

Retired Senior Volunteer Program of Tulsa, Inc.



VOLUNTEER HANDBOOK

Contents

RSVP Program Overview

What is RSVP?

Who Is An RSVP Volunteer?

It's Up To You!

Where Do RSVP Volunteers Serve?

Benefits of RSVP Membership

Keys to Volunteer Success

Reporting Volunteer Service Hours

Questions and Answers

Volunteer Training

Background Checks

Acceptance of Gifts or Payment for Services

Driving and Your Personal Safety

No Cost Insurance from RSVP

Membership Status

RSVP Membership Dismissal

RSVP Equal Opportunity Policy

RSVP Internal Grievance Procedure for Volunteers

Helpful Numbers

Helpful Contacts

Volunteer Hours Reports

RSVP Mission, Goals & Vision

RSVP Program Overview

RSVP supports volunteers with:

- RSVP handbook
- Suitable and meaningful volunteer assignment
- Assistance in changing or adding volunteer assignments
- Support in resolving volunteer-related challenges
- Newsletters
- Weekly E-Updates
- Regular contact with the RSVP staff
- Annual recognition and gift
- Opportunity to develop new friendships
- Connection to your community
- Free supplemental accident and liability insurance
- Free *Power Up!* computer classes

An RSVP volunteer agrees to:

- Support RSVP's goals and policies
- Report volunteer hours to RSVP each month
- Volunteer training at the agency site
- Accept supervision
- Maintain confidentiality
- Be dependable and professional
- Inform RSVP if you have an accident while volunteering
- Maintain minimum auto liability coverage required by state law
- Wear RSVP name tag, if provided, while volunteering
- Inform the RSVP staff of any conflicts or need for re-assignment or change in volunteer status

What is RSVP?

RSVP is volunteers! **The RSVP mission is to match the talents and interests of volunteers 55 and over to meaningful efforts that enhance the quality of our community.** Volunteers serve at 501(c)3 non-profit and public agencies throughout Tulsa, Creek, Wagoner, Washington and Osage counties in Oklahoma. The Tulsa project, one of the original pilot programs started in 1971, was sponsored by Tulsa Metropolitan Ministries and became incorporated in 1976. Today RSVP Tulsa is part of a network of over 760 RSVP's throughout the United States. Our funding sources include the Corporation for National and Community Service, Tulsa Area United Way, Oklahoma Department of Aging Services, numerous local foundations, private corporations and many individual donors.

Who Is An RSVP Volunteer?

Anyone 55 years of age or older is eligible and welcome. Everyone has something to give in order to help make a difference in our community. Call, e-mail or contact us through our web site and we will spend the necessary time required to connect you to a volunteer placement that is rewarding and meaningful to you.

I

t's Up to You!

RSVP volunteers tackle a variety of community needs and choose how, where and when to serve. You choose the type of impact you wish to have on your community while utilizing your interests, skills, and experience. You can volunteer on a regular schedule or just one time for a special event - or both!

RSVP volunteers provide invaluable community service to non-profit and public agencies in Tulsa and surrounding county service area. You may decide to select an assignment for the new challenge and learning it offers. Or you may want to continue volunteering in your profession or by sharing skills acquired through a hobby or sport or by choosing a special population of people to serve.

Some volunteers help with special events that offer variety without long-term commitment. Special events include such happenings as home tours, seasonal events, races, art shows, dramatic and musical performances, public health clinics, and the list goes on and on.

Where Do RSVP Volunteers Serve?

RSVP volunteers can be seen all around the community in any one of 300 plus partner agencies. The opportunities are as varied as the organizations we serve including: the arts, schools, health organizations, social services, environment, local libraries and museums, Tulsa International Airport, municipal courts to name just a few possibilities. In County service areas, volunteers provide much needed medical transportation services, exercise classes, and special holiday assistance for needy fellow seniors.

RSVP and its partner agencies sign a Memorandum of Understanding (MOU) that outlines and explains the RSVP mission and service. The MOU defines the relationship between RSVP and the agency regarding volunteers. This document formalizes and strengthens the relationship. It is reviewed and renewed every three years.

County Programs of RSVP Tulsa

- **Washington:** Washington County RSVP provides projects & event support for non-profits one-time events in addition to additional volunteer recruitment. Volunteers are active in crisis outreach and literacy.
- **Creek and Wagoner County:** Medical Transportation

Volunteer drivers provide transportation for seniors to medical appointments and grocery shopping a handicapped bus or their own personal vehicles.

- **Wagoner County:** Holiday Food Baskets and Senior Angel Tree, Pen Pals with Teague Elementary School, Volunteers in Ellington Kindergartens

RSVP volunteers assist with intake, wrapping, packing and delivery of baskets of food and gifts to seniors during the holidays.

