

Foster Grandparent Program

Partner Agency Handbook

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Updated: August 29, 2025

Dear Foster Grandparent Program Partner,

Thank you for partnering with us to serve children in your community! Whether you are a new Foster Grandparent Program (FGP) Partner Agency or have been serving with us for decades, we are proud to work with agencies like yours to recruit AmeriCorps Seniors volunteers for the Foster Grandparent Program to assist you in achieving your mission. Together we can make a meaningful and long-lasting impact on our community.

This FGP Partner Agency Handbook contains important information about how the program operates and the benefits and responsibilities of participating with the program. We hope you find this handbook to be a valuable tool to optimize our partnership and to assist you in working with your AmeriCorps Seniors volunteers.

The Center for Service and Volunteerism (CSV) at Northern Arizona University (NAU) employs AmeriCorps Seniors Program Coordinators (referred as NAU Program Coordinators in this handbook) across Arizona to assist partner sites in our service communities and they will be your primary contact for program operations. I am also available as a resource and look forward to building a great partnership with you!

Sincerely,

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1 Change Log

Change	Effective or Update Date
Updated volunteer's supplemental insurance's name to Acrisure. It is still also known as CIMA.	August 21, 2025
Updated Program Manager title and contact information in introduction.	August 19, 2025
Updated criminal disclosure background check company name from Sterling to First Advantage.	August 11, 2025
Added Arizona as now participating as a NFF state as of 4/19/2024. Therefore, as of 8/1/2025, NAU AmeriCorps Seniors will only be conducting NSOPW and FBI to meet AmeriCorps' NSCHC requirements.	August 1, 2025
Updated Supplemental Insurance section-added volunteer coverage is applicable in all 50 states when volunteer is on official program activities or travel.	October 10, 2024
Updated Screenings section under Recruitment, Eligibility & Suitability, Training, and Placement-removed fingerprint check by NAU HR department and if required, Sterling (formerly A-Check) Background Check will now be run simultaneously with NSCHC.	August 15, 2024
Added Service Site Sign In Sheet Instructions section under Forms.	July 1, 2024
Updated Accrued Paid Time Off Section to include new policy on excess hours over 128.	April 15, 2024
Updated Hourly Stipend from \$3.15 to \$4.00 effective April 1, 2023.	March 31, 2023
Updated Holiday Pay Section to clarify eligibility and pay.	March 31, 2023
Changed section title and language from Personal Leave to Paid Time Off (PTO) to clearly distinguish between paid time off and a leave of absence.	January 30, 2023
Updated Disaster and Emergency Response section to include Pandemic and further clarify emergency closures.	November 7, 2022

2 Acronyms and Definitions

AC – AmeriCorps: Federal government agency which provides funding for AmeriCorps and AmeriCorps Seniors programs. Also, refers to the name of specific programs, like CSV's Public Health AmeriCorps Program.

ACS – AmeriCorps Seniors: refers to volunteers in the FGP, SCP, and RSVP programs

- **FGP** - Foster Grandparent Program: Stipended child/youth tutoring and mentoring program
- **SCP** - Senior Companion Program: Stipended companion services program for older adults
- **RSVP** - RSVP Program: Non-stipended program providing services in or with Education, Independent Living, Food Distribution, Veterans, capacity building and other community priorities

CAAP – Child Assignment and Assessment Plan: Required document that ensures volunteers are assigned to specific children/youth with special or exceptional needs and provides outcomes information about the volunteer's impact on the children/youth served

CSV – Center for Service and Volunteerism: department's name at NAU

FBI – Federal Bureau of Investigation

IST – In-Service Training

Line-of-sight – Making sure a paid staff is able to see the volunteer at all times.

MOU – Memorandum of Understanding: A three-year agreement between CSV's AmeriCorps Seniors programs and a partner agency

NAU – Northern Arizona University

NSOPW – National Sex Offender Public Website

Partner Agency Liaison – Staff Member which serves as main point of contact for the overall agency

Site Supervisor – Staff member responsible for oversight of the volunteer

3 The Foster Grandparent Program

3.1 National Service Program

The Foster Grandparent Program (FGP) is a national service program under AmeriCorps Seniors sponsored by the federal agency AmeriCorps (formerly known as the Corporation for National and Community Service). AmeriCorps invites individuals to serve alongside each other for the betterment of every community.

Other AmeriCorps programs include AmeriCorps State and National, NCCC, RSVP, the Senior Companion Program, and VISTA.

FGP began in 1965 as a national demonstration effort to show how low-income persons age 60 and older, with maturity and experience, could establish personal relationships with children who had either exceptional or special needs. At the time the program began, about 800 volunteers served in more than 45 agencies.

Nationwide, AmeriCorps Seniors enlists over 140,000 volunteers serving over 47 million hours and of those volunteers 13,000 are veterans.

3.2 Our Arizona Program

Since 1997, the Center for Service and Volunteerism (CSV) at Northern Arizona University (NAU) has been the local grantee for FGP, initially in northern Arizona and eventually through a state-wide grant that serves most of the state with the exception of the Navajo Nation, which has its own program. CSV provides volunteer service opportunities for older adults who benefit from participating, as do the students they serve. FGP currently has a presence in eight Arizona counties – Coconino, La Paz, Maricopa, Mohave, Pima, Pinal, Yavapai, and Yuma. Throughout these counties, we engage nearly 100 volunteers who serve in more than 75 schools/agencies.

The FGP supports individuals from birth to age 21 and is focused on three objectives: early K-12 tutoring, childhood education, and mentoring at drop-in centers. Volunteers serve as role models, mentors, and friends to children with exceptional or special needs in preschools, Head Start classrooms, K-12 classrooms, and other nonprofit organizations serving children and youth. During the 2018-2019 school year (last year of complete data due to the COVID pandemic), 631 children were served of which 540 were in K-12 settings and 91 were in Head Start and preschool classrooms. The primary needs of the students assigned to a FGP volunteer were reading/literacy challenges, learning challenges, language barriers/ELL, and social/emotional support.

In Head Start or preschool classes, volunteers focus on supporting children develop social/emotional skills and may assist them with friendship, fairness, loyalty, respect for authority, rules/regulations, self-esteem, coping skills, controlling emotions, and fine motor skills, basic literacy and math skills to help them improve with their school readiness.

In K-12 Tutoring, volunteers work with students in a wide variety of age-appropriate and individualized areas such as: problem solving, thinking, comprehension, literacy, memory, math, life skills, self-confidence, etc.

In After School Programs and Teen Parenting Mentoring, Volunteers work with youth in a wide variety of ages to act as mentors. Volunteers focus on activities such as parenting skills, life skills, relationship building skills, career skills, academic support, social-emotional support, etc.

Foster Grandparent volunteers make a huge difference in the lives of the children they serve. Partner teachers reported improvement by children as follows: In K-12 classrooms, 97% of students improved with regard to Academic Performance, and in pre-K classrooms, 97% of children demonstrated improvement in their Social Development. The teachers who engage Foster Grandparent volunteers in their classrooms are overwhelmingly positive about the experience they have working with their volunteers. Of the teachers who returned the Annual Volunteer Assessments, 98% stated that the special talents of the volunteers add to the environment of their classroom, 100% stated that the volunteers relate well with children, are friendly and treat all children equally, accept supervision, and are flexible with assignments.

