Retired and Senior Volunteer Program has a policy of equal opportunity. Regulations prohibit any discrimination based on race; color; national origin; home language; gender; age; political affiliation; religion; sexual orientation; or a physical or mental disability.

Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in. ~Author Unknown~

Thank you for your service!

RSVP Volunteer Handbook
Retired & Senior Volunteer Program
RSVP Program Manager, Jane Covella

823 Commerce Loop
Port Townsend, WA 98368
(360) 385-2571
(360) 385-8185 fax
jcovella@olycap.org
www.olycap.org
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Assignment Termination:
If, for any reason, a volunteer does not want to remain at a volunteer site (station), the volunteer may request re-assignment. RSVP may separate a volunteer for cause, including but not limited to: frequent or unauthorized absences, misconduct, lack of respect for confidentiality, inability to perform assignments, harassment of clients, or unwillingness to accept supervision. We work with each volunteer to identify more appropriate volunteer assignments if a volunteer wishes to be moved to another volunteer position and has proven the ability to get along at their former work site.

Appeal for an “adverse action” of a RSVP volunteer must be placed in writing to the RSVP Program Manager. A copy must be sent to the RSVP Advisory Council. The Advisory Council will then conduct an investigation for the individual requesting the appeal.

Within a month, the Advisory Council will respond in writing for possible assignment termination, or will notify the volunteer if the Advisory Council disagrees with the ‘adverse action’ taken by RSVP and the job manager. The Advisory Council will list all ‘corrective action’ reasons in writing then take action required to correct the situation. We will make every effort to keep volunteers on the job if they have been performing professionally in their job duties!
Maintaining Volunteer Records—We Need Your Help!

RSVP is required by the Corporation for National and Community Service to maintain accurate records of individual volunteer hours. While we attempt to keep volunteer recordkeeping to a minimum, we require that volunteers report volunteer hours monthly to the RSVP office.

Volunteer reports of “hours served” are essential to show the community and current and prospective funders the valuable amount of service RSVP volunteers provide. Hours served document the time each volunteer serves for PVSA recognition and helps volunteer liability insurance coverage.

Volunteers are required to send a signed timesheet or personal email to the local RSVP office by the 5th of each month reflecting dates and hours of volunteer hours worked the preceding month.

**Please report hours promptly.** Late reports create extra difficulty and expense. Some sites collect hours as a group. Your RSVP representative will inform you if that is the case at your site.

If hours are not reported immediately it is still important they be reported. Your time is valuable and we want to document it.

Welcome to RSVP!

Thank you for becoming a member of Senior Corps: RSVP of Jefferson and Clallam Counties. We appreciate your spirit of service! Your experience, skill and time will impact the lives of those you serve—and will be greatly appreciated by the community agencies and programs you serve.

**RSVP Mission Statement:**
The Retired and Senior Volunteer Program of Jefferson and Clallam Counties has a dual purpose: Engage people 55 and older in volunteer service to meet critical community needs and to provide a high quality experience, enriching the lives of volunteers and those they serve.

**RSVP - Local and National Service:**
When you join RSVP as a volunteer in your community, your efforts also become a part of national service under the auspices of the Corporation for National and Community Service (CNCS), part of the National and Community Service Trust Act of 1993.

**A Word From Our Local Sponsor:**
RSVP of Jefferson and Clallam Counties is sponsored by Olympic Community Action Programs (OlyCAP), a nonprofit organization started in 1966-dedicated to enhancing the quality of life of individuals, families, the elderly, children and youth, and people with disabilities in Jefferson and Clallam Counties. "Helping people—changing lives"
RSVP Provides Service To Communities:
RSVP enhances programs by recruiting and placing volunteers in public and private non-profit organizations. In 2019, 308 RSVP members contributed more than 50,000 volunteer hours across Jefferson and Clallam Counties.

Agencies and programs sign a Memorandum of Understanding with RSVP describing program requirements, working relationships and mutual responsibilities. Along with recruiting and placing volunteers, RSVP processes monthly volunteer timesheets, records service hours, provides supplemental liability insurance and hosts volunteer recognition events. RSVP informs volunteers about National Service events and provides a major role in several projects within both counties.

