

RSVP

LEAD WITH EXPERIENCE

Retired & Senior Volunteer Program
of Clark & Madison Counties
Sponsored by United Senior Services

VOLUNTEER HANDBOOK



AmeriCorps
Seniors



RSVP is sponsored by United Senior Services of Springfield, Ohio and is funded by federal funds through AmeriCorps, the Ohio Department of Aging, and by local matching funds in Clark and Madison Counties.

RETIRED AND SENIOR VOLUNTEER PROGRAM

AmeriCorps is the federal agency connecting individuals and organizations through service and volunteering to tackle the nation's most pressing challenges.

OUR PURPOSE --- To bring out the best of America.

OUR AMBITION --- Make service to others a cornerstone of our national culture and an indispensable part of the American experience.

OUR POSITIONING --- We are uniting America by bringing people together to serve communities.



The Retired & Senior Volunteer Program of Clark and Madison Counties

**Barbara Rossler and Mindy Allender
125 W Main Street
Springfield, OH 45502
937-324-5705**

To New RSVP Members:

Welcome and congratulations on your service to our community. Your various volunteer sites all greatly value and appreciate your help.

Our program hopes to make your volunteer experience even more meaningful through providing you with the opportunity to have your volunteer hours joined with those of other seniors and reported to funders and legislators interested in the contributions of seniors to the community. RSVP works with your volunteer stations to report the positive impact of your services on the community. The hours you report keep our program going so that we can provide volunteer insurance to our senior volunteers.

RSVP also organizes an annual volunteer appreciation event at which the community recognizes you and says “thank you.” We hope you will look for your bi-monthly article in The Center Page, a publication of United Senior Services, with information about your fellow volunteers and about community opportunities. The Center Page is available in the United Senior Services lobby and at www.unitedseniorservices.org. In addition, we have information and orientation meetings once each quarter. Those new to RSVP receive an invitation to the next scheduled meeting but all RSVP members are welcome.

This handbook contains basic RSVP information and history. Please remember that our office is a resource for you in regard to community volunteering and community activities. Don’t hesitate to call the office with questions not answered here and with comments and suggestions.

Sincerely,

Barbara Rossler
Program Director

The information in this Handbook is available in alternate formats upon request

RSVP is sponsored by United Senior Services of Springfield, Ohio and is funded by federal funds through AmeriCorps, the Ohio Department of Aging, and by local matching funds in Clark and Madison Counties.

Who Can Join AmeriCorps RSVP?

RSVP is an invitation to serve. Any person age 55 or older who resides in Clark or Madison Counties, with a desire to serve the community is eligible to become an RSVP member.

There are no education, gender identity, or experience requirements, nor any barriers of citizenship, race, creed, nationality, gender identity, language or physical or developmental ability. AmeriCorps Seniors welcomes qualified individuals with disabilities into the service program. AmeriCorps Seniors does not have blanket rules that exclude candidates with particular health conditions or disabilities. The agency will not tolerate discrimination on the basis of race, color, sex, religion, national origin, gender identification, age, disability, or genetic information in assessing a candidate's ability to serve. The agency will make a reasonable accommodation to a known disability of a qualified candidate if it will not impose an undue hardship on the operations of the volunteer site or program. Individuals with disabilities are encouraged to apply. There are NO dues or membership fees or meetings to attend, although we make information/orientation meetings available once each quarter for new members and any members who wish to attend. You do not need to be a member of United Senior Services in order to join RSVP.

The only requirement to be an RSVP member and to receive the benefits of membership is that you receive orientation either at a group meeting or individually and that you report your volunteers hours quarterly. There are certain responsibilities of membership as listed in this handbook on Pages 4 & 5.

BENEFITS FOR RSVP MEMBERS

The RSVP Program provides the following benefits to all registered RSVP Members:

- ✓ Excess accident insurance to all RSVP members should they be injured while volunteering.
- ✓ Protection for your volunteer site through excess personal liability insurance for volunteers while serving.
- ✓ A fun annual event with awards and door prizes celebrating the contributions of senior volunteers to the community.
- ✓ An article with news of senior service
- ✓ Access to special community projects

RSVP CODE OF ETHICS

We are proud that volunteer sites consider RSVP members to be outstanding volunteers. Following the guidelines below contributes to compliance in volunteering.