4 Roles

4.1 NAU AmeriCorps Seniors Program Coordinator Role

The NAU Program Coordinator is the liaison in your community who administers the program, helps ensure that it is successful, and makes certain that the AmeriCorps Seniors grant-required outcomes are met. It is very important to communicate regularly with your NAU Program Coordinator. Examples of what to communicate with your NAU Program Coordinator include:

- Examples and stories of positive impact the volunteer has with specific children/students (we are always excited to hear good things about our volunteers!)
- Constructive feedback/performance concerns about the volunteer
- Accident or medical issue requiring treatment
- Internal changes within your organization that may affect the program, such as:
 - Staff changes
 - New communication policies
 - A change in your organization's ability to donate a meal
- Emergency closures
- No show/no call by a volunteer
- Volunteer not complying with school or program policy (ex: confidentiality)

Additionally, the NAU Program Coordinator will schedule, at minimum, an annual visit with your site when volunteers serve. The NAU Program Coordinator will discuss any

concerns and answer questions you may have, review any feedback, go over any program policies or procedures, and visit the classroom(s) where the volunteer serves.

4.2 AmeriCorps Seniors Program Manager Role

The program manager ensures the Foster Grandparent Program policies and procedures are being met according to the grant specifications. The NAU Program Manager directly supervises the NAU Program Coordinator. They act as a support to the program coordinator and provide coverage of their areas when vacancies occur and/or coordinators are on vacation.

4.3 Partner Agency Liaison Role and/or Site Supervisor

As a partner agency supervising AmeriCorps Seniors volunteers for the Foster Grandparent Program, you will work with a NAU Program Coordinator as your main point of contact. Your site may have as a primary contact a partner agency liaison and a different staff as a direct site supervisor, for example a teacher.

AmeriCorps Seniors (Foster Grandparents) volunteers, like any other member of a team, need support and supervision. They also expect to be held accountable for performing tasks appropriately. Frequent, constructive feedback is an important tool to ensure the development of the volunteer and that the children they work with are receiving appropriate support. If your agency requires a volunteer to attend an orientation prior to serving and/or continuous professional development or other training, please provide that information to the volunteer. For example, Foster Grandparent volunteers would benefit from guest speakers presenting on literacy strategies or comprehension assessment, counselors discussing challenging behaviors, and staff meetings discussing children or youth. Service Site leadership should decide what meetings are appropriate for Foster Grandparent volunteers to attend.

Service Site Responsibilities include:

- Provide training to volunteers according to partner agency requirements
- Review and sign monthly timesheets or ensure an alternate is designated, when necessary
- Print, store, and email monthly Service Site Sign In Sheet to NAU Program Coordinator
- Complete at least once annually, and as needed, Child Assignment and Assessment Plan (CAAP)
- Complete Annual Volunteer Assessment

5 AmeriCorps Seniors Volunteers Serving in the Foster Grandparent Program

5.1 Eligibility Requirements

Foster Grandparent volunteers are community members who support children and youth to be successful in school and in life. These volunteers use their unique skills and life experiences to positively impact children and youth in their local communities. Foster Grandparent volunteers must meet national eligibility guidelines in order to serve.

Foster Grandparent Eligibility Requirements:

- Are age 55 or older
- Meet income guidelines set by AmeriCorps, including gross income from all sources, which is reviewed annually
- Pass required criminal history checks
- Serve a minimum of 5 hours per week and up to 35 hours per week. Some volunteers have been grandfathered in at 40 hours per week
- Serve at a partner agency which has a current memorandum of understanding with CSV at NAU

AmeriCorps Seniors Programs through CSV at NAU are inclusive projects. No person will be excluded from participation in or be denied benefits of participation in AmeriCorps Seniors Programs based on the grounds of race, creed, belief, color, national origin, sex, age, disability, sexual orientation or political affiliation, as protected by federal law.

5.2 Volunteer Benefits

In addition to the intangible reward that comes from serving children and youth, Foster Grandparent volunteers receive several benefits for volunteering through this program. Benefits include:

- A tax-free \$4.00 per hour stipend. Subject to change.
- Mileage and/or transportation reimbursement, when funding allows
- Supplemental Liability Insurance while on program duties or travel
- Pre-Service and on-going training
- Personal and medical leave time
- Holiday Pay
- Volunteer recognition

5.3 Recruitment, Background Check Eligibility, Suitability, Training, and Placement

5.3.1 Recruitment

Foster Grandparent volunteers are recruited in a number of ways. Many of our volunteers find our program via word-of-mouth from existing volunteers and partner agencies, such as yours. Additionally, volunteers find our program through community events such as volunteer fairs or informational sessions at senior centers, senior housing complexes,

Veteran groups, church groups, etc. We also recruit through social media, PSAs, local newspapers, event calendars, radio and newspaper advertisements, and any other format that provides an opportunity to reach potential volunteers.

5.3.2 Background Checks Eligibility

The National Service Criminal History Check (NSCHC) is conducted for all Foster Grandparents and documented prior to the beginning of their service. This policy reflects the requirements of both CSV and CSV's primary funder, AmeriCorps. This document includes eligibility and suitability policies as well as related procedures. The NSCHC has three components:

1. A nationwide name-based check of the National Sex Offender Public Website (NSOPW). The NSOPW ([Verification nsopw.gov](https://www.nsopw.gov)) is a centralized system that identifies people who are registered as sex offenders in states, territories, and with many federally recognized Tribes (conducted through Truescreen),
2. A name- or fingerprint-based search of the statewide criminal history registry in the candidate's state of residence and in the state where the person will serve or work (Arizona is a NFF state as of 4/19/24, no longer required by CSV as of 8/1/25), and
3. A fingerprint-based FBI check (conducted through Fieldprint)

CSV pays for the internal, required fingerprinting expenses on behalf of the volunteer. As stated in the MOU, if your agency requires additional background checks, then you must work directly with the volunteer to ensure they understand what is required of them and the timeframe necessary for completion of those steps to begin service.

5.3.3 Suitability Policy

In addition to ensuring Foster Grandparent volunteers are eligible for service through the checks listed above, CSV and NAU Human Resources (HR) assess whether eligible applicants are suitable for the positions they apply for. CSV takes the following steps to determine suitability:

- Interview all applicants. Interviews are standardized for each position and are conducted by staff. Service sites and partner organizations may also interview applicants.
- Check references for all applicants using a standard set of questions.
- In certain cases, additional steps may be taken as appropriate to the circumstances, service site, and position.
- Applicants are made aware of our background check processes and given the opportunity to disclose criminal history.
- In the event of a disclosure about criminal history, CSV works with NAU HR to conduct a separate name-based background check using First Advantage and is conducted simultaneously with the NSCHC background checks. Volunteer's service in the program is contingent upon NAU First Advantage Background Check results and suitability determination made by NAU HR and CSV.

Applicants are considered volunteers once they have met the NSCHC eligibility criteria and have completed the requirements of the CSV Suitability Policy. A new volunteer is now eligible to begin Pre-Service Training.

5.3.4 Training

5.3.4.1 Pre-Service Training

New volunteers and former volunteers with a break in service of two years or more are required to participate in 20 hours of Pre-Service Training to orient them to the program and several other important topics. The 20 hours of Pre-Service Training must be completed within the first three months of being approved for Pre-Service Training and before they are approved for Direct Service. Some of the Pre-Service Training topics include and are subject to change:

- FGP policies and procedures
- Required paperwork
- Community resources
- Confidentiality
- Boundaries
- Tutoring and mentoring skills
- Communication skills: verbal and non-verbal

Additionally, Foster Grandparent volunteers may be placed at their future service site to shadow under the supervision of a current volunteer to complete their Pre-Service Training.

5.3.4.2 Monthly In-Service Trainings

All Foster Grandparent volunteers are required to participate in a minimum of 2 hours of training per month, or a total of 24 hours annually. Your NAU Program Coordinator will schedule and manage these monthly In-Service Trainings.

