

RSVP

Lead With Experience

RSVP Volunteer Handbook



COLORADO BRANCH

Helping America's most vulnerable™

2660 Larimer Street
Denver, CO 80205
303-297-0408
www.voacolorado.org

Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



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WELCOME

The Volunteers of America RSVP is a dedicated group of volunteers age 55 and better making a difference in Denver, Douglas and western Arapahoe counties. RSVP volunteers utilize their experience, talents, and interests to impact their communities through a wide variety of opportunities.

As a service RSVP is dedicated to assisting people find meaningful volunteer opportunities within their community. RSVP supports its members through volunteer information and referrals, free benefits and more. This handbook was designed as a guide to help you take advantage of the resources and benefits available to you as an RSVP volunteer.



MISSION: The VOA-RSVP helps those 55 years and older find meaningful volunteer opportunities in which they can share their experience, abilities and skills for the betterment of their communities and themselves.

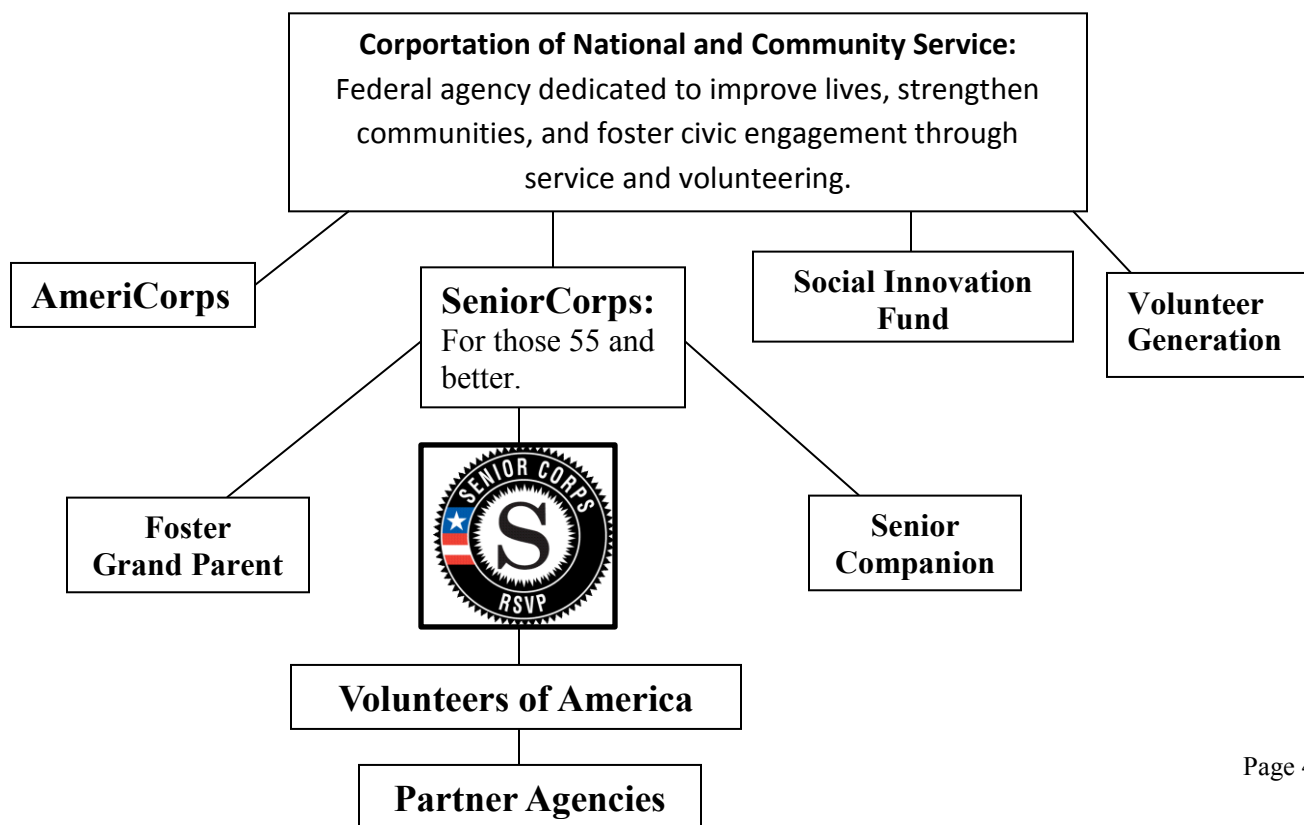
RSVP HISTORY AND SPONSOR

- RSVP was launched in 1971 as a locally directed, but federally legislated grant program. The Corporation for National and Community Service (CNCS) oversees all RSVP projects under their SeniorCorps Programs.
- **NATIONAL RSVP TODAY:** The Corporation for National and Community Service oversees the 850 RSVP projects across the country. There are 12 RSVP Projects in the state of Colorado.
- Close to half-million RSVP volunteers nationwide donate more than 64 million hours of service each year. So, when you join the Volunteers of America RSVP, you are a part of a national network of dedicated volunteers.

Volunteers of America RSVP Sponsor

- The Volunteers of America has been the local sponsor of RSVP since 1981.
- Volunteers of America serves over 200,000 Coloradans through more than 30 distinct human service programs including housing and healthcare.
- Since 1896, our ministry of service has supported and empowered America's most vulnerable groups, including at-risk youth, the elderly, low-income families, homeless individuals and families, women and children escaping domestic violence, and those seeking affordable housing solutions.

CNCS Family Tree



RSVP Eligibility and Enrollment

ELIGIBILITY REQUIREMENTS

- Volunteers must be aged 55 years or better.
- The Volunteers of America's Retired & Senior Volunteer Program is available to eligible people regardless of race; color; national origin; English proficiency; sex; age; political affiliation; sexual orientation; religion; or on the basis of disability.

ENROLLMENT IN RSVP

