

## VOLUNTEER RESPONSIBILITIES

Though unpaid, volunteers still have responsibilities. As a volunteer you must be prepared to fulfill your volunteer commitment as agreed with your supervisor.

### Tips for a satisfying volunteer experience:

- Be open and honest regarding expectations, goals & skills.
- Carry out duties promptly and reliably.
- Accept only realistic assignments and have a clear understanding of the job. Ask clarifying questions!
- Accept guidance & direction from staff and volunteers.
- Participate in trainings as required.
- Follow the organization's dress code.
- Respect confidentiality.
- Discuss satisfactions, dissatisfactions and suggestions for upgrading or changing of your volunteer assignments with your supervisor.
- Be punctual, and notify your supervisor of absences as much in advance as possible.
- Be alert, sober and drug free while volunteering.
- Remain open to constructive feedback from your supervisor and others.
- Contact RSVP for a new assignment if the one you have is no longer a good fit or if you'd enjoy an additional assignment.

**Contact us any time with your questions and suggestions!**



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# RSVP

## Lead With Experience

**RETIRED & SENIOR  
VOLUNTEER PROGRAM  
RSVP  
VOLUNTEER HANDBOOK**

Volunteers ages 55+

who provide

**Wisdom**

**Experience**

**& Commitment**

Responding to the Community Needs  
in Orange County



[WWW.VOLUNTEERCENTER.ORG](http://WWW.VOLUNTEERCENTER.ORG)

(714) 953-5757

## WELCOME TO RSVP

Dear new RSVP volunteer:

A warm welcome to RSVP. Your desire to serve the Orange County community is appreciated. Volunteering with RSVP brings benefit to the community, the nonprofit organizations, and to *you*, the volunteer.

This handbook has been compiled to introduce you to RSVP. It will help you to become familiar with the operating guidelines both for RSVP and the organization where you will be volunteering. Read this handbook and keep it handy to make your RSVP experience as effective and rewarding as possible.

The RSVP staff are ready to help you whenever the need arises. Please feel free to give us a call any time.

Best wishes,



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## TRANSPORTATION REIMBURSEMENT

If the expense of travel to and from your RSVP volunteer site presents a financial burden (as defined by you), a modest transportation reimbursement is available as a benefit of your membership with RSVP.

1. Request for reimbursement should be made on your site's monthly timesheet (where you report your hours). Simply note your miles or public transportation expenses in the mileage row. If this is not made available at your site, talk to your supervisor or contact RSVP.
2. Reimbursement is for the round trip from your home to your volunteer site. If your site requests that you drive additional miles that are non-essential (to run errands, pick up office supplies, go to the post office, etc.), you can *not* be reimbursed for those miles. Those who are engaged with home meal delivery or friendly visits to the homebound *can* be reimbursed for your trips to clients' homes, since you are in essence driving to volunteer sites.
3. If you are carpooling with other RSVP volunteers, only the driver can request mileage reimbursement.
4. Volunteers who drive must have a valid driver's license with the expiration date on file with RSVP (as indicated on your RSVP Registration Form). It is your responsibility to notify the RSVP office when you renew your license.
5. RSVP will reimburse you for public transportation expenses or mileage at the rate of 25 cents per mile for a maximum of \$25 each month. Checks are issued quarterly, and are mailed to your home by month's end following close of each quarter. (Example—For mileage reported for Jan-Mar, you'll receive a check by the *end* of Apr.)
6. Due to current bank charges and administrative costs, mileage less than 20 miles per quarter or final amounts under \$5 will not be reimbursable.

## RSVP INSURANCE BENEFITS

It doesn't happen often, but when it does, the results can be serious. . . A volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of being an RSVP member is that you are provided supplemental insurance protection in case these things happen to you. There are three kinds of coverage provided:

- Excess Accident Medical Coverage
- Excess Volunteer Liability Insurance
- Excess Automobile Liability Insurance

It is important to remember that all drivers must maintain their own auto liability coverage as required by the State of California. This information must be listed on your RSVP Registration Form and you must notify the RSVP office of changes to your insurance coverage.

A brochure with policy limits and information on specific coverage is included in your RSVP "Welcome Packet."

## REPORTING ACCIDENTS

If you have an accident while volunteering, you must immediately report it to your supervisor. To file a claim, you must obtain and complete a Proof of Loss form and submit it to our office along with copies of itemized medical bills. The Proof of Loss report form is available from our office. Refer to the insurance brochure for information on coverage.