1. I will interpret “volunteer” to mean that I have agreed to work without compensation.
2. I shall not discriminate against nor refuse service to anyone on the basis of education, income, citizenship, race, creed, nationality or religious affiliation, gender identity, language or physical or developmental ability.
3. If I feel subjected to discrimination or sexual harassment, I shall report it immediately to the appropriate supervisor.
4. I will not use my volunteer service to further my own interests nor will I allow any inappropriate relationship with others to occur and will not use the possessions of anyone I serve for my personal use nor will I accept money or tips from anyone I serve or their families.
5. I shall not conduct, engage in or be involved in religious, sectarian or political activity or instruction as part of my volunteer time reported to RSVP.
6. I shall demonstrate a genuine interest in my volunteer service, and hereby dedicate myself, to the best of my ability, to working with others and to helping them help themselves.
7. I will be consistent in my attendance and will notify my station manager of any changes in my service. I will also communicate to my station manager should I plan to terminate my volunteer commitment(s).
8. I shall respect the privacy of others and shall hold in confidence all information obtained in the course of my service with clients, students, colleagues and other volunteers in any sensitive situations arising within the program. This is binding upon me even after I terminate my RSVP volunteer service.
9. If I drive for my volunteer position, I understand that I must keep my driver’s license and auto insurance policy current as long as I am an active volunteer with RSVP, and that I must notify RSVP if there are any changes in my driving status.
10. I will comply with the policy of United Senior Services and RSVP to maintain an alcohol and drug-free environment. I will not report for volunteer service under the influence of alcohol or illicit drugs.
11. I understand that the service I provide must be measurable and that I will contribute to the system in place for reporting the information. And I understand that in order to qualify for the Annual RSVP Recognition Luncheon, I must submit all volunteer hours served through RSVP from April prior year-March 31 of current year.
12. If I have concerns or grievances regarding RSVP or my Volunteer Station, I will follow the Grievance Procedures set forth by my volunteer station and/or the RSVP grievance procedures in this handbook on pg.7.

PROHIBITED ACTIVITIES

Displaying title 45, up to date as of 11/29/2022. Title 45 was last amended 11/07/2022.

[Title 45 - Public Welfare](#)

[Subtitle B - Regulations Relating to Public Welfare](#)

[Chapter XXV - Corporation for National and Community Service](#)

[Part 2520 - General Provisions: AmeriCorps Subtitle C Programs](#)

§ 2520.65 What activities are prohibited in AmeriCorps subtitle C programs?

(a) While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and members may not engage in the following activities:

- (1) Attempting to influence legislation;
- (2) Organizing or engaging in protests, petitions, boycotts, or strikes;
- (3) Assisting, promoting, or deterring union organizing;
- (4) Impairing existing contracts for services or collective bargaining agreements;
- (5) Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- (6) Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- (7) Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
- (8) Providing a direct benefit to -
 - (i) A business organized for profit;
 - (ii) A labor union;
 - (iii) A partisan political organization;
 - (iv) A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative;
 - (v) An organization engaged in the religious activities described in [paragraph \(e\)](#) of this section, unless Corporation assistance is not used to support those religious activities; and
- (9) Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;
- (10) Providing abortion services or referrals for receipt of such services; and
- (11) Such other activities as the Corporation may prohibit.

(b) Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so.

1. [\[67 FR 45359](#), July 9, 2002. Redesignated at [70 FR 39597](#), July 8, 2005; [73 FR 53759](#), Sept. 17, 2008; [74 FR 46506](#), Sept. 10, 2009]

YOUR VOLUNTEER SITES

What is a Volunteer Site?

"Volunteer site," sometimes referred to as "volunteer station," is a term we use to refer to a non-profit organization, community of faith, or government institution that has a MOU (written agreement) with AmeriCorps RSVP of Clark and Madison Counties to provide volunteer assignments for RSVP Members. In recent years, there have been RSVP members active at over 50 organizations in our area. There are many interesting and fulfilling jobs that need to be done and volunteers are always needed at many sites!

For a complete list of sites and also job assignment descriptions, call or stop by our office. If you have friends or family who want to serve but are not sure what they want to do, the RSVP office will try to match the skills, talents and interests of the volunteer with a volunteer site. We will try to make use of a unique interest or skill of our volunteers to help create a volunteer job of benefit to the community

Each volunteer site has a volunteer supervisor who provides orientation and training for volunteer work assignments and who is the RSVP contact person for that site. He or she will provide you with information about how you can be most helpful, and in return, will listen and attempt to accommodate your needs as a volunteer. The relationship between a volunteer and the station is one that will grow and enable the volunteer to be a valuable part of the station's accomplishments, and is the primary relationship of a volunteer in regard to providing volunteer services.

When you join RSVP, you are a member of our organization and not a "volunteer" for us (unless you directly help in the RSVP office or with fund raising or signature programs). Other than those helping our program directly, RSVP does not have "volunteers." You volunteer for the site where you serve and are first and foremost a volunteer for that site. You will hear the term "RSVP Volunteer" which simply means that you are a member of RSVP and serve the community in many different ways. We are proud that RSVP Volunteers at all sites are considered high-quality volunteers, in part because of their RSVP membership.