Benefits of RSVP Membership

As an RSVP volunteer, you are part of a large group of citizens with the same interests and goals – working together to solve problems, to improve quality of life and to impact positive change in communities. [Additional benefits include:](#)

- A large variety of volunteer service opportunities and ongoing support and assistance in your volunteer work
- Free supplemental liability insurance coverage while on assignment
- Annual recognition events and gift
- RSVP newsletters
- RSVP e-mail updates – we include new opportunities and helpful information!
- Opportunity to share in the fun and camaraderie of RSVP events and parties
- The chance to meet new RSVP friends

Keys to Volunteer Success

1. RSVP Partner Agency Responsibilities

RSVP asks partner agencies to provide the following to new RSVP volunteers:

- An orientation to inform of the agency history, mission, grievance procedures and other pertinent policies.
- Training and ongoing support.
- The name of the on-site volunteer supervisor for directions and support.

2. RSVP Volunteer Responsibilities

RSVP volunteers are sought because you are responsible, knowledgeable, caring, and professional. As an agency community of volunteers, we want new members to continue to represent those traditions.

- [Be dependable](#). Every volunteer assignment is important. Please observe the days and hours agreed upon. If you cannot avoid being absent or late, please call your volunteer supervisor.
- [Respect others](#). RSVP volunteers work with people of diverse racial, ethnic or economic backgrounds. All people need to be treated with equal dignity and worth.
- [Practice confidentiality](#). Agency clients are entitled to privacy. Please pass the word about your work as an RSVP volunteer, but do not share information regarding a client of the agency. It is expected that RSVP members will safeguard and protect confidential information at all times.
- [Be well groomed, clean, and appropriately attired](#). Conduct and appearance as a volunteer reflects the image of seniors and RSVP.
- [Promote RSVP on the volunteer job](#). Wear your RSVP button or identification while volunteering.

- **RSVP supports a drug-free, healthful and safe environment.** The legal use of prescribed drugs is permitted while volunteering when it does not impair your ability to perform the tasks safely and effectively.
- **Report your hours of volunteer service.** RSVP is not allowed to collect hours served at political or family activities or at church except for community outreach projects such as a meal kitchen or pantry, a housing facility, or other direct service.

Why report your hours of service?

Volunteer hour statistics make a powerful statement about the effectiveness of volunteers 55 and over. Your attention assists us in showing our communities that older citizens are a resource to be valued. In addition, RSVP funding sources require the information, and service hours reports are required to keep your free RSVP supplemental insurance in effect.

Volunteers can report their hours monthly by calling the RSVP office at 280-8656 or your local county office or e-mailing rsvp@rsvptulsa.org. Report the number of hours worked at each agency and any hours spent helping someone who needs assistance such as transportation to a doctor appointment or homemaking help.

Thank You!

Questions from Volunteers

Q. I travel. Can I still volunteer?

A. That is the great thing about being a volunteer – you can plan your personal schedule. Try to plan as much in advance as possible and then let your agency contact know so there is time to make adjustments for your absence.

Q. What if I am scheduled to work a special event and I become ill the night before?

A. Call the contact person at the agency for whom you are volunteering to let them know you cannot report so other arrangements can be made.

Q. What if I am no longer challenged or enjoying my volunteer placement?

A. If you are ready for a change, just contact the RSVP Coordinator of Volunteer Services who will be happy to connect you to a new opportunity.

Q. What if I have a conflict or problem with the agency?

A. RSVP wants you to be satisfied with your volunteer work. You may wish to register your concern with your volunteer supervisor at the agency at which you are volunteering. Agencies will work with you to resolve differences and misunderstandings. If you believe the problem to be more serious, follow the agency grievance procedure and inform RSVP that you have filed a formal grievance. If you choose not to do so, RSVP will intervene on your behalf to assist with a graceful exit and find a new

volunteer opportunity for you.

Policies

- **Volunteer Training**

RSVP wants volunteers to be able to participate in volunteer training opportunities. RSVP will provide training, when applicable, to volunteers who directly support RSVP-sponsored programs. RSVP members volunteering for community non-profit organizations are encouraged to attend training opportunities provided by the organization he/she is serving when appropriate and invited.

- **Background Checks**

To assist in the process of appropriate volunteer placement, RSVP may access public criminal records for any registered volunteer. As well, the volunteer job of interest to you may also require a background check by the agency.

- **Acceptance of Gifts or Payment for Services**

RSVP volunteers may not accept gifts or contributions of any kind from persons being served by an RSVP sponsored program.

- **Regarding Donations**

People who express interest in making a contribution to RSVP should be referred to the Executive Director at the RSVP office.

- **Driving and Your Personal Safety**

RSVP volunteers who drive their own vehicle to and from volunteer assignments, and/or serve as a volunteer driver, are required to keep in effect the minimum automobile liability coverage required by state law. If you have an accident while driving to or from your volunteer assignment, or while serving as a volunteer driver, it is required that you contact the RSVP office as soon as possible.

- Note: The supplemental accident and automobile insurance coverage provided free of charge by RSVP to registered members is valid only when you carry the minimum automobile liability coverage required by state law.

To ensure personal safety while performing your volunteer activity and driving to and from your volunteer activity, RSVP encourages the following:

- Wear your seat belt and require passengers to wear seat belts at all times.
- Obey all traffic laws.
- Always have your license and insurance verification with you when driving.
- Keep doors locked when driving and while parked.

