

Retired & Senior Volunteer Program



Policies & Procedures Handbook

The Retired and Senior Volunteer Program is a program of **Senior Corps**, a division of the **Corporation for National and Community Service**.



Serving Allen, Barren, Logan, Warren, and Simpson Counties.

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Mission Statement:

The mission of the Retired and Senior Volunteer Program (RSVP) in Allen, Barren, Logan, Warren, and Simpson counties is to provide a variety of volunteer opportunities for adults age 55 and older, to actively participate in our community through significant volunteer service.

What is RSVP?

The Retired and Senior Volunteer Program (RSVP) of Community Action of Southern KY is a non-profit agency that promotes volunteering by offering citizens (55 and older) the opportunity to meet a variety of community needs through volunteer service. Established in 1971 and now one of the largest senior volunteer organizations in the nation, RSVP engages

approximately 400,000 people age 55 and older in a diverse range of volunteer activities.

Volunteers provide hot meals to homebound seniors, pass out commodities, provide friendly visits and phone calls, help at food pantries, lead senior exercise classes through evidence based programs and serve their communities in many other ways. RSVP volunteers choose how, where, and how often they want to serve, with commitments ranging from a few hours to 40 hours per week.

RSVP is funded by a federal grant from the Corporation of National and Community Service and is sponsored by Community Action of Southern Kentucky.

Purpose:

- The purpose of the RSVP volunteer program is to:
- Recruit and maintain a committed group of volunteers to provide volunteer service in Allen, Barren, Logan, Warren, and Simpson counties.
- Provide volunteers with the level of responsibilities and involvement that meet their expectations;
- Impact the communities within the service region and achieve RSVP performance measures.

Philosophy:

RSVP values the contribution made by volunteers and recognizes that by:

- Acknowledging the relationship between volunteers and RSVP is a reciprocal one.
- Acknowledging that volunteers exercise free choice in committing to RSVP.
- Ensuring volunteers are not used to replace paid staff positions and only carry out work that they have agreed to.
- Stating and acknowledging the contribution of volunteers in RSVP documentation and recording hours worked.
- Providing an opportunity for the development of skills and experience.
- Providing support in the form of clear policy guidelines, training, recognition and support, and the provision of references if required.

Eligibility for RSVP Participation

The RSVP program provides an opportunity for volunteers to put their skills, talents, and life experiences into motion for others. Sharing the skills they have spent years developing, RSVP volunteers put those skills into practice to improve the lives of community members throughout the service area.

In order to serve as an RSVP volunteer, a person must meet the following requirement.

- Be 55 years of age or older and in good general health
- Be flexible and available with service activity schedules

- Have dependable transportation available and be willing to travel in the service area
- Have compassion, patience, flexibility and respect for others
- Work well with diverse individuals, families, groups and organizations

No person may be excluded from membership or participation in the activities or the benefits of RSVP on the basis of race, sex, ethnicity, handicap, sexual preference or national origin.

Volunteer Stations

RSVP Volunteers are recruited and enrolled by the RSVP project and placed with or through volunteer stations. A volunteer station is a public agency, secular or faith-based private non-profit organization, or proprietary health care organization that accepts the responsibility for assignment and supervision of RSVP volunteers. A Memorandum of Understanding (MOU) will be signed by the “volunteer station” and the RSVP Director stating the responsibilities of the volunteer station, and the representing RSVP Director and/or RSVP sponsor. The MOU is negotiated before volunteers can be placed with the station, and is renewed every 3 years. The station also is required to conduct the accessibility self-evaluation required by 45 CFS 1232.7(c) before volunteers are assigned. The volunteer station self-certifies its organizational status in the MOU. A safety assurance for the protection of RSVP volunteers is required annually from the Station Supervisor. The MOU will be on file in the RSVP office and renewed at every 3 years.

Volunteer stations financial support of the Senior Corps project is not a precondition for that station to obtain volunteer service.

Recruitment of Volunteers

Volunteers will be recruited by newspaper advertisements, RSVP presentations at local community meetings, and by word of mouth by other RSVP volunteers. Possible volunteers will be asked to fill out an enrollment form, which will ask for information necessary for the RSVP staff to maintain required records and data for the RSVP program.

