

VOLUNTEER HANDBOOK

United Way
RSVP of Marathon County
Connecting Volunteers 55+ to Community Needs



UNITED WAY RSVP OF MARATHON COUNTY
United Way of Marathon County
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Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 

United Way
of Marathon County



RSVP of Marathon County is funded by the Corporation for National & Community Service and is sponsored locally by United Way of Marathon County.



Welcome to RSVP

Welcome to United Way RSVP of Marathon County! You have joined a program that exists all across the United States. RSVP means to respond, and that is exactly what you are doing by becoming a volunteer. You are responding to help meet critical community needs by giving of your time, skills, knowledge and experience to local organizations.

This handbook was prepared to help acquaint you with all aspects of the program and we hope will be helpful in answering your questions about RSVP. If you have any concerns or questions at any time about your volunteer service, please feel free to contact me.

Thank you for sharing the gifts of your time and talents in making a difference in our community. We are committed to making your volunteer experience meaningful, enjoyable and personally rewarding.

Sincerely,

Tony Omernik

RSVP Director

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WHAT IS RSVP?

RSVP is a nationwide program which connects persons 55 and over to opportunities to contribute volunteer support locally to nonprofit agencies and organizations in Marathon County. RSVP Volunteers fill critical community needs by using the talents and experiences they have gained throughout their lifetime.

MISSION STATEMENT

RSVP's mission is to engage persons 55 years and over in volunteer service to meet critical community needs and to provide a quality experience that will enrich the lives of the volunteers through significant community service work and personal development.

HISTORY

RSVP is a federal grant funded program which began in 1971 and is administered by the Corporation for National and Community Service. **RSVP is America's largest** volunteer network for people age 55 and over. There are over 450,000 participants across the nation who are providing valuable services in their communities. Locally, RSVP is sponsored by United Way of Marathon County which received a grant from the Corporation for National and Community Service to bring the program to our community. RSVP programs have been providing services in 17 Wisconsin communities for many years.

NON-DISCRIMINATION

No person, on the basis of race or national origin, sex, color, religion, political affiliation, sexual orientation or disability shall be excluded from membership or participation in the activities and benefits of RSVP.

VOLUNTEER BENEFITS

VOLUNTEER PLACEMENT HELP

Whether you're just getting started in volunteering or have been a longtime volunteer, RSVP provides you with personalized volunteer placement assistance to help you get easily connected with the right volunteer opportunity for you. We'll help you make sure your talents, skills, and interests are being utilized in the best way that is personally meaningful for you. RSVP helps to ensure you are aware of all the opportunities that fit your criteria for volunteering and then helps you to get easily connected. After meeting with the agency, you decide if that is the right fit for you. RSVP also arranges for agency visits, tours, observer experiences and other ways to check out a potential volunteer opportunity before making a commitment.

United Way RSVP works with over 40 nonprofit agencies in Marathon County that are part of the RSVP volunteer network. A complete list is included in your packet.

INSURANCE

All RSVP Volunteers receive supplemental auto liability, accident and volunteer liability insurance which is in effect only when volunteering at designated RSVP Volunteer Stations. All insurance provided by RSVP is secondary to your current provider. Please see pages 11-13 for additional insurance details.

MONTHLY NEWSLETTER

Another RSVP member benefit is the monthly newsletter which provides you with information on many free educational programs and other events. The newsletter is sent by email or regular mail if you do not have email access.

COMMUNITY CONNECTION CALENDAR

Check out the RSVP Calendar for information on FREE or LOW COST events and activities which support a healthy, active lifestyle for older adults in our community at: www.unitedwaymc.org/rsvp



COFFEE SOCIAL/INFORMATIONAL EVENTS

Monthly Community Coffee Hours offer an opportunity to meet new people and get a behind the scenes look at local nonprofits. Learn about their mission, discover how they use volunteers and tour their facilities. RSVP also presents other monthly free informational and social programs to promote healthy, active living. We invite you to bring a friend or neighbor to these events as they are free and open to the public.

RECOGNITION

All active RSVP Volunteers will receive an invitation to the Annual Recognition Luncheon held each Spring. This event is free to RSVP Volunteers.

United Way RSVP is proud to present the **President's Volunteer Service Award** to RSVP volunteers based on hours of service. Once an RSVP Volunteer, we will track all your hours at RSVP Volunteer Stations using your timesheets. Recipients receive a certificate, a signed letter from the President and a pin based on their award level. Award categories are as follows:



Bronze level (100-249 hours in a single year)

Silver level (250-499 hours in a single year)

Gold level (500 or more hours in a single year)

Lifetime Service Award (4,000 or more hours over a lifetime)

OTHER BENEFITS

Doing good feels good and is good for you! In fact, 98% of RSVP Volunteers report that their service has improved their knowledge, health or social connectedness. Over the past two decades, a growing body of research indicates that volunteering provides individual health benefits in addition to social benefits. Those who volunteer have lower mortality rates, greater functional ability and lower rates of **depression later in life compared to those who don't volunteer. Volunteers who** devote about 100 hours per year are most likely to exhibit these positive health outcomes, and older adults receive the greatest benefits from volunteering.

