

RSVP

Volunteer Handbook



918 JASPER STREET
KALAMAZOO, MICHIGAN 49001
(269) 382-0515

www.seniorservices1.org

Senior Services



RSVP - Your Invitation to Volunteer

WELCOME TO RSVP – Your Invitation to Volunteer

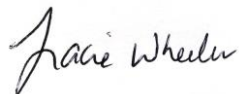
Welcome to RSVP! You are joining a program with a tradition of helping others while building a stronger community. RSVP is part of the Senior Corps national service program administered and funded by the Corporation for National and Community Service to assist people in volunteering in their community.

Volunteering or civic engagement has been said to be the “secret ingredient” to staying healthy and fulfilled. One study found that working or volunteering even one day a week significantly increases longevity and helps maintain functional independence. The study’s leader Dr. Maaravi, says of the benefits, “I think it’s more profound (than simply keeping busy), having to do with satisfaction in life, meaning in life.” So, if you have retired or chosen to work part-time, giving back for the good of the community benefits both you and those in need.

RSVP volunteers bring years of experience, skills and talent to their service. RSVP has 400 men and women who give their time to agencies and programs throughout Kalamazoo County, and to a few in Calhoun County. They are making a difference — **and you will make a difference** — through the service you choose to provide.

RSVP is proud to have volunteers, such as you, serving our community.

All the Best,



RSVP Director

MISSION

RSVP engages people 55 and better in volunteer service to meet community needs and provides a high quality experience that will enrich the lives of volunteers.

FUNDING SOURCES

Corporation for National and Community Service, Michigan Office of Services to the Aging, United Way of the Battle Creek and Kalamazoo Region, fundraising, donations, and in-kind support from Partner Agencies. RSVP has been a program of Senior Services of Southwest Michigan since 1973.

OFFICE & RSVP STAFF

Senior Services of Southwest Michigan is open Monday through Friday from 8:30 a.m. to 5 p.m. The RSVP staff can be reached at our main office in Kalamazoo.

Main Office

918 Jasper St., Kalamazoo, 49001

Phone: 269-382-0515 Fax: 269-382-3189

Calhoun County (Meals on Wheels, Chore Services)

200 W. Michigan Ave., Battle Creek, 49017

Phone: 866-200-8877

Tracie Wheeler, Director – ext. 137 or TWheeler@seniorservices1.org

Traci Furman, Special Projects Coordinator – ext. 123 or TFurman@seniorservices1.org

Kathy Cox, Support Services Coordinator – ext. 127 or KCox@seniorservices1.org

PLACEMENT ASSISTANCE

Membership Eligibility

All men and women, 55 years and better, are invited to join RSVP. There are no membership fees or income restrictions. No person — on the basis of race, color, national origin, sex, religion, age, disability, political affiliation, education, or experience — shall be excluded from membership or benefits of RSVP. Volunteers must complete a Volunteer Application and attend a New Volunteer Orientation.

Placement Assistance

RSVP volunteers receive personal placement assistance to identify service opportunities to consider and may choose one or more to pursue. We have regular and flexible schedule opportunities in Kalamazoo and Calhoun counties. This assistance is provided when volunteers join RSVP, and any time thereafter. For placement assistance, call the RSVP office at 269-382-0515.

RSVP publishes volunteer opportunities in the quarterly RSVP volunteer newsletter, *The Involvement*, and monthly in Senior Times. In addition, RSVP sends regular email notifications about new opportunities to volunteer. If you did not include your email address on your volunteer application and you'd like to receive these and other emails about RSVP please contact Tracie Wheeler at 269-382-0515 or TWheeler@seniorservices1.org.

POLICIES

Maintaining Active Membership

To maintain active membership in RSVP and remain eligible for RSVP membership benefits, volunteers must report their volunteer hours on a regular basis (see Reporting Hours on page 6 for information). RSVP may contact volunteers who have not turned in their volunteer hours during a 6 month or 12 month period to inquire about the status of their volunteering. At the time of contact, volunteers may end their membership in RSVP if they are no longer serving. If they are actively volunteering with an RSVP partner agency they may turn in their hours, or can request placement assistance to find a new opportunity. Those who do not contact RSVP about their status will have their membership with RSVP suspended. Volunteers may request membership reactivation at anytime by contacting RSVP at 269-382-0515.

