



Department on Aging

*Sedgwick County...  
working for you*

**2017**

# **Volunteer Handbook**





Department on Aging - RSVP

*Sedgwick County...  
working for you*

### **SEDGWICK COUNTY DEPARTMENT ON AGING MISSION:**

To be the recognized channel to a collaborative continuum of care, assisting older adults and persons with physical disabilities to maintain their choice of lifestyle through education, advocacy and services.

#### **Vision Statement:**

We envision a community that empowers and supports individuals to live and age with dignity and choice.

### **WHAT IS THE RSVP VOLUNTEER PROGRAM?**

RSVP is an invitation to serve your local community and make a difference. The Sedgwick County Department on Aging RSVP (SC-RSVP) Volunteer Program connects you with the right volunteer opportunity to fit your specific skills, talents, and interests. SC-RSVP works with non-profit agencies and community government programming in Sedgwick County serving our local community. SC-RSVP volunteers participate in many volunteer opportunities including supporting older adults to live in the community longer and safely, helping with meals on wheels, personal finances, companionship, transportation, Medicare counselors, disaster preparation and blood services, working with our veterans and military families, and many others.

The Sedgwick County Department on Aging began its sponsorship of the RSVP Volunteer Program in 2003. SC-RSVP is the largest volunteer network for age 55 and older, with over 320,600 members actively serving across the U.S. In 2015 Kansas had over 4,393 RSVP volunteers across the state contributing 452,706 hours of service. The RSVP volunteers in Kansas had a service impact into our communities in 2015 of more than \$ 9,968,000.

Three Senior Corps programs were created by the federal government in the mid-1960s and early 1970s: RSVP, Foster Grandparents, and the Senior Companion Program. Since 1993, they have been administered by the Corporation for National and Community Service (CNCS). CNCS is a federal agency that improves lives, strengthens

communities and fosters civic engagement through service and volunteering. RSVP was established in 1971 and is now one of the largest senior volunteer organizations in the nation. RSVP engages more than 296,000 people age 55 and older in a diverse range of volunteer activities.

## **PURPOSE OF VOLUNTEER POLICIES**

The purpose of these policies is to provide overall guidance and direction to SC-RSVP volunteers and staff. SC-RSVP Volunteer Program reserves the exclusive right to change any of these policies at any time and expect adherence to the changed policy. Areas not specifically covered by these policies shall be determined by the SC-RSVP Program Manager.

## **QUALIFICATIONS**

Sedgwick County-RSVP volunteers must be age 55 and successfully complete screening requirements which include a written application, personal interview with SC-RSVP staff/SC-RSVP workstation, and provide personal references. All SC-RSVP Volunteers will have a National Sex Offender check completed and may be required to have a National Criminal History background check completed depending on the volunteer position they choose to fulfill. **If a background check is required for a volunteer position and the volunteer refuses to sign a release for a criminal check, and provide information required to complete the check, that applicant will be automatically disqualified for consideration from the position.**

## **APPLICATION**

Volunteers are required to complete all portions of the SC-RSVP registration form. This form provides information on areas of interest, volunteer references, special needs, and demographic information. It also provides the staff with pertinent information on the volunteer to assist in matching the volunteer with the appropriate volunteer job.

## **VOLUNTEER WORKSTATION RESPONSIBILITIES**

A "Volunteer Workstation" is any agency that has a written agreement with the SC-RSVP Volunteer Program. Each volunteer workstation has a volunteer supervisor who will provide you with an orientation to the workstation and job specific training. This person will be your regular contact at your volunteer workstation. They will help to accommodate your work schedule, and help make arrangements if you need to take time off. **SC-RSVP approved volunteer workstations are the only places for which volunteers may turn in volunteer hours that count for the SC-RSVP Volunteer Program.** Hours volunteered outside of these official volunteer workstations while very worthwhile are not approved due to strategic goals set by The Corporation for National and Community Service, our funder.

