



**RSVP**

**Callaway**

**Retired and Senior  
Volunteer Program**

**Volunteer**

**Handbook**

**Host Agency: SERVE, Inc.**

Dear Volunteer,

Welcome to RSVP! As an RSVP Volunteer, you are part of a national organization that incorporates over 61,623,200 volunteers who have volunteered over 8,127.4 million hours. Whether you volunteer for a hospital, deliver home-delivered meals, serve as a mentor, distribute food to the hungry, or crochet clothing for dolls, you are giving your time and talents to Callaway County. For this we are greatly appreciative.

You are helping us to tell your story! With the hours that we receive on a quarterly basis from you, and the information we receive from the various organizations, we compile reports that are ultimately sent to Congress. These reports tell how you are meeting the needs of Callaway County residents that are in need of a helping hand as you bring about change in our county.

The purpose of this handbook is to inform you of policies and expectations which apply to you as a volunteer for RSVP. I hope you find the information valuable and interesting.

Once again, thank you for devoting your time and talents to the Retired and Senior Volunteer Program (RSVP) of SERVE, Inc.

Respectfully supporting  
you,  
Mary Gordon, Director



**RSVP**  
**CALLAWAY**

RSVP, Retired and Senior Volunteer Program, is a federally funded program sponsored by SERVE, Inc. RSVP is a part of The National Senior Service Corps, a network of national service programs that provides older Americans the opportunity to apply their life experience in meeting community needs to make Callaway County a better place to live. RSVP volunteers serve in a diverse range of nonprofit organizations, public agencies, and faith-based groups. RSVP is open to people age 55 and older. SERVE, Inc. is a Callaway County nonprofit 501(c)3 agency funded by the Corporation for National and Community Service to sponsor and operate RSVP projects in our county. SERVE, Inc. RSVP recruits seniors to serve from a few hours a month to almost full time with area agencies throughout Callaway County. RSVP provides appropriate volunteer insurance coverage. As an RSVP volunteer, you will receive pre-service orientation and in-service training from the agency or organization where you are placed.

**Senior Corps Network**

RSVP is a part of Senior Corps, along with the Foster Grandparent Program and the Senior Companion Program. Senior Corps is administered by the Corporation for National and Community Service, which also oversees AmeriCorps and Learn and Serve America. Together, the programs of the Corporation engage more than two million Americans of all ages and backgrounds in service to their communities each year.

## **SERVE, Inc. Programs**

SERVE, Inc. is an umbrella agency that sponsors two other programs along with the RSVP Program. They are :

### **Callaway Transportation (CalTran)**

A public transportation service that provides two types of service: demand services require 24 hour notice (i.e. medical appointments, grocery shopping) and para-transit needs (i.e. work, education). Priority emphasis is given to the elderly and the handicapped. Call 573-642-6388 for more information.

### **Callaway Action Network (CAN)**

This program oversees the SERVE Food Pantry, Clothes Cupboard, the Garden PATCH and the Adult Basic Education Program. Emergency services are provided to income-eligible families. Call 573-642-6388 for more information. The Adopt-A-Family, Back-to-School, and Buddy-Packs projects are also sponsored under the CAN Program.

## **RSVP Projects**

### **Toys-for-Kids**

This RSVP Project provides toys for children who have been signed up for Christmas with the CAN Adopt-A-Family project. New and slightly loved toys are collected during the year for Christmas distribution.

*See the RSVP Director if you would like more information about the RSVP sponsored projects.*

### **History of RSVP**

RSVP is an outgrowth of efforts by private groups and government agencies to create opportunities for engagement, activity, acquaintanceship, and growth for older Americans. One of the earliest programs was the Community Service Society of New York, launched as a pilot project in 1965 on Staten Island. The project involved a small group of volunteers who were dedicated to serving their communities in a variety of ways. The success of their efforts led to an amendment to the Older Americans Act, creating RSVP as a nationwide program in 1969. Throughout the next 24 years, RSVP projects were being started throughout the nation. In September 1993, President Bill Clinton signed the National and Community Service Trust Act of 1993, creating AmeriCorps and the Corporation for National and Community Service to expand opportunities for Americans to serve their communities. VISTA and the National Civilian Community Corps became part of AmeriCorps, and the Foster Grandparent Program, the Retired and Senior Volunteer Program, and the Senior Companion Program were combined to create Senior Corps. With passage of the National and Community Service Act, Congress changed Retired Senior Volunteer Program to Retired “and” Senior Volunteer program to reflect that not all volunteers were retired. In 1994, The Corporation for National and Community Service officially began operation.

### **Registrations**

Volunteers must complete a simple registration form that is kept on file in the RSVP office. Current registrations are mandated by the Corporation for National & Community Service, so you may be asked to update your registration periodically. Registrations do not require a social security number.