Placement Termination

Volunteers may end their volunteer service by notifying their supervisor and RSVP. RSVP will assist the volunteer in finding a new service opportunity if requested. After consultation with the RSVP Advisory Council and in accordance with approved policies, RSVP may separate a volunteer for cause, including, but not limited to, extensive or unauthorized absences, misconduct, and inability to perform responsibilities or accept supervision. RSVP has a procedure for volunteers to appeal adverse actions in cooperation with the RSVP Advisory Council.

Volunteer Information Update Form

RSVP's federal and state funding regulations require that RSVP volunteers complete a Volunteer Information Update Form once a year. This form allows us to verify relevant information that we maintain on volunteers such as, address, phone number, primary means of transportation to volunteer activities, valid drivers license number and expiration date, emergency contact, beneficiary for Accident Insurance, and that you carry on your personal vehicle the State of Michigan required minimum insurance coverage for Personal Liability/Property Damage. RSVP mails this form annually in the RSVP newsletter, *The Involvement*. Your cooperation in returning it is appreciated.

Your Feedback is Important

By answering just a few short questions once a year you can help us gain valuable information about your experience with RSVP and your volunteering, so we can provide our best service. Each month RSVP volunteers who are celebrating a birthday receive a phone call from RSVP. These calls are made by other RSVP volunteers. This friendly call not only lets us extend a “Happy Birthday” wish to you, but gives us the chance to ask you 6 yes or no, or multiple choice questions about your volunteer experience, like:

- “Are you satisfied with your volunteering through RSVP?”
- “Since you began volunteering, how would you describe your overall health?”
- “Has volunteering had a positive impact on your overall health?”

The collective results from all of these calls each year help us communicate the positive contributions that RSVP volunteers make in the community, and how giving back to help others affects those who serve.

Conduct

When volunteering, an RSVP volunteer must follow the guidelines of their partner agency. This includes any requirements for training, attendance, dress code, etc. Any questions or concerns regarding volunteering at a partner agency should be taken to the volunteer manager or supervisor at that organization.

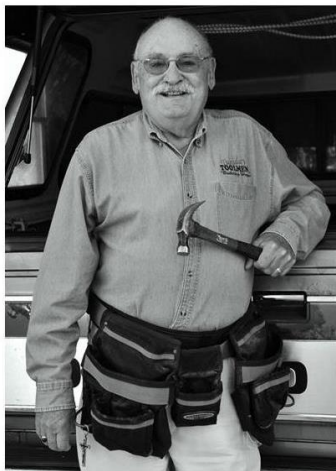
Inclement Weather

RSVP volunteers should follow partner agency guidelines concerning reporting for service during bad weather.

For Senior Services of Southwest Michigan weather closings, please watch WWMT.

Special Limitations

1. **Political Activities:** No RSVP volunteer may take any action with respect to a partisan or nonpartisan political activity that would result in the identification or apparent identification with RSVP.
2. **Religious Activities:** No RSVP volunteer shall give religious instruction, conduct worship services, or engage in any form of preaching that would result in the identification or apparent identification with RSVP.
3. **Compensation for Services:** No RSVP volunteer shall receive a fee for service from service recipients, their legal guardian, members of their family, or friends.



RSVP SIGNATURE PROGRAMS

RSVP coordinates the following Signature Programs.

- **Volunteers 4 Seniors:** Volunteers provide shopping assistance, escort transportation, friendly visiting or advocacy and paperwork assistance to help older adults stay independent at home.
- **Mentor Academic Success:** Volunteers serve as mentors or tutors to kindergarten through high school students in the school setting. Volunteers also help in the school library or in other community mentoring or tutoring programs.
- **Peer Prevention Players:** Volunteer performers promote healthy aging through a comedic Reader's Theater.
- **Bulk Mail Team:** Volunteers help prepare small and large mail projects at nonprofits.
- **Triad:** Volunteers promote the safety of older adults and help allay their fears of crime
- **Helping Hands, Happy People:** Volunteers knit or crochet items for hospitals, nursing homes, and nonprofits.