Volunteer Job Placement

Once an enrollment form has been completed by the potential volunteer an interview will be conducted by an RSVP staff member. During the interview the staff member will get an idea of the potential volunteers’ interest, skills and experience. Job descriptions for any volunteer job assignment will be given to the volunteer for review. The volunteer will be matched with the volunteer job placement of their choice. The volunteer station director and the volunteer will be introduced and the station director, RSVP representative and the volunteer will go over the job description, requirements, training, and policies and procedures for the job placement. A follow up visit will be conducted by an RSVP representative after the volunteer assignment has been in operation for at least a week. Any issues can be addressed at this time.

When volunteering, a RSVP volunteer should act in accordance with the volunteer station's guidelines for staff and/or volunteer staff. This includes requirements for attendance, dress code, or any other guidelines established by the volunteer station. Any concerns should be taken first to the volunteer station supervisor. If concerns are not resolved, please contact the RSVP Director or Coordinator.

RSVP Responsibilities

1. Recruit, enroll, and interview RSVP volunteers.
2. Refer RSVP volunteers to the Station
3. Review acceptability of volunteer assignments.
4. Instruct RSVP volunteers in proper use of volunteer timesheets, mileage reimbursement guidance, and the RSVP procedures.
5. Provide the RSVP orientation to the Station staff prior to placement of volunteers and at other times as needed.
6. Initiate publicity regarding RSVP.
7. Furnish accident, personal liability, and excess automobile insurance coverage for enrolled volunteers required by the RSVP policies. The insurance provided by the sponsor is secondary coverage and is not primary insurance.
8. Periodically monitor volunteer activities at the Station to assess and/or discuss needs of volunteers and the Station.
9. Staff an Advisory Council to RSVP. Along with the advisory council, arrange for appeals procedure to address problems arising between the volunteer, the Station and/or RSVP.
10. Arrange for appropriate RSVP recognition.
11. Coordinate with other volunteer and aging programs in the area to foster effective communication and avoid duplication.
12. Reimburse RSVP volunteers for transportation costs between their home and volunteer station in accordance with RSVP policies and availability of funds (if applicable).
13. Arrange with the Station for meals and/or snacks, whenever possible, for volunteers on assignment.
14. Provide photo identification for volunteers if not provided by the station.

Station Responsibilities

1. Interview and make final decisions on assignments of RSVP volunteers.
2. Perform, if required for a particular assignment, background or other screenings.
3. Implement orientation, in-service instruction, and/or special training of volunteers.
4. Furnish volunteers with materials required for assignment. These materials may include station uniform and photo I.D.
5. Provide supervision of volunteers on assignments. (Supervisor name and contact information on next page.)
6. Provide volunteer assignment descriptions for each volunteer opportunity at the Station.
7. Provide for adequate safety of volunteers and submit an annual assurance upon request to Community Action of Southern KY RSVP.

8. Investigate and report any accidents and injuries involving RSVP volunteers immediately to RSVP Director/Coordinator. All reports shall be submitted in writing.
9. Specify, either by written information or verbally, that RSVP volunteers are participants in the Station's programming in publicity featuring such volunteers. Display an RSVP placard where it may be viewed by the public.
10. **Reports:** The Station Representative shall:
 - Timesheets: Report volunteer hours on a monthly basis on or before 10th of the following month (Insurance coverage is only effective with verified records of hours served.)
 - Progress Reports: Stations are requested to complete a short bi-annual survey provided by RSVP documenting the impacts of services provided by volunteers.
 - In-Kind Documentation: Provide documentation of in-kind contribution(s) (meals, uniforms, mileage reimbursement, training expenses) and verification to help RSVP meet its local match of 30%.

Diversity Policy

Our organization is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organization more effective in meeting the needs of all our stakeholders. We are committed to developing and maintaining an organization in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. We will regularly evaluate and monitor our progress towards diversity.

Grievance Policy

An RSVP representative will be contacted before any grievance or disciplinary action that involves an RSVP volunteer is taken. If a volunteer/volunteer station feels discriminated against and/or dissatisfied about any condition or treatment they have received, they are to notify the RSVP Director/Coordinator for a prompt resolution. The RSVP Director/ Coordinator should be informed of the grievance within thirty (30) days of the occurrence. If the volunteer believes the conflict is not resolved or given fair consideration, then the volunteer should put the grievance in writing and submit it to the RSVP Program Director for prompt resolution.

Disciplinary Procedures

Procedures for behaviors that warrant disciplinary action up to and including dismissal will be governed by the "volunteer station supervisor" and a member of the RSVP staff.

Confidentiality

Volunteers should be aware that certain clients and agency information is confidential. Names, telephone numbers or any other confidential information which might identify a client must never be released without permission

Breach of confidentiality may consist of: Talking about a client to family members and friends or talking about a client in an inappropriate place. Volunteers must follow all station confidentiality policies and procedures.

Drug and Alcohol

The use of illegal drugs or alcohol, or being under the influence of the same, while performing hours of service is strictly prohibited and is cause for termination of volunteer placements through Community Action of Southern KY RSVP.

Safety

The MOU states that the volunteer stations provide adequate safety for volunteers. All volunteers will follow the volunteer station's work and safety policies.

Volunteer Safety and Safe Practices

RSVP volunteers, at all times, must be fit for the roles they perform, in order to complete their jobs safely. Should medical, physical, or other conditions change, at any time, it is the duty of the RSVP volunteer, to inform the RSVP Director so that appropriate changes may be made, with regard to volunteer activities.

If weather conditions create unsafe travel conditions, volunteers may be contacted by RSVP or the volunteer station staff requesting that volunteers do not come in. In addition, if you feel that the conditions are not safe for travel, volunteers may also notify the volunteer station of the decision not to travel to a volunteer assignment.

Volunteer Separation

Volunteers who do not report at least one hour during a 90-day period become inactive as an RSVP volunteer. Volunteers who become inactive will be re-activated when placement by RSVP and subsequent volunteering resumes.

Volunteers may terminate their volunteer assignment at any time by notifying the RSVP Director/Coordinator. The RSVP director/coordinator will assist the volunteer in locating an alternate volunteer placement, when requested.

The RSVP Director or a RSVP volunteer station may separate a RSVP volunteer for cause, including, but not limited to, excessive or unauthorized absences, misconduct, breach in confidentiality, or inability to perform assignments or accept supervision. All decisions regarding

separation will be discussed and agreed upon by the RSVP Director and the RSVP volunteer station supervisor.

Volunteers of Community Action of Southern KY RSVP must always report truthfully the hours of service performed as well the mileage to be reimbursed. Falsifying time sheets or mileage reimbursement requests will result in separation of the volunteer from the RSVP of Southern Iowa program.

Appeal Process

While it rarely occurs, volunteers may be separated from the RSVP program for a variety of reasons. Reasons for involuntary separation may include, but are not limited to: failure to comply with RSVP regulations, engaging in prohibited activities, and failure to accept supervision from a volunteer station. A volunteer may appeal the separation from RSVP and/or a volunteer assignment by submitting a written request for consideration to the director of RSVP and, when appropriate, the Volunteer Station Supervisor. This request must detail the reasons the volunteer should not be terminated and must be received within 30 days of the termination date. Appeals will be reviewed by the RSVP Director, an Advisory Council representative, and, when appropriate, the Volunteer Station Supervisor. A response to the appeal will be provided within 30 days.

Conflict of Interest

Definition of conflict of interest

A conflict of interest exists when (a) a person has an interest separate from that of RSVP that influences, or could reasonably be supposed to influence, their decision making or the performance of their duties with RSVP; (b) there is an appearance of such an interest; or (c) a person improperly uses RSVP resources or their volunteer position with RSVP.

Disclosure and recording of conflicts of interest

RSVP acknowledges that conflicts of interest are not unusual in organizations, and it is neither necessary nor practical to prohibit them. Rather, RSVP requires all volunteers to disclose any potential conflicts of interest to their supervisor. Many of the possible ways in which a conflict of interest may arise are listed below.