GETTING STARTED



RSVP

WHERE CAN YOU VOLUNTEER?

RSVP Volunteers may choose from a list of Volunteer Stations throughout Marathon County that have a signed agreement with the RSVP office. These Volunteer Stations are public agencies, private non-profit organizations or proprietary health-care agencies. The supplemental insurance benefits are only provided when volunteering at RSVP Volunteer Stations. These stations provide orientation, in-service instruction and special training for RSVP Volunteers as needed.

IN-HOME ASSIGNMENTS

When RSVP Volunteers enter a person's home to provide a volunteer service, a *Letter of Agreement* needs to be signed by the volunteer and the person being visited to confirm the service to be provided. This document is normally taken care of by the RSVP Volunteer Station in arranging for services to their clients.

ACTIVE MEMBERSHIP

Volunteers must complete and submit at least one volunteer hour every 12 months to remain active with RSVP. If you are unable to serve for more than 12 months, please contact the RSVP office. We will place you on the temporary inactive list so you will continue to receive mailings and RSVP information. When you are ready to volunteer again, just call and we will happily return you to the active list.

INACTIVE VOLUNTEERS

It is federal policy that volunteers be placed on the inactive list after 12 months of inactivity. If you have not reported volunteer hours to the RSVP office after 12 months, you will automatically be placed on the inactive list. You can contact us at any time to return to the active RSVP volunteer list.



VOLUNTEER HOURS

- Reporting of hours is necessary to maintain your insurance and other RSVP program benefits. It is also required for grant reporting purposes—some stations like AARP Tax Aide, ADRC-CW, American Red Cross, Aspirus Lifeline, Bethesda Lutheran Thrift Store, Blessings in a Backpack, Catholic Charities, Faith in Action, **Good News Project, Neighbors' Place, North Central Health Care, Ramp Up Marathon County, St. Vincent DePaul, United Way Reading Program, and Women's Community** report your hours for you so you don't need to do anything more!
- Notify all stations where you volunteer that you are affiliated with RSVP.
- Submit your monthly timesheet signed by you - if your Volunteer Station does not submit your hours for you.
- All time you spend volunteering or in training at your volunteer station counts as volunteer time, but the time traveling to and from your home to the Volunteer Station does not count as volunteer time. Attending RSVP Monthly Coffee Hours, VolunteerFEST and the RSVP Volunteer Appreciation Luncheon all count as volunteer time as part of the RSVP program as training events.

SUBMITTING HOURS

There are multiple ways to submit your monthly timesheet to the RSVP office. Please choose one of the following options if your volunteer station does NOT submit your hours on your behalf.

- Online reporting at <http://www.unitedwaymc.org/rsvp.htm> and click on Electronic Timesheet
- Mail the form to RSVP: 705 S. 24th Ave., Ste. 400B, Wausau, WI 54401
- Email the completed form: tomernik@unitedwaymc.org
- Fax the completed form to RSVP: 715-848-2929



VOLUNTEER RESPONSIBILITIES

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- Be prompt, dependable and reliable as a volunteer. Notify the station supervisor of necessary absences as far in advance as possible.
- Record hours so that they can be submitted to the RSVP office. Avoid recording volunteer hours on RSVP timesheets which are spent performing religious or political activities.
- Inform RSVP staff and your station supervisor(s) of address, telephone or email changes.
- Adhere to the policies and procedures of the agency for which you are volunteering.
- Report all accidents to RSVP staff and your station supervisor. Remember RSVP carries secondary volunteer insurance and can file a claim on your behalf if notified of the accident.
- Maintain confidentiality. All information on clients, patients and station business is private and must not be discussed.
- Call RSVP if you have any problems regarding your volunteer assignment that cannot be resolved with your station supervisor or if you would like to change or add to your assignment.
- Wear your RSVP nametag or other RSVP identification while volunteering. Every RSVP Volunteer will receive an RSVP pin.



VOLUNTEER RIGHTS

RSVP

VOLUNTEER RIGHTS

- You will receive an orientation packet on the RSVP's purpose, service programs, insurance coverage and volunteer opportunities.
- You can expect to be referred to a volunteer assignment where your skills and experience will be used to the best advantage.
- You can expect to feel welcome and to be treated with respect at your volunteer site.
- You will receive on-site orientation and training to comfortably perform your assigned volunteer tasks by the Volunteer Station.
- The Volunteer Station and the RSVP staff will be available to help with any questions or concerns.
- You have the right to expect your volunteer experience to be meaningful to you. If you are dissatisfied with your assignment, RSVP will attempt to find you another position.
- You have the right to change your assignment, to try new skills or to advance to more challenging tasks. Call the RSVP office to start that process.
- You have the right to a grievance procedure which provides a means of presenting grievances without fear of reprisals and an appeal process in the event of a termination or other adverse action. Contact the RSVP Director for more information if needed.