NATIONAL SERVICE FOCUS AREAS & ACTIVITIES

The Corporation for National and Community Service sets priority Focus Areas for RSVP Volunteer service activities.

RSVP Volunteer Time = Focused Results. By using directives at the national level all RSVP programs across the country have the same focus. Volunteers are addressing the most pressing needs, therefore making the most collective positive impact. RSVP is accepting new volunteers for these activities. RSVP membership and benefits apply, and volunteers report their hours.

Our selected Focus Areas and Activities in Kalamazoo (◆) and Calhoun (■) Counties include:

- **Healthy Futures:** Aging In Place – Independent Living, Food Distribution, Access to Care – Healthy Aging
 - ✓ Meals on Wheels Driver, Hopper ◆■
 - ✓ Companionship, Social Support ◆
 - ✓ Medical Transportation, Shopping ◆
 - ✓ Food Pantry, Call Center, Warehouse, Drivers, Weekend Food Pack for Kids ◆
 - ✓ Health Insurance Counselor ◆
 - ✓ Healthy Living Readers Theatre Performer ◆
- **Education:** K-12 Academic Success
 - ✓ Tutoring, Mentoring ◆
- **Economic Opportunity:** Home Repair and Accessibility for Seniors, Adult Literacy
 - ✓ Minor Home Repair, Ramp Building ◆
 - ✓ Reading Tutor ◆
- **Environmental Stewardship:** Home Medical Equipment Reuse
 - ✓ Data Entry, Clean & Repair Equipment, Inventory, Loan Coordination ◆
- **Veterans and Military Families:** Supportive Services for Veterans
 - ✓ Companionship, Mentors, Activity Assistant, Housing & Outreach Support ■

We are happy to assist you with placements that are outside of our national service focus areas. For these placements, the RSVP membership and benefits do not apply and you will not need to report your hours.

Healthy Futures

Goal is 188 Volunteers—Accepting New Volunteers, Flexible Schedules Available

Aging in Place—Independent Living

- Meals on Wheels (Kalamazoo, Calhoun Counties)
- Volunteers 4 Seniors
- Friendship Village
- Nazareth Center

Food Distribution

- Loaves & Fishes (includes food pantries)
- Communities In Schools Kalamazoo (Weekend Food Packs)

Access to Care—Healthy Aging

- MMAP—Medicare Medicaid Assistance Program
- Peer Prevention Players

Education

Goal is 35 Volunteers—Accepting New Volunteers, Flexible Schedules Available

K-12 Tutoring, Mentoring

- Communities In Schools Kalamazoo
- Kalamazoo Public Schools
- Portage Public Schools
- Indian Lake Elementary
- Comstock North Elementary
- Galesburg Augusta Primary School
- SLD Read
- Big Brothers Big Sisters

Economic Opportunity, Environmental Stewardship, Veterans & Military Families

Goal is 54 Volunteers—Accepting New Volunteers, Flexible Schedules Available

Home Repair & Accessibility for Seniors

- Tuesday Toolmen

Adult Literacy

- Kalamazoo Literacy Council

Home Medical Equipment Reuse

- Lending Hands

Supportive Services for Veterans

- VA Medical Center (Calhoun County)

