

## **VOLUNTEER SEPARATION**

RSVP policy states that we must designate any volunteer who is absent from service for twelve consecutive months as being inactive, but we are always happy to reinstate a volunteer whenever the volunteer becomes active again.

Some reasons for being inactive include illnesses, moving, or traveling for lengthy periods of time. If you will be unable to volunteer for a period of time, please inform the RSVP office, the station supervisor, or your co-volunteers.

RSVP may separate with a volunteer if there is “just cause,” and in accordance with approved policies. Some reasons for this may include: unauthorized absences, misconduct, and the inability to perform assignments or accept supervision. Contacting the RSVP Director should be the first step taken by a volunteer who has concerns regarding an assignment.

Should the situation remain unresolved, the volunteer may contact the President of the RSVP Advisory Board. The RSVP Advisory Board is comprised of volunteers, community leaders, station supervisors, and RSVP staff who offer advice in operational procedures.

The RSVP Station has the authority to ask for removal of the volunteer, with due cause.

# **RSVP of Monroe County Volunteer Handbook**

Published: July 2007



Volunteer Time Sheet Instructions

A copy of the RSVP Volunteer Time Sheet is shown at right. A Time Sheet should be filled out each month to record the volunteer work that you do. Time Sheets should be turned into the RSVP office no later than the 5th of the following month. Please follow the instructions shown below to fill out your Time Sheet.

Section 1

Fill out each line showing your name, complete address, primary phone number, and email address. The Month and Year lines show the month and year you are reporting.

Section 2

Check the MILES box if you are requesting reimbursement for mileage. Check the MEALS box if you are requesting reimbursement for meals, or meal tickets. (See Section 5 for additional reimbursement instructions.)

Section 3

**Date:** Fill in the date in which you are volunteering.

**Site:** The Site is where you put the name of the Station where you volunteer.

**Location:** This is where you put what you do while volunteering at a Station. Examples would be working on mailings, working in Thrift Shops, Delivering Meals On Wheels.

**Miles or Bus Fare:** If you are requesting mileage reimbursement fill in the number of round trip miles from your home to your volunteer station. Bus Fare would be the amount paid.

**Meals:** If you volunteer four or more hours at the same Station on the same day and are requesting a lunch ticket from RSVP, mark a 1 in the meals section and check the meals box in Section 2.

**Hours:** Fill in the total number of hours you volunteered for the date, station, and location shown on that line.

Section 4

This section is for RSVP OFFICE USE ONLY.

Section 5

The volunteer should sign and date each time sheet before turning it in to RSVP. If you are requesting reimbursement for mileage and/or meals the Time Sheet **MUST** also be signed by the Station Supervisor where you volunteer.

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## What is R.S.V.P.

The Retired & Senior Volunteer Program is an organization whose members provide valuable contributions to their communities by the services they perform. R.S.V.P. was formed at the national level in 1971. Today, there are 800 projects with more than 450,000 volunteers. In Michigan, volunteers number more than 8,000 in separate projects.

R.S.V.P. of Monroe County receives **federal** funding from the Corporation for National and Community Services (CNCS), **state** funding from the Office of Services to the Aging (OSA), and **local** funding comes from the Monroe County Senior Millage through the Commission on Aging (COA) and from service organizations, private donations, and fundraisers. Bedford Public Schools sponsors and provides in-kind contributions to this Retired & Senior Volunteer Program.

**Visit us at our website: [rsvpmi.org](http://rsvpmi.org)**

Each year RSVP receives grant money to pay mileage and meals. If the total funding is spent before the next fiscal year, volunteers may not receive reimbursement for the remainder of that fiscal year. As the monies become available for the new fiscal year, reimbursement will continue from that point.