- If you meet RSVP's eligibility requirements, you may become an RSVP volunteer. To join, all you have to do is complete and sign the application form. There are no enrollment or membership dues!

ACTIVE/INACTIVE RSVP VOLUNTEERS

- Active RSVP volunteers are eligible to receive all of RSVP's benefits.
- RSVP understands sometimes circumstances or situations prevent a volunteer from continuing in active community service for a period of time, or sometimes volunteers just need a break. **If you find you are unable to volunteer at least one hour during a six-month period, please contact an RSVP staff member.** RSVP will hold enrollment information on volunteers if they plan to volunteer again in the near future. The RSVP Program Coordinators will also help inactive volunteers find new volunteer positions if needed.
- However, if an inactive volunteer does NOT plan to volunteer again for at least one year, RSVP will **terminate** the volunteer from the program. A terminated volunteer is able to join RSVP again depending on the circumstances. To re-enroll, a volunteer needs to re-apply with RSVP.
- Volunteers can terminate themselves from the Program at any time and for any reason. To attain, and maintain, a consistent and high-quality program, volunteers can be terminated at any time at the discretion of Program Staff. A volunteer can appeal this discussion with a letter or e-mail to the Volunteer Services Division Director.

Reporting Volunteer Hours

WHY WE COUNT YOUR HOURS

RSVP requires our Partner Agencies to record and report your RSVP volunteer hours to us each month. To receive funding to provide volunteer benefits, RSVP must report these hours to the federal government to demonstrate the effectiveness of the program. If you are not sure whether your agency is tracking your hours for RSVP, please check! This is important for a few reasons:

1. Hours mean you're covered

As an RSVP volunteer; you carry supplemental insurance while you serve — so long as we have a record of your service. If an accident happens and you file a claim, we must have a verified hours recorded on file from your place of service or your claim may be denied.

2. Hours are currency

Grants often require matching funds from organizations, and many grants allow the match to come “in-kind.” Many organizations use volunteer hours as the “in-kind” match for their grants. This means it is important to have a record of the hours you serve at an RSVP partner agency, because they may be critical to securing agency funding.

3. Hours demonstrate value

When you give your time to a project by volunteering, you show that the project is valuable to you. We track volunteer hours in order to show the level of community support for the projects where RSVP members serve. Demonstrating community support is very important in creating public awareness, recruiting more volunteers, and fundraising.