5.3.5 Placement

Foster Grandparent volunteers are to be supervised at all times. Your NAU program coordinator works diligently to secure placements which are a good fit for both the partner agency and the volunteer. The NAU Program Coordinator takes the following into account during placement with a partner agency:

- Requested partner agency
- Desired age group to serve
- Distance from the volunteer's home
- Ability to drive, use public transportation, or carpool to the site
- Volunteer's technological skill set
- Your overall mix of volunteers achieving the required program outcomes in your area

If you have a concern about a volunteer's placement, please contact your NAU Program Coordinator to discuss your concerns. We want to ensure a positive experience between all those involved including, but not limited to staff, children, youth, teachers, parents, etc.

While Foster Grandparent volunteers must pass a stringent criminal history check, the MOU requires that partner agency staff provide line-of-site supervision to volunteers at all times. Line-of-sight is defined as a paid staff having a visual of the volunteer at all times. At no time are volunteers allowed to be alone with children. Volunteers DO NOT count toward required adult-to-child ratios.

6 Getting Started

Partner agencies should set the stage for success by discussing the logistics of service and organizational policies and procedures with your volunteer. For example, discussing the logistics of service may include days and times to volunteer and preferred methods of communication. Also discuss organizational policies and procedures regarding confidentiality, dealing with challenging student behaviors, concerns regarding volunteer placement, and calling in sick.

While every Foster Grandparent volunteer and every setting is unique, **APPENDIX A** provides a checklist of an Example Initial Meeting to help create a positive working relationship and maximize the volunteer's positive effect. This Example Initial Meeting Checklist outlines important considerations, expectations, and recommendations to discuss.

This site may be a new environment for the Foster Grandparent volunteer, so it is important to understand their comfort level in your school or agency. Additionally, getting to know your Foster Grandparent volunteer helps you understand their assets and encourages open communication.

Through one-on-one and small group interventions, Foster Grandparent volunteers provide extra attention and resources that make a critical difference for each child or youth they serve. Our partners consistently state that the children and youth benefit not only from tutoring or mentoring but also from the trusting relationships that develop.

Ideally, Foster Grandparent volunteers should be matched with four to six children or youth and work with them throughout the year. All children and youth who are selected to participate in the program face economic disadvantages and/or special, or exceptional needs. An Individual Educational Plan (IEP) is not necessary. Children or youth with special or exceptional needs may be facing the following challenges:

- Abuse or neglect
- Emotional Challenges
- Developmental Challenges
- Hearing Impaired

- Homeless
- Adjudicated Youth/Juvenile Offender
- Language Barriers
- Learning Disabilities
- Physical Disabilities
- Significantly Medically Impaired
- Substance Abuse
- Teen Parent
- Terminally Ill
- Visually Impaired

Note: Foster Grandparent volunteers may not replace paid staff assigned duties, including disciplining children and being in charge of the children or youth if they must leave the classroom temporarily.

6.1 Appropriate, Inappropriate and Prohibited Activities

6.1.1 Appropriate Activities

Appropriate activities for AmeriCorps Seniors volunteers in FGP include but are not limited to the following:

- **Have fun!**
- Tutor children/youth
- Mentor children/youth
- Assist the children/youth with teacher-assigned tasks and or partner agency curriculum and or activities
- Reinforce what the teacher is teaching
- Be an extra set of eyes and ears in the classroom for the teacher
- Help keep children/youth stay “on-task”
- Review assignments with the children/youth
- Read to the children/youth or have the children/youth read to them
- Talk with the children/youth
- Actively listen to children/youth
- Play games, puzzles, etc.
- Help with crafts and classroom activities
- Model good manners
- Praise, give advice, share wisdom
- Help children/youth stay organized
- Help children/youth with their letters, colors, numbers, shapes, etc.
- Help children/youth with their writing, math, reading, and other teacher-directed activities
- Escort children/youth to the bathroom, discuss good hygiene, and provide reminders for those potty-training

- Help children/youth who are abused or neglected to regain stability through contact with older adults and providing these children with emotional support and empathy
- Redirect children/youth to prevent conflict, safety issue, or inappropriate behavior
- Be an advocate for the children/youth served
- Provide and assist children/youth in developing social-emotional, academic, gross and fine motor, self-care and life skills.
- Mentor youth to provide parenting skills, life skills, relationship building skills, career skills, academic support, and social-emotional support.
- Assist in the prevention of juvenile delinquency
- Help adolescents and youth in correctional facilities to mitigate the effects of incarceration, acting as a community link, and helping incarcerated youth prepare for independent living.
- Prep material for the children/youth for the new school year for a total of 10 hours.

6.1.2 Inappropriate Activities

Inappropriate activities for AmeriCorps Seniors volunteers in FGP include but are not limited to the following:

- Serve in staff roles
- Perform clerical, household, or custodial functions
- Serve as babysitters
- Act as substitute teachers or teachers' aides, group leaders, or other similar positions that would detract from the person-to-person relationship
- Provide respite care for parents or guardians
- Supervise other AmeriCorps Seniors
- Supervise children/youth or staff
- Be left alone with children/youth (another staff person should be present at all times)
- Grade papers
- Discipline or punish children/youth in any way. May gently correct a child's inappropriate behavior; however, volunteers are not to assign consequences or punishments to children for their negative behavior. This is the teacher's responsibility.
- Release a child/youth to another person to be taken home from the partner agency (this is the teacher's responsibility)
- Discussing the children/youth with parents (all parent inquiries should be directed to the teacher)

- Assisting children/youth in the bathroom (can escort children TO the bathroom)
- Providing medical services
- Giving food, candy, or gifts to the /youth without prior approval from the teacher or staff member
- Teasing a child/youth
- Sleeping during volunteer service or official program activities
- Touching a child/youth on areas of their bodies which would be covered by a one-piece bathing suit
- Disagreeing with other adults in front of the children/youth they serve
- Talking, texting, emailing, or otherwise using a cell phone in the classroom, while working with children/youth, or during official program activities except during emergencies (emergency calls only should be taken outside the classroom)
- Transporting a child/youth from the partner agency in your personal vehicle
- Giving your or another AmeriCorps Seniors' phone number or address to a child/youth or their family from the partner agency (except children or family related to you)
- Inviting any child/youth from the partner agency into your home (except children/youth related to you)
- Making home visits or phone calls to the children/youth or their family from the partner agency (except children/youth or family related to you)
- Contacting or maintaining a relationship with a child/youth or their family from the partner agency (except children/youth or family related to you) via social media, email, or via other online medium (see social media policy in Volunteer Policy Manual)

Note: Foster Grandparent volunteers should be excluded as supervising adults when calculating state-mandated adult-to-child ratios.

Volunteers who participate in inappropriate activities may be subject to corrective action or dismissal from the program.

6.1.3 Prohibited Activities

The list of activities below is prohibited for staff and program participants of the Center for Service and Volunteerism (CSV) AmeriCorps and AmeriCorps Seniors Programs. They are based on sections 132A and 174 of the NCSA (42 U.S.C. §§ 12584a and 12634) and section 403 of the DVSA (42 U.S.C. § 5043), and provisions by Congress in annual appropriations acts.

While charging time to an AmeriCorps or AmeriCorps Senior program, accumulating service or training hours, or otherwise performing activities supported by those

programs, staff, AmeriCorps Seniors volunteers, and AmeriCorps members may not be engaged in the following activities:

6.1.3.1 Political Activities

No part of any award shall be used to finance, directly or indirectly, any activity to influence the outcome of any election to public office, or any voter registration activity. No project shall be conducted in a manner involving 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. Any partisan or nonpartisan political activity associated with a candidate, or contending faction or group, in an election; or
- b. Any activity to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any such election; or
- c. Any voter registration activity, except that voter registration applications and nonpartisan voter registration information may be made available to the public at the premises of the sponsor. But, in making registration applications and nonpartisan voter registration information available, employees of the sponsor shall not express preferences or seek to influence decisions concerning any candidate, political party, election issue, or voting decision.

