

Lead with Experience



Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 

RSVP

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Welcome,

Thank you for choosing and becoming a member of the Retired Senior Volunteer Program. My staff and I know that you will have many rewarding years serving as a RSVP volunteer.

Since its beginning RSVP has relied on volunteers like you to carry out its mission of meeting essential needs in the community. You are now a member of a national organization that has served humanity and the non-profit community for over thirty years in Mitchell and the Yankton area for 12 years.

Again, thank you for choosing to volunteer with us!

Sincerely,

Jessica Pickett
Senior Services Director

RSVP Support Staff

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Advisory Council

The RSVP Advisory Council provides perspective and active assistance to the project staff and the City of Mitchell. The Advisory Council includes community leaders, representatives from volunteer stations and professionals from public and private agencies. At least one-fourth of the Advisory Council is individuals 55 or older.

RSVP Workstations

RSVP workstations are non-profit agencies within the RSVP service area where RSVP volunteers are placed. The stations agree to a Memorandum of Understanding, assign and supervise volunteers and provide any needed training for the volunteer work. Other responsibilities may include:

- Develop volunteer assignments and job descriptions
- Assist with meals and/or snacks when possible
- Provide volunteer safety measures

Memorandum of Understanding

A memorandum of understanding is an agreement signed by RSVP and the non-profit agency. This agreement defines the responsibilities of the participating agency and RSVP, and states other necessary legal guidelines about accessibility and accommodation for disabled individuals and anti-discrimination policies.

Expectations

What you, as a volunteer, can expect from RSVP

- A suitable and meaningful volunteer assignment
- Assistance in changing or adding volunteer assignments
- Assistance in resolving volunteer-related challenges
- A quarterly newsletter
- Regular contact with RSVP staff
- Recognition at annual Appreciation Open House
- An opportunity to develop new friendships
- Free supplemental accident and liability insurance
- Staff to periodically monitor volunteer activities at volunteer stations

What RSVP expects from each volunteer:

- A commitment to RSVP's goals and policy
- Report volunteer hours to RSVP each month
- Completion of training as needed
- Acceptance of supervision
- Maintenance of confidentiality
- Dependability
- Professionalism
- Inform RSVP if you have an accident while volunteering
- Maintain minimum auto liability coverage required by state law
- Wear RSVP pin while volunteering
- Report all unsafe conditions at workstation to station supervisor or RSVP

RSVP'S Mission

RSVP of South Central South Dakota a part of the Senior Services Department within the City of Mitchell and is also a program of the Corporation for National and Community Service. Our mission is to assist individuals over the age 55 and older finding enriching opportunities to volunteer their talents and make positive impacts within their communities. South Central SD RSVP serves as a bridge to connect older adults willing to “Share the Experience of a Lifetime” with non-profit and public service agencies that request volunteer services.

Equal Opportunity Statement

The Retired Senior Volunteer Program receives funding from the Corporation for National and Community Service. RSVP will not discriminate on the basis of race; color; national origin, including limited English proficiency, age, sex, religion; or on the basis of disability, if a volunteer is a qualified individual with a disability. Reasonable accommodation for individuals with disabilities will be made available upon advance notice for meetings, hearings, or conferences. ***Individuals with disabilities who require special assistance to take part in a meeting/training may contact one the following at (605) 995-8441 at least 24 hours prior to the meeting with requests for assistance: Senior Services Director, RSVP Coordinator or RSVP Administrative Assistant.***

Volunteer Training

- It is important for all volunteers to participate in volunteer training opportunities.
- RSVP will provide training, when applicable, to volunteers who directly support RSVP sponsored programs.
- RSVP members linked with community nonprofit organizations are encouraged to attend training activities, when applicable, provided by the organization he/she is serving.

Recognition

RSVP volunteer who are considered active are honored at an annual recognition event. A volunteer is required to donate at least 50 volunteer hours annually to be considered active. RSVP also sponsors special tribute events throughout the year to show appreciation for volunteer service.

Attendance

- The local nonprofit organizations served by RSVP depend on volunteers to carry out valued services. Commitment to your agreed upon assignment is essential.
- If an emergency arise, or you cannot fulfill your commitment on a specific day, please notify RSVP and/or your volunteer site supervisor as soon as possible.

Leave of Absence

If you are planning to go on vacation, spend the winter somewhere warm, do some traveling, or just take time off, please let the RSVP office know ahead of time. Also, be sure to inform you volunteer-site supervisor that you will be temporarily absent.

