

Louisville Metro/Jefferson County

**RSVP**

(**R**etired & **S**enior **V**olunteer **P**rogram)

## **VOLUNTEER HANDBOOK**



701 W. Ormsby

Louisville, KY 40203

(502) 574-1530

[www.louisvilleky.gov](http://www.louisvilleky.gov) (Click Volunteer!)

*Corporation for*  
**NATIONAL &  
COMMUNITY  
SERVICE** 



DEPARTMENT OF  
**COMMUNITY  
SERVICES**

# TABLE OF CONTENTS



<b>Program Overview</b>	<b>3</b>
• History	3
• Mission/Vision/Goals	4
• Communication	5
<b>Enrollment Information</b>	<b>6</b>
• Volunteer Requirements	6
• Enrollment Policy/Procedure	6
• Volunteer Rights	7
• Volunteer Obligations	8
<b>Benefits</b>	<b>9</b>
• Insurance	9
• Travel Reimbursement	9
• Recognition	10
• Training	10
• Leadership	10
<b>Policies &amp; Procedures</b>	<b>11</b>
• Appeals	11
• Leave	11
• Termination	11
• Reinstatement	11
<b>Notes</b>	<b>Back Cover</b>

Member Name \_\_\_\_\_

I received and signed for this RSVP Member Handbook on \_\_\_\_\_

Date \_\_\_\_\_

## Program Overview

---

### History

The Louisville Metro Retired and Senior Volunteer Program (RSVP) is a regional affiliate of the Corporation of National & Community Service, and has served Louisville and Jefferson County since 1973. RSVP recruits, supports, and promotes recognition of adult volunteers age 55 and better for their volunteer service with local agencies.

RSVP has had a dynamic history with many transitions and accomplishments. The program was originally established in Jefferson County by Metro United Way, transitioned to Louisville Metro Community Action Partnership in 1999, until its current home with Louisville Metro Community Services where it has been since 2010. Over the past 40+ years, the RSVP program has had a total of over 13,000 active volunteers! RSVP volunteers have served in a wide variety of service agencies, touching all areas of need in the local Louisville community. Many volunteers, service sites, and staff have received prestigious honors and awards over the years.

Honors and Awards presented to RSVP volunteers, service stations, and staff:

Corporation for National & Community Service Impact Award (Best Practices – Healthy Futures)

WLKY Bell Award (Spirit of Jefferson)

J.C. Penney Golden Rule Award

Jean Bocko - Humana Gold Award

Jefferson County “Senior of the Year” Award

Shawnee H.S. Hall of Fame Inductee

Ford Acts “John Breitenstein Award”

Several Governor’s Awards

(for National Service Volunteers & for State Volunteer Coordinator)

Points of Light Award

Participants were International Olympic Games Torch bearers

Kentucky Association for Adult & Continuing Education (KAACE) Outstanding Volunteer Award

And many more!



Aside from the awards and the statistics, RSVP is about SENIORS and the positive impact they can make by generously providing their service to the community. RSVP members have averaged over 80,000 hours of service annually for the last decade, which translates to an economic impact of over \$1.8 million! We’re so glad you chose to be a part of this nationwide movement.

## Program Overview

---

### Mission

Louisville Metro RSVP recruits, supports and promotes recognition of adult volunteers age 55 and over for their volunteer service with affiliated not-for-profits, public service and proprietary care facilities in efforts to have positive impact on community needs.

### Vision

RSVP sees motivated, senior volunteers as a vital force for the future through their past experience, current day caring, dedication and active participation in their community

### Goals

- Raise awareness of opportunities for senior volunteerism through RSVP
- Increase the number and diversity of active RSVP senior volunteers in the Metro Louisville area
- Assist partner agencies with development of priority area volunteer positions to best utilize RSVP volunteers
- Maintain funding levels for reasonable, supportive program benefits for seniors to stay engaged in service
- To promote local and national awareness for the positive impact of RSVP volunteers' community service
- To help seniors develop within themselves an improved self-image and, as available and desired, new volunteer skills and leadership qualities through fellowship and training.