- **External Activities**

Volunteers do NOT report volunteer hours, and grantee funds are not used for, any of the following activities: Electoral activities; voter registration, voter transportation to polls, and efforts to influence legislation.

Volunteers do not 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.

Neither the grantee nor any volunteer station requests or receives compensation from the beneficiaries of Senior Corps volunteers.

Volunteer station financial support of the Senior Corps project is not a precondition of that station to obtain volunteer service.

A Senior Corps volunteer does not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends.

- **Improper Use of Information**

Volunteers are asked to appreciate and respect the confidential nature of information that may be acquired during the course of duties. They are not to use or take advantage of, confidential information gained through a volunteer position with RSVP to benefit other organizations such as political parties or others who may have an interest in a relevant issue.

Equal Opportunity

RSVP is an equal opportunity employer. RSVP respects diversity and difference and aims to treat every employee, volunteer and volunteer applicant as an individual, not as a stereotype.

Volunteer participation will be based on merit and equal opportunity for all, without regard to factors such as race, color, national origin, sex, sexual orientation, religion, age, disability, political affiliation, marital or parental status, military service, or religious, community, or social affiliations.

Non Discrimination

RSVP believes that all employees and volunteers should be able to work in a supportive environment free of any discrimination (direct or indirect) or harassment. No person, based on race, color, sex, age (if at least 55), religion, handicap, national origin, military reserve or veteran status, marital status, limited English proficiency, political affiliation, sexual orientation, shall be excluded from participation in RSVP.

RSVP will treat any reports of discrimination or harassment seriously and will investigate such complaints promptly, confidentially and impartially.

Labor & Anti-labor Activity

The sponsor shall not use grant funds directly or indirectly to finance labor or anti-labor organization or related activity.

Religious activities

A RSVP volunteer or a member of the project staff funded by the Corporation shall not give religious instruction, conduct worship services or engage in any form of proselytization as part of his/her duties.

A sponsor or volunteer station may retain its independence and may continue to carry out its mission, including the definition, development, practice, and expression of its religious beliefs, provided that it does not use Corporation funds to support any inherently religious activities, such as worship, religious instruction, or proselytization, as part of the programs or services funded. If an organization conducts such activities, the activities must be offered separately, in time or location, from the programs or services funded under this part.

Nepotism

Persons selected for project staff positions shall not be related by blood or marriage to other project staff, sponsor staff or officers, or members of the sponsor Board of Directors, unless there is written concurrence from the Advisory Council or community group established by the sponsor under subpart B of this part, and with notification to the Corporation.

Volunteer Hours Reporting

System and Tools for Enrolled RSVP Volunteers and Volunteer Stations with a Signed MOU

Provision of Timesheets

RSVP staff prints volunteer individual and volunteer station timesheets/reporting forms and:

- 1) Provides approved RSVP time sheet to the Volunteer Stations that have a signed and current Memorandum of Understanding with Community Action of Southern KY RSVP. These may be dropped off, sent electronically, or called in by phone by a volunteer supervisor designated in the signed MOU.
- 2) Provides approved RSVP time sheet to the volunteers. These are available at RSVP office, sent electronically upon request or mailed to the volunteer.
- 3) Timesheets: Report volunteer hours on a monthly basis on or before 10th of the following month (Insurance coverage is only effective with verified records of hours served.)

Acceptance of Volunteer Timesheets/Hours

Timesheets must be submitted monthly to the RSVP Coordinator. All timesheets must include the signature of the volunteer and the signature of the volunteer supervisor.

After a review of the timesheet, the RSVP director will sign and file the time sheet. Requests for copies of executed times sheets may be made to the RSVP coordinator.

Acceptable Forms of Time Sheet Submission Include:

- Volunteer provides hard copy individual timesheet/reporting form written out with signatures (including Facsimile)
- Volunteer Station provides hard copy station timesheet/reporting form with signatures (including Facsimile) – stations may type or write in volunteers names or volunteers may sign in (print or cursive)
- Volunteer may send approved RSVP time sheet as an attachment to an e-mail from enrolled RSVP Volunteer email address to RSVP Director/Coordinator email address or mail paper timesheet to the RSVP director's/coordinator's office address.
- Volunteer Station may send approved RSVP time sheet as an attachment to an email from enrolled RSVP Station email address to RSVP Director/Coordinator email address or mail paper timesheet to the RSVP director's/coordinator's office address.