### **Volunteer Hours**

Hours are to be sent in at the end of each quarter to the RSVP office, either in person, by fax, e-mail, or regular mail. Hours may be turned in by the site directors on one station timesheet, or the RSVP Director will provide timesheets on request so volunteers can turn in their hours individually. Volunteers may be contacted if no activity is seen after 90 days to find if a new site or opportunity is needed. If volunteers or site records show no hours in six months, you will be placed on inactive status from the program. Active status will be reinstated if volunteer hours are submitted. If no hours are reported after one year, volunteers will be removed from the program.

### **Volunteer Stations**

A Memorandum Of Understanding (MOU) is an agreement between RSVP and the volunteer sites. Sites are required to update their MOU every three years. Updated or new job descriptions may be made at any time. The MOU describes the responsibilities of the program and the expectations of each in the partnership. Volunteers may only record RSVP hours for stations that have an active MOU with RSVP.

### **Confidentiality**

The internal business affairs of SERVE, Inc., RSVP, and the agency where you are placed, particularly information on clients and family matters at the site, are to be treated as confidential. In many cases, state and federal laws protect the confidentiality of records. The RSVP volunteer has the responsibility to avoid the unnecessary disclosure of confidential matters. None of this is intended to impede normal communications; rather, it alerts the volunteer to an obligation to use discretion to safeguard the agency and its clients.

### **RSVP Advisory Council**

The RSVP Advisory Council consists of 12-20 members, and may be made up of RSVP volunteers, site supervisors, business leaders, clergy, interested Callaway County residents, and RSVP staff. The purpose of the council is to provide an ongoing effort to promote the growth of senior programming, and provide volunteer opportunities for seniors to make a difference in Callaway County.

### **Safety Policy**

Per RSVP Volunteer Handbook : If at any time, as a registered volunteer working within an assigned job duty, you feel threatened or unsafe you are required to contact the Station Supervisor immediately of your concern. If the situation is not addressed to your satisfaction, contact your RSVP Director as soon as possible.

## **Reimbursements**

RSVP volunteers are given the opportunity to request reimbursement for their travel from home to work site and return to home.

### **October 1, 2009 Reimbursement Policy**

- \* Volunteer must maintain an active and current registration with RSVP and have a copy of their driver's license on file.
- \* Mileage must be documented on the *Time-sheet and Mileage Reimbursement Request* sheet and turned in at least once each quarter.
- \* Volunteer will receive \$.30 per mile up to a maximum of \$50 each quarter, *up until funds are expended for each program year.*
- \* Reimbursement checks will be mailed once each quarter within 15 days of receiving the time/mileage sheet.
- \* If reimbursement amount is \$10 or less, your accumulated mileage will be paid the following quarter.

### **In-Kind Mileage Donations**

We encourage volunteers to utilize mileage reimbursement as an in-kind donation to RSVP. Federal grants often have matching fund requirements; therefore, we can utilize in-kind mileage donations to meet these requirements. Volunteers may utilize the in-kind donations for a tax deduction.

### **Meal Policy**

Meal cost will not be reimbursed to volunteers. During recognition and special events, the RSVP director has the ability to provide a meal paid with RSVP funds for volunteers attending or working during the event.

Stations may provide meals to volunteers as in-kind donations of meal cost to the RSVP program. The station will complete an In-Kind Donation form as needed.

## **Insurance**

As an RSVP volunteer, you are provided personal liability, accident, and excess auto liability insurance at no cost to you. *Accidents must be reported to the RSVP Director within 24 hours of the accident.* The insurance covers you to and from your volunteer site, and also while you are at your volunteer station. This insurance is used only after all other insurances are used. Then the CIMA claim can be submitted with the documentation of what other insurances have paid. The insurance company will then inform us of what they will be able to pay based on inclusions and exclusions. RSVP volunteers who drive to and/or from their volunteer site must have a valid driver's license and meet the minimal auto insurance coverage requirements by law. If you do not have these, CIMA coverage will not apply. RSVP volunteers are not eligible for worker's compensation. (Federal Revenue Section 2552.45(b)(1)(B)(i))

## **Recognition**

We encourage all RSVP volunteers to attend all RSVP and site-sponsored recognition events.



RSVP volunteers working at the Holt Summit Food Pantry sponsored by Shiloh United Methodist Church.

### **Volunteer Rights**

- \* Each volunteer has the right to be treated with the same respect as professional staff.
- \* Each volunteer has the right to be introduced to professional staff members and other volunteers and be welcomed from the beginning of service.
- \* Each volunteer has the right to be kept informed of the organization's activities and changes therein.
- \* Each volunteer has the right to expect appropriate tasks and to be informed of how the task contributes to the organization's work. A volunteer has the right to decline a particular task. You should not be asked to do a task that the volunteer manager is unwilling to do.
- \* Each volunteer has the right to appropriate training in order to succeed in assigned tasks, the right to ongoing direction, and consultation on the best way to complete a task.
- \* Each volunteer has a right to be personally heard in the event of a suggestion, concern or grievance.