Volunteer Site Responsibilities

- 1.) To provide safe working conditions for volunteers
- 2.) To provide orientation and training for volunteers
- 3.) To verify volunteer time information
- 4.) To sign RSVP Volunteer Report forms
- 5.) To use volunteers only for assignments that do not displace a paid worker
- 6.) To recognize the achievements of RSVP volunteers and to identify them as RSVP volunteers

VOLUNTEER STATION POLICIES

RSVP staff and volunteers while engaged in work as an RSVP Member or staff, do not engage in, and grantee funds are not used for, any of the following activities to the extent they are prohibited in the applicable program regulations: electoral activities, voter registration, voter transportation to the polls, 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 RSVP volunteers.

Volunteer station financial support of any kind of RSVP is not a precondition for that station to obtain senior volunteer services.

The sponsor can withdraw RSVP membership to volunteers at a station if a volunteer station's inability to provide support agreed under the MOU diminishes or jeopardizes RSVP's financial capabilities to fulfill its obligations.

RSVP volunteers do not receive a fee for service from service recipients, their legal guardians, members of their family, or friends.

Grant funds received by RSVP are not used to finance labor or anti-labor organizations or related activity.

GRIEVANCE PROCEDURES

Volunteering is rewarded through inward satisfaction and the appreciation expressed by volunteer stations, RSVP, and its supporting community groups. Nothing should interfere with experiencing these rewards. When problems arise, many of these problems can be resolved by an understanding of the issues and of the ultimate goals of everyone involved. The recommended procedure for a volunteer to follow is:

1. First discuss the situation with the volunteer station supervisor; be clear about what you need.
2. If this does not result in a satisfactory solution, request a meeting with the RSVP Program Director who will try to find an acceptable resolution.
3. If this does not resolve the issue, OR if the issue is with an aspect of the RSVP program or staff, then the RSVP grievance procedure provides a means for the volunteer to present grievances without fear of reprisal by requesting in writing a meeting with the Grievance Committee of the RSVP Advisory Council (see p. 12). The decision of this committee is final.

WHY DO WE NEED YOUR REPORT OF VOLUNTEER TIME?

It is very important that RSVP has a record of how much time you spend in your volunteer work because:

- 1.) Our grantor, AmeriCorps Seniors, requires us to keep track of your time spent volunteering as a means of assessing our performance.

- 2.) Your report indicates that you are an active RSVP member and thus allows you to be invited to our recognition event.

- 3.) To provide verification for our insurance company that you were volunteering during the period in case of a claim.

- 4.) Reports of all volunteer hours provides information to federal and state legislators about types of volunteer work and hours of service by seniors. This information is used by them to assist in deciding amounts of money to appropriate for senior activities and to Non for Profits.

- 5.) Your report of hours helps all seniors enjoy the benefits listed above, as well as the important intangible benefit of maintaining physical and spiritual health through service in the community

RSVP VOLUNTEER REPORT		PAGE 1
125 W. Main St. Springfield, OH 45502		
937-324-5705; Fax 937-324-9005; Email: rsvp@unitedseniorservices.org		
NAME _____	CIRCLE REPORT PERIOD:	
Address _____	Jan., Feb., March - send report in by: 7th of APRIL	
City, Zip _____	April, May, June - send report in by: 7th of JULY	
<input type="checkbox"/> Please check if above is a new address	July, August, Sept. - send report in by: 7th of OCT.	
If you have a new phone # , please enter it here _____	Oct., Nov., Dec. - send report in by: 7th of JAN.	
Note: Please use separate page or group of pages for each vol. job	VOLUNTEER SITE (Agency or Organization you work for) _____	
	POSITION (Job you do) _____	
SIMPLIFY		
If you can attach a copy of hours record from your site, no need to write in here.		
DATE WORKED	HOURS (# of hours)	MEALS At Vol Site
		THIS COLUMN FOR OFFICE USE
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
7.	_____	_____
8.	_____	TOTAL Hrs.
9.	_____	_____
10.	_____	_____
11.	_____	Reporter date Init.
12.	_____	Reporter update Init.
13.	_____	Notes
14.	_____	_____
IMPORTANT --- SIGNATURES		
Validation of all attached pages for this Site		# of Pages _____
		DATE: _____
SITE SUPERVISOR		
VOLUNTEER		
FOR RSVP OFFICE ONLY		
RSVP DIRECTOR		

RSVP VOLUNTEER REPORT INSTRUCTIONS

(See sample report form on page 8)

It's easy:

- If you keep a record on your calendar each time you volunteer, this form is easy to complete only four times a year.
- In many cases your volunteer site will give you a print out or a copy of their records of your time

WHEN TO REPORT: Please get your report to us at the end of each quarter:

For hours worked during the months of:

Jan., Feb., March

April, May, June

July, Aug. Sept.