Authentication of Persons Reporting

- Enrolled volunteers may report hours of volunteer service.
- Station supervisors (any paid or volunteer employee of the station) may report hours of volunteer service for volunteers at their station.

Privacy and Storage of Information

- Hard copy: (Including Facsimile) Hours received by mail service or hand delivered will be accepted from enrolled volunteers and from Volunteer Stations and kept in a locked file cabinet in the RSVP director's office.
- Electronic copy: Hours received by e-mail from enrolled volunteers or from Volunteer Stations will be received from registered e-mail address as provided to RSVP.
- E-mailed hours will be printed and filed at the RSVP office.
- Hard copy timesheets (including facsimile) will be filed at the RSVP office.
- All timesheets received will be kept for seven years.
- Copies of stored records can be requested by contacting the RSVP director/coordinator.

Registered Email address

RSVP volunteers and Volunteer Stations may submit or change their registered email address at any time by contacting the RSVP director/coordinator at 270-782-3162 or email lchaffin@casoky.org OR gwood@casoky.org. The criteria for establishing a registered email address are:

- Sender uses an e-mail system that requires a recognizable sign-in name that is registered with the sponsor/project as the volunteer.
- The e-mail is addressed to the person identified by the RSVP/sponsor policies as having the authority to accept and view e-mails reporting hours.
- The system used by the e-mail recipient (e.g., RSVP Project Director) is capable of storing and retrieving the e-mails reporting RSVP volunteer hours.

Criminal Background Check Policy

In accordance with CNCS policies, Community Action of Southern KY RSVP Program Director/Coordinator will conduct National Service Criminal History Checks on all individuals in covered positions it employs. The Program Director and Coordinator will take CNCS's eCourse annually and retain documentation of completion.

A covered position for our RSVP project is one in which an individual receives a salary through a national service program. This will be required on any employee hired after 2007.

Vulnerable populations are: (1) children age 17 or younger; (2) persons age 70 or older; and (3) individuals with disabilities. "Individuals with disabilities" has the same meaning given to the term as set forth in the Rehabilitation Act of 1973 (29 U.S.C. 705 (20)(B)), and includes any person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

Recurring access is "the ability on more than one occasion to approach, observe, or communicate with an individual through physical proximity or other means, including but not limited to electronic or telephonic communication." Access to vulnerable populations should be determined based on the individual providing service to vulnerable populations, not providing service with vulnerable populations. An employee in a covered position where recurring access is limited will not have to complete the entire National Service Criminal History Check.

Accompaniment addresses the interim period when the Criminal History Check results of an individual in a covered position are still pending and not yet conclusive. Accompaniment ensures that such an individual is not permitted to have access to vulnerable populations without the physical presence of: (1) an individual previously been cleared for such access; or (2) a family member or legal guardian of the vulnerable Individual; or (3) an individual authorized, because of his/her profession, to have recurring access to the vulnerable individual, such as an education or medical professional. Programs are not required to conduct checks on staff whose time is allocated to the program as part of an indirect cost rate pool or similar agreement, individuals listed in the excess column and consultants or contractors if they do not receive as salary through the program.

To comply with CNCS requirements, the grantee will:

- verify the individual's identity using government issued photo identification
- secure written authorization from the individual to perform the check
- document the individual is informed that selection is contingent on the NSCHC process
- Conduct a nationwide search of the National Sex Offender Public Website, review the results and rerun if any registries are not reporting
- document that the individual is informed that, because the individual is serving in a grant-funded position, he/she is subject to the check

- provide a reasonable opportunity for the individual to review and challenge the factual accuracy of a result before action is taken to exclude the individual from the position
- determine the type of check required (assessment of whether or not the individual will have recurring access to vulnerable populations and date of hire)
- determine how and from where (sources) the checks must be obtained (nsopw.gov; designated state repositories, FBI)
- ensure the cost of the check (State/FBI) is covered by the program (not individual)
- ensure the FBI/State Criminal History Check is initiated no later than the start of work
- consider the results of the National Service Criminal History check when making hiring decisions
- establish protocols to provide accompaniment and documentation of accompaniment while checks are pending and the individual has access to vulnerable populations
- retain the results of all of the check components and file all documents in a locked cabinet to ensure the confidentiality of any information relating to the Criminal History Check, consistent with authorization provided by the individual
- Conduct a new CHC if an individual is terminated for a period of 120 days or more.