Volunteer workstations are responsible for:

- ◆ Providing a safe working environment
- ◆ Providing volunteer orientation and training
- ◆ Providing a written volunteer position description
- ◆ Not assigning the volunteer to any position that would displace a paid employee
- ◆ Not allowing the volunteer to engage in any religious or political activities

## **CHOICE OF VOLUNTEER STATIONS**

SC-RSVP works with a variety of non-profit and government agencies in Sedgwick County. Various opportunities are available to serve your community. An interview with an SC-RSVP staff member will provide you with more information on the specific volunteer positions that are available at each volunteer site. Below is a list of SC-RSVP approved volunteer workstations. This list is not exhaustive, and may be subject to change. *Please see following page.*

<b>184th Air National Guard</b>	<b>Lords Diner</b>
<b>AARP Foundation</b>	<b>Make A Wish Foundation</b>
<b>Active Age</b>	<b>Mt Hope Community Development and Seniors</b>
<b>Aging Projects Inc.</b>	<b>Mulvane Senior Center</b>
<b>Alzheimers Association</b>	<b>Muscular Dystrophy Association</b>
<b>American Cancer Society</b>	<b>National MS Society</b>
<b>American Diabetes Association</b>	<b>Orpheum Theatre</b>
<b>American Heart Association</b>	<b>Park City Senior Center</b>
<b>American Red Cross</b>	<b>Rainbows United</b>
<b>Bentley Eagle Senior Center</b>	<b>Robert J Dole VA Medical Center</b>
<b>Botanica: The Wichita Gardens</b>	<b>Salvation Army</b>
<b>Central Plains Area Agency on Aging</b>	<b>Sedgwick County Department on Aging</b>
<b>Cheney Senior Center</b>	<b>Sedgwick County Extension Office</b>
<b>Clearwater Senior Center</b>	<b>Sedgwick County Health Department: Healthy Babies</b>
<b>Dear Neighbor Ministries</b>	<b>Sedgwick County Zoo</b>
<b>Derby Senior Center</b>	<b>Senior Service Inc. of Wichita- Linwood</b>
<b>Envision</b>	<b>Senior Service Inc. of Wichita- Northeast</b>
<b>Episcopal Social Services</b>	<b>Senior Services Inc. of Wichita- Orchard Park</b>
<b>Exploration Place</b>	<b>Senior Services Inc of Wichita-Downtown</b>
<b>Envision</b>	<b>The Kansas African American Museum</b>
<b>Gateway of Garden Plain</b>	<b>Trees for Life</b>
<b>Good Grief of Kansas</b>	<b>Union Rescue Mission</b>
<b>Harbor House</b>	<b>United Methodist Open Door</b>
<b>Harry Hynes Memorial Hospice</b>	<b>USD 259</b>
<b>Haysville Senior Center</b>	<b>Valley Center Senior Center</b>
<b>Heartspring</b>	<b>Vet to Vet Support Command</b>
<b>Interfaith Ministries</b>	<b>Via Christi-St Francis</b>
<b>Kansas Aviation Museum</b>	<b>Via Christi-St Joseph</b>
<b>Kansas Children's Support Center</b>	<b>Via Christi- St Teresa</b>
<b>KANSEL</b>	<b>Wichita Dwight D Eisenhower National Airport</b>
<b>KPTS</b>	<b>Wichita Sedgwick County Historical Museum</b>
<b>La Familia</b>	<b>Wichita Sports Commission</b>

## SC-RSVP PRIMARY VOLUNTEER FOCUS AREAS

Sedgwick County Department on Aging RSVP Volunteer Program is required by our federal funder CNCS to focus volunteer efforts toward specific focus areas in our community. Currently these areas are:

**Healthy Futures:** Volunteer activities promoting an increase in seniors' ability to remain in their own homes with the same or improved quality of life for as long as possible.

These volunteers participate in activities such as: Medicare counselor, Meals on Wheels delivery, Kansas Support Services for Elders, (KSSE - personal financial management), Friendly Visitor and Care-Ring Callers, and providing transportation through approved programming.

**Veterans and Military Families:** Serving those who have served our country is an important way to positively impact the quality of life of veterans and improve military family strength.

SC-RSVP volunteers serve veterans, military service members and their families by volunteering at Robert Dole Medical Center and/or as CPAAA volunteers producing items that serve homeless veterans and military families here at home and abroad.

**Capacity Building:** A set of activities that expand the scale, reach, efficiency, or effectiveness of programs and organizations such as the American Red Cross Blood Services or Central Plains Area Agency on Aging (CPAAA) which works to support community non-profits as a community government program.

## COMMUNITY FOCUS AREA

The community volunteer focus area is intended to allow volunteers to participate in a broad variety of volunteer opportunities which address local community needs. These opportunities include all other aspects of the SC-RSVP Volunteer service as long as it is at an **approved** SC-RSVP Workstation. The list of these is on Page 5 of the Volunteer Handbook.

