



Retired and Senior Volunteer Program

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www.volunteergb.org

Volunteer Handbook

Retired & Senior Volunteer Program

Sharing the Experience of a Lifetime!



***THANK YOU for your interest in volunteering!
Your community needs YOU!***

Has your contact information changed?

Please call our office at 920-429-9445 when:

- your address changes
- you change or add volunteer jobs
- you are looking for a new volunteer assignment
- you are no longer volunteering

RSVP Program Overview

Our program mission is to provide meaningful volunteer opportunities for persons age 55 or over. Since the beginning of the program, volunteers have responded to local community needs in many service areas.

There are no requirements regarding education, income or experience for you to become an RSVP volunteer. We assist you in finding volunteer assignments that match your interests and abilities. Continuous follow-up, recognition, and referral are also provided.

As an RSVP volunteer, you will be eligible for program benefits that include transportation reimbursement, insurance coverage, and an annual recognition event.

Short-Term Volunteer Option

You can also choose to be a Short-Term Volunteer. Short-Term Volunteers support the community by helping with one-time, limited term volunteer needs that arise. These volunteer opportunities can vary from a special event at a local agency to a natural or man-made disaster at which extra support is needed. You decide what you want to do and need only help where you feel comfortable. Contact the RSVP staff for more information.

RSVP Program Benefits

Transportation Reimbursement

Transportation reimbursement is available to help defray the costs of getting to and from your volunteer assignment. It is not

designed to cover all of the transportation costs, but to assist with making volunteering available to more people by limiting out-of-pocket expenses.

Mileage is currently reimbursed at a rate of \$0.20 per mile up to 150 miles maximum per month. The same monthly maximum (\$30.00) applies to bus, taxi, or special transportation fees.

If you wish to be reimbursed, you must complete an RSVP Travel Reimbursement form and have the form signed by the supervisor at each of your volunteer sites.

Transportation reimbursement will be made quarterly, based on the following schedule:

- January through March after April 15
- April through June after July 15
- July through September after Oct. 15
- October through December after Jan. 15

Form 1099 Tax Exemption

If you receive any reimbursement for expenses from the agency at which you volunteer, these agencies are required by law to provide year-end statements (Form 1099) of reimbursed costs to include with your tax return. However, any cost reimbursement from RSVP directly or from the agency at which you volunteer is not considered income for tax purposes if you are a registered RSVP volunteer.

Recognition

A Recognition Event for RSVP volunteers is held in spring each year. Volunteers who have recorded hours of service during the previous calendar year will be invited to the event at no charge.

Insurance

Insurance is provided free of charge for all registered RSVP volunteers. From the time you leave home until you return from your volunteer activity, you are covered by the insurance plan. The coverage includes:

1. Accident Insurance

This covers you for a personal injury arising from your volunteer activities while you are traveling to or from your volunteer site, during volunteer service, and while you are participating in an RSVP sponsored activity.

2. Personal Liability

This coverage protects you for a personal injury or property damage liability claims arising from your performance as a volunteer.

3. Excess Automobile Liability

This protects you for a bodily injury or property damage claim arising while using your own automobile to drive to and from your volunteer assignment. Drivers are required to keep in effect the minimum automobile liability coverage required by state law. RSVP coverage supplements other insurance carried by the volunteer.

If you have an accident that results in a personal injury or a liability claim, contact the RSVP office as soon as possible. Also, notify your supervisor at the volunteer site immediately.

RSVP Requirements to Receive Benefits

Hours

Members must complete and submit at least one volunteer hour every 6 months to remain active with RSVP. If you

are unable to serve for more than 6 months, please contact the RSVP office. We will place you on the inactive list, as it is federal policy that volunteers be placed on the inactive list after 6 months of inactivity. If you or your partner agency have not submitted hours to the RSVP office after 6 months, you will automatically be placed on the inactive list. You can reactivate your RSVP membership at any time. When you are ready to serve, just call and we will happily return you to the active list.