4. Hours Accumulate

RSVP tracks your “lifetime hours.” As long as you are a volunteer with RSVP we track your hours. Tracking lifetime hours helps us recognize volunteers who are making a difference in their communities. All hours are recorded in our database and contributed to the individual volunteer’s *lifetime hours*.

RSVP records volunteer hours using three methods:

Monthly Volunteer Hours Reports - Station

- Most partner agencies record RSVP volunteer hours on the Monthly Volunteer Hours Report which they send directly to RSVP. Partner agencies vary on how they actually record RSVP volunteer hours so ask the volunteer coordinator at your agency how they track your hours.

Individual Monthly Hours Reports

- In some cases, the RSVP volunteer has to keep his/her own hours which your RSVP Program Coordinator will specify to you once you are placed at a site using one of the two methods.
 - **Gold Cards:** These will be provided to you by the Program Coordinator or Administrative Assistant. Track the date and number of hours volunteered. BOTH THE VOLUNTEER AND THE VOLUNTEER COORDINATOR AT THE PARTNER AGENCY MUST SIGN THE CARD. THE CARD IS DUE BY THE 5TH OF EACH MONTH FOR THE PRECEDING MONTH. Note: When volunteering for an RSVP Special Project, the event coordinator fills out a RSVP Special Projects Timesheet.
 - **Monthly E-mails:** At the end of each month, e-mail your hours to the Administrative Assistant. Include your first and last name, site, and number of hours for the month. This is also due by the 5th of each month for the preceding month.

Please assist RSVP...When you perform volunteer service, record your hours and report directly to RSVP staff.

SUPPLEMENTAL INSURANCE

Each RSVP Volunteer is eligible for supplemental insurance at no monetary cost to the individual. You pay with your volunteer service. The insurance is in excess of your own insurance. This supplemental insurance is only in effect while volunteering at your volunteer site. The insurance covers costs remaining after your primary insurance is exhausted. Please see the CIMA Summary of Coverages for further information.

To File a Claim,
Call the RSVP Program Manager (303-297-0408) within 24 Hours of the Incident and Report the Incident Immediately with your Site Coordinator

RSVP will send you a claim form to complete and return to us. We will file the claim on your behalf.

Thereafter, you will be responsible for submitting all invoices, explanations of benefits, and any other requested documentation to the third-party handling your claim.



**“NEVER DOUBT THAT A SMALL GROUP
OF THOUGHTFUL, COMMITTED CITIZENS
CAN CHANGE THE WORLD;
INDEED, IT’S THE ONLY THING
THAT EVER HAS.”
-MARGARET MEAD**



TRAVEL REIMBURSEMENT

RSVP reimburses a limited number of its volunteers for mileage or bus fare to and from volunteer agencies. This includes travel to and from a volunteer agency for an interview, training, meeting or recognition event, etc. However, this does NOT include any driving entailed while volunteering, i.e., delivering for Meals on Wheels. RSVP reimburses at a set rate per mile and/or bus fare up to a maximum amount per month.

- The current rates and written instructions for travel reimbursement are printed on the back of the travel reimbursement form. A travel reimbursement form, as well as samples of completed travel reimbursement forms, are available upon request.

RSVP's Travel Reimbursement Policies are as follows:

- Travel reimbursement is limited to those people who would otherwise be unable to afford to volunteer. Anyone interested in receiving travel reimbursement must fill out a reimbursement application and return it with a copy of your Driver's License. The application will be reviewed and the volunteer notified if he/she qualifies to receive the travel reimbursement. Participation in the travel reimbursement program is OPTIONAL. Volunteers are not required to complete or submit travel reimbursement forms if they do not wish to be reimbursed. Each year travel reimbursement applications will be sent out to all volunteers for reapplication.
- RSVP travel reimbursement is ONLY for travel to and from a RSVP volunteer agency. RSVP does not reimburse for mileage incurred while carrying out a volunteer assignment (i.e., Meals On Wheels) or for unrelated trips on the way home from a partner agency.
- RSVP is NOT able to reimburse volunteers for walking to their volunteer agency.
- RSVP is able to reimburse for public transportation fees.
- All travel reimbursement requests to RSVP must be filled out on a blue RSVP Travel Reimbursement Request form. A new form is enclosed with each reimbursement check.
- Travel Reimbursement Forms are due the 3rd of the following month. Late or incorrect forms will delay your reimbursement until the next month.
- RSVP can reimburse a maximum of \$20 each month. Reimbursement checks CANNOT be issued if the amount is under \$5.00. Travel forms will be held until \$5.00 or more is accumulated.
- An automobile driver must write his/her current driver's license number and expiration date in the space provided on the Travel Reimbursement Form. Drivers are responsible for renewing their licenses and insurance.