## VOLUNTEER RESPONSIBILITIES

Record and submit all volunteer hours to the SC-RSVP office by the 7<sup>th</sup> of each month. Volunteer hours may be submitted either by a "workstation time sheet" or an "individual time sheet". Workstation time sheets are submitted by the volunteer supervisor at each workstation and include all the SC-RSVP volunteers that work at the workstation. Individual timesheets are submitted directly by the volunteer. Both types of time sheets must be submitted by the 7th of each month. You will be informed as to what type of timesheet you will be required to submit by an SC-RSVP staff member. Timesheets may be submitted as an email attachment, faxed or mailed.

Email: [scrsvp@sedgwick.gov](mailto:scrsvp@sedgwick.gov)  
Fax: (316) 660-1936  
Mail to: SC-RSVP  
2622 W. Central, Suite 500  
Wichita, KS 67203

Report all incidents regarding personal injury to your workstation supervisor and the SC-RSVP office immediately.

Comply with volunteer workstation policies, procedures, and expectations. Use common sense and conduct yourself in a professional manner at all times. **Every workstation has its own rules, policies, procedures, protocols and expectations for which you are responsible.** Familiarize yourself with the workings of the organization. This will contribute to the success of your volunteer experience.

Respect and protect any confidential information at your volunteer workstation. Respect the privacy of all clients. If you are privy to confidential information with regard to the persons with whom you are working, i.e., organizational files, diagnostics, or personal stories, it is vital that you treat it as privileged information.

Conduct yourself in a professional manner. **Be punctual and responsible.** Although you are volunteering your time, you are participating in the organization as a reliable, trustworthy and contributing member of the team.

Call your supervisor if you anticipate lateness or absence.

**NEVER** report to your service workstation under the influence of drugs or alcohol.

Dress comfortably, neatly, and appropriately for your volunteer workstation.

Avoid unsafe activities, and advise your workstation supervisor of any such conditions.

Do not tolerate verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a client or agency representative.

Be flexible, the level or the intensity of the activity at a volunteer workstation is not always predictable. Your flexibility to changing situations can assist the operation to run smoothly and produce positive outcomes for everyone involved.

**When in doubt, ask for help.** Your workstation supervisor understands the issues at your workstation and you are encouraged to approach him/her with problems or questions as they arise. They can assist you in determining the best way to respond in difficult or uncomfortable situations.

**Notify the SC-RSVP office of any changes to your name, mailing address, phone number, e-mail address, beneficiary or volunteer assignment**

## **VOLUNTEER TRAINING**

Some volunteer positions may require training particular to an individual volunteer job. Volunteers are expected to complete all necessary training before they begin their volunteer assignment. Some training may be offered through the Sedgwick County Department on Aging RSVP, and other training will be offered through partner organizations or the volunteer workstation you are assigned. Some volunteer positions may also require on-going or continuing education or training.

## **TIME COMMITMENT**

Volunteers with the SC-RSVP Volunteer Program can choose the amount of time they would like to serve. Volunteer assignments can be weekly, monthly, or on a more varied schedule. The amount of time the volunteer serves is up to the volunteer, and is negotiated with the volunteer workstation.

## **TIME SHEETS – REPORTING MATTERS!**

All SC-RSVP volunteers are **required** to submit a **monthly** time sheet for all volunteer hours. Please report time to the nearest quarter hour. It is very important to submit volunteer hours. The SC-RSVP Volunteer Program is required to submit a record of all volunteer hours performed by its volunteers to our funder. The record of these hours helps us determine how well our community is contributing to non-profit organizations in our community. Currently Kansas is ranked number 7 in the nation for volunteer service of people over the age of 55.

Reporting hours, along with other data collection is mandated as a federally-funded program. Please report using the most recent forms, providing all information requested.

Reporting hours also verifies that our SC-RSVP-registered volunteers have been active over the course of the fiscal year. Only those volunteers who are serving in the current year are eligible to enjoy the benefits of SC-RSVP, e.g., supplemental insurance coverage, recognition events, the newsletters, etc. If a volunteer is inactive for the entire grant year, April 1 through March 31<sup>st</sup> then that volunteer will be removed from the data base and will not receive any notices or communication from Sedgwick County-RSVP.

Reporting hours keeps SC-RSVP volunteers insured. The hours reported and signed by the volunteer and/or the volunteer supervisor is the only documentation we have that an individual is serving at a workstation or participating in a volunteer activity. If we have no written documentation, our supplemental insurance policy does not cover that volunteer in the event of injury.

