND WAYNE COUNTIES

Welcome to the Retired and Senior Volunteer Program of Berks, Pike and Wayne Counties. (RSVP). You have joined a program that exists all across the United States. Members of RSVP give their time and talent to local non-profit agencies and organizations. This handbook was prepared by the RSVP staff and approved by the Advisory Council to help acquaint you with all aspects of our program. We hope you will find this manual helpful in answering your questions about RSVP. If you have any concerns or questions about your volunteer service, please feel free to contact the RSVP office.

HISTORY

RSVP is administered nationally by AmeriCorps. A federal program, RSVP is America's largest volunteer network for people aged 55 and over. Locally we are sponsored by Diakon Child, Family and Community Ministries, in conjunction with County Area Agencies on Aging.

MISSION

RSVP's mission is to engage citizens age 55 and over in volunteer service to meet critical community needs, strengthen communities and to provide a quality experience that will enrich the lives of the volunteers through significant and rewarding community service work and personal development.

RSVP ADVISORY COUNCIL

The RSVP Advisory Council is made up of members selected from the community and includes representatives from Volunteer Stations, RSVP volunteers and other individuals with knowledge of community social needs. The Council's role is to assess the RSVP Program, offer advice to the staff, assist with special events, and help promote, publicize and advocate for the RSVP program in the community.

NON-DISCRIMINATION STATEMENT

Eligibility to be an RSVP member is not restricted on the basis of formal education, experience, citizenship, race, creed, belief, color, national origin, sexual orientation, disability, or political affiliation. RSVP strives to be supportive of the needs of each RSVP member and strives to make reasonable accommodations for all volunteers.

RSVP VOLUNTEER POLICIES

ACTIVE VOLUNTEERS

***Volunteers must complete and submit at least 2 hours each month or a total of 24 hours per year to remain active with RSVP. This minimum requirement keeps you current for your supplemental insurance and the annual recognition event.

ON LEAVE

If you are unable to serve for any extended period of time, please contact the RSVP office. We will place you on the temporary inactive list so that you may continue to receive mailings and RSVP information. When you are ready to serve again, please call the office and we will be happy to change your status to active.

BACKGROUND CHECKS

Every new RSVP enrollment will require a PA State Criminal History clearance before any placement is made. This ensures and maximizes the safety of volunteers and the clients served. Specific Volunteer Stations may also require additional levels of clearance.

CONFIDENTIALITY

Confidentiality is the cornerstone of a trusting relationship between volunteers, clients, Volunteer Stations and RSVP. Some volunteer opportunities involve knowing sensitive information about the individuals being served. Issues or concerns regarding clients should only be discussed with the station supervisor or the RSVP staff. It is important to never release the name, address, phone number or any other information that may identify the client to anyone except the Volunteer Station and/or the RSVP Staff. For your own safety, it is also important to only release personal details to RSVP and Volunteer Station staff.

VOLUNTEER SAFETY POLICY

Volunteer safety is important to RSVP. Concerns regarding safety at your volunteer station should be reported to the station supervisor and RSVP Director as soon as possible. If you are involved in an accident while on assignment, please notify the RSVP office within 24 hours. Should your medical, physical, or other conditions change, at any time, it is the duty of the volunteer to inform the RSVP Director so that appropriate changes may be made with regard to the volunteer activity.

USE OF AUTOMOBILE

I understand that if I use my personal automobile to and from my volunteer site, I will possess a valid Pennsylvania driver's license, maintain automobile liability insurance equal or greater than the minimum required by the Commonwealth of Pennsylvania

(Bodily Injury Liability Insurance equal to or greater than \$100,000 per person / \$300,000 per accident / \$50,000 property damage liability OR \$300,000 single limit/ bodily injury/ property damage liability). I will report any vehicle accident which occurs during assignment to RSVP of Berks, Pike and Wayne counties within 24 hours. Please provide driver's license, insurance card, insurance declaration page (copies will be made during interview). I understand that I must use seat belts when operating a motor vehicle as a volunteer for RSVP/Diakon. When transporting program clients, clients must also wear seat belts. I agree to exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. I will maintain Annual Vehicle Inspection and Emission tests as required by PA law for vehicles used to transport clients.