- Avoid driving when tired or taking medication that causes drowsiness.

No Cost Supplemental Insurance from RSVP

RSVP provides supplemental insurance coverage to all registered members, at no cost to the member. This coverage is effective to, from, and during your involvement in RSVP-related volunteer activity for volunteer active and reporting hours to RSVP each month. This policy does not take the place of your private insurance policy. It is a supplement to your personal insurance, designed to eliminate out-of-pocket expense for volunteer-related accidents.

Coverage includes:

- Excess Accident – Covers personal injuries you receive during RSVP-related volunteer activity. Coverage includes medical treatment, hospitalization, and dental and eyeglass repair as a result of an accident.
- Accidental Death/Dismemberment – Covers loss of limb, sight or life as a result of a RSVP related volunteer activity. Loss of life benefit will be paid to your designated beneficiary.
- Personal Liability – Protects you from personal injury, bodily injury or property damage liability claims arising out of your performance as an RSVP volunteer, and provides for legal defense if necessary.
- Excess Automobile Liability – Protects you from bodily injury or property damage claims arising as a result of using your personal vehicle in connection with RSVP-related volunteer activity. Note: This coverage does not provide benefits for physical damage to your vehicle.

Membership Status

If due to extenuating circumstances, such as illness, taking care of a loved one, traveling, or temporarily residing out of the program's service area, you wish to go on inactive status, please contact the RSVP office. We will be happy to note when we can contact you to re-activate your volunteer service. If circumstances warrant you considering withdrawing from RSVP, please let us know. Membership will be terminated if you are inactive from volunteer service for one hundred eighty (180) consecutive days.

RSVP Membership Dismissal

A volunteer may be dismissed for the following reasons:

- Misconduct
- Unsatisfactory performance
- Breach of confidentiality
- Inappropriate behavior
- Disregard of policies and procedures

- Health unacceptable to the point of being a hazard to self or others
- Extensive absences
- Inability to perform assignment or accept supervision
- Suitable assignment not available

RSVP Equal Opportunity Policy

RSVP is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, including discrimination against race, color, national origin, age, religion, disability, and sexual orientation. Discrimination in any form will not be tolerated.

If you experience or witness unlawful discrimination or harassment in your volunteer activities, report it immediately to the RSVP executive director and/or your volunteer-site supervisor.

Reasonable accommodation for persons with disabilities will be made available upon advance notice for meetings, hearings, or conferences. Volunteers were honored with the Life Time Service Award at the annual volunteer recognition luncheon.

RSVP Internal Grievance Procedure for Volunteers

Any RSVP member volunteering directly with RSVP who feels aggrieved by an action or an RSVP staff decision may appeal for reconsideration by taking the following steps:

- Step 1. Discussion with your RSVP staff supervisor within ten working days of the event. If the situation is not resolved to your satisfaction, proceed to Step 2.
- Step 2. Discussion with the RSVP Director of Volunteers within five working days of the completion of Step 1. If the situation is not resolved to your satisfaction, proceed to Step 3.
- Step 3. Discussion with the RSVP Executive Director within ten working days of the completion of Step 2.
- Step 4. Appeal to the RSVP Board of Directors Executive Committee. If this step is taken, the grievance should be put in writing, contain the specific basics for dissatisfaction and be addressed the RSVP Executive Director, with a copy mailed to the Board President within ten working days after completion of Step 3.
- Step 5. A hearing will be arranged between the volunteer and the RSVP Board of Directors Executive Committee within ten working days after the completion of Step 4.
- Step 6. The Executive Committee will formulate a recommendation to the RSVP Executive Director within five working days after the completion of Step 5.
- Step 7. The RSVP volunteer will be notified, in writing, of the final decision within five working days after the completion of Step 6.

Information:

Website: www.rsvptulsa.org

RSVP of Tulsa, Inc.

Tulsa Phone: 918-280-8656

Tulsa Fax : 918-280-8659

Claudia Meiling, Executive Director

Claudia@rsvptulsa.org

Sherry Clark, Director of Volunteers

sherry@rsvptulsa.org

Betty Groth, Special Events &
Community Relations Manager

betty@rsvptulsa.org

Gary Ann Tomkalski, Coordinator of
Volunteer Services

garyann@rsvptulsa.org

Diana Askins, Office & Project Manager

diana@rsvptulsa.org

To report volunteer hours:

rsvp@rsvptulsa.org

Washington and Osage County

Bartlesville Phone: 918-336-0330

Bartlesville Email: rsvpbartlesville@yahoo.com

County Coordinator: Ann Dougherty

To report volunteer hours:

rsvpbartlesville@yahoo.com

Creek County

Sapulpa Phone: : 918-227-3844

Sapulpa Email: rsvpcreekcounty@tulsconnect.com

County Coordinator: Lafaune Krampf

To report volunteer hours:

rsvpcreekcounty@tulsconnect.com

Wagoner County

Wagoner Phone: 918-485-8992

Wagoner Email: wagonerrsvp@windstream.com

County Coordinator: Diana Cooper

To report volunteer hours:

wagonerrsvp@windstream.com