Capacity Building & Community Priorities

Maximum is 123 Volunteers—Not Currently Accepting New Volunteers

- AARP Tax Aide
- American Cancer Society
- American Red Cross
- Area Agency on Aging
- Borgess Gardens
- Borgess Health Alliance
- Borgess Reverence Home Health and Hospice
- Bronson Hospital
- Bulk Mail (RSVP)
- Civic Theatre
- Disability Network Southwest Michigan
- Discovery Shop
- Ecumenical Senior Center
- Friendship Centers
- Glass Art Kalamazoo
- Heartland Hospice
- Helping Hands Happy People (RSVP)
- Hospice Care of Southwest Michigan
- Kalamazoo County Sheriff's Dept.
- Kalamazoo Deacon's Conference
- Kalamazoo Drop in Child Care Center
- Kalamazoo Humane Society
- Kalamazoo Municipal Golf Association (Red Arrow Course)
- Kalamazoo Nature Center
- Kalamazoo Public Library
- Kfirst Community Garden
- Michigan Blood
- Ministry with Community
- Parchment Public Library
- Portage District Library
- Portage Police Department
- Portage Public Schools Curious Kids
- Portage Senior Center
- Salvation Army
- Senior Services Ambassador Desk
- Senior Services Handy Helpers (Calhoun County)
- Senior Services Program Assistance
- Tillers International
- Triad (RSVP)
- West Michigan Cancer Center

RSVP Partner Agencies (nonprofits, schools and health care organizations) are subject to change.

1/2017

PROCEDURES

Reporting Hours

You play an important role in RSVP's development and success. RSVP volunteer hours are essential to the funding and growth of the program. **RSVP funding sources require volunteers to regularly report to RSVP the number of hours they contribute to the community.** You must report your hours to maintain an active membership with RSVP and remain eligible for membership benefits including reimbursement, volunteer insurance coverage and invitations to special events. Please remember that every hour, half hour or fifteen minutes of volunteer time counts. We greatly appreciate you turning in your volunteer hours. Please contact RSVP if you have any questions about reporting your volunteer hours.

- 1. Volunteer hours are due to RSVP by the 5th of each month for the previous month's hours.**
RSVP offers several options for reporting volunteer hours.
 - You may mail your RSVP Time Sheet to RSVP or drop it off during normal business hours.
 - You may fax your RSVP Time Sheet to RSVP at 269-382-3189.
 - You may call in your time to RSVP at 269-382-0515, if you are not requesting reimbursement
 - You may email your time to TWheeler@seniorservices1.org, if you are not requesting reimbursement
- 2. Volunteers at some partner agencies may use group time sheets.**
Please check with your supervisor or RSVP to find out if a group time sheet is available at your partner agency or if your volunteer time is being reported on a group time sheet that is sent to RSVP.
- 3. Volunteers requesting mileage reimbursement must have their signature and a supervisor's signature on an individual RSVP Time Sheet.**
Volunteers who serve at multiple locations only need a signature from one supervisor. Do not record mileage expenses unless you are requesting reimbursement. If your hours are reported on a group time sheet you must submit an individual time sheet if you wish to request reimbursement.

To request additional time sheets, call RSVP at 269-382-0515 or check the blank on the individual RSVP Time Sheet that indicates that you need more time sheets. The RSVP Time Sheet is also available for print at www.seniorservices1.org.

Appeals

If for any reason, an RSVP volunteer is unsatisfied with the way the RSVP policies and/or procedures have been applied, they may follow this procedure.

1. Contact the RSVP Director to discuss the concern as soon as possible.
2. If this does not resolve the concern, they may contact the RSVP Advisory Council President who will take the concern to the next Council meeting for discussion.
3. The Council's recommendation will be considered by the RSVP Director and may change the original decision.
4. If the volunteer is unsatisfied with the decision, they may take the concern to the Business Development Director of Senior Services of Southwest Michigan who will make the final decision.

BENEFITS

Reimbursement

RSVP provides limited mileage reimbursement to help offset the costs of volunteering for those who would otherwise find it financially difficult to volunteer. Reimbursement is the choice of individual volunteers. Reimbursement is provided on a quarterly basis by direct deposit.