This statistical snapshot helps local nonprofits tell their story of service to the community and to funders. It represents a cost savings to already tightly-budgeted organizations. It's a valuable tool in detailing and highlighting how volunteers impact a community, what they accomplish, and just how valuable they are to the operation of hundreds of



nonprofit organizations, schools, and health care facilities in communities and cities nationwide.

SC-RSVP, through its national efforts and marketing tools, promotes an image of today's seniors as the active and contributing members of their communities they are.

## **CHANGING VOLUNTEER ASSIGNMENTS**

SC-RSVP realizes that at times it may be necessary to change your volunteer assignment. You may want to try something new, adjust your volunteer hours, learn a new skill, or take on a more challenging opportunity. Please contact the SC-RSVP office concerning your decision to explore a new opportunity. SC-RSVP staff will be happy to assist you in finding a new challenge. ***If the SC-RSVP office is not aware of your volunteer status and you are not volunteering at an approved SC-RSVP Workstation, you could lose SC-RSVP insurance and other benefits.***

## **LEAVE OF ABSENCE**

Volunteers are asked to notify their workstation staff supervisor when they must take a leave of absence. Leave will be granted for no longer than one year. A volunteer who remains inactive for more than one year must re-register before returning to the SC-RSVP Volunteer Program.

## **RESIGNATION**

In the event that a volunteer decides to resign, volunteer must notify both the SC-RSVP office and the workstation supervisor where they are volunteering. This may be done orally or in written form. If possible the volunteer should consider giving a two week notice.

## **TERMINATION**

Sedgwick County-RSVP Volunteer Program or a volunteer workstation reserves the right to terminate a SC-RSVP volunteer if his/her services are no longer needed for any reason. The SC-RSVP Volunteer Program also can terminate membership to the SC-RSVP program if a volunteer does not perform volunteer service for more than one year, fails to submit a timesheet showing hours served at a volunteer station, or fails to adhere to the policies mentioned in this handbook. Volunteers may re-register to SC-RSVP if they wish to re-engage in volunteer service.

## **TRANSPORTATION RECOGNITION POLICY**

The Gas Card Recognition Program is meant to assist those who want to volunteer but would not otherwise be able to serve as a volunteer if the program was not available. **This is not a mileage reimbursement program.**

Volunteers must submit a volunteer time sheet noting the miles driven per day in the miles column and signed by themselves and their volunteer work station no later than the 7<sup>th</sup> of each month to be eligible to receive a gas gift card. Time sheets may be completed electronically and submitted via email to [scrsvp@sedgwick.gov](mailto:scrsvp@sedgwick.gov), please type your name and date at the bottom before submitting. SC-RSVP volunteers driving over 67 miles per month are eligible to receive a gas card for that month. **Volunteers may only submit mileage to and from their volunteer workstation, mileage incurred while performing duties for the volunteer workstation do not count toward The Gas Card Recognition Program.** Volunteers who drive to deliver meals under an approved program or who drive providing SC-RSVP transportation should write all of their mileage on their monthly volunteer timesheet. A volunteer who travels to the workstation by bus they should contact the SC-RSVP office to check eligibility for a limited-ride bus pass in lieu of the gas gift card.

Volunteers will receive a letter each month indicating that they are eligible to receive a gas card. The notification letter has an option to assign a representative who may pick up the gas card on the recipient's behalf. The letter must be brought to the SC-RSVP office to be redeemed for a gas card. The letter must be signed by the volunteer showing that they have received the gas card or are allowing a representative to pick it up. Letters may be **redeemed up to three (3) months** (check the valid through date) from the date of issue. Gas cards and bus passes are limited to one card per month and are intended to be used by the volunteer to enable them to continue volunteering.

## **STATEMENT OF NON-REIMBURSEMENT FOR MEALS**

Due to budget restraints and a large volunteer population, SC-RSVP does not reimburse for mileage or meals.

## **VOLUNTEER INSURANCE**

All volunteers who are registered with the SC-RSVP Volunteer Program are eligible for volunteer insurance. This insurance is provided at no cost to the volunteer by the SC-RSVP Volunteer Program. The insurance includes: excess accident medical coverage, excess volunteer liability insurance, and excess automobile liability insurance. This insurance is provided by The CIMA Companies, Inc.

**Excess Accident Medical Coverage:** This coverage is in excess of Medicare, Medicaid, and any other insurance that you have in place. The excess accident medical coverage will pay up to \$25,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident.