## Program Overview

---

### Communication

RSVP staff welcomes any communication you want to engage us in and there are a variety of ways you can do that!

General Information: 701 W. Ormsby Avenue, 2<sup>nd</sup> Floor Louisville, KY 40203

(502) 574-1530 FAX: (502) 574-6912

<https://louisvilleky.gov/government/community-services/volunteer-help>

Program Staff: Marian Gosling, Program Director

(502) 574-7306

[Marian.gosling@louisvilleky.gov](mailto:Marian.gosling@louisvilleky.gov)

Tina Murphy , Volunteer Coordinator

(502) 574-7305

[Tina.murphy@louisvilleky.gov](mailto:Tina.murphy@louisvilleky.gov)

There are also a variety of ways RSVP staff will communicate with you!

Quarterly Newsletter

Annual Volunteer Experience Survey

Email/Mail Correspondence (announcements, event invitations, etc.)

Telephone Correspondence (check-ins, general questions, etc.)

## Enrollment Information

---

### Volunteer Requirements

Although volunteerism and service is universal, RSVP is specifically tailored to fit needs of senior volunteers. The requirements for RSVP membership are as follows:

- Adults 55 and older are eligible to be RSVP members
- Volunteers must commit to and provide a minimum of 3-4 hours of service at an RSVP partner location within each 6 month calendar period to maintain “Active” status
- RSVP applicants must complete the required enrollment processes for both RSVP and the placement location.
- Volunteers are required to notify RSVP staff of any change in address, phone contact number, a leave of absence or decision to terminate membership with RSVP (see Policies & Procedures)

### Enrollment Process

Applying and enrollment

- RSVP staff will be happy to meet with you in person to provide program information - discuss your interests, skills, and expectations for service. If necessary, this initial contact can be by phone or email. We will explore opportunities and schedules that fit community needs and your volunteer goals. We will also explain your FREE RSVP benefits while volunteering!
- Next step- Complete your RSVP Enrollment Form (available in both paper and electronic form) and return it to RSVP staff (by mail, email, or in person – see Communication) with your final choice(s) for volunteer position(s).
- Once RSVP has verified your ID, age eligibility, staff will contact the volunteer station with your interest and contact information. The service station coordinator/supervisor will contact you for any further training and/or your appointment to begin volunteering!
- RSVP Volunteers who will serve regularly within other independent Louisville Metro Government Programs will also need to complete an additional enrollment process and will receive an additional Louisville Metro Volunteer Handbook.



## Enrollment Information

---

### Volunteer Rights

Once you've applied and enrolled as an RSVP member, you are entitled to specific rights that we hope will make your service and experience more enjoyable. As an RSVP volunteer you have the right to:

- Not be discriminated against on the basis of race, creed, gender identity or orientation, economic status, educational attainment, place of origin, limited English proficiency or ethnic heritage. RSVP is compliant with the American Disabilities Act in that at least a portion of all service sites are accessible to potential volunteers that may need reasonable accommodation for service.
- Be matched with an opportunity that produces results
- Receive orientation and position training to match your volunteer responsibilities
- Receive alternative volunteer placement if you find your original volunteer assignment unacceptable for non-disciplinary reasons
- Be treated with respect, fairness and dignity by RSVP staff, station staff and fellow volunteers
- Expect that your volunteer service will enhance the quality of your life
- Have your personal information kept confidential and safe
- Appeal any adverse action taken against you as a result of your volunteer service, as defined by the Appeal Procedure (see Policies & Procedures)
- Inclusion in invitations to RSVP events while actively volunteering
- Inclusion in RSVP communications relevant to priority service areas or membership in total.
- Inclusion in RSVP giveaway offers as quantity, availability and budget allows while actively volunteering
- Expect staff initial response within 2 working days of contact for questions, non-emergency needs, etc. (Staff absences and/or annual holidays may cause *infrequent* exceptions.)
- RSVP reserves the right to refuse any prospect application, to request a change in or to limit placements.