Oct., Nov., Dec.

Send report in:

By the 7th of April

By the 7th of July

By the 7th of Oct.

By the 7th of January

IF YOU FORGET, JUST GIVE US A CALL TO LET US KNOW YOU WILL BE SENDING IT IN LATE. WE STILL NEED YOUR HOURS.

The items in **RED indicate fields that must be filled in prior to turning your time sheet.**

DON'T FORGET SIGNATURES (ESPECIALLY YOURS) If you cannot get a supervisor's signature by the end of the quarter, please send in your report anyway. We will contact your supervisor for signature.

MORE THAN ONE VOLUNTEER SITE – Please list hours at different volunteer sites on a different side of the time sheet. You can use the front and back of the form and use as many pages you need, but please use the FRONT first.

Call Barb & Mindy or email with any questions or for more forms for you or your volunteer site. 324-5705.

EXPLANATION OF BLANKS ON THE FORM:

“VOL. SITE” NAME of the ORGANIZATION you work for.

“POSITION” refers to what you do, such as information desk, tutor, food distribution, etc.

“NAME,” “Address,” etc. Fill in as usual. There's a box to check if your address is NEW.

“DATE” Each date you worked. **TO SIMPLIFY:** *If you work many days in a week or month, enter on one line the “week or month of ___” and the total hours.*

“HOURS” Total number of hours you worked that date; no need to enter time started and stopped.

“MEALS” Just put a check mark in this column if you had a meal provided by your volunteer station. IF you did NOT have a meal, no need to fill this in - leave the space **blank**.

ACCIDENT AND LIABILITY INSURANCE PROVIDED TO RSVP VOLUNTEERS

Each volunteer enrolled in the AmeriCorps Seniors Retired and Senior Volunteer Program is provided with three kinds of insurance coverage while participating as a volunteer. It becomes effective when you enroll with RSVP and is in force as long as you are an active RSVP volunteer. THIS INSURANCE IS IN EXCESS OF ANY INSURANCE YOU HAVE. We are pleased to pay the premiums so that the satisfaction and appreciation you experience as a volunteer is supported by the comfort of knowing you have additional help in the event of an accident.

The insurance policies are held by RSVP of Clark & Madison Counties. The insurance program is administered by The CIMA Companies, Inc. 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.

BRIEF SUMMARY OF COVERAGES.

More complete information is available at the RSVP office or at www.cimaworld.com. There are time limits for reporting accidents and for duration of coverage after accident, and certain exclusions under all three areas of coverage. If you think there is any possibility of a claim, please report it at once.

I. Accident Insurance (Pays for additional expenses above amount paid by your primary coverage; will cover your primary coverage deductibles)

Excess Accident Medical Coverage

Up to \$50,000 for medical treatment & hospitalization

Dental care maximum \$900

Eyeglass frames up to \$50 and lens up to \$50

Accidental Death and Dismemberment

To beneficiary for accidental death - \$2,500

Loss of both hands, feet, eyes or any combination - \$2,500

Loss of one foot or hand - \$1,250

II. Personal Liability Insurance (In excess of your primary valid and collectible insurance)

Protection for a personal injury or property damage liability claim arising out of the performance of volunteer duties

Limit of \$1,000,000 per occurrence

Legal Defense

Will defend *any covered* suit against the volunteer

Legal Defense

The insurance company has obligation to defend only when it is determined that the insured must pay damages in excess of the retained limit. If this appears to be the case, no legal expense should be incurred on the insurance company's behalf without their prior consent.

FUND RAISING AND SUPPORT

RSVP is sponsored by United Senior Services of Springfield, Ohio and is funded by federal funds through AmeriCorps, by a state subsidy through Ohio Department of Aging, and by local matching funds in Clark and Madison Counties.

The funds we raise locally are vital to our program as they help provide senior volunteers with volunteer insurance, travel reimbursements, and other services of our office. We depend on our fund raising to make it possible to increase the number of volunteers who can join us each year. In addition we receive in-kind and cash support from local community groups and individual donations. A major part of the expenses for volunteer benefits are paid by our fund raising activities.

Help from Volunteers and the Community

We're grateful to all volunteers who help us with our sales and to all those who purchase our beautiful and reasonably priced greeting cards. These are on sale all year outside the RSVP office at United Senior Services. The public is welcome to make purchases also.

An important part of our fund raising comes from our annual raffle. Raffle tickets for a donation are available each spring for drawing at Senior Day in May. Prize items and gift certificates are raffled each year. An easy way to support RSVP is to enter the raffle and ask others to do so also.



RSVP volunteers give the whole community a lift
--- and community support helps us soar!