Notwithstanding 42 U.S.C. § 5043(c), and 45 C.F.R. §§ 2551.121(a)(3) and 2552.121(a)(3), anti-lobbying language in AmeriCorps's current appropriations legislation (like anti-lobbying language in AmeriCorps's past appropriations legislation) prohibits recipients from using AmeriCorps funds to pay the salary or expenses of any grant or contract recipient, or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations, regulation, administrative action, or Executive order proposed or pending before the Congress or any State government, State legislature or local legislature or legislative body, other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a State, local or tribal government in policymaking and administrative processes within the executive branch of that government.

6.1.3.2 Non-Displacement of Employed Workers

An AmeriCorps Seniors volunteer or AmeriCorps state/national or VISTA member shall not perform any service or duty or engage in any activity that would otherwise be performed by an employee of the sponsor or partner agency, or that would supplant the hiring of, or result in the displacement of employees, or impair existing contracts for services.

6.1.3.3 Compensation for Service

NAU CSV's AmeriCorps Seniors Programs (Foster Grandparent, RSVP, and Senior Companion) and partner agencies to which AmeriCorps Seniors volunteers are assigned, or which operates or supervises any AmeriCorps Seniors program, shall not request or receive any compensation from AmeriCorps Seniors volunteers or from beneficiaries for services of AmeriCorps Seniors volunteers.

- a. The regulations do not prohibit NAU CSV from soliciting and accepting voluntary contributions from the community at large to meet its local support obligations under the grant or from entering into agreements with parties other than beneficiaries to support additional volunteers beyond those supported by the AmeriCorps grant;
- b. A partner agency (volunteer station) may contribute to the financial support of the AmeriCorps Seniors Program. However, this support shall not be a required precondition for a potential station to obtain program services;
- c. If a partner agency agrees to provide funds to support additional AmeriCorps Seniors volunteers, or pay for other volunteer support costs, the agreement shall be stated in a written Memorandum of Understanding. The sponsor shall withdraw services if the station's inability to provide monetary or in-kind support to the project under the Memorandum of Understanding diminishes or jeopardizes the project's financial capabilities to fulfill its obligations;
- d. Under no circumstances shall AmeriCorps Seniors volunteers receive fees for service from service recipients, their legal guardians, members of their family, or friends.

6.1.3.4 Labor and Anti-Labor Activity

No grant funds, including staff, volunteer, or member time can be used directly or indirectly to finance labor or anti-labor organizations or related activities. This includes assisting, promoting, or deterring union organizing and impairing existing contracts for services or collective bargaining agreements. No grant funds can be used for organizing or engaging in protests, petitions, boycotts, or strikes.

6.1.3.5 Fair Labor Standards

A sponsor that employs laborers and mechanics for construction, alteration, or repair of facilities shall pay wages at prevailing rates as determined by the Secretary of Labor in accordance with the Davis-Bacon Act, as amended, 40 U.S.C. 276a.

6.1.3.6 Religious Activities

No staff nor AmeriCorps Seniors volunteer or AmeriCorps state/national or VISTA member shall engage in religious instruction, conduct worship services or engage in any

form of proselytization as part of his or her duties, provide instruction as part of a program that includes mandatory religious instruction or worship, construct or operate facilities devoted to religious instruction or worship, or maintain facilities primarily or inherently devoted to religious instruction or worship.

A sponsor or volunteer station may retain its independence and may continue to carry out its mission, including the definition, development, practice, and expression of its religious beliefs, provided that it does not use AmeriCorps funds to support any inherently religious activities, such as worship, religious instruction, or proselytization, as part of the programs or services funded. If an organization conducts such activities, the activities must be offered separately, in time or location, from the programs or services funded under this part.

6.1.3.7 Nepotism

Persons selected for AmeriCorps or AmeriCorps Seniors programs staff positions shall not be related by blood or marriage to other project/program staff, sponsor staff or officers, or members of the sponsor Board of Directors, unless there is written concurrence from the community group established by the sponsor and upon prior notification and approval by NAU and AmeriCorps.

6.1.3.8 Beneficiaries

No staff nor AmeriCorps Seniors volunteer or AmeriCorps state/national or VISTA member shall provide a direct benefit to:

- a. A business organized for profit;
- b. A labor union;
- c. A partisan political organization;
- d. 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.

6.1.3.9 Abortion Services

AmeriCorps members are prohibited from providing abortion services or referrals for receipt of such services.

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.

7 Leave, Holiday, and Disaster and Emergency Response (DER)

7.1 Paid Time Off

Foster Grandparent volunteers accrue paid time off at a rate of .1038 hour per hour served, up to 128 hours for the fiscal year. Paid time off is earned on all direct service, training, and holiday hours once a volunteer begins direct service. Volunteers in training are not eligible to use paid time off until they begin direct service with children/youth. Paid time off may be used at the volunteer's discretion, for sickness, illness, injury, the illness or injury of an immediate family member, vacation, or other personal time. If illness prevents a volunteer from serving during their regularly scheduled service time, it is the volunteer's responsibility to contact their partner agency supervisor and NAU Program Coordinator to inform them of their absence. Volunteers should inform them of their planned absence at least one week in advance.

For absences in excess of five service days because of illness, injury, or other disability, the volunteer may be required to furnish a written statement from a physician certifying that the volunteer is able to return to service. Should the supervisor (site coordinator, site supervisor or NAU Program Coordinator) exercise this option, the volunteer will not be permitted to return to service without the physician's statement.

Volunteers will not be allowed to accrue more than 128 hours of paid time off at any time during the fiscal year. To ensure volunteers are granted the most out of their accrued paid time off:

- a. Area program coordinator may strongly recommend that volunteers take paid time off to avoid forfeiting their accrued paid time off hours or the hours they would otherwise earn in excess of 128 hours.
 1. Volunteers are responsible for contacting their area program coordinator to monitor their paid time off accrual.
- b. Area program coordinator will enter hours earned in excess of 128 accrued hours for paid time off on the timesheet in the Paid Time Off column on behalf of the volunteer for up to 40 hours per week, regardless of slot hours, while carefully monitoring the volunteer does not or will not exceed the fiscal year's 2080 hours maximum.

All the paid time off time that volunteers have accrued up to 128 hours are paid out at the end each fiscal year (June 30), pending funding availability. Paid time off cannot be carried over from one fiscal year to the next. However, each volunteer who is active at the time of the fiscal year change will be awarded 20 paid time off hours at the beginning

of the fiscal year (July 1). Newly recruited volunteers will start with a leave balance of 20 hours.

If a volunteer cannot serve the required 5 weekly hours in a given week, it is the responsibility of the volunteer to utilize their paid time off hours for the balance to meet that minimum requirement. If the volunteer does not ensure that they have at least 5 hours each week on the timesheet the NAU Program Coordinator will do so when submitting the hours for reimbursement.

7.2 Holiday Leave

The Foster Grandparent Program observe the following 14 holidays:

1. New Year's Day
2. Martin Luther King Day
3. President's Day
4. Spring Holiday (Often assigned to Good Friday, Passover, or during the week of spring break)
5. Memorial Day
6. Juneteenth
7. Independence Day
8. Labor Day
9. Fall Holiday (often assigned to Columbus Day)
10. Veteran's Day
11. Thanksgiving
12. Friday after Thanksgiving
13. Christmas
14. Christmas Eve or the day after Christmas

To qualify for holiday pay in the month the holiday occurs, the volunteer must meet at least one of these requirements:

- provide direct service hours,
- participate in Partner Agency/AmeriCorps Seniors led trainings,
- and/or use available paid time off hours

Volunteers may either observe the holiday on the day it falls or make arrangements to observe the holiday on a different day in the month the holiday occurs. The volunteer forfeits holiday pay if they do not make arrangements to observe the holiday on a different day.