### **Volunteer Responsibilities**

- \* Serve as a positive role model.
- \* Complete assignments/projects that you agree to assume and ask questions when instruction or expectations are unclear.
- \* Follow all policies and procedures outlined by agency staff, in writing or verbally.
- \* Protect the confidentiality of clients and donors at all times.
- \* Promote the work of RSVP and SERVE, Inc. within the community, including sharing with others our mission as well as informing RSVP of community opportunities which may benefit our clients and agency.
- \* Notify your supervisor as soon as possible when you have a schedule change.

### **Volunteer's Code of Ethics**

- \* Keep information confidential and in a professional manner.
- \* Maintain a neat and clean appearance.
- \* Maintain personal health to be able to volunteer at least on a monthly basis.
- \* Be able to handle supervision from your site volunteer director.
- \* Be dependable and punctual.
- \* Be able to follow the policies and procedures set forth by the organization in which you volunteer.
- \* Be respectful of others while representing the Retired and Senior Volunteer Program.
- \* No use of drugs or alcohol or under the influence of drugs or alcohol while volunteering with RSVP.
- \* No possession of a firearm while volunteering.
- \* Volunteers may not give religious instruction, conduct worship services, or engage in proselytization as part of their duties and, if the sponsor is an organization that conducts inherently religious activities, those activities are offered separately, in time and location, from the programs or services funded under the Corporation grant.

### **Substance-Free Volunteer Program**

It is the policy of SERVE, Inc. and the volunteer sites to maintain a work place that is free from the effects of drug and alcohol abuse. This Substance-Free Volunteer Place policy will apply in all volunteer organizations of the Agency, with individual volunteer organizations determining the application of this policy and/or their own agency's policy, as permitted by applicable State and/or Federal law.

Volunteers are prohibited from the use, sale, dispensing, distribution, possession, or manufacture of illegal drugs and narcotics or alcoholic beverages on RSVP premises or volunteer sites. In addition, volunteers are prohibited from the off-premises use of alcohol and possession, use, or sale of illegal drugs when such activities adversely affect volunteer performance, job safety, or the Agency's reputation in the community.

RSVP will discharge or deny volunteer opportunities to current users of illegal drugs. RSVP will discipline, discharge or deny volunteer opportunities to an alcoholic whose use of alcohol adversely affects volunteer performance or conduct to the extent that the individual is unable to perform the essential functions or responsibilities of his or her position, with or without accommodation.

Volunteers will be subject to disciplinary action, up to and including dismissal, for violations of this policy. Such violations include, but are not limited to: possessing illegal or unprescribed drugs and narcotics or alcoholic beverages at work; being under the influence of such substances while volunteering; or dispensing, distributing, or illegally manufacturing or selling them on RSVP premises and volunteer sites.

Smoking cigarettes, cigars, or pipes are also not permitted within any agency, unless otherwise told and only in designated areas.

### **Dissatisfied with Placement**

#### **When you are placed with an agency you are not displacing a worker.**

Once you are placed, we ask that you give the placement a 60-day trial period. If you are not happy, feel free to discuss your dissatisfaction with the site supervisor who may be able to help. They may have another volunteer opportunity that you can be assigned to. However, before you quit completely, please call the RSVP office and visit with the RSVP Director about another agency placement.

### **Unsatisfactory Performance**

An RSVP volunteer is to abide by all rules given to them at the particular site where they volunteer. An RSVP volunteer may be discharged from the site if they fail to meet performance standards of that particular station. At the request of the volunteer, the Director of RSVP will try to find another opportunity that would more suit the volunteer's interest.

### **Grievance Procedure**

If the volunteer feels that he/she was not judged correctly by the RSVP Program, he/she may:

- 1) File a grievance within five days of termination from their site.
- 2) The Director will respond to the grievance within 10 days of the written grievance.
- 3) If the RSVP member finds the response to the written grievance unacceptable, they may ask for an RSVP Advisory Council review.
- 4.) The decision of the Advisory Board shall be final, unless formal grievance is given in writing to the sponsoring agency.

### **Equal Employment Opportunity**

The Agency endorses the basic principle that all individuals are entitled to equal volunteer opportunities. Accordingly, it is the policy of the Agency to provide and promote equal volunteer opportunities for all persons without regard to race, color, religion, sex, national origin, citizenship, age, sexual orientation, disability, military or veteran status, or any other characteristic protected by law.

If you believe that you are being unlawfully discriminated against, the Agency encourages you to come forward with your concern to your supervisor, to the RSVP director, to the Agency's director, to a member of the Agency's Board of Directors, or to the Executive Director of SERVE, Inc. Your complaint will be kept confidential pending an investigation by the Agency or by the Federation. The Agency prohibits retaliation against anyone who either opposed unlawful discrimination or exercises his or her right under any law that forbids volunteer discrimination. The Agency will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of volunteering.

### **Anti-Harassment Policy**

SERVE, Inc. RSVP acknowledges its continuing commitment to a work environment that is free from unlawful discrimination and any type of harassment, including sexual harassment. SERVE, Inc. prohibits any harassment of its



**For more Information  
About**

**RSVP**  
**Retired and Senior Volunteer Program**

**Contact:**  
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