## Enrollment Information

---

### Volunteer Obligations

With any commitment comes responsibilities, and there are a few obligations that accompany RSVP membership. RSVP staff expects RSVP members to:

- Verify and sign monthly timesheets and travel forms (if travel reimbursement is requested)
- Keep the schedule you and your station agree upon
- Work in harmony with others (volunteers, staff, and community members)
- Accept supervision as required and use your talents / skills to the best of your ability
- Work to be a positive role model to family, friends and in the community
- Work with care and participate in on-site, annual safety training session
- Keep on-site privilege information confidential (i.e. client, fellow volunteer or staff)
- Notify staff of any changes in personal information (address, phone, email, etc.)
- Abstain from religious or political promotion/activism while performing RSVP scheduled duties
- Abstain from any words or actions that may be considered as discriminatory, threatening or as sexual harassment and therefore disruptive to your site's operations in nature
- Contact the RSVP office when changing positions and before adding, changing or dropping service locations.
- Remember that you, as an RSVP volunteer, are an at-large representative of Louisville Metro Government and must treat ALL citizens, clients and co-workers with respect, dignity and patience.



## Benefits

### Insurance

We all know accidents happen and they can especially happen when we're in a new location and doing new things. For that reason, RSVP provides members with supplemental volunteer insurance. This covers you during your time volunteering at your service station. When you apply and enroll you are provided with your insurance card and a brochure that explains the coverage as well as how to file a claim. Just for quick reference, here are the coverage areas of the insurance program:



- Excess Accident Medical Coverage – Limited coverage for costs of medical / dental treatment, repair of primary eyeglasses as the result of a accidental injury while performing volunteer duties
- Excess Volunteer Liability Insurance – Coverage in the event your personal actions are liable for a bodily injury or property damage claim while performing volunteer duties
- Excess Automobile Liability Insurance – Extra layer of bodily injury and property coverage for those accidents that exceed your personal car insurance limits while using your vehicle to perform your volunteer duties (coverage does **not** apply to damage to your vehicle)
- Excess Life & Dismemberment Insurance – If death or a dismemberment (loss of limb or eye) injury occurs by accident during volunteer duty time

**ANY personal or car accident occurring while on RSVP volunteer “time” must be reported immediately to your Site Manager and, within 36 hours, to the RSVP office at 574-7305 or 574-7306!!**

### Travel Reimbursement

Louisville Metro RSVP is one of the few programs in the country that has maintained the commitment to provide a travel reimbursement benefit option for volunteers in need in getting to and from service stations. Volunteers in need may also request travel reimbursement for attending an RSVP or assigned-site held volunteer program recognition event or training.

- 2016-17 personal automobile reimbursement will be paid at the rate of \$0.54/mile, but shall max at \$6.00/day
- Public and para-transit reimbursement will be paid at actual bus fares w/max rate of \$6.00/day to cover fare costs
- In general, volunteers must provide a minimum of 3 hours of service per day of reimbursement request.
- In order to be reimbursed for automobile transportation volunteers must provide personal driver's license Information, primary car insurance carrier information, and a completed W-9 for registration in Payables.
- Volunteers must provide RSVP staff with a *fully completed* travel reimbursement form immediately following the month of incurred travel costs.

## Benefits

---

### Recognition

RSVP Volunteers play an important role in the community and are deserving of recognition! RSVP will sponsor an annual recognition effort with admittance at no cost to all active volunteers (volunteers who have served at least 3 hours in the past 6 months). This has historically been a luncheon with activities and “Milestone Awards” for service achievements in years. Volunteer Station Coordinators/Supervisors, Senior Service Advisory Council members, Public Officials, and other interested parties will be invited to increase the public’s awareness. Personal guests of RSVP members may also attend the event - at a reasonable cost, to be determined. RSVP staff also encourages all volunteer stations to internally “recognize” the service of volunteers throughout the year.