RSVP volunteers who work four hours or more at any one time, may request **reimbursement for meals** in the same way that reimbursement for mileage is requested. **TIME TAKEN FOR MEALS CANNOT BE INCLUDED AS PART OF THE FOUR WORKING HOURS.** A pink meal ticket will be issued to a volunteer to purchase lunch at most Senior Citizen Center's. Meal tickets are non-transferable. If a volunteer chooses to dine at another location, \$2.00 per ticket will be reimbursed upon submission of the ticket and restaurant receipt showing the name of the restaurant and the total cost of the meal indicating \$2.00 or more being attached to the RSVP Monthly Time Sheet. (Ex: a restaurant receipt totaling \$6.00 requires 3 meal tickets for the full reimbursement of \$6.00). Some stations provide meals to their volunteers as a courtesy for, and in appreciation of their volunteer efforts. (Individual Senior Citizen Center policies supersede RSVP policies for tickets earned at each individual Senior Citizen Center).

# REIMBURSEMENT POLICY

Some *transportation reimbursement funds* are available for RSVP volunteers who find the cost of transportation a hardship. Volunteers may receive assistance with the cost of transportation to and from their volunteer assignment. Currently, reimbursement is \$.20 per mile, and up to the maximum of \$25.00 per month. Only the volunteer driver may request mileage reimbursement. The Office of Service to the Aging (OSA) and the Corporation for National and Community Service (CNCS) mandate that a request for mileage reimbursement **must** be checked, listed, and signed by the volunteer on the RSVP Monthly Time Sheet. The station supervisor must sign these completed forms also.

In order for you to receive reimbursements, the signed RSVP Monthly Time Sheet **must** be returned to either of the RSVP offices by the 5<sup>th</sup> of each month. Checks for less than \$5.00 will not be written. The mileage will be held until the volunteer accrues a minimum of \$5.00.

## More of R.S.V.P.

### CASA

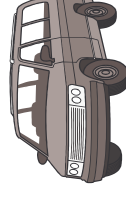
CASA volunteers are ordinary citizens who want to help their community's children. No special or legal background is required. Volunteers are screened for objectivity, competence, and commitment. Monroe County CASA volunteers undergo extensive training including: courtroom procedure, advocacy techniques for children, the special needs of children who have been abused and neglected, and child development.

CASA volunteers are the eyes and ears of the court. After an independent investigation, they appear in court to recommend to the judge what is best for a child's future.

Visit us at our website: [casami.org](http://casami.org)

### Bedford Health Van

The Health Van transports Monroe County residents 60 years of age or older to non-emergency medical appointments, to hospitals for outpatient tests, doctors offices, dialysis, dental visits and other medical facilities in Monroe County and surrounding (Toledo) areas. Call for rates at 734-847-8000.



## Who Can Belong to R.S.V.P.?



Any man or woman who is 55 years of age or older and is interested in volunteering in Monroe County is welcome to join R.S.V.P. There are no membership fees or income restrictions required to join. A desire to serve your community by doing meaningful and enjoyable work is the important factor.

No person on the basis of race, sex, color, handicap, or national origin may be excluded from membership or participation in the activities or the benefits of R.S.V.P.



# RSVP of Monroe County Volunteer Policies & Procedures Manual

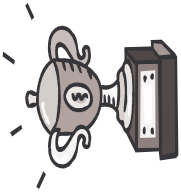
## Getting Started

Anyone interested in joining R.S.V.P. is encouraged to call the Bedford office at 734-850-6044, or the Monroe office at 734-241-8181 to arrange a meeting with a staff member. We believe every volunteer's time is valuable, so we like to discuss your particular interests, skills, time schedule, and location/station preference with you. Our challenge is to place each volunteer in a personally satisfying volunteer experience in our community. Due to the changes in Michigan Laws, some RSVP opportunities may require the volunteer to consent to a background check and/or being fingerprinted.

R.S.V.P. volunteers choose to volunteer at various stations throughout our community. Some stations which benefit from R.S.V.P. volunteers are: Senior Citizen Centers, the libraries, hospitals, nursing homes, and schools. Some volunteers choose to work on special event projects such as: Relay for Life, blood drives, Walk America, United Way, and Charity Cruise Nights. A complete list of stations is available at both the Bedford and Monroe offices.