The volunteer claiming holiday pay, should enter their hours under the “Holiday” column on the timesheet.

Holiday pay will be based on the volunteer’s slot hours per week regardless of the volunteer’s regularly scheduled hours for that day, or based on the volunteer’s average hours per week for those who consistently provide service hours in between slots.

- **Volunteer holiday pay based on slot hours example:** if a volunteer serves a slot hour of 30 hours per week and five days a week, then the volunteer will receive 6 hours of holiday pay on the designated/chosen day to observe the holiday.
- **Volunteer holiday pay based on serving in between slots example:** if a volunteer serves consistently an average of 32 hours per week and four days per week, then the volunteer will receive 8 hours of holiday pay on the designated/chosen day to observe the holiday.

Both scenarios above may require rearranging the service schedule for the week in which the volunteer decides to observe the holiday. The sum of all columns on the timesheet for the week in which the holiday is observed, including Direct Service, Training, Holiday, and Paid Time Off, **should be equal to the volunteer’s weekly slot hours or weekly average hours.**

New Volunteers completing Pre-Service Training: volunteers will be paid two hours of holiday pay.

Summer Break: volunteers on summer break must first meet one of the three requirements above to qualify for the holidays that fall in June and July. Volunteers may observe the holiday after they have met the requirement.

Holidays falling within paid time off: will be treated as holidays and should be recorded under the “Holiday” column in the timesheet.

Going on a Leave of Absence: volunteers are eligible to receive holiday pay if they have paid time off hours available before taking a Leave of Absence from the program.

Holidays falling within an unpaid Leave of Absence: volunteers are not entitled to receive holiday pay if the volunteer has been on unpaid leave the whole month.

Returning from a Leave of Absence: volunteers are eligible to receive holiday pay in the month the holiday occurs, after they provide direct service and/or participate in Partner Agency/AmeriCorps Seniors led training.

Meal and transportation reimbursements will not be paid on observed holidays.

7.3 Disaster and Emergency Response (DER)

The primary concern of AmeriCorps Seniors during a disaster or emergency is the immediate safety and security of its volunteers. Foster Grandparent volunteers should check their local news to find out if their partner agencies are closed. If the partner agency announces a closure or delayed start schedule, Foster Grandparent volunteers should not report for service during the closure period. Emergency closures may result from any of the following, but are not limited to:

- Inclement Weather (unusual and dangerous for your area)
 - Snow
 - Ice
 - Temperatures below zero degrees
 - Heavy Rain
 - Floods
 - Lightening
 - Haboob (dust storm)
 - Temperatures above 110 degrees
- Smoke and/or fire
- Pandemic
- Contagious Illnesses

Partner agencies may close in cases of emergency. If a volunteer is prevented from reporting to service due to a partner agency's emergency closure, the volunteer will be reimbursed for the hours they were scheduled to serve on that day, using DER—Leave for up to five days by entering the time under the Direct Service column and entering the "DER" initials in the Student's Initials column in the timesheet.

If the emergency closure is directed and/or approved by the AmeriCorps Seniors Program Manager, the volunteer would be reimbursed for the hours they were scheduled to serve on that day using DER—Leave by entering the time under the Direct Service column and entering the "DER" initials in the "Student's Initials" column in the timesheet.

Transportation reimbursements will not be reimbursed during a partner agency or AmeriCorps Seniors' emergency closure.

If partner agencies do not close yet a volunteer feels unsafe reporting to service, the volunteer should contact their partner agency supervisor and their NAU Program Coordinator. In this circumstance, volunteers may use paid time off or leave without pay. Flexible schedules and/or virtual arrangements based on individual circumstances,

position requirements, and reasonable accommodation are available for volunteer placement.

Volunteers are responsible for informing their partner agency supervisor and their NAU Program Coordinator that they will not be reporting for service or will report later than usual due to a delayed schedule. When partner agencies are on a delayed schedule (for example, starting one or two hours late), volunteers should not report for volunteer service until the site opens. Volunteers will be reimbursed for any hours missed during a delayed schedule if they were expected to serve during those hours using DER—Leave.

If a volunteer has had a COVID-19 exposure or positive test, volunteers must follow the current isolation and quarantine guidelines on the CDC website, follow the guidance of medical professionals, comply with their partner agency's requirements before returning to service, and are strongly encouraged to take advantage of mitigation measures. If the volunteer does not want to report to service, they may use paid time off or time off without pay.

In the case of a declared program suspension by CSV at NAU, state of emergency, or other longer interruption of service, volunteers will be reimbursed for their designated slot hours.

8 Supplemental Liability Insurance

Foster Grandparents volunteers are covered under a separate Supplemental Liability Insurance policy by Acrisure (also known as CIMA). Acrisure (CIMA) supplemental insurance offers excess accident medical coverage, personal liability insurance, and excess automobile liability insurance when on volunteer duties or travel. These are NOT substitutes for personal insurance and only apply when the volunteer is engaged in official program activities or traveling to or from official program activities in all 50 states. If a volunteer is injured while serving, **DO NOT send them to the doctor with worker's compensation forms.** If a volunteer is injured, please ensure they receive medical attention, if needed, at their primary care physician, Urgent Care, or Emergency Room then contact the NAU Program Coordinator immediately. The volunteer can choose their treatment option. The NAU Program Coordinator may ask you to write up a brief description of the incident for the insurance claim. This form will be provided to the partner agency liaison/site supervisor to have on site. Please see **Appendix B** for a sample Proof of Loss Accident Claim Form. This form is signed by the volunteer and NAU Program Coordinator.

9 Forms

Our program requires various documents to be completed and returned in a timely manner. These forms include: **(1) Monthly Volunteer Timesheet, (2) Service Site Sign In Sheet, (3) Child Assignment and Assessment Plan (CAAP), (4) Volunteer Annual Assessment, and (5) Site Visit.** If the partner agency has any questions about a specific form, please contact your NAU Program Coordinator. The information in the sections below briefly outline these required forms.

9.1 Monthly Volunteer Timesheet

Please designate one staff member to verify and sign the timesheet monthly. Please identify an alternate staff member to sign the timesheet in the absence of the designated staff member. Timesheets are due at the monthly In-Service Training.

Foster Grandparent volunteers utilize a monthly timesheet to track:

1. Direct Service, Training, Holiday and Paid Time Off (PTO) hours
2. Children/youth served daily (denoted by initials only)
3. Mileage reimbursements (Miles column) or Transportation Fare (at the bottom of the timesheet if available and applicable), and
4. Meals your agency donated to the volunteer

Designated staff member should review monthly numbers 1-4 listed above and ensure both supervisor and volunteer signatures are obtained. The Foster Grandparent volunteer cannot receive their stipend until both signatures are secured. Please see **Appendix C** for a sample volunteer timesheet.

9.2 Service Site Sign In Sheet

New and effective July 1, 2024. Our volunteers will be asked to sign in daily as they provide a direct service at your site to ensure we meet the minimum standards for audit purposes. Please designate one staff member and an alternate to email monthly the Service Site Sign In Sheet to NAU Program Coordinator.

Foster Grandparent volunteers utilize a monthly sign in sheet to track their daily in and out time.

