



RSVP

Lead With Experience

**NAU RSVP
VOLUNTEER HANDBOOK**

March 2019

NAU RSVP Volunteer Handbook for
Apache, Coconino, Mohave, Navajo, Yavapai and Yuma Counties



Civic Service Institute

Dear RSVP Volunteer,

Welcome to the RSVP program. Your volunteer service is an important contribution to your community and we thank you for choosing to partner with RSVP.

In this Volunteer Handbook you will find information about RSVP, the benefits it offers, what is expected of you, and other topics to help you have an enjoyable and meaningful RSVP volunteer experience.

If at any time you desire a change in assignment or additional volunteer work, we will be happy to assist you. Our goal is to ensure you are happy with your volunteer service.

Erin Kruse

Senior Corps Programs Project Director

NAU RSVP Program
P.O. Box 5063
Flagstaff, AZ 86011
Phone: 928-523-6585 Fax: 928-523-9189
Toll free 866-856-3017

TABLE OF CONTENTS

COVER and WELCOME..... 1

TABLE OF CONTENTS2

WHAT IS RSVP?..... 3

WHO CAN BE AN NAU RSVP VOLUNTEER?.....4

WHERE DO RSVP VOLUNTEERS SERVE?..... 4

WHAT ARE THE BENEFITS OF BEING AN RSVP VOLUNTEER?..... 4

- Personalized Assistance
- Part of a National Movement
- Training Opportunities
- Community Involvement
- Volunteer Recognition
- Supplemental Insurance

WHAT ARE A VOLUNTEER'S RESPONSIBILITIES? 5

- Attend Volunteer Orientation and Training
- Follow Partner Agency Policies and Guidelines
- Be-On Time
- Maintain Confidentiality
- Report Volunteer Hours to Partner Agency
- Refrain from Use of Drugs, Including Alcohol
- Demonstrate Respect Toward Others
- Report Accidents
- Notify RSVP of Changes in Contact Information

WHAT IS A VOLUNTEER'S LEGAL STATUS?..... 7

WHAT ACTIVITIES ARE PROHIBITED FOR VOLUNTEERS?..... 7

HOW MAY VOLUNTEERS BE SEPARATED FROM RSVP?..... 7

CNCS REQUIRED INFORMATION..... 8

CHANGES TO THE HANDBOOK..... 8

APPENDIX A: RSVP Supplemental Insurance 9

WHAT IS RSVP?

The RSVP program is one of three Senior Corps Programs funded by the Corporation for National and Community Service (CNCS), the federal volunteer service agency. Its dual purpose is to engage people 55 and older in volunteer service to meet critical community needs and provide a high-quality experience that enriches the lives of volunteers.

The NAU RSVP program is administered by the Senior Corps (SC) Director under the auspices of the Civic Service Institute (CSI) at the College of Social & Behavioral Sciences of Northern Arizona University (NAU) and serves a six-county area in Arizona.

History:

Congressional interest to establish a program to address needs of senior and retired people began in 1965. In 1969, the Retired and Senior Volunteer Program was created as an amendment to the Older Americans Act; eleven Retired and Senior Volunteer Projects receiving funding in 1971. Since then, RSVP has expanded throughout the United States with well over one-half million RSVP volunteers all around the country providing more than six million hours of time in service to their communities. Authorized and funded by Congress, RSVP is administered by CNCS which monitors and advises local projects.

NAU has been a sponsor of RSVP in Northern Arizona since 1992. Over the years, it has grown to include six-counties: Apache, Coconino, Mohave, Navajo, Yavapai and Yuma.

Focus:

CNCS developed seven focus areas and directed grantees to dedicate the majority of their time and energy in one or more of these areas. They include:

- Capacity Building
- Disaster Preparedness
- Economic Opportunities
- Environmental Stewardship
- Education
- Healthy Futures
- Veterans and Military Families

NAU's RSVP program focuses on Capacity Building, Education, Healthy Futures, and Veterans and Military Families. Although local communities may have priorities that fall outside these four areas, the majority of time and energy is spent developing relationships with partner agencies in addressing pressing needs through volunteer engagement. Examples of volunteer opportunities in these four focus areas include the following:

- **Capacity Building:**
RSVP volunteers utilize effective volunteer management practices and consult with partner agencies on a project-by-project basis to assist in recruiting additional volunteers.
- **Education:**
RSVP volunteers serve as tutors in K-12 settings to assist students in meeting educational goals and improving academic engagement. Volunteers also serve in preschool classrooms working with children on basic motor skills and readiness for kindergarten.
- **Healthy Futures:**
RSVP volunteers 1) provide home-delivered meals such as Meals on Wheels, 2) assist food banks in providing emergency food to people in need, and 3) provide companionship services - including transportation for homebound individuals.
- **Veterans and Military Families:**
RSVP volunteers serve with organizations focused on providing support to veterans, veterans' families, active duty military personnel, and their families.