Ineligibility

Listed below are four categories under which a program must always deny an individual work or service in a covered position:

1. Anyone listed, or required to be listed, on a sex offender registry
2. Anyone convicted of murder as defined and described in 18 U.S.C. § 1111
3. Anyone who refuses to undergo the NSCHC process
4. Anyone who makes a false statement in connection with a program's inquiry concerning the NSCHC process. A false statement in this context under section 12645g(c) is made when an individual intentionally provides false information required to conduct national service criminal history check components found in section 12645g(b). This would arise when an individual intentionally provides the following to conduct the components of the NSCHC:
 - A false name,
 - A government-issued identification belonging to another person,
 - A false identification, or
 - Fingerprints of another individual.

Supplemental Insurance

RSVP provides supplemental insurance coverage for all RSVP volunteers while on assignment for or at a registered RSVP volunteer station. This policy covers injuries arising out of or in the course of the following:

- While attending an RSVP assignment-related training and/or recognition event.
- While on assignment or during any travel directly to and from the assignment.

- Any incidental travel while on the assignment sponsored by

RSVP. The following coverage is provided:

Excess Auto Insurance*:	Maximum limit: \$500,000
	Limits of Insurance
Accident Insurance**:	Principal Sum: \$2,500
	Accident Medical: \$50,000
Volunteer Liability Insurance:	\$1,000,000

Please contact the Community Action RSVP office at 270-782-3162, 921 Beauty Ave., Bowling Green, KY immediately if you need to file a claim.

*Coverage eligibility requires valid driver's license and primary auto insurance coverage by volunteer.

**Accident Insurance coverage includes an accidental death benefit of \$2,500, should an injury from an accident covered by the policy result in the volunteers' death. If there is no named beneficiary or surviving beneficiary, the Covered Person's loss of life benefits will be paid in one sum to the first surviving class of the following:

1. Spouse
2. Child or children
3. Mother or father
4. Sisters or brothers
5. The estate of the Covered Person

A death benefit beneficiary is required to be named on the volunteer application. The beneficiary may be changed anytime by submitting a written request. Requests can be sent to: Community Action of Southern KY-RSVP 921 Beauty Ave., Bowling Green, KY 42101. E-mail lchaffin@casoky.org or gwood@casoky.org

Volunteer Reimbursement Provisions

All volunteer reimbursement provisions are subject to change without notice pending the availability of funds to support these benefits.

Mileage Reimbursement Provisions

- Transportation costs incurred while RSVP volunteers are performing their volunteer assignment are the responsibility of the Volunteer Station or volunteer.
- community Action RSVP will reimburse for miles traveled to and from an RSVP Training within the five county region.
- Reimbursement for mileage from a RSVP orientation/training must be requested on a RSVP Expense Report that has been signed by the volunteer and a supervisor from the volunteer station

- Signed expense reports are to be accompanied by a volunteer timesheet that includes training hours and submitted to the RSVP director/coordinator.
- The volunteer must provide RSVP with auto insurance information and a copy of a valid driver's license, prior to reimbursement.
- Reimbursement is paid out at a rate of .40/mile up to \$60 per month max in accordance with federal grant.
- RSVP volunteer expense reports will be paid out monthly
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VOLUNTEER MEALS

In-kind is important to the program. (In-kind is a contribution of goods and services, other than cash) Volunteer stations often provide meals for when RSVP volunteers work. If you receive a meal at no charge, while working at the volunteer station, signatures are required on your time-sheet to validate that a meal was received.