- 1. Reimbursement of 14¢ per mile, up to \$10.50 per month, which covers 75 miles, is available.**
 - RSVP does not reimburse for “on the job driving” that is required for the service opportunity.
 - Mileage can only be counted between your home and the partner agency or your client’s home.
 - If you provide escort transportation or shopping assistance, you may receive reimbursement for the mileage between the client's home and your home. We do not reimburse mileage while you are transporting the client or traveling to or from the grocery store or appointment.
 - Please list your mileage on an individual RSVP Time Sheet and be sure to have your supervisor sign it.
 - If your volunteer placement is in Kalamazoo County, but you live outside of Kalamazoo County you may only request reimbursement for mileage from the Kalamazoo County line to your partner agency.
 - If your volunteer placement is in Calhoun County, but you live outside of Calhoun County you may only request reimbursement for mileage from the Calhoun County line to your partner agency.
- 2. RSVP volunteers may be reimbursed for bus, taxi, or special van costs to and from the partner agency, up to \$10.50 per month.** List these costs on an individual RSVP Time Sheet if you want reimbursement, and have your supervisor sign it.
3. Reimbursement expenses must total a minimum of \$5.00 before Senior Services will prepare a direct deposit.
4. To receive reimbursement, RSVP must have a current Direct Deposit Authorization and Information Sheet on file.
5. To receive reimbursement, RSVP must have a completed Auto Safety Certification Form, and a valid drivers license number on file.
6. If you are interested in receiving mileage reimbursement, you must report your volunteer hours on an individual RSVP Time Sheet. Your signature and supervisor signature are required on the time sheet to be reimbursed.

Insurance

- 1. RSVP volunteers are provided with excess accident and liability insurance coverage at no cost that supplements any insurance they may have.**

See the CIMA Volunteers Insurance Service Insurance Program Summary of Coverages for more information. Contact the RSVP Director if you have questions.

 - **Excess Accident Medical Coverage:** Provides coverage for the volunteer for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The insurance applies while the volunteer is traveling directly to and from, and while participating in, volunteer activities with an RSVP partner agency.
 - **Excess Volunteer Liability Insurance:** Provides protection for the volunteer for bodily injury or property damage claims arising out of the performance of their duties during their volunteer activity with an RSVP partner agency (not while the volunteer is driving). The insurance covers claims that occur during the volunteer activity with an RSVP partner agency, but not while on the way to or from the volunteer activity.
 - **Excess Automobile Liability Insurance:** Provides protection for the volunteer driver for bodily injury or property damage claims arising out of the volunteer’s operation of his or her own vehicle during their volunteer activity with an RSVP partner agency. The insurance covers claims that occur during the volunteer activity with an RSVP partner agency, but not while on the way to or from the volunteer activity.

2. **Volunteers who use their own vehicle to travel to and from, or while participating in, volunteer activities with an RSVP partner agency must complete and return a Volunteer Information Update Form annually** indicating that he or she carries the minimum auto insurance required by the state, and indicating the expiration date of his or her valid driver's license. The Volunteer Information Update Form is mailed in the RSVP newsletter, *The Involvement*.
3. **To file a claim, an RSVP volunteer must notify the RSVP Director as soon as possible, but no later than 90 days after an accident or incident.** The volunteer's supervisor should also be notified. RSVP staff will assist the volunteer with the claim reporting process.

Rx Optical Vision Advantage Program

The Rx Optical Vision Advantage Program is available to RSVP volunteers. The Vision Advantage Program offers special rates on exams, frames, plastic lenses, and glare free plastic lenses. Members enjoy special rates on exams, frames, lenses, contact lenses, and prescription sunglasses. The Vision Advantage Program may be used with some vision insurance plans (restrictions apply). Rx Optical will bill most insurance. Call RSVP at 269-382-0515 to request a Vision Advantage Program brochure.

The Involvement

RSVP publishes a quarterly newsletter – *The Involvement* – for RSVP volunteers. This newsletter is mailed to all volunteers and contains regular feature articles, available volunteer opportunities with partner agencies, and RSVP news. It is also available on the Senior Services of Southwest Michigan at www.seniorservices1.org.

Volunteer Celebration

RSVP hosts an annual Volunteer Celebration to honor and celebrate you, and other RSVP volunteers, for the invaluable service and assistance provided to the community.