Photography Waiver

I grant permission to RSVP of Berks, Pike and Wayne Counties to use my likeness if at any time during my volunteer duties my picture, either alone or as part of a group, is taken for public relations or promotional materials or purposes.

CODE OF CONDUCT

All RSVP Volunteers will act in a professional manner at all times.

All RSVP Volunteers will wear recognizable RSVP ID BADGE.

Reports of volunteer misconduct will be the cause for immediate suspension from client service. Confirmation of misconduct shall be cause for removal of the volunteer involved from serving clients. The Director may be required to report all incidents to state or federal funding agencies.

If the Retired & Senior Volunteer Program receives complaints regarding any volunteer and it is determined that the volunteer is not performing services in a reliable and responsible manner, corrective action may be taken. If corrective action does not result in improved performance, the Director will remove the volunteer from service to clients.

Volunteers are not allowed to receive donations.

Volunteers shall perform the following minimum levels of service:

An RSVP Volunteer shall:

- a. Confirm, prior to any visit, with the client or client representative, when a visit will be taking place.
- b. Maintain a clean and neat appearance at all times.
- c. Be polite and courteous to clients. Clients shall be treated with respect. The Director or his/her agent will notify the RSVP Volunteer of any known cultural issues or health issue significant to providing services.
- d. Respect the client's right to confidentiality.

An RSVP volunteer shall not:

- a. Make sexually explicit comments, or solicit sexual favors, or otherwise engage in sexual activity
- b. Solicit or accept money from clients
- c. Use alcohol, narcotics or controlled substances, or be under their influence while on duty. Prescribed medication may be used by a volunteer as long as the medication does not cause impairment and his/her duties can still be performed in a safe manner.
- d. Smoke when client/s are present
- e. Wear any type of headphones while on duty
- f. Be responsible for a client's personal items

DRUG FREE WORKPLACE POLICY

The Retired Senior Volunteer Program's volunteers are prohibited from the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance at any of RSVP facilities, events, assignment locations and/or that of any RSVP Affiliate Site.

Any violation of the prohibitions in #1 will be considered to be "Just Cause" for suspension and/or discharge under the procedures of RSVP.

As a condition of registration as a volunteer each volunteer will:

- a. Abide by the terms of #1 above and;
- b. Notify the RSVP in writing of any criminal drug violation or conviction no later than five calendar days after such violation or conviction.
- c. Understand that appropriate personnel action will be taken against such volunteer, up to and including discharge.

VOLUNTEER HOURS

- Hours served by RSVP Volunteers, at all approved RSVP stations and projects need to be submitted to the RSVP office for grant and reporting purposes.
- Arrangements for recording volunteer hours vary between stations. Be sure that you check to see what is required in terms of signing in when you begin a new assignment.
- Notify RSVP of all volunteer assignments so that we can make sure you are credited for all volunteer work.
- Notify all agencies where you volunteer that you are an RSVP volunteer. Wear your RSVP badge when possible.

PURPOSE FOR SUBMITTING HOURS AND OTHER IMPACT INFORMATION

The Federal government requires RSVP to track all time spent volunteering as a means of assessing performance and continued funding. RSVP now collects the number of people served as a means of measuring impact on community needs. The RSVP office uses this information to share with funders that require statistical and quantitative data. Overall, it helps RSVP demonstrate older adults as active and contributing members of the community. Beginning with the month in which a volunteer signs up with RSVP, a cumulative record of time contributed to all approved RSVP stations and projects is kept on file in our office. Internally, it also helps us determine who is active and can be used to verify your status for insurance purposes.

SUBMITTING HOURS

Either the station or the volunteer may submit hours to the RSVP office. Please check with your service agency for clarification on this. Each volunteer is responsible for making sure that each activity, impact measurement, number of hours and activity description is accurate. Your signature on each time sheet indicates your authorization and should be co-signed by the station supervisor whenever possible. Volunteer Time Sheets should be received by the RSVP office no later than the 7th business day of the following month. There are multiple ways to submit the information:

RECORDING MILEAGE

There are a limited number of volunteer opportunities where mileage may be reimbursed, when funding is available. RSVP members may require mileage reimbursement if they use their own vehicles to perform their volunteer activity and must submit a driver's report no later than the 7th business day of the following month. Other eligibility requirements may be needed. Late submissions will have to wait until the following month for reimbursement.