WHO CAN BE AN NAU RSVP VOLUNTEER?

Anyone aged 55 and over who resides in Apache, Coconino, Mohave, Navajo, Yavapai and Yuma counties; regardless of formal education, experience, race, color, national origin (including limited English proficiency), sex; age, political affiliation, sexual orientation, religion, or disability may become a RSVP volunteer. An individual must agree to serve without compensation and meet other requirements in this handbook and there are no membership fees to join.

WHERE DO VOLUNTEERS SERVE?

RSVP volunteers are placed with nonprofit and governmental agencies with signed Memorandums of Understanding (MOU) and located in the service area. Partner agencies focus on a community need and offer opportunities for volunteers to utilize their experience, knowledge, talents, and skills. Partner agencies accept responsibility for supervising volunteers who report to this organization for training and/or screening. Volunteers may be required to complete agency paperwork, background checks, etc. in addition to required RSVP paperwork and training.

WHAT ARE THE BENEFITS OF BEING AN RSVP VOLUNTEER?

- **Personalized Assistance**
RSVP staff work with volunteers to identify opportunities that meet individual needs, match volunteer skills, interests, schedules, and geographic availability. RSVP provides ongoing information and support as volunteer needs evolve.

- **Part of a National Movement**

Adults, 55 years and older, give thousands of hours annually to positively impact their communities. Volunteer hours are counted locally and nationally to demonstrate to both the communities and policy makers the impact of senior volunteerism. Volunteers send the message that mature adults are making meaningful contributions, solving problems, and bringing communities together.

- **Training Opportunities**

Learn new skills in areas related to volunteer service and/or other areas of interest.

- **Community Involvement**

Through volunteering, learning occurs about community, service providers, and non-profit agencies.

- **Volunteer Recognition**

RSVP celebrates volunteer accomplishments and honors work done through a variety of forms including special events, trainings, and special opportunities.

- **Supplemental Insurance**

RSVP volunteers are covered by supplemental insurance (accident, personal liability, and excess automobile liability). If an event occurs while volunteering or traveling to and from the volunteer position, supplemental insurance helps cover deductibles/out-of-pocket expenses related to the accident (see Appendix A).

WHAT ARE A VOLUNTEER'S RESPONSIBILITIES?

- **Attend Volunteer Orientation and Training**

RSVP and partner agencies conduct volunteer orientation and training to help enrich and ensure a high-quality volunteer experience. RSVP volunteers are required to attend mandatory meetings and trainings. They are encouraged to participate in optional events.

- **Follow Partner Agency Policies and Guidelines**

Volunteers follow partner agency policies and guidelines for volunteer programs. Concerns should be addressed with the partner agency supervisor. If concerns are not resolved, contact RSVP Program Coordinator for the area.

Partner agencies orient volunteers with the following information:

- History and purpose of agency.
- Volunteer role at agency, including a written position description.
- Impact volunteer service has on clients and/or community.
- Overview of clients served by the agency.
- Supervision/supervisor(s).

- Volunteer policies and procedures at agency (i.e., attendance, dress code, check-in job site procedures, etc.).
 - What can and cannot be done while volunteering.
 - Location of restrooms, coat racks, workspace, parking areas, lounge, lunch areas, etc.
 - Person to go to with questions and concerns.
- **Be-On Time**

If volunteers are unable to arrive at a scheduled time, or cannot serve at a designated time/day, notify partner agency supervisor with as much advance notice as possible.

- **Maintain Confidentiality**

Confidentiality is a cornerstone of a trusting relationship between volunteers, clients, partner agencies, and RSVP. Individual volunteer opportunities may involve knowing sensitive information about individuals being served. Issues or concerns regarding clients should only be discussed with the partner agency supervisor. It is important to never release names, addresses, phone numbers, or any other information that may identify a client to anyone outside the agency. Volunteer breach of confidentiality is cause for termination.

For volunteer safety, it is important to only release personal details to RSVP and partner agency-designated staff.

- **Report Volunteer Hours to Partner Agency**

Volunteer hours are reported electronically via the NAU website on a monthly basis by partner agencies. If for any reason a partner agency fails to report hours, contact the area Program Coordinator. Hours are due to RSVP by the 10th of the month for the preceding month. Volunteer hours indicate active volunteer work and eligibility to participate in recognition events and supplemental insurance coverage.

It is important that RSVP know the amount of volunteer time spent at a partner agency; it is vital to ensure receipt of program benefits for secondary insurance. This information provides a record to validate dates of service when a supplemental insurance claim is made. Recording hours documents contribution RSVP volunteers are making in communities throughout the service area and is a requirement from CNCS. Documented hours are used in progress reports to demonstrate effectiveness of the program to funding sources.