A station supervisor will meet with each volunteer to discuss available volunteer positions, training (if necessary), and station expectations. Occasionally, a volunteer will wish to change stations, or take on additional volunteer duties. Training can be arranged as needed for volunteers.

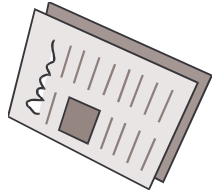
## Benefits of R.S.V.P.



We appreciate all of your efforts and your commitment to R.S.V.P. each day. Additionally, an annual recognition dinner is held to celebrate and honor the dedication of our volunteers. All volunteers who serve at least 1,000 hours during the year are acknowledged at the Banquet. This usually takes place in the spring.

The Senior Tapestry newsletter is mailed quarterly to R.S.V.P. volunteers. This publication contains information regarding issues of interest which are relevant to senior citizens, and volunteering opportunities.

We believe the greatest benefit of volunteering is the satisfaction of knowing how important you are in the lives of the people you assist.



## R.S.V.P. STAFF

Director . . . . .	Deb J. Brescol 734-850-6040 deb.brescol@bedford.k12.mi.us
Volunteer Coordinator Bedford . . . . .	Dianne Carroll 734-850-6042 dianne.carroll@bedford.k12.mi.us
Volunteer Coordinator Monroe . . . . .	Gail Hurley 734-241-8181 gail.hurley@bedford.k12.mi.us
Financial Coordinator/ Secretary . . . . .	Dona J. Folk 734-850-6041 dona.folk@bedford.k12.mi.us
Health Van Coordinator . . . . .	Scott Heurman 734-847-8000 scott.heurman@bedford.k12.mi.us
CASA Associate Director . . . . .	Dot Stacy 734-241-8182 dot.stacy@bedford.k12.mi.us
CASA Volunteer Coordinator . . . . .	Denise A. Gray 734-241-8182 denise.gray@bedford.k12.mi.us
Van Drivers . . . . .	George Kreft Diane Nowlan Dale Baker 734-850-6044



**RSVP**  
**OF**  
**MONROE COUNTY**

**MISSION STATEMENT**

*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.*

**Insurance**

Volunteers who use their own private car to drive to and from their station are provided with **excess** auto liability. The Automobile License Verification form **must** be signed and dated by the volunteer **and** a member of the R.S.V.P. staff. This is to confirm that the volunteer has at least the “minimum” of auto insurance coverage as required by the State Licensing Bureau, and confirming the expiration date of the volunteer’s driver’s license. This form will be filed and kept within the R.S.V.P. office.

Auto accidents and/or injuries occurring within the scope of volunteer service should be reported immediately to R.S.V.P. staff at either the Bedford or Monroe office.



# Orientations

## Volunteer Orientation

Volunteers work most successfully when they have a clear understanding of the RSVP program and their role and responsibilities as volunteers. It is our duty as RSVP Staff to provide you with the information you need to be an RSVP volunteer. For that reason, twice a year we hold a Volunteer Orientation. We hold these Orientations at different locations throughout the County. We will notify all new volunteers via letter inviting them to an Orientation. We will also put a notice in our quarterly RSVP Newsletter inviting all volunteers to attend the Orientation. Please watch the newsletters for these notices as they will show the Date, Time, and Location for the next Orientation.

At each Orientation the RSVP Staff will go over all policies and procedures for the program. We will also have a question and answer period for the volunteers so that you have a clear understanding of our program.

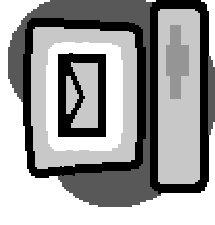
## Station Orientation

Once a year we hold a Station Orientation. We will notify all of the Stations where we have RSVP Volunteers doing volunteer work and invite them to attend. As with the volunteer Orientation, we will go over all RSVP Programs, Policies and Procedures and answer any questions you may have. Station Representatives are also welcome to attend our Volunteer Orientations at any time.

**It is important to call in your reservation if you plan to attend an Orientation.**

## Commitment

A schedule enables the volunteer station to prepare appropriate work for volunteers. A volunteer who is ill or unavailable, should notify the R.S.V.P. staff in either the Bedford office 734-850-6044 or the Monroe office 734-241-8181.



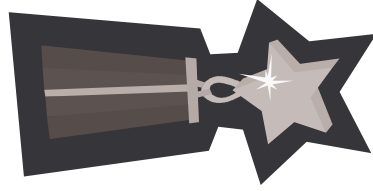
## Volunteer Separation

R.S.V.P. policy states that we must designate any volunteer who is absent from service for twelve consecutive months as being inactive, but we are always happy to re-instate a volunteer whenever the volunteer becomes active again.

## Conduct

R.S.V.P. volunteers should conduct themselves in accordance with the volunteer station guidelines. This may include requirements for training, attendance and dress codes.

Federal guidelines mandate that R.S.V.P. volunteers shall NOT act in a way which results in R.S.V.P. being identified with political activities. Religious activities such as preaching, religious instruction, worship service cannot be claimed as volunteer service hours for the Retired & Senior Volunteer Program either.

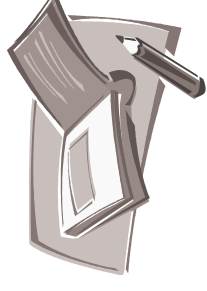


## Record Keeping

Record keeping of the “R.S.V.P. Monthly Time Sheet” is extremely important to ensure continued funding of the program. The Monthly Time Sheets enable staff to keep tally of all the volunteer hours and record requests for mileage and meal reimbursement. You may start recording your volunteer time from the time you leave your home until the time you return.

Complete instructions can be found in the Policies & Procedures Manual which is located at the back of this handbook.

The R.S.V.P. Monthly Time Sheet should be mailed or hand-delivered, to either the Bedford or Monroe R.S.V.P. offices by the 5th of each month for the previous month. Volunteers requesting reimbursement for mileage and/or meals need to have the station supervisor sign the R.S.V.P. Monthly Time Sheet. Each volunteer needs to sign their report also. We are now requiring that you MUST turn in your signed and checked Timesheets by the 5th of the following month or no reimbursement will be allowed. We have found it too difficult to maintain a balanced budget when 2, 3 or even 4 months of Timesheets, requesting reimbursement are submitted at one time.



## Mileage & Meals

Some transportation reimbursement funds are available for R.S.V.P. volunteers who find the cost of transportation a hardship. Volunteers may receive assistance with the cost of transportation to and from their volunteer assignment. Only the volunteer driver may request mileage reimbursement. R.S.V.P. volunteers who work four hours, or more at any one time may request reimbursement for meals. **TIME TAKEN FOR MEALS CANNOT BE INCLUDED AS PART OF THE FOUR WORKING HOURS.** A pink meal ticket will be issued to a volunteer to purchase lunch at most senior citizen's centers. A volunteer may choose to dine at another location. RSVP meal tickets are non-transferable. Some stations provide meals to their volunteers as a courtesy for, and in appreciation of, their volunteer efforts. (Individual Senior Citizen Center policies supersede R.S.V.P. policies for tickets earned at each individual Senior Citizen Center).

In order for reimbursements to be mailed in a timely fashion, the completed and signed R.S.V.P. Monthly Time Sheet **must** be returned to either of the R.S.V.P. offices by the 5th of each month. The station supervisor must sign these completed forms also.

The Office of Service to the Aging (OSA) and the Corporation for National and Community Service (CNCS) mandates that a request for mileage and meals reimbursement **must** be checked, listed and signed by the volunteer on the R.S.V.P. Monthly Time Sheet.

Refer to the policies and procedures manual for complete procedures.

## Confidentiality

Volunteers should be aware that certain client and agency information is confidential. Names, telephone numbers or any other information which might identify a client **must never** be released to others outside of the specific R.S.V.P. station, or the R.S.V.P. staff.

Breach of confidentiality may consist of:

Talking about a client to:

- family members
- friends

Talking about a client:

- in an inappropriate place
- to his/her family in an inappropriate place