1. The Service Site Sign In sheet will be printed and kept by designated service site staff and placed in a binder or folder at the front office.
 - a. Print new sign in sheet (s) for each month.
 - b. Keep the sign in sheet at the front office and not in classrooms.
 - c. One sign in sheet per FGP Volunteer.

2. The FGP Volunteer will enter time in and out daily on their designated sheet.
 - a. Time will be written in actual time FGP Volunteer arrives and departs from the service site.
 - b. **ONLY for dates after the IST**, the volunteer will enter the estimated hours, miles, and donated meals for dates they estimate providing service.
 - c. **Only for December and June**, the volunteer will enter projected hours, miles, and donated meals to meet the early submission requirement due to winter break and fiscal year-end closures.

Note: The coordinator may make timesheet corrections based on information obtained from the Service Site Sign-In Sheet.

3. Service Site Sign In sheets are due the last business day of the month.
 - a. It is imperative the sign in sheet is emailed timely in order for the NAU Program Coordinator to cross-check and process the volunteer's timesheet.
 - b. Any delay on receiving the sign in sheet may result in the volunteer receiving their monthly stipend until the following month's pay period.

9.3 Child Assignment and Assessment Plan (CAAP)

Foster Grandparent volunteers are required to use a Child Assignment and Assessment Plan (CAAP) to support specific children who need additional support on an ongoing basis. The CAAP is filled out by the partner agency liaison/site supervisor within 30 days of the start of direct service with the child/youth. Please see **APPENDIX D**.

Partner agency liaison/site supervisor responsibilities:

- Fill out the CAAP's Initial Assessment at the start of new service with a child/youth.
- Assign four to six children/youth per volunteer
- Make 2 copies (one for the teacher and one for the volunteer). Original is returned by the volunteer at the In-Service Training to the NAU Program Coordinator.
- Review CAAP with volunteer and sign if both in agreement of assignment(s).
- Fill out the CAAP's End of Assessment. The original CAAP will be provided by volunteer and returned to the NAU Program Coordinator at the In-Service Training by the due date.

Please note that all information provided on the CAAP is confidential. AmeriCorps Seniors staff never share individual information about a specific child/youth and their identified areas of needed support. Data on the CAAP form is reported in aggregate numbers and not on an individual or school basis.

9.4 FGP Volunteer Annual Assessment (Supervisor's Evaluation of Volunteer)

Every spring, the AmeriCorps Seniors programs requires supervisors to provide an assessment of the Foster Grandparent volunteer's performance. Your volunteer(s) will provide this form to you or it will be emailed by the NAU Program Coordinator. Please be sure to review your assessment of their performance with them, sign the form, and return to the NAU Program Coordinator. Please see **Appendix E** for a sample Annual Volunteer Assessment form.

9.5 Site visit

The site visit consists of a tour of the site and items on the checklist. **Please see Appendix F.** The form will be completed and signed annually by the supervisor and all staff members supervising volunteers.

The NAU Program Coordinator is required to visit each partner agency site annually and/or when a new supervisor or volunteer starts at a new site not previously visited. At the scheduled time they will go over a checklist of requirements with the main partner agency liaison/site supervisor and all supervisors directly working the volunteers.

10 In-Kind Donations

10.1 Donated Meals

If your organizations provide full meals to the Foster Grandparent volunteer, please note the daily amount under the Meals column in the timesheet.

10.2 In-Kind Donations

We ask you complete an In-Kind Donation form if your organization provides any In-Kind donation to the Foster Grandparent volunteer. If you need an In-Kind Donation form or have any questions, please contact your NAU Program Coordinator. Please see **Appendix G** for a sample form.

Below is a list of common items:

- Transportation to/from the site
- Meeting space
- Trainings, workshops, or conference fees, etc.
- Equipment related to service
- Uniform, t-shirt, water bottle, bags, lanyards, other attire, etc.
- Recognition or appreciation gifts

11 Appendices

11.1 Appendix A – Sample Initial Meeting Checklist



Center for Service and Volunteerism Foster Grandparent Program Initial Meeting Checklist

Prior to your volunteer serving in your classroom, please set aside about one hour to meet with them. This meeting helps set the tone for your working relationship. Below are some items to discuss:

Background questions for the volunteer:

- ☐ Tell me about your background.
- ☐ How long have you lived in this community?
- ☐ How familiar are you with the resources in this community?
- ☐ What previous work and volunteer experience do you have?
- ☐ What experience do you have working with children?
- ☐ What special skills and talents do you have?

Serving in your agency:

- ☐ Days and times the volunteer will serve in your classroom
- ☐ How the volunteer should inform you if they will be absent
- ☐ Discuss whether the volunteer should attend if there is a substitute
- ☐ Check in/check out procedures for your agency
- ☐ Additional rules, policies, and procedures for your agency (including dress code)
- ☐ Your classroom management philosophy and how the volunteer can play a supportive role
- ☐ Classroom rules and discipline
- ☐ Emergency drill procedures
- ☐ What to expect of the students
- ☐ Students they will be assigned to, including:
- ☐ Pertinent background info on the students
- ☐ Special strengths of students
- ☐ Special needs and skills that the students need to develop
- ☐ Tips for working with those specific students (learning styles, reinforcement techniques, etc.)
- ☐ If possible, provide a written "job description" for the volunteer's duties in your classroom
- ☐ Communication of daily assignments (folder, notes, other means)
- ☐ Materials and strategies to be used
- ☐ Location of volunteer's workspace
- ☐ Procedures to discuss student progress (regular meetings, phone conversation, etc.)
- ☐ The importance of confidentiality
- ☐ The volunteer's acceptance of the assignment

And don't forget to:

- ☐ Introduce the volunteer to other colleagues or staff members.
- ☐ Show the volunteer where to find the cafeteria, adult restrooms, parking, and sign-in location.
- ☐ Tour your classroom highlighting important areas/functions, materials, equipment, etc.
- ☐ Discuss your agency's ability to provide a donated meal to the volunteer.
- ☐ Make your volunteer feel comfortable.
- ☐ Allow the volunteer to freely ask questions.
- ☐ Allow the volunteer to observe in your classroom for a day or two before working with children.
- ☐ Discuss the name that the students will use for the volunteer (i.e.: Grandma Smith, Ms. Smith)
- ☐ Provide a place for the volunteer to put personal items such as a coat and purse.
- ☐ Express your appreciation for their service.