- **Refrain from Use of Drugs, including Alcohol**

Use of illegal drugs and alcohol, or being under the influence of the same, while performing hours of service is strictly prohibited and is cause for termination of volunteer placement.
- **Demonstrate Respect Toward Others**

RSVP and partner agencies are committed to provide a safe environment for volunteers as well as an environment in which people are treated with dignity, decency, and respect. Volunteers are expected to demonstrate these attributes while performing service. Failure to do so is cause for termination of placement.

- **Report Accidents**

If an accident occurs while volunteering, report to both partner agency supervisor and RSVP area Coordinator immediately, even if medical attention is not sought at this time.

- **Notify RSVP of Changes in Contact Information**

Notify RSVP Coordinator with changes in contact information.

WHAT IS A VOLUNTEER'S LEGAL STATUS?

RSVP volunteers are NOT employees of partner agencies, Senior Corps, Civic Service Institute, College of Social & Behavioral Sciences, Northern Arizona University, Corporation for National and Community Service, or the Federal Government.

WHAT ACTIVITIES ARE PROHIBITED FOR VOLUNTEERS?

When providing services at a partner agency, a volunteer shall not:

- give religious instruction, conduct worship services, or engage in any form of proselytizing
- participate in any activity that may be construed to influence the outcome of any election or engage in voter registration or lobbying activity
- perform any service or duty or engage in any activity which would supplant the hiring of, result in the displacement of, or impair existing contracts for service by paid providers of such activities.

HOW MAY VOLUNTEERS BE SEPARATED FROM RSVP?

Circumstances (e.g., a move out of the area, extended illness) at times makes it necessary for a volunteer to stop providing services. If circumstances change or the volunteer needs to make a change in activities, please contact your RSVP Coordinator. RSVP reserves the right to terminate a volunteer for cause - including, but not limited to, extensive and unauthorized absences; misconduct; inability to perform assignments; a breach of confidentiality; working under the influence of illegal drugs or alcohol; sexual harassment while volunteering; or workplace violence.

A volunteer who is terminated is entitled to an appeal. The volunteer shall notify the Senior Corps Director in writing of his/her desire to appeal within five (5) days of the date of the notice of termination and may submit a written statement of explanation with the request. All appeals are investigated by the Senior Corps Director who will advise

the appealing volunteer in writing of the decision within thirty (30) days of receipt of the appeal request. If this decision is unsatisfactory, the volunteer may appeal in writing within five (5) business days to the Director of the Civic Service Institute. The Director will investigate and respond within thirty (30) days of receipt of appeal. The decision of the Director is final.

CNCS REQUIRED INFORMATION

As an RSVP volunteer, NAU's RSVP Program is responsible for making the volunteer aware of the following information:

- Neither NAU nor partner agencies request or receive compensation from beneficiaries of Senior Corps volunteers.
- Partner agency financial support of Senior Corps is not a precondition to obtain volunteer service.
- A Senior Corps volunteer does not receive a fee for service from recipients, legal guardians, or members of family/friends.
- Grant funds are not used to finance labor or anti-labor organizations or related activities.

CHANGES TO THE HANDBOOK

RSVP and its sponsor reserve the right to change this handbook at any time.

Appendix A

RSVP Supplemental Insurance

IMPORTANT! The following is secondary coverage; any insurance an RSVP volunteer has, (i.e., Medicare, supplemental health insurance, or auto insurance) is billed first.

RSVP Volunteer Insurance Service (VIS) Insurance Program

It doesn't happen often, but when it does, the results can be serious...a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering with this organization is that volunteers are provided insurance protection in case these things happen to them. There are three kinds of supplemental secondary coverage insurance.

EXCESS ACCIDENT MEDICAL COVERAGE

This coverage is in excess of Medicare and any other insurance in place for a volunteer. This insurance applies while the volunteer is traveling directly to and from, and while participating in volunteer-related activities, including recognition activities, meetings and workshops.

Insurance benefits include up to \$50.00 for repair or replacement of eyeglass frames, and up to \$50.00 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident. Other than x-rays, dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit is \$900 per accident.

EXCESS VOLUNTEER LIABILITY INSURANCE

Volunteers are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence (subject to annual aggregate of each organization). This policy protects the volunteer for liability for bodily injury or property damage arising out of the performance of the volunteer duties. The policy includes defense against allegations of sexual misconduct.

EXCESS AUTOMOBILE LIABILITY INSURANCE

This coverage protects the volunteer for bodily injury or property damage claims arising out of the operation of the volunteer's own vehicle during volunteer assignment and not driving to and from the assignment. The insurance is in excess of the greater of

- A. An amount equal to the application limits of liability of any other collectible insurance the volunteer has; or
- B. An amount equal to the minimum limit of liability required under the Motor Vehicle Responsibility Laws of the state in which the accident occurs, or \$50,000 whichever is less.

This is liability insurance and does not include collision insurance (damage to the volunteer's vehicle). **For additional details, contact your area Program Coordinator.**