### Training

While initial orientations/training are required, the Louisville Metro RSVP is also among premier programs in providing an annual refresher or “In-service” training. These combined training/social events help everyone brush up on their skills and (hopefully) also learn something new. The annual RSVP In-service training is free and open to all active volunteers. The public and guests are invited at a nominal cost to cover expenses.

Volunteers are also invited to attend the periodic Kentucky Senior Service Corps’ (KSSC) Conference – a statewide volunteer connecting ALL Kentucky RSVP volunteers for relevant training and fellowship. Other resources and information on senior lifestyles, local tourism and volunteer services in Kentucky are also usually contained in the conference agenda.



### Leadership

Louisville Metro RSVP and our sister program, Louisville Metro Foster Grandparent Program (FGP), share a Senior Service Corps Advisory Council, which helps steer the programs and functions of each program. Advisory Council members are encouraged to assist with at least one area of operations: recognition, in-service training, fundraising, volunteer recruitment, public relations and annual program evaluations.

RSVP members are welcomed and encouraged to apply for this leadership role after at least one year of regular service. Advisory Council members serve an initial term of 3 years of monthly meetings and service with a sub-committee. Contact RSVP staff for more information on getting involved with the Senior Service Corps Advisory Council.

## Other Policies & Procedures

---

### Voluntary Requests for Leave

Things come up, accidents happen, certainly people get sick, and RSVP staff understands that. In the event that you need to take an extended leave of more than 30 days, please notify your service station supervisor and RSVP staff within 5 service days. Normal RSVP “active” membership benefits lapse after 6 months of inactive participation.

### Termination

Although we would love for everyone to perform their RSVP duties successfully, without conflict and according to agreed-upon schedules; we know that’s not always possible. Volunteers can and will be terminated by sites and RSVP for disruptive conduct, policy infractions and or extended unexplained absence. An explanation for “dismissed or termination” is requested from the site and a confidential notation is made to the RSVP volunteer’s personnel file.

In the event that a volunteer is *planning* to “retire” or terminate membership with RSVP, they should contact both RSVP Staff and their Service Station Supervisor to notify them of the decision as far in advance as possible.

### Appeals

RSVP is committed to fair and just relations with its volunteers. Volunteers with an issue or conflict are entitled to appeal their issue with RSVP staff and have RSVP staff follow the procedure listed below..

Volunteers with a grievance should follow the appeal procedure listed below:

- Contact RSVP Volunteer Coordinator within five service days and verbally discuss the grievance
- If satisfactory solution is not obtained within five days of the conference with the RSVP Volunteer Coordinator, the Volunteer should contact the RSVP Director in writing.
- If a satisfactory solution has not been obtained after following the previous steps, then within five days the Volunteer may submit, in writing, the grievance for additional review by designated staff of Louisville Metro Community Services.

### Reinstatement

RSVP Volunteers who previously left membership in good standing (i.e. did not terminate membership due to conflict with RSVP policies, RSVP staff, service station staff, or other volunteers), may request reinstatement of membership and placement assistance. All RSVP member benefits resume upon reinstatement; Annual Recognition milestone awards will also resume the count of membership years regardless of break in service if break taken is 5 months or less.

**RSVP does reserve the right to refuse to membership reinstatement or to do new volunteer placement (s) for a volunteer previously terminated by site(s) for improper behavior or excessive unexcused absences.**

My personal notes about what I've read in this handbook:

---

---

---

---

Who or what do I want to help while I'm an **RSVP** volunteer?

---

---

---

What do I want to accomplish *for myself* as an **RSVP** volunteer?

---

---

---

## You - as an **RSVP** volunteer

Earning the **R**espect of your family and friends

Continuing to **S**hape our community's future

Expanding your **V**ision of life ... and your legacy

Being a **P**eer role model

RSVP sites where I've served:

<hr/>	<hr/>

Awards and "Pats on the Back":

<hr/>	<hr/>

**Thank you for joining **RSVP**!**