**Excess Volunteer Liability Insurance:** All registered volunteers (collectively) of an organization are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence (subject to an annual aggregate for each named organization). This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties. You must maintain your own auto liability coverage at least equal to the minimum

requirements required by the State of Kansas. **Volunteer insurance does not cover any automobile deductibles or any damage to your vehicle.**

**Excess Automobile Liability Insurance:** This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance applies only after your own insurance is exhausted. You are protected for bodily injury or property damage claims arising out of your activities (including driving directly between your home and your workstation).

In case of injury you **must** notify your workstation supervisor and the SC-RSVP office. A claim form will be sent to you to be completed and returned to the SC-RSVP office. You should include all bills and the Explanation of Benefits from Medicare. The SC-RSVP insurance will pay expenses in excess of benefits paid by Medicare or your health insurance or your auto insurance.

## **RECOGNITION BANQUET**

Each year the Sedgwick County Department on Aging hosts a Volunteer Recognition Banquet for all active volunteers. This is time for volunteers, workstation supervisors, community representatives, and Sedgwick County Department on Aging to celebrate and honor the accomplishments of SC-RSVP volunteers.

## **PRESIDENT'S VOLUNTEER SERVICE AWARD**

The President's Volunteer Service Award, is a national honor offered in recognition of volunteer service. The award was established in 2003, and is available on an annual basis to individuals, groups, and families who have met or exceeded requirements for volunteer service and have demonstrated exemplary citizenship through volunteering. Each year the Sedgwick County-RSVP Volunteer Program recognizes a volunteer who has volunteered over 10,000 hours of service with the President's Volunteer Lifetime Service Award. Special mention of volunteers who achieve the following levels are made in the SC-RSVP annual banquet program: Gold Award (500 or more hours of service), Silver Award (250 to 499 hours of service) and the Bronze Award (100 to 249 hours of service), annually.

## **SPECIAL LIMITATIONS**

**Political Activities:** While performing sponsored SC-RSVP duties SC-RSVP staff and volunteers may not engage in political activities which:

- ◆ Influence the outcome of an election to public office, or voter registration
- ◆ Participate in partisan or nonpartisan political activity associated with a candidate or contending faction or group
- ◆ Any voter registration activity except that voter registration applications and nonpartisan voter registration information may be made available to the public at the premises of the sponsor. Employees of the sponsor and volunteers may not express preferences or seek to influence decisions concerning any candidate, political party, election issue, or voting decision

- ◆ No SC-RSVP volunteer or employee of a sponsor or volunteer station may take any action, when serving in such capacity, with respect to a partisan or nonpartisan political activity that would result in the identification or apparent identification of SC-RSVP with such activity
- ◆ SC-RSVP may not use grant funds in any activity that influences the passage or defeat of legislation or proposals by initiative petition
- ◆ No grant funds or SC-RSVP volunteer will be used to finance or support labor or anti-labor organizations or related activity

**Religious Activities:**

- ◆ SC-RSVP volunteers and project staff funded by the Corporation may not give religious instruction, conduct worship services, or engage in any form of proselytization as part of their 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 SC-RSVP.

**Non-Discrimination:**

- ◆ The SC-RSVP Volunteer Program or staff may not discriminate against an SC-RSVP volunteer, or with respect to any activity or program, on the basis of race; color; national origin, including limited English proficiency, sex, age, religion or political affiliation; or on the basis of disability, if the volunteer with a disability is qualified to serve.

**Non-Compensation for Services:**

- ◆ Under no circumstances may an SC-RSVP volunteer receive a fee for service from service recipients, their legal guardian, members of their family, or friends. No person, organization, or agency may request or receive any compensation for services of SC-RSVP

**Volunteer Status:**

- ◆ SC-RSVP volunteers are not employees of the sponsor, the volunteer station, the Corporation, or the Federal Government

## **Sedgwick County-RSVP ADVISORY COUNCIL**

The Advisory Council is made up of members selected from the community at large, including representatives from local businesses, non-profit organizations, SC-RSVP members, and others. One role of the Advisory Council is to be a representative of the SC-RSVP Volunteer Program in the community. Advisory Council members are also informed of the progress of the program and its impact in the community. Advisory Council members help assist staff with the volunteer recognition event and other activities throughout the year.

## **Sedgwick County-RSVP CONTACT INFORMATION**

Sedgwick County Department on Aging  
2622 W Central, Ste 500  
Wichita, KS 67203

316-660-5134

[scrsvp@sedgwick.gov](mailto:scrsvp@sedgwick.gov)

Visit our website: [www.cpaaa.org](http://www.cpaaa.org)

Visit us on Facebook at the Central Plains Area Agency on Aging