## RSVP NEWS

Our newsletter is published 3 times a year, and you are now on our mailing list to receive the next issue. Members are invited to contribute news, stories and photos on any aspect of service.

## RSVP HISTORY

In 1971, Congress instituted a new program to utilize the experience and talents of our senior adults for an innovative program: the Retired & Senior Volunteer Program (RSVP). Shortly thereafter, Volunteer Center Orange County established a local RSVP program.

In over 750 RSVP programs nationwide in 2006, over 450,000 volunteers served more than 65,000 nonprofit community organizations, providing 78 million hours of service.

In Orange County, we currently have about 1,200 volunteers enrolled, who serve at over fifty nonprofit organizations.

Now *you* are part of this important national service initiative!

## ELIGIBILITY

Anyone aged 55 and above who is willing and able to volunteer at a qualified Orange County RSVP site can enroll as an RSVP member regardless of income, religion, creed, ethnic or national origin, political affiliation, physical challenge, or sexual orientation. An RSVP volunteer must be willing to accept training, supervision and feedback as required, be fully capable of meeting and performing the requirements of the volunteer position, and uphold the policies of RSVP.

To qualify for benefits you must remain an active volunteer at participating RSVP agencies. Please let us know if you will be inactive for any period of time lasting one month or longer. This may be due to any reason—vacation plans, surgery, illness, family crisis, or even just needing to take a break. An *unexplained* absence from your volunteer assignment of more than one month may result in your membership with RSVP being terminated. It can be renewed again at your request.

## RSVP FUNDING & SPONSORSHIP

RSVP receives 70% of its funding from the Corporation for National and Community Service, an independent federal agency that reports to Congress. The remaining 30% is funded by sponsoring agency Volunteer Center Orange County, various local grants, corporate sponsors, in-kind donations, and even monetary donations from individuals like you. Our total annual budget is \$195,000. Donations welcome!

## NAME BADGES & OUTREACH

We count on our members to spread the word to their friends and family about the RSVP program. Enclosed in your “Welcome Packet” is an RSVP name badge (not included if you have already accepted an assignment with a police department). We ask that you wear this when you are “on duty” (unless your site has a dress-code that prohibits the wearing of this badge). You are our ambassadors to the community. You can share with people the benefit that you receive from volunteering, the benefits of membership with RSVP, and refer them to our office or website for information and/or to enroll. A reported 74% of people are willing to volunteer when invited to do so, so please make that important invitation. Please return the name badge to us if you cannot wear it or when you are ready to retire from RSVP service. You can also help to distribute mini-posters and fliers out in the community—we will mail these to you upon request.

If you have a special passion for bringing people into service, the RSVP program is seeking outreach volunteers. You will receive training to represent RSVP at fairs and other community events. If you have an interest in public speaking we can also train you to make presentations on RSVP to churches, senior centers, etc. Contact us if this sounds like fun!

## REPORTING VOLUNTEER HOURS

RSVP volunteers in Orange County donated over 220,000 hours last year to community service. The estimated value of a volunteer hour in California is \$21.97 (Independent Sector study). Based on that figure, our Orange County RSVP volunteers offered over \$4.8 million in service!

Every hour you volunteer is a valuable contribution that needs to be documented for our reports. Our funding sources require that we compile statistics and describe the activity of the RSVP volunteers. In fact, the statistics are reported to Congress. Also, the complimentary insurance benefit provided to you is valid only when your hours are reported on a monthly basis. Reporting of hours is also important in our efforts to recognize every volunteer’s contribution.

Your volunteer site has a timesheet on which to track your hours. Please be diligent about the accurate and timely reporting of your hours. We cannot accept hours submitted more than one month late.

Under the national rules of RSVP, we are not permitted to include volunteer time for political organizations or for volunteer jobs where the primary duty is fundraising. Additionally, we can only accept volunteer hours from sites that have a current partner agreement with our RSVP office.

## PRESIDENTIAL SERVICE AWARDS

As an active RSVP volunteer, you are eligible to earn a Presidential Volunteer Service Award. These awards are given when you reach certain benchmarks in service.

- **Bronze** for 100-249 RSVP hours served in a calendar year
- **Silver** for 250-499 RSVP hours served in a calendar year
- **Gold** for 500+ RSVP hours served in a calendar year
- **Call to Service Award** for 4,000+ RSVP lifetime hours