Problem Resolution

The Volunteer Coordinator or Director need to communicate any concerns about the program, volunteers, or services to RSVP so that a timely resolution of issues can take place. The RSVP Director or RSVP Volunteer Coordinator assigned to the station is always available. The RSVP volunteer may withdraw from service at the volunteer station at any time. Discussion of individual separation may occur between RSVP staff, volunteer station staff, and the volunteer to clarify the reason, resolve conflicts, or take remedial action including placement at another station. If requested, the RSVP Director or RSVP Coordinator can act as an intermediary between the station and the volunteer when a disagreement occurs. If a station finds it necessary to release a volunteer, the station is requested to notify the RSVP office via telephone or fax and follow-up with a letter explaining the reason within thirty (30) days.

Reporting Volunteer Hours

The volunteer service you contribute to the community is extremely valuable.

It is important that you as a volunteer report your volunteer hours to the RSVP office by the 10th of each month for previous months hours worked. Your volunteer hours can be reported to the RSVP by phone, fax, and e-mail or by mail utilizing the timesheet provided to all volunteers. RSVP maintains an accurate account of all volunteer activity each month by volunteer. The number of hours contributed by RSVP volunteers is recorded into the Volunteer Reporter Data Base. All volunteer files are confidential and are on file in the RSVP offices in Mitchell and Yankton. The number of hours is reported annually to the National office and local funding sources on a regular basis.

Dress Code

- Your conduct and appearance as a volunteer reflects the image of the RSVP. It is everyone's responsibility to wear appropriate attire and maintain good grooming and person hygiene.
- RSVP volunteer are to wear RSVP name tags while volunteer as a form of marketing and identification.

Acceptance of Gifts or Payment for Services

- RSVP volunteer should not accept gifts or contributions of any kind from individuals being served by RSVP sponsored program.
- Persons who may wish to make a contribution should be referred to the RSVP office in Mitchell and Yankton.

Confidentiality

In the course of your volunteer activities you may have access to confidential information. It is expected RSVP volunteers will safeguard and protect this confidential information at all times.

Sexual and Other Unlawful Harassment

RSVP is committed to providing an environment that is free from all forms of discrimination and conduct that can be consider harassing, including discrimination on the basis of race; color; national origin, including limited English proficiency, age, sex, religion; or on the basis of disability. Discrimination in any form will not be tolerated.

If you experience or witness unlawful discrimination or harassment in your volunteer activities, report it immediately to the RSVP Director or/the designated volunteer-site supervisor.

Drug and Alcohol Abuse

RSVP provides a drug-free, healthful and safe environment. Volunteers refrain from the use of alcohol, tobacco, illegal drugs or inappropriate language while on duty as an RSVP volunteer. Commit no illegal or abusive act.

Background checks

All RSVP volunteers must complete and sign a registration form. A separate form is provided to the volunteer for permission if a background check is requested for a volunteer to be placed on a specific assignment. The background check will be at no cost to the volunteer and all information will remain confidential with the City of Mitchells Human Resource Department and RSVP Director.

Driving

All RSVP volunteers who drive their own vehicles to and from their volunteer assignment, and/or serve as a volunteer driver, are required to keep in effect the minimum automobile liability coverage required by state law.

Note: The supplemental accident and automobile insurance coverage provided by RSVP to registered volunteers is valid only if you carry the minimum automobile liability coverage required by state law.

If you have an accident while driving to or from your volunteer assignment, or while serving as a volunteer driver, it is required that you contact the RSVP office as soon as possible.

To ensure safe driving while performing your volunteer activity or driving to and from your volunteer activity RSVP encourages the following;

- Wear your seat belt that is required by law and require passengers to wear seat belts at all times.
- Obey all traffic laws.
- Always have your license with you when driving.
- Keep doors locked when driving and while parked.
- Avoid driving when tired or taking medication that causes drowsiness.
- Avoid cell-phone usage and text messaging.