Reporting volunteered hours to the RSVP office is extremely important because:

1. RSVP insurance provides coverage when accidents occur during volunteer assignments. In order to prove the accident occurred while you were volunteering, your hours must be recorded as documentation.
2. If you wish to remain an active RSVP volunteer, the only way the RSVP office can tell you are still volunteering is when you report the hours you worked.
3. At the end of each quarter of the year, RSVP must submit detailed reports of RSVP volunteer hours to federal and state funding sources. If the individual hour reports are not submitted, the quarterly reports are not accurate or complete.

Hours are reported to RSVP through several methods:

1. Quarterly, hour request forms are emailed by the RSVP office to your volunteer site supervisor. It is important to always sign in and sign out each time

you volunteer so the agency for which you work has an accurate account of your hours.

2. If the agency at which you volunteer does not keep track of your hours, you need to submit your hours to the RSVP office using either:
 - a. Volunteer Hours Quarterly Report
 - b. Travel Reimbursement Forms

Both reports are available from the RSVP office.

Your Rights as a Volunteer

- Be fully informed of the extent of duties, time commitment and responsibilities involved in any task, before you make a commitment.
- Be assigned a responsibility that is worthwhile and meets your needs.
- Receive available information and assistance to carry out your responsibilities. Be provided appropriate orientation, training, and supervision.
- Be treated by your peers and the agency's staff with the respect due any co-worker.
- Know whether or not your work is effective and how it can be improved. Be honest with your supervisor about your satisfaction with the assignment.
- Know that you can return to the RSVP office for alternative referral, if the suggested placement is no longer appropriate for you.

Your Responsibilities as a Volunteer

- Realistically outline your time and energy limitations and how much responsibility you can handle.
- Ask questions when you do not understand something such as an activity you are asked to do, required procedures for your job, who your direct supervisor is, or agency service goals.
- Keep track of your volunteer hours. Make sure they are being reported to our office, either by you or by your site supervisor. Your volunteered hours are important to our funding sources, for our local recognition events, and if you have an insurance claim.
- Phone your site supervisor if you cannot work when scheduled.
- Consider all information about the agency or clients with whom you are working to be confidential.

Volunteer Termination

An RSVP volunteer can be removed from service for cause. Grounds for removal include but are not limited to: extensive and unauthorized absences; misconduct; inability to perform assignments; participating in prohibited activities during service hours; or failure to accept supervision.

Volunteer Grievance Process

If a volunteer has a grievance at his/her station, he/she should attempt to resolve the problem with the station supervisor. If this does not resolve the situation, the volunteer should contact the RSVP Director, who will attempt to resolve the matter with the volunteer and the station supervisor. The final step is for the volunteer to have a meeting with an RSVP Advisory Council member, the RSVP Director, and the station supervisor. If an adequate solution hasn't been found by all parties, then an alternate placement for the volunteer will be found.

Limitations for RSVP Volunteers

Due to the nature and source of our funding, we **are not permitted** to place RSVP volunteers in the following service areas:

1. Political activities, including lobbying.
2. Religious instruction, worship services, or any form of preaching. RSVP is only able to support mission-based activities that may be faith-based such as a soup kitchen or a food pantry that is in the church and supported by the church. Please note that volunteer service has to be open to all volunteers (no discrimination), not just those associated with that faith community.
3. An activity which would otherwise be performed by an employed worker or which could supplant the hiring of a worker.

Limitations also include the structure of the service:

1. No discrimination. RSVP stations cannot have policies that state they only accept certain parties. RSVP stations have to be open to all people who want to serve.
2. There cannot be any circumstances that imply that there is a fee-for-service provided by an RSVP volunteer.

Pass the Word

Not everyone is interested in doing volunteer work, but many people would be interested if they understood the variety of work and scheduling flexibility that are available. Please encourage others to find out more about how RSVP can be their vehicle to new learning experiences, friendships, and accomplishments while continuing to make an impact in their community.