VOLUNTEER RESPONSIBILITIES

When accepting a volunteer assignment you are responsible:

- To attend any orientation or trainings held by RSVP or the Volunteer Station
- To know all policies and procedures of RSVP or the Volunteer Station
- To record hours so that they can be submitted monthly to the RSVP Office
- To call your station in a timely fashion, if you are unable to volunteer on a certain day
- To notify your station and the RSVP office if you expect to be away from your volunteer job for an extended amount of time
- To report all accidents. Secondary Insurance claims may be filed when appropriate

- To call the RSVP office if there are any problems that arise during a volunteer assignment or with a Volunteer Station as soon as possible
- To notify RSVP if there is a change in contact information or status
- To be respectful, maintain confidentiality as necessary and conduct yourself in an appropriate businesslike manner
- To conduct yourself in accordance with the Volunteer Station's guidelines for staff and/or volunteers. Any concerns regarding the guidelines should be taken to the station supervisor. If concerns are not resolved, please contact the RSVP Director as soon as possible.

PROHIBITED VOLUNTEER ACTIVITIES

Due to Federal grant guidelines, RSVP members may not perform the following activities as an RSVP volunteer:

- Give religious instruction, conduct worship services or engage in proselytizing
- Assist with electoral activities, voter registration, transportation to polls or efforts that may influence legislation
- Engage in activities performed that displace paid workers
- Accept money or donation for their service

VOLUNTEER STATIONS

Volunteer Stations are public agencies, private non-profit organizations or proprietary health-care agencies that accept the responsibility for assignments and supervision of RSVP volunteers. Volunteer Stations sign a Memorandum of Understanding with RSVP, outlining the responsibilities of each party. These agreements are valid for 3 years and may be renewed. Volunteer Stations provide orientation, training, in-service instruction, and other education as needed. RSVP welcomes conversations with local organizations that are interested in becoming RSVP Volunteer Stations. Volunteer Stations will be approved based on program goals, funding guidelines and community needs.

Information to measure the impact the RSVP Program and its volunteers have on the community and those served may be provided by the Volunteer Station as required by the RSVP for funding purposes. Volunteer Stations agree to abide by all current federal non-discriminatory regulations and be handicapped accessible, or provide reasonable accommodations for volunteer

The Mystery of the Time Sheet



- **Who** must complete timesheets?
All RSVP volunteers.
- **What** assignments require a timesheet?
All assignments require a timesheet: Including Meals on Wheels, APPRISE Program, Healthy Futures, etc.. In other words, every Assignment.
- **When** are timesheets submitted?
At the end of each month or by the 7th of the following month. (This is noted on the top of the timesheet.) For those who request travel reimbursement, your timesheet must be in the office by the 7th or your reimbursement check will be delayed until the next month.
- **Why** submit a timesheet?
In order to be covered by the excess liability insurance provided to you as a benefit, you submit timesheets. In addition, RSVP holds an annual recognition event for all volunteers. In order to be eligible, a volunteer must have a record of service hours. Timesheets are the official record of service hours. Volunteers who do not submit timesheets are not active RSVP volunteers. Our federal grant requires that timesheets contain two signatures: the volunteer's and the supervisor's.
- Is **mileage** to be recorded?
All miles driven should be recorded even if mileage reimbursement is not requested. It is required for our reports. However, if mileage reimbursement is requested, it must be recorded on timesheets.
- **Where** do I get timesheets?
Supervisors at volunteer stations provide RSVP timesheets to Volunteers. Stations needing additional timesheets may contact the RSVP Office.

VOLUNTEER ASSIGNMENTS

A wide variety of opportunities are available to utilize your talents and explore new interests. Some volunteer opportunities include, but are not limited to, delivering meals on wheels, Medicare/healthcare insurance counseling, serving on boards and councils, and assisting homebound residents with transportation to medical appointments, and to access groceries. Volunteering can be done once a week, once a month or as needed, according to your schedule and flexibility.

