

RSVP

VOLUNTEER HANDBOOK



*Retired Senior Volunteer Program of Tulsa, Inc.
serving Creek, Tulsa, Wagoner, Washington
and Osage counties in Oklahoma*

www.rsvptulsa.org



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Congratulations!

We are excited to have you as a volunteer with RSVP Tulsa! RSVP(Retired Senior Volunteer Program) is part of Senior Corps, America's largest volunteer network for people 55 and over with more than 300,000 volunteers serving nationwide since 1971. We hope you have many years of rewarding service as an RSVP volunteer.

Since its beginning, RSVP has relied on volunteers like you to carry out its mission of meeting essential needs in our local community. We present this handbook to you as a guide for your volunteer experience and as a resource of RSVP services. Please keep it handy and contact your local RSVP staff as needed.

Welcome to our family of RSVP volunteers!

RSVP



RSVP gratefully acknowledges the financial support of the Corporation for National and Community Service, Tulsa Area United Way, OKDHS Aging Services, as well as many local corporate, foundations and individual contributors.



RSVP Program Overview

What is RSVP?

RSVP is volunteers! The purpose of RSVP 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. RSVP Tulsa, one of the original national pilot programs begun in 1971, was originally sponsored by Tulsa Metropolitan Ministries and became incorporated in 1976. Today RSVP of Tulsa, Inc., is part of a network of RSVP's throughout the world. 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 to help make a difference in our community. Call, e-mail or contact us through the RSVP website, and we will help connect you to a rewarding volunteer placement.

RSVP agrees to provide:

- ◆ RSVP Volunteer Handbook
- ◆ Suitable and meaningful volunteer assignment (s)
- ◆ Assistance in changing or adding a volunteer assignment
- ◆ Support in resolving volunteer-related challenges
- ◆ Quarterly newsletters
- ◆ Weekly email updates
- ◆ Regular contact from the RSVP staff
- ◆ Annual recognition event
- ◆ Opportunity to develop new friendships
- ◆ Connection to your community and purpose
- ◆ Free supplemental accident and liability insurance

An RSVP Volunteer agrees to:

- ◆ Support RSVP's goals and policies
- ◆ Report volunteer hours to RSVP by the 10th of each month
- ◆ Attend training at the partner 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

You Are Invited

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 a combination of both.

RSVP volunteers provide invaluable community service to non-profit and public agencies in Tulsa and surrounding county service areas. You may decide to select an assignment for the new challenge and learning it offers, 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 want to help with short-term special events that offer a variety of service experience without a long-term commitment. Special events include home tours, seasonal events, races, art shows, dramatic and musical performances, public health clinics, and many others.



RSