VOLUNTEER POLICIES & INFORMATION

As an RSVP Volunteer you can provide skills, talents, and years of experience to local nonprofits, the clients which they serve & our local communities.

Mission
To engage community members 55 and better in meaningful volunteer opportunities to meet critical community needs that impact and benefit citizens of all ages while providing a high-quality experience that will enrich the life of the volunteer.

Objectives
Fighting for the education, financial stability and health for everyone in our communities. We do this by:

- Reading with kids in local schools
- Providing volunteer tax preparers
- Supporting communities in times of disaster through disaster preparedness
- Connecting volunteers to meaningful opportunities at area nonprofits and services
- and more

Benefits of RSVP

Personalized Assistance
The RSVP staff will work with you to identify a volunteer opportunity that will meet your individual needs. We will match your skills, interests, schedule, and geographical availability with a volunteer position that is right for you. We will continue to be available to provide ongoing information and support as your volunteer needs evolve.

Supplemental Insurance
As an RSVP member you will be covered by supplemental insurance when you volunteer. Coverage includes accident medical, volunteer liability, and automobile liability in excess of any other valid and collectible insurance coverage.

Be Counted as Part of a National Movement
Adults 55 years and better are giving thousands of hours daily to positively impact the communities in which they live. Your hours will be counted with those of your peers to demonstrate to policy makers and the community the impact of senior volunteerism on local and national levels. You will help send the message that older adults are making meaningful contributions, solving problems, and bringing our communities together.

RSVP Newsletter
The RSVP Newsletter will inform you about issues affecting volunteers and provide you updates on how volunteers 55 and better are impacting the community.

Volunteer Recognition

RSVP celebrates your accomplishments and honors the work that you do. This takes a variety of forms, including special events, trainings and opportunities offered to RSVP members.

Policies

Purpose
The purpose of these policies is to provide overall guidance and direction to RSVP volunteers and staff. The Volunteer Center of Cedar Valley 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 RSVP Coordinator.

Membership: Any community member at least age 55 who is interested in sharing their skills and talents with our community can become an RSVP Volunteer. There are no membership fees to join.

Enrollment: Contact your local office:

Black Hawk County	**Kelsey Korzenowski**	**319-883-3015**	**kelsey@vccv.org**
Fayette County	**Ashley Kunkle-Ehn**	**319-283-3015 ext. 1008**	**ashley@vccv.org**
Buchanan County	**Jake Bass**	**319-327-6935**	**jake@vccv.org**

- Complete the Volunteer Registration Form
- Meet with the staff to discuss interests, skills, and possible volunteer opportunities.
- Meet with the Volunteer Coordinator at Community Partner to discuss potential position(s).

Volunteer Assignments
Volunteers are matched with RSVP programs or with agencies according to their interests, abilities, preferences and availability. Special consideration is given to developing assignments that allow for volunteers with limited physical strength and mobility or other disabilities. Volunteer assignment descriptions are given to volunteers. Volunteer assignments and terms of service, including hours, reflect the individual preferences of volunteers.

Community Partners
A Community Partner is a public agency, private non-profit organization, or proprietary health-care agency or organization that accepts the responsibility for assignment and supervision of volunteers. Community Partners sign a Memorandum of Understanding with RSVP, outlining responsibilities for each party, every three years. It is the organization that you will work with on a regular basis to help meet community needs.

Volunteer Orientation
Volunteers work most successfully when they have a clear understanding of the RSVP program and their roles and responsibilities as volunteers. It is our duty as RSVP staff to provide you with the information you need to be an RSVP volunteer. This Handbook serves as your orientation to RSVP policies and procedures, and you may feel free to contact either the VCCV Executive Director or RSVP Coordinators with any questions or concerns.

Community Partner Orientation
At the beginning of a volunteer assignment at a Community Partner, you will be introduced to the procedures of that assignment by the Community Partner Representative. When volunteering, you must follow the Community Partner's policies and guidelines for staff and/or volunteers. Any concerns regarding the policies and guidelines should be taken to the Community Partner Representative. If concerns are not resolved, please contact the RSVP staff.

Volunteer Training
Some volunteer positions may require training to an individual volunteer job. Volunteers are expected to complete all necessary training before they begin their volunteer assignment. RSVP provides training to volunteers who are directly serving in RSVP-sponsored programs. Other training will be offered through the agencies that you are assigned. Some volunteer positions may also require on-going training.

Time Commitment
Volunteers with the RSVP 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 the volunteer.

Insurance
All volunteers are provided with accident and liability insurance at no cost, which supplements their existing insurance policy. The accident coverage and liability insurance covers time during which volunteers are providing service.

Volunteers who use their own cars to drive for their volunteer placement are also provided with excess automobile insurance at no cost to the volunteer. This coverage is for liability claims only and does not cover any damages to the vehicle. Volunteers who use their own vehicle are required to keep updated minimum levels of liability insurance required by the State of Iowa. The RSVP Volunteer Registration Form must be signed and dated by the volunteer and a member of the RSVP staff. This is to confirm that the volunteer has at least the "minimum" of auto insurance coverage and a valid driver's license. This form will be filed and kept within the RSVP office. Per Federal Regulations, beneficiary information must be filled out in the entirety.

In case of an accident, auto or otherwise, volunteers must notify VCCV as soon as possible following the incident. The primary insurance agency must also be notified, and insurance statements and bills must be filed with the supplemental insurance company.

Reporting Volunteer Time
Volunteers play an important role in the growth and development of the program. Volunteer hours are essential to the program to show impact in the community and to receive continued funding. To remain active and receive the supplemental insurance, a volunteer must record at least one hour of volunteer time every 12 months.

If you are unable to serve for more than 12 months, please contact the RSVP office. We will place you on a temporary inactive list, so you will continue to receive RSVP information. When you are ready to volunteer again, just call and we will happily return you to the active list.

How to report volunteer hours

- **Community Partner -** Several community partners report the hours for their RSVP volunteers. You will be told if hours are reported by your volunteer station. You will need to follow their procedure to ensure that your hours are being correctly recorded.

- **Individual –** Hours may be submitted online or by email. Please Note: No matter which option you use to report your volunteer hours through RSVP, be sure to include the following:
  1. Your first and last name
  2. The names of each organization/program you volunteer for
  3. Date(s) you served and number of hours on those date(s)
  4. Short description of your work, such as meal delivery, food pantry, medical driver, reading tutor, mentor, board member, clerical, receptionist, etc

    - **Online**- You have the option to fill out your monthly time online by going to www.vccv.org/rsvp and clicking on the "Log Volunteer Hours" box. Please complete your logged time by the 5th of the month. Contact the RSVP office with any questions about your online volunteer account.

    - **By Email-** Email hours directly to the contact for your county. Simply state the dates, the location, a brief description of your volunteer activity and your hours by the 5th of the month. We will be happy to provide you with a fillable form.

    - **Mail**-You have the option to fill out monthly timesheets and sent them to RSVP. Please request your timesheets as you run low. Please mail timesheets to the office by the 5th of the month.

Confidentiality

Confidentiality is the cornerstone of a trusting relationship between volunteers and clients. Volunteers agree to keep all information regarding the community partner they serve, their clients and staff in the strictest confidence. No pertinent community partner information that you obtain as a volunteer may be disclosed through verbal or written communication with anyone. **Breaching the code of confidentiality, as set forth by RSVP, will result in the termination of all volunteer assignments.**

A breach of confidentiality may consist of:

- Talking about a client by name, with family or friends.
- Talking about a client in an inappropriate place.
- Talking about a client to his or her family members in an inappropriate place.
- Telling an inappropriate person, the names of clients.

Conduct

When volunteering, volunteers must be in accordance with the community partners's guidelines for staff and/or volunteer staff. This includes requirements for training, attendance, dress code or any other code or any other guidelines established by the community partner. Any concerns regarding the community partner should be taken first to the community partner supervisor/volunteer coordinator. If concerns aren't resolved, contact RSVP.

Non-Discrimination
No person, based on race, color, sex, age (if at least 55), religion, handicap, national origin, military reserve or veteran status, marital status, sexual orientation, limited English proficiency, or political affiliation shall be excluded from participation.

Volunteer Safety and Safe Practices
Volunteers, at all times, must be fit for the roles they perform to complete their jobs safely. Should medical, physical or other conditions change, at any time, it is the obligation of the volunteer to inform staff so that appropriate changes may be made regarding volunteer activities. The use of illegal drugs or alcohol, or being under the influence of the same, while performing hours of service is strictly prohibited and shall be the cause for termination of all volunteer placements through the program.

Special Limitation for RSVP Volunteers

1. **Political Activities: No Volunteer may be involved in political activities when serving in the capacity of an RSVP Volunteer.** No volunteer shall involve the use of funds, the provision of services, or the employment or assignment of personnel in a matter supporting or resulting in the identification of such project with:
    a. Electoral activities
    b. Voter Registration
    c. Voter transportation to the polls
    d. Efforts to influence legislation

    On your own time, you may be as politically involved as you wish.
2. **Religious Activities:** RSVP Volunteers shall not give religious instruction, conduct service, or engage in any form of preaching as a part of their duties.
3. **Non-Displacement of Paid Staff:** RSVP Volunteers may not perform any service or duty or engage in any activity which would otherwise be performed by an employed worker, or which could supplant the hiring of employed workers.
4. **Non-Compensation for Services:** Under no circumstances shall an RSVP Volunteer receive a fee for service for their personal use from service recipients, their legal guardian, members of their family or friends. No person, organization, or agency shall request any compensation for services of RSVP Volunteers.
5. **Volunteer Status:** RSVP Volunteers are not employees of RSVP, their sponsors, the community partner, the Corporation for National Service, or the Federal government.

RSVP Advisory Council
The Advisory Council is made up of members selected from the community, including representatives from local business, local government, nonprofit organizations, RSVP members and others. The Council's role is to assess the RSVP Program, offer advice to the staff, assist with special events, and help promote, publicize and advocate for the RSVP program in the community.

Volunteer Separation
Volunteers who do not report the minimum 1 hours of volunteer service in a calendar year become inactive and are no longer eligible for supplemental insurance or participation in recognition events. Volunteers, who become inactive, will be withdrawn from all roles but may be re-enrolled in the program by contacting the RSVP office.

Volunteers may terminate their volunteer assignment at any time by notifying the RSVP office. The staff will assist the volunteer in locating an alternative volunteer placement, when requested. VCCV and an community partner may separate a volunteer for cause, including but not limited to, excessive or unauthorized absences, misconduct, a breach in confidentiality, an inability to perform assignments or unwillingness to accept supervision. All decisions regarding separation will be discussed and agreed upon by VCCV and the community partner's supervisor.

Volunteers can appeal any decisions made by VCCV by writing their concerns to the chairman of the RSVP Advisory Council. Staff will advise you of the person to contact.

PLEASE NOTIFY US

- If you change your address or phone number.
- If you wish to change assignments, add an extra assignment or have a problem at your current assignment.
- If you will be unable to volunteer for a length of time and wish to be placed on the inactive list.
- If you wish to change your beneficiary on your accident insurance or your emergency contact person.
- About any accidents connected with your assignment.

In Closing

We hope your volunteer experiences and assignments will result in a sense of pride and accomplishment. We appreciate your efforts and are happy you have chosen to join us in our commitment to helping our communities.