IN-HOME ASSIGNMENTS

RSVP volunteers may volunteer to assist individuals as referred through participating agencies of RSVP (i.e., grocery shopping, transporting to medical or critical appointments, such as Social Security office or bank, meal delivery, etc.) In all cases, confidentiality must be maintained for the security of the individual.

VOLUNTEER SEPARATION

The RSVP Director and/or Volunteer Station may separate a volunteer from the assignment for cause, including but not limited to:

- Misconduct
- Unsatisfactory performance
- Breach of confidentiality
- Inappropriate behavior
- Disregard of policies and procedures
- Health issues that may be a hazard to self or those being served
- Extensive/unauthorized absences
- Inability to perform assignment or accept supervision
- Suitable assignment not available at the time

Separation may also be based on termination of volunteer assignment or when the volunteer assignment is no longer meaningful or satisfying to the RSVP Volunteer.

APPEAL PROCESS

Any appeal of an adverse action affecting an RSVP volunteer must be in writing to the RSVP Director. The RSVP Director will consult with the Chair of the Advisory Council and the local Sponsor to pursue an investigation with the necessary individuals making the appeal. A response in writing will be sent by the RSVP Director, The Advisory Council Chair or the Local Sponsor within one month. The letter will state an agreement or disagreement with the findings for termination. In case of disagreement, a course of corrective action will be taken to correct the situation or to find a suitable and satisfactory solution.

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HELPFUL WEBSITES:

Diakon: www.diakon.org

Diakon RSVP: www.diakon.org/community-services/rsvp/berks-wayne-pike-counties/

AmeriCorps Seniors: www.americorps.gov/serve/americorps-seniors

CIMA Insurance: www.cimaworld.com

RSVP VOLUNTEER BENEFITS

VOLUNTEER OPPORTUNITIES

As an RSVP Volunteer, you may choose from a wide variety of volunteer opportunities. Volunteering must be completed at an approved RSVP Volunteer Station or as approved by the RSVP Director. Please contact the RSVP office if you wish to change your assignment.

MILEAGE REIMBURSEMENT

RSVP Volunteers may be eligible for reimbursement of mileage when using their own cars for pre-approved assignments, when funding permits. This policy may change at any time. Volunteers may request reimbursement as described herein. Reimbursement rates may change as funding permits.

RECOGNITION

It is our policy to make the general public aware of RSVP volunteer service through an on-going publicity program, including newspaper stories and photographs, featured articles in local magazines and newspapers and other media sources. Additionally, as funding permits, RSVP traditionally holds an Annual Volunteer Recognition event sometime during the year. Volunteers who have maintained a current and active status will receive an invitation to the event.

SUPPLEMENTARY INSURANCE

In order to minimize risks associated with volunteering, all non-profit agencies that utilize RSVP volunteers have signed an agreement to be an RSVP station. While volunteering at these designated stations, your RSVP insurance is in effect. At times, you may want to take on additional volunteer work at non-RSVP locations. Under these circumstances, you will NOT be covered by RSVP insurance. All insurance provided by RSVP is primary to Medicare, and secondary to all other providers.

ANNUAL CHECK-IN AND INFORMATION UPDATES

RSVP maintains the right to contact you throughout the year to keep an open communication between the staff and the volunteers. We will check in annually to see if our information is current and what your satisfaction is with the program. Your assistance, help and suggestions help keep RSVP meaningful, timely and relevant.

AmeriCorps Seniors Pledge

I will get things done for America – to make our people safer, smarter, and healthier.

When faced with a pressing challenge, I will bring Americans of all generations together to strengthen our communities.

When faced with children at risk, I will help them stay in school and on track for a brighter future.

When faced with older adults in need, I will provide support and compassion so they may age with grace and dignity.

Working for the greatest good, I will use my lifetime of experiences to improve my country, my community, and myself through service.

I am an AmeriCorps Seniors volunteer, and I will get things done.