CONDUCT

When volunteering, a RSVP Volunteer must follow the policies and procedures of the Volunteer Station at which they are volunteering. This includes requirements for training, attendance, dress code or any other guidelines established by the Volunteer Station. Any concerns regarding the agency should be taken first to the station supervisor. If concerns are not resolved, please contact the RSVP Director.

VOLUNTEER SEPARATION

Volunteers may terminate their volunteer assignment at any time by notifying the RSVP Director. RSVP staff will assist the volunteer in locating an alternate volunteer placement when requested. The RSVP Director or a Volunteer Station may separate an RSVP volunteer for cause, including but not limited to, excessive or unauthorized absences, misconduct, breach in confidentiality or inability to perform assignments or accept supervision.

GRIEVANCE PROCEDURE and APPEAL PROCESS

While we will strive to provide every RSVP Volunteer with a meaningful and positive volunteer experience, we realize that a situation could occur in which a volunteer believes that he/she may have been treated adversely either by the Volunteer Station or RSVP program. In either situation, we do have a grievance procedure in place. Contact the RSVP Director if you would like more information on that process.



EXCESS ACCIDENTAL MEDICAL COVERAGE

This coverage is in excess of Medicare and any other insurance that you have in place. The excess accident medical coverage will pay up to \$50,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in, volunteer-related activities. Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident.

Other than X-rays, dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit is \$900 per accident.

This coverage also provides up to \$50 for repair or replacement of eyeglass frames and up to \$50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum payment under this coverage, including dental and eyeglass expenses, is \$50,000. This insurance does not duplicate benefits payable under Medicare or any other valid and collectible insurance coverage.

Accidental Death and Dismemberment Coverage

In addition to the accident medical coverage, the underwriter will pay benefits for death or loss of limb or sight, occurring within one year as a result of a covered accident. See coverage details at www.cimaworld.com.

Exclusions to Accident Insurance- A complete listing of the exclusions is detailed in the insurance policy. Please go to www.cimaworld.com for details.

EXCESS VOLUNTEER LIABILITY INSURANCE

All RSVP Volunteers (collectively) are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence. This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties. This coverage is in excess of and noncontributing with any other valid and collectible insurance you may have.

Exclusions to Volunteer Liability Insurance- A complete listing of the exclusions is included in the insurance policy details, available at www.cimaworld.com.

EXCESS AUTOMOBILE LIABILITY INSURANCE

This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance applies only after your own **insurance is exhausted, or the policy's retention has been exceeded. This coverage** is in effect only while driving your personal vehicle in performing your volunteer assignment, NOT to and from the Volunteer Station.

The liability policy is written at a combined single limit (including both bodily injury and property damage) of \$500,000 each accident. This insurance is in excess of the greater of:

- \$50,000 each accident
- an amount equal to the applicable limits of liability of any other collectible insurance
- an amount equal to the minimum limit of liability required under the motor vehicle financial responsibilities laws of the state in which the accident occurs.

It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.

Exclusions to Excess Automobile Liability Insurance- A complete listing of the exclusions is in the policy details, available at www.cimaworld.com.



COMMONLY ASKED INSURANCE QUESTIONS

- My car was damaged in an accident while I was volunteering; will you cover my deductible for the repairs?
No; the coverage is for liability claims only. There is no coverage for damage to your car.
- Medicare says that your insurance should pay first. What should I do?
CIMA can help! Their coverage is specifically excess over Medicare. Call CIMA at 800-468-4200, and they will assist you.
- I see that the policy provides excess protection if I cause bodily injury or property damage. What if there is an allegation of sexual misconduct or sexual abuse?
The policy does not provide protection in the event of a criminal proceeding, but it may provide protection in the event of a civil proceeding. You would be entitled to a defense against an allegation of sexual abuse or sexual misconduct under the personal liability contract. *However, the policy would not defend or indemnify you if you admitted wrongdoing or if the allegations against you proved true.*
- How do I file a claim?
For any type of claim, contact the RSVP Director first. We will sit down with you and help you complete the needed forms and file them correctly. Provide as much detail as possible about the incident and obtain any police reports. We will then pass this information to CIMA, along with a statement that you were volunteering at the time of the incident. For a claim against you alleging that you caused bodily injury or property damage while volunteering, be sure to inform the RSVP Director immediately.

Further Questions? Visit www.cimaworld.com for policies along with additional information concerning the extent and limitations of these policies.



THANK YOU!

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment or smallest act of caring, all of which have the potential to turn a life around.” - Leo Buscaglia



HELPFUL WEBSITES

RSVP of Marathon County: www.unitedwaymc.org/rsvp

RSVP Community Connection Calendar:
<http://www.unitedwaymc.org/rsvpcalendar.htm>

United Way Volunteer Connection: www.unitedwaymc.org/volunteer

Corporation for National and Community Service: www.cncs.gov

CIMA Insurance: www.cimaworld.com

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