Adapted from FGP PA Handbook
11/22 ab



11.2 Appendix B – Sample Proof of Loss Accident Claim Form page 1 of 2

QBE Insurance Corporation



Proof of Loss Accident Claim Form

Mail/Fax/Scan to	CIMA 2750 Killarney Drive, Suite 202 Woodbridge, VA 22192-4124	Phone 703.739.9300 Fax 703.739.0761	Toll free 800.468.4200 E-mail volunteers@cimaworld.com																
Claims administered by	Health Special Risk, Inc. Carrollton, TX																		
Check one	☐ CNS/RSVP (MHH010302) ☐ CNS/SCP ☐ CNS/FGP ☐ VIS (MHH010303) ☐ CRASVP (MHH010304) ☐ WRVP (MHH010305) Court Referred Alternative Sentencing Work Release																		
Caution	Any person who, knowingly and with intent to defraud, or help commit fraud against any insurance company or other person: (1) files an application for insurance or statement of claim containing any materially false information; or (2) conceals for the purpose of misleading, information concerning any material fact thereto, commits or may be committing a fraudulent insurance act, which is a crime and subjects such person to criminal and/or civil penalties. Residents of the following states please see reverse side: California, Colorado, District of Columbia, Florida, New York, Tennessee, Texas and Virginia.																		
Instructions	The policy is Full Excess only. Eligible covered expenses will be determined after benefits have been paid by other valid and collectible insurance. You must submit your claim to your other insurance company. When you receive their Benefits Statements (Explanation of Benefits or EOB) send it to us along with itemized bills. • Part I – Must be completed by the Sponsoring Organization. • Part II – Must be completed by the Volunteer/Patient. • Send copies of itemized bills showing provider's name, address, tax ID number, diagnosis and procedure codes. • Attach Explanation of Benefits, additional bills with record of payment or denial from primary insurance carrier, including any Medicare payment records.																		
Part I – Sponsoring Organization Report	<table border="1"> <tr> <td colspan="2">Name of Sponsoring Organization Center for Service and Volunteerism at Northern AZ University</td> <td colspan="2">Sponsoring Organization code AZFLAG3</td> </tr> <tr> <td>Address PO Box 5063</td> <td>City Flagstaff</td> <td>State AZ</td> <td>Zip code 86011</td> </tr> <tr> <td>Sponsoring Organization contact Erin Kruse</td> <td>Email Erin.Kruse@nau.edu</td> <td>Phone 9285236585</td> <td>Fax</td> </tr> <tr> <td>Last name of Volunteer</td> <td>First name of Volunteer</td> <td>Social security number</td> <td>Date of birth Sex ☐ M ☐ F</td> </tr> </table> Nature of injury (describe fully, indicating what part of body was injured – e.g. broken arm, sprained ankle, etc.) Must be a bodily injury due to accident Describe how the accident occurred – provide all details and attach a separate sheet if necessary Describe activity Volunteer was engaged in at the time of accident			Name of Sponsoring Organization Center for Service and Volunteerism at Northern AZ University		Sponsoring Organization code AZFLAG3		Address PO Box 5063	City Flagstaff	State AZ	Zip code 86011	Sponsoring Organization contact Erin Kruse	Email Erin.Kruse@nau.edu	Phone 9285236585	Fax	Last name of Volunteer	First name of Volunteer	Social security number	Date of birth Sex ☐ M ☐ F
Name of Sponsoring Organization Center for Service and Volunteerism at Northern AZ University		Sponsoring Organization code AZFLAG3																	
Address PO Box 5063	City Flagstaff	State AZ	Zip code 86011																
Sponsoring Organization contact Erin Kruse	Email Erin.Kruse@nau.edu	Phone 9285236585	Fax																
Last name of Volunteer	First name of Volunteer	Social security number	Date of birth Sex ☐ M ☐ F																
Date of accident		Place of accident	Time of accident ☐ AM ☐ PM																
Name and title of person supervising volunteer activity		List anyone present at the time of the accident	First treatment date Was he or she a witness? ☐ Yes ☐ No																
Please indicate to whom payments are to be made																			
Signature of authorized Sponsoring Organization's representative X		Title	Date																

SPEC025 811796 CIMA (06-15)

Page 1 of 3

11.3 Appendix B – Sample Proof of Loss Accident Claim Form page 2 of 2

Part II – to be completed by Volunteer	Address of Volunteer	City	State	Zip code	
	Telephone number	Email address			
	Does Volunteer have health insurance other than Medicare? If yes, please identify			☐ Yes	☐ No
	Is Volunteer covered by Medicare – Part A? ☐ Yes ☐ No Medicare – Part B? ☐ Yes ☐ No				
Note	Please attach bills and/or Medicare Explanation of Benefits				
	Without a complete answer to these questions, your claim cannot be processed				
	Is the Volunteer enrolled in, a member of, or a participant of any of the following as an individual, employee or dependent? If so, please provide a copy of insurance card (front and back).				
	Preferred Provider Organization (PPO) or similar prepaid health plan If yes, name of PPO or Organization			☐ Yes	☐ No
	Health Maintenance Organization (HMO) or similar prepaid health plan If yes, name of HMO or Organization			☐ Yes ☐ No	
Affidavit	I verify that the statement on other insurance is accurate and complete. I understand that the intentional furnishing of incorrect information via the U.S. Mail may be fraudulent and violate federal laws as well as state laws. I agree that if it is determined at a later date that there are other insurances benefits collectible on this claim I will reimburse the Company to the extent for which the Company would not have been liable.				
Authorization to release information	I authorize any Health Care Provider, Doctor, Medical Professional, Medical Facility, Insurance Company, Person or Organization to release any information regarding medical, dental, mental, alcohol or drug abuse history, treatment or benefits payable, including disability or employment related information concerning the patient, to any QBE company, its employees, and authorized agents for the purpose of validation and determining benefits payable. I further authorize any QBE company to furnish the Policyholder or its agents, any and all information with respect to my insurance claim for the purpose of assisting with claims adjudication. This data may be extracted for audit or statistical purposes. I understand that I have the right to revoke this authorization in writing at any time and that such a revocation is not effective to the extent that such authorization has already been relied upon.				
Payment authorization	I authorize all current and future medical benefits, for services rendered and billed as a result of this claim, to be made payable to the physicians and providers indicated on the invoices, unless otherwise specified above.				
	Volunteer's signature	Date			
	X				
California and Texas residents	Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in a state prison.				
Colorado residents	It is unlawful to knowingly provide false, incomplete or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an				

11.4 Appendix C – Sample Volunteer Timesheet



NORTHERN ARIZONA UNIVERSITY
Center for Service and Volunteerism

FOSTER GRANDPARENT PROGRAM JULY 2022



IST = In-Service Training

Volunteer Name: _____

Service Site: _____

County: _____

Instructions: Round all numbers to the nearest half hour or half mile increment (.5 or 1).

DATE (M/D)	Hours				Students Served (initials)	Mileage	# Donated Meals	Health Check
	Direct Service	Training	Holiday	PTO				
7/1								Before leaving your home for service, you must perform the following Health Check. The Health Check is optional, but recommended for fully vaccinated volunteers. If you are experiencing any of these symptoms, you cannot report for duty. New onset or worsening of the following: cough, fever greater than 100.4 degrees F, chills, unusual/persistent headache, shortness of breath or difficulty breathing, loss of taste or smell, respiratory problems (such as wheezing or congestion) or abdominal discomfort *. * Subject to change per NAU/CDC guidelines.
Sub total								
7/4			Holiday					
7/5								
7/6								
7/7								
7/8								
Sub total								
7/11								
7/12								
7/13								
7/14								
7/15								
Sub total								
7/18								VERIFICATION OF SERVICE & IN-KIND DONATION I verify that this service log accurately reflects the service hours, miles, and meals by the volunteer and any in-kind donations from this site for this pay period to the best of my knowledge. I certify that I provided accompaniment ("line of sight") supervision to the Foster Grandparent named in this service log, for the dates & times recorded above.
7/19								
7/20								
7/21								
7/22								
Sub total								
7/25								
7/26								
7/27								
7/28								
7/29								
Sub total								
TOTALS								SITE SUPERVISOR'S SIGNATURE _____ SITE SUPERVISOR PRINTED NAME _____ VOLUNTEER CERTIFICATION I certify that the hours, mileage, and meals claimed on this log are correct. I understand that if I falsified this information, I can be immediately dismissed. If I drive, I acknowledge that my driver's license and vehicle registration is valid, and I have the minimum amount of vehicle insurance coverage required by law. I affirm that I have adhered to the COVID-19 protocols outlined by the FGP Program and my partner agency. If required, I confirm that I have completed my daily Health Checks on the days that I served.
× \$3.15 Total P Total T Total H Total L Total Miles Total Meals								
Total Transportation Fare \$ _____								VOLUNTEER SIGNATURE _____
OFFICE USE ONLY: Coordinator Initials: _____ Reviewer Initials: _____								

CENTER FOR SERVICE AND VOLUNTEERISM PHONE: 1-866-856-3017 or 928-523-3560

11.5 Appendix D - Sample Child Assignment and Assessment Plan (CAAP)

See page 2 of CAAP for detailed instructions. We currently administer three different CAAPs: K-12 Tutoring, Early Childhood Education, and Mentoring-Teen Parenting.