If you have questions regarding RSVP travel reimbursement policies or forms, contact an RSVP staff person at 303-297-0408.

VOLUNTEER RECOGNITION

Annual Recognition Event

RSVP recognizes its volunteers for their community service in several ways throughout the year. RSVP holds an annual recognition event and presents Certificates of Appreciation to those volunteers who attend. Each year you are with RSVP, you will receive an invitation to the recognition event.

RSVP Newsletters

A RSVP eNewsletter will be e-mailed to volunteers at the beginning of each month highlighting the events and projects going on during that specific month. The newsletter provides information on special events or projects, new volunteer opportunities, volunteer agencies, and outstanding RSVP volunteers nominated by site volunteer coordinators. Volunteers may request the newsletter to be mailed each month.

The RSVP staff encourages you to submit anything you would like to share with your fellow RSVP volunteers (poems, recipes, stories, etc.). Mail submittals to:

RSVP, Attn: Newsletter, 2660 Larimer Street, Denver, CO 80205

KEZW 1430AM Radio Volunteer Spotlight

A volunteer spotlight is highlighted quarterly on the KEZW 1430 AM radio station. This volunteer has been nominated by their site coordinator for all the work they contributed. The volunteer will be notified of the nomination and will receive a Certificate of Appreciation.

TV Volunteer Spotlights

RSVP also nominates its outstanding volunteers for local community service awards, such as the Channel 7 Everyday Hero Award. A few RSVP volunteers have received these prestigious awards!



Assisting Seniors *(Transportation, Meals, Companionship)*

Aging Resources of Douglas County (Douglas County)
Castle Rock Senior Center (Castle Rock)
Denver Metro Village (Denver)
Highland Recreation Center (Denver)
Montclair Recreation Center (Denver)
Parker Senior Center (Parker)
Platt Park Senior Center (Denver)
Project Angel Heart (Various)
TLC Meals on Wheels (Littleton)
VOA Colorado Choice (Various)
VOA Meals on Wheels (Various)
VOA Kitchen (Denver)
Washington Street Community Center (Denver)

Assisting Seniors with Safety

Handyman Volunteers who have skills to do the following for seniors:

VOA Handyman Program (Various):
Home Safety Assessments (Training Provided)
Minor safety modification (Grab Bars, Smoke Alarms, etc.), minor electrical, plumbing and door lock repair or replacement.

Education *(Reading to Kids, GED Tutors)*

Cherry Creek Schools (SE Denver)
Conflict Center (Denver)
Denver Public Schools (Denver)
The Master's Apprentice (Denver)
Reading Partners (Various Denver Locations)
Ready to Achieve Mentoring Program (Denver)
VOA Head Start (Denver)

Veterans

Soldiers' Angels (Englewood)
USO Denver (Denver International Airport)
VOA Veteran Services Center (Denver)
VOA Veteran/ Military Personnel Support (Denver)

Environment

Denver Public Schools Urban Gardens (Denver)
Denver Botanic Gardens (Denver)

Disaster Preparedness & Response

VOA Disaster/Opioid Preparedness (Various)

Emergency & Crisis

Help & Hope Center (Castle Rock)
The Gathering Place (Denver)
Rose Medical Center (Denver)
Sacred Heart House of Denver (Denver)
VOA Bannock Center (Denver)
VOA Boulevard One Residences (Denver)
VOA Brunetti Lofts (Denver)
VOA Casa De Rosal (Denver)
VOA Dining Centers (Denver)
VOA Family Motel (Denver)
VOA Irving St Women's Residence (Denver)
VOA Montbello Manor (Montbello)
VOA Mission (Denver)
VOA Westgate Towers Apartments (Denver)

Healthy Futures

ARC (Various Locations-Denver Metro Area)
American Cancer Society (Denver)
Buck Recreation Center (Littleton)
Cooking Matters Colorado (Denver)
Food Bank of the Rockies (Denver)
Hunger Free Colorado (Denver)
Integrated Family Community Services (Englewood)
Metro Caring (Denver)
Mental Health Center of Denver (Denver)
VOA Choices for Healthy Aging (Various)
VOA City Harvest (Denver)
VOA Sunset Park Senior Center (Denver)

Diversity/Language *(ESL, Ambassadors)*

DIA Ambassador/CATS Program (DIA)
Douglas County Libraries (Douglas)
Learning Source (West Denver)
VOA Sunset Towers (Central Denver)

Museums & Culture

Children's Museum (Denver)

Volunteer Rights and Responsibilities

Volunteers have the right to meaningful assignments, respectful supervision, and recognition for their service. In return, volunteers agree to perform their duties to the best of their abilities, be loyal to the mission and goals of the agency and to follow agency policies and procedures.

A volunteer has the right:

- To expect that his/her time will be used wisely.
- To have a mutually agreed upon written volunteer position that has clear expectations, responsibilities, duties, supervision, and time commitment.
- To be provided appropriate workspace, equipment, orientation, training, feedback, and supervision for the position he/she accepts.
- To be informed how his/her position supports the mission and goals.
- To have his/her suggestions heard in the planning of his/her work.
- To be informed of policies, procedures, and benefits associated with the position.
- To say “no” to volunteer positions that she/he is not interested in filling.
- To be considered for promotions, special assignments, transfers and a variety of experiences.
- To have an inclusive work environment that is respectful of all people, including those served, paid staff and volunteers.
- To be treated as a co-worker with other staff and/or volunteers to achieve common goals.
- To feel valued and be recognized for his/her contributions.
- To participate in RSVP regardless of race, color, national origin, language proficiency, sex, age, religion, political affiliation, or disability

Volunteers are expected:

- To support and be loyal to the mission, goals and philosophy of RSVP and the specific programs in which he/she is working.
- To be open and honest about intent, goals, interests, and skills.
- To carry out position responsibilities to the best of ability and follow the agency’s policies and procedures.
- To accept guidance and direction with a supervisor and team and discuss problems, concerns and suggestions with supervisor or the volunteer manager.
- To be open to feedback and offer assistance in correcting problems or misunderstandings.
- To participate in orientation, training or meetings.
- To complete records or reports on time.
- To ask questions and to ask for help if unclear or don’t know how to proceed with an assignment or duty.
- To respect the confidentiality of the organization, the people served, and other staff and volunteers
- To respect all those you serve and serve with, regardless of race, color, national origin, language proficiency, sex, age, religion, political affiliation or disability.
- To be punctual and reliable, notifying his/her supervisor of absences as far in advance as possible.
- To demonstrate professional, respectful behavior at all times, including when faced with challenging situations.
- To be cooperative and treat others with respect at all times, maintaining good working relationships.

Prohibited Activity

- Volunteers and Grantee 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 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 may request or receive compensation from the beneficiaries of RSVP volunteers.
- Any volunteer station financial support of the RSVP project is not a precondition for that station to obtain volunteer service
- A RSVP volunteer may not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends.
- Grant funds are not used to finance labor or anti-labor organizations or related activity.
- Project staff or volunteers do 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.

Volunteer Grievance Policy

There may occasionally be differences of opinion regarding decisions in the administration of RSVP and/or in the administration of an RSVP volunteer station. All RSVP volunteers are assured of unobstructed communication with respect to grievances without fear of reprisal. The following procedures shall be established to ensure the orderly settlement of complaints:

1. If an RSVP volunteer has a grievance, he/she must first discuss the matter with the Program Coordinator. The Program Coordinator will try to resolve the matter informally.
2. If the matter is not resolved informally, the RSVP volunteer must submit the grievance in writing to the Project Manager within five working days of the occurrence. The Project Manager will investigate the grievance and send a written reply to the RSVP volunteer within five working days.
3. If the RSVP volunteer is not satisfied with the decision of the Project Manager, the RSVP volunteer may submit the grievance in writing to the VOA Division Director of Aging and Nutrition Services within five working days of receiving what the volunteer considers to be an unsatisfactory response from the Project Manager. The Division Director of Aging and Nutrition Services will investigate the grievance and send a written reply to the RSVP volunteer within five working days.
4. If the RSVP volunteer is not satisfied with the decision of the Division Director of Aging and Nutrition Services, the RSVP volunteer may direct his/her grievance to the Chairperson of the Volunteers of America Retired & Senior Volunteer Program Advisory Council. The RSVP volunteer must submit the grievance in writing within five working days after receiving the response from the Division Director of Aging and Nutrition Services. The Chairperson will render his/her decision to the RSVP Volunteer within five working days.

All grievances will be considered closed if the RSVP volunteer does not submit the grievance within five working days of the occurrence, the volunteer fails to comply with procedural guidelines, or if the grievance process has been exhausted.

RSVP Confidentiality Agreement

All information – address, phone number, etc. – you have provided to RSVP will remain confidential and for RSVP use only. RSVP will not sell the information. RSVP will always ask permission before sharing your information to a partner agency.

Contact and Office Information

VOLUNTEERS OF AMERICA OFFICE

2660 Larimer St
Denver, CO 80205
Phone: 303-297-0408
Fax: 720-264-3312

www.voacolorado.org

RSVP Project Manager:

Cathy Law, claw@voacolorado.org

RSVP Program Coordinator:

Gayle Larsen, glarsen@voacolorado.org

RSVP PT Program Coordinator:

Lara Jean O'Connor, loconnor@voacolorado.org

HOURS OF OPERATIONS

Monday –Friday 8:00AM – 4:30PM
Saturday & Sunday Closed

HOLIDAY CLOSURES

New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving	Fourth Thursday in Nov.
Day After Thanksgiving	Fourth Friday in Nov.
Christmas Eve	December 24
Christmas Day	December 25



Handbook Agreement

I, _____ (Printed Name) certify that I have received and understand this RSVP Volunteer Handbook and execute it voluntarily, this day, _____ (Date), with full knowledge of its significance.

This document will be kept on your file to confirm the receiving of the RSVP Volunteer Handbook.

Signature: _____ Date: _____

Witness Signature: _____



RELEASE OF CLAIMS AND AGREEMENT TO INDEMNIFY VOLUNTEERS OF AMERICA

In consideration of being granted permission to volunteer with Volunteers of America or any of its entities, I, on behalf of myself and my heirs, executors, administrators and assigns, hereby release Volunteers of America, its separate entities, agents, employees and officers from any claim for injuries I may incur of any kind, at any time, whether known or unknown, caused by or related to my volunteer work, which is not caused by the negligence of Volunteers of America, its separate entities, agents, employees or other volunteers.

I further agree to indemnify and hold harmless Volunteers of America and/or any of its separate entities, against all claims, demands, judgments and executions that Volunteers of America and/or its separate entities may sustain as a result of, or arising from my actions as a volunteer, that are beyond the scope of my assigned volunteer duties, whether or not such claims, demands, actions, judgments and executions are discovered during the period of my volunteer work.

I, _____ (Printed Name) certify that I have read and understand this Release of Claims and Indemnification Agreement and execute it voluntarily, this day, _____ (Date), with full knowledge of its significance.

Signature: _____

Address: _____

City, State, Zip: _____

Home Phone: _____ Work Phone: _____

E-mail Address: _____

Veteran Status: Please enter all that apply. 1) Active Duty or Reserve Component, 2) Military Family, 3) Veteran, 4) Family of Veteran: _____

Witness Signature: _____

May 2011