Insurance Provided by RSVP

- RSVP provides supplemental insurance coverage to all enrolled volunteers, at no cost to the volunteer. This coverage is effective to, from and during your involvement in RSVP related volunteer activity.
- This policy does not take place of your private insurance policy. It is a supplement to your own private insurance; designated to eliminate out-of-pocket expense for volunteer related accidents.
- Coverage includes:
 - Excess Accident Medical Coverage
 - Excess Volunteer Liability Insurance
 - Excess Automobile Liability Insurance

To file any type of claim, you first need to see your volunteer coordinator. If you have an accident claim, you will need: a proof of loss” form (available at your local RSVP office.) Both you and the coordinator must complete the form and mail it to CIMA. The insurance coverage will be explained in detail at your volunteer orientation and volunteers will receive a copy of the insurance brochure.

Withdrawal from RSVP

- RSVP policy states that membership will be terminated if a volunteer is inactive from volunteer services for one hundred (100) consecutive days.
- Exceptions may be made due to extenuating circumstances such as illness, a caregiver, traveling, or temporarily residing out of the program’s service area.
- Contact the RSVP office if these circumstances exist or if you are considering withdrawing from RSVP.

Other Volunteer Policies

- Volunteers may only receive RSVP credit for working in non-religious, non-political and non-profit agencies and organizations.
- Agree not to participate/engage in partisan or non-partisan political activities that would identify RSVP with such activity, and under the auspices of RSVP may not work with voter registration, transporting voters to the polls or efforts to influence legislation with grantee funds.
- Does not give religious instruction, conduct worship services or engage in any form of proselytizing as part of RSVP duties.
- Will abide by the Volunteer Code of Conduct as outlined in this handbook and adhere to any policies in place at the volunteer workstation.
- Will receive the RSVP Volunteer packet which includes RSVP nametag, handbook, orientation and necessary forms.

Volunteer Complaint & Grievances Review Policy Senior Services Department

Grievances

Under this policy, a grievance is defined as an official action implemented to resolve a concern. A grievance may be initiated for any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the volunteer job at an RSVP Volunteer Workstation. A grievance may also deal with an attitude, or an opinion or statement held by a fellow volunteer. Volunteer grievances are of great concern to the Senior Services Department, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to grievances, RSVP has established a procedure for all volunteers. It is RSVP's policy to give full consideration to every volunteer's opinion. There will be no discrimination or retaliation against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

The grievance procedure is:

1. If urgent action is needed, notify the worksite supervisor or site host immediately.
2. Attempt to discuss your grievance with your worksite supervisor and RSVP Volunteer Coordinator to work out the problem.
3. If you are unsatisfied, submit your complaint along with the grievance form in writing to the RSVP Volunteer Coordinator in your area.
4. A written response will be made within 5 business days.
5. If you are unsatisfied within 5 days of how your written complaint was handled, you may appeal by submitting your written complaint to the RSVP Executive Director.
6. The RSVP Executive Director will respond within 5 business days.
7. If you are still unsatisfied, you may ask that your written complaint be taken to the Executive Committee of the RSVP Board. Within 30 days, the executive committee will act on your grievance by affirming or denying your request, choosing to investigate further, or choosing to take the matter to the entire board. The executive committee's decision is final.

Volunteer Conduct

RSVP has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the work place, the following are examples of infractions or conduct that may result in the limitation and termination of the volunteers relationship with the agency:

- Theft or inappropriate removal of property
- Misuse of agency funds, equipment, or material.
- Falsification of volunteer timekeeping records
- Inappropriately boisterous or disruptive activity in the work place
- Working under the influence of alcohol or illegal drugs
- Fighting or threatening violence in the work place
- Negligence or improper conduct leading to the damage of property
- Violation of safety or health rules
- Abuse or mistreatment of volunteers or employees
- Sexual or other unlawful harassment or discrimination
- Violation of the City of Mitchell's anti discrimination policies and procedures
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the work place
- Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable volunteer job assignment
- Gross misconduct or insubordination
- Excessive absenteeism without notice
- Releasing confidential information

RSVP volunteers may contact the RSVP office at 300 West 1st or call (605) 995-8441 with any concerns regarding this matter.

Acknowledgements

The Retired Senior Volunteer Program is part of the Senior Service Corps within the Corporation for National and Community Service, the federal domestic volunteer agency. Also support is received from the City of Mitchell, Mitchell United Way, Yankton United Way, Department of Social Services and local contributions.

Closing Comment

Thank you for becoming a member of the South Central SD RSVP. The staff is very pleased to have you serving in various community programs. Your dedication is greatly appreciated and your contributions really do...

Enrich others' lives,

Make a difference,

And make a positive impact

On the quality of life within our community!