RSVP Advisory Council:
The RSVP Advisory Council consists of program staff, representatives of volunteer stations and other organizations promoting the well-being of older adults and the communities we serve. At least 50% of the Council members are 55 years of age or older. The RSVP Advisory Council meets quarterly throughout the year. These volunteer members are also prepared to listen to any grievances, which may occur with either a volunteer or site managers, to resolve disputes.

Volunteers are under no obligation to accept any position unless they wish to do so. The volunteer will call the RSVP office to confirm his or her decision regarding the prospective job assignment.

Scheduling Volunteer Assignments:
RSVP makes every effort to accommodate volunteer scheduling preferences. RSVP is able to accommodate the needs of “snow birds”, people who have family obligations or vacation plans. There are a variety of volunteer opportunities: short-term, long-term, or one time events. We can tailor schedules to each volunteer.
**Expectations of RSVP Volunteers:**
- Report for volunteer service as scheduled
- Remain positive, upbeat, and appropriate behavior
- Perform duties to the best of your ability
- Be respectful—keep timesheet records, personal information and conversations concerning agency programs, its employees, and the people served confidential

Contact RSVP if any problems or unsettling situations arise. Report volunteer hours to the RSVP Volunteer Coordinator, Program Manager, or your site manager in a timely manner by phone, e-mail, or in person. Timesheets are due by the 5th of every month.

The following are **prohibited political activities**: Voter registration; transporting voters to polls; efforts to influence legislation; and other electoral activities while volunteering and representing RSVP.

**Registration:**
Contact the RSVP office to arrange an interview or to request a registration/information packet. An RSVP staff member will schedule a meeting to meet with prospective volunteers and arrange interviews prior to being placed at a work site station. A registration form can be completed during the first meeting or can be mailed to the RSVP office. RSVP will contact new members after reviewing completed and signed applications. Once a prospective volunteer has been accepted, passed other processing guidelines related to required background checks and permitting for job duties, a brief orientation about RSVP will be given by phone or in person. All available opportunities will be discussed with prospective volunteers.

**Funding Sources:**
RSVP of Jefferson and Clallam Counties, sponsored by Olympic Community Action Programs, is funded in part by the following sources:

- The Corporation for National and Community Service (CNCS)
- Washington State Department of Commerce
- Local Fund Raising

**Volunteers: The Heart of Every Community**

**Who is eligible to become an RSVP Volunteer?**
Anyone 55 years of age or older living in Jefferson or Clallam County willing to serve their respective community on a voluntary basis may register with RSVP.

**Volunteers Represent All Walks of Life:**
There are no restrictions based on income, race, education, experience, gender, disabling conditions, religion, national origin, employment history or political affiliation. We make a conscious effort to recruit volunteers who reflect the diversity and richness of our communities.
Benefits - Supplemental Insurance:
While participating in community service, RSVP volunteers are covered, at no cost, by accident and personal liability insurance. When a volunteer’s job requires driving, they are covered by excess auto liability, considered secondary coverage and supplemental to the volunteer’s primary auto insurance coverage.

Communications from the RSVP Office:
RSVP volunteers receive newsletters, emails and personal visits at each site throughout the year by RSVP staff members and Advisory Council members.

Recognition Activities:
Active RSVP members will be invited to events where contributions to their community are recognized.

Awards:
Various awards may be given for outstanding volunteer work including The President’s Volunteer Service Award (PVSA) and the Governor’s Award.

Personal Benefits:
- Master new skills.
- Share wisdom and experience.
- Have a real impact on the lives of neighbors and youth.
- Be part of a national conversation about what work needs to be done across the country - and the truly dedicated volunteers who do this work!

Types of Volunteer Opportunities Available:
RSVP staff will spend time with you to discover your skills and interests, inform you of the needs of registered RSVP program sites and the community.

There are several service opportunities available for individuals, couples and groups with non-profit agencies and programs. You have the flexibility to decide on a regular work schedule and the amount of hours you would like to work. Volunteers are also invited to participate in one-time assignments, episodic scheduling, special events and annual national service projects.

Opportunities Include:
- Healthy Futures - Food Banks, ECHHO & Volunteer Services
- K-12 Success - School Education with Elementary Schools and Tutoring at the Boys & Girls Clubs
- School Readiness - Head Start
- Aging in Place - Encore’s Adult Day and Respite Care
- Senior Nutrition - Congregate and Home Delivered Meal Programs
- Veteran and Family Members - Vet Connect
- Emergency Services - Support for OlyCAP