Center for Service and Volunteerism
1-866-856-3017 (toll free)

Foster Grandparent Program Child Assignment & Assessment Plan (CAAP) K-12 Success – Tutoring 2022-2023 School Year



Foster Grandparent (Full Legal Name):				School/Site Location (County):			
Partner Agency Name (Ex. District):				Name of School/Site:			

Initial Assessment					End of Assessment				
Student Name (First name & last initial)	Age	Start Date	Student Need Choose ONE (See Codes Below)	Activities the volunteer will focus on (such as reading, math, social skills, etc.):	End Date	Student Outcomes			
						Improved Academic Performance		Were the student's needs met?	
						Improved	Not Improved	Yes	No
1.						☐	☐	☐	☐
2.						☐	☐	☐	☐
3.						☐	☐	☐	☐
4.						☐	☐	☐	☐
5.						☐	☐	☐	☐
6.						☐	☐	☐	☐

Student Needs Categories (choose one) A – Developmental Challenges B – Emotional Challenges C – Hearing Impaired D – Homeless E – Adjudicated Youth F – Language Barriers/ELL G – Learning Disabilities H – Physical Disabilities I – Visually Impaired J – Other Special Needs:	How do you measure students' outcomes? ☐ Change in Grades ☐ Pre/Post Tests ☐ Observation ☐ Standardized test scores ☐ Other: _____ If no outcome is reported, why: _____ # of other students positively & indirectly impacted by FG: _____
---	--

Initial Assessment Signatures Teacher: _____ Date: _____ I have reviewed this Plan with my teacher and accept it for the 2022-2023 school year. Foster Grandparent: _____ Date: _____ NAU Program Coordinator: _____ Date: _____	End Assessment Initials Teacher: _____ Date: _____ Foster Grandparent: _____ Date: _____ NAU Program Coordinator: _____ Date: _____
---	---

11.6 Appendix E – Sample Annual Volunteer Assessment



Center for Service and Volunteerism

2022 FOSTER GRANDPARENT VOLUNTEER ANNUAL ASSESSMENT

PO BOX 5063 FLAGSTAFF, AZ 86011

Due back by April 22, 2022

Name of Volunteer: _____ Volunteer Station: _____

Please check the appropriate box	Exceeds Expectations	Meets Expectations	Needs Improvement	Additional Comments
Relates well with children	☐	☐	☐	
Is friendly and treats all children equally	☐	☐	☐	
Accepts supervision	☐	☐	☐	
Is flexible with assignments	☐	☐	☐	
Is dependable, punctual, and reliable	☐	☐	☐	
Performs service with a good attitude	☐	☐	☐	
Is cooperative	☐	☐	☐	
Shows initiative	☐	☐	☐	
Overall performance	☐	☐	☐	

Please check the appropriate box	Agree	Disagree	Additional Comments
I am comfortable having this FGP volunteer under my supervision	☐	☐	
This FGP volunteer implements the Child Assignment Plan	☐	☐	
The special talents of this FGP volunteer add to the setting	☐	☐	

☐ I have reviewed this evaluation with the Foster Grandparent volunteer on: _____

Partner Agency Supervisor Signature: _____

Foster Grandparent Signature: _____

NAU Program Coordinator Signature: _____

NAU Program Manager Signature: _____

PLEASE SHARE ANY STORIES ABOUT THE VOLUNTEER'S POSITIVE IMPACT ON THE BACK OF THIS FORM

CONFIDENTIAL



Center for Service and Volunteerism

Agency Name:		County:	
Site Name (if different):		Date:	

All personnel supervising or assisting AmeriCorps Seniors volunteers are required to sign this checklist and obtain this information, preferably by attending the site visit meeting.

SITE VISIT CHECKLIST	
Review with all Partner Agency Staff	
Add A Check When Complete	Review the following Documentation:
☐	FGP CAAPS and/or SCP Care Plans. Partner Agency must review with volunteer and make them a copy.
☐	FGP and/or SCP Annual Volunteer Assessments, Annual Volunteer Surveys, and if applicable SCP Annual Client Surveys and/or RSVP Annual Volunteer Surveys.
☐	Title VI Notice --Disclosure statement and complaint process
☐	Accident Reporting
☐	Timesheet Orientation
Review the following Policies:	
☐	Volunteer Personal Leave --Discuss leave policy and the use of accrued leave
☐	Required monthly In-Service Training (IST)
☐	Disaster and Emergency Response (Site/Program Closures)
☐	Dress Code & Appearance
☐	Appropriate & Inappropriate Activities
☐	Prohibited Activities--see P&P_NAU CSV Prohibited Activities Final document
Review with Partner Agency Primary Contact	
☐	Obtain Contact Information for: Site Supervisor, Direct Volunteer Supervisor (teacher), Timesheet Alternate Signer, MOU Contact Contact Name, Title, Phone number, and email address
☐	Review volunteers' status- active, on leave, in application process
☐	MOU-review renewal if within 6 months of expiration, updates and/or amendments
☐	Trainings Offered-Ask Partner Agency for a list and attach to this checklist Example: Onboarding procedures, professional development, etc
☐	Tour of site (once per year)
☐	Complete during site tour: Accessibility Checklist (applicable to Partner Agency who selected not being in compliance with Section 504 of the Rehabilitation Act on MOU)



Center for Service and Volunteerism

Partner Agency Staff Supervising or Assisting AmeriCorps Seniors Volunteers

I have reviewed the above guidelines with the NAU AmeriCorps Seniors Program Coordinator and fully understand these guidelines and how to best support the AmeriCorps Seniors volunteers assigned to serve at this site. You may attach additional sheets, if necessary.

Primary Site Contact Name:		Title:	
Primary Site Contact Signature:		Date:	

PARTNER AGENCY'S STAFF NAME	SIGNATURE	TITLE

I have reviewed the items on this Site Visit Check List with staff at the Partner Agency site. I will follow up with any items that require my action.

NAU Program Coordinator Name:		Date:	
NAU Program Manager Signature:			

I have reviewed the items on this Site Visit Checklist.

NAU Program Manager Name:		Date:	
NAU Program Manager Signature:			

11.9 Appendix G – Sample In-Kind Donation Form

In-kind Donation Form (FY23-24) Voucher Number: _____ Date: _____	Norther Arizona University Center for Service & Volunteerism naucsv@nau.edu Flagstaff, AZ 86011 Phone: (928) 523-3560
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DONOR NAME/ORGANIZATION & ADDRESS	CONTACT PERSON	PHONE #	DATES DONATED	TERMS
				In-Kind Donation

QTY	DESCRIPTION	UNIT VALUE	TOTAL	For Office Use Only - Total Per Program		
				SCP	FGP	RSVP
TOTAL			\$0.00	\$ -	\$ -	\$ -

Thank you for your donation! Contributions to the Foster Grandparent, Senior Companion, and RSVP Programs help us sustain our funding. For tax purposes, the NAU Foundation is the recipient organization.

I/We certify that the above information is true and the donation was made at the time and place so stated.

Further, that to the best of my/our knowledge, the donated item/service was:

- ☐ Paid for with federal funds
☐ Paid for with funds other than federal funds

Signature of Contributor Date

FGP/SCP/RSVP Program Manager Signature Date

☐ Sent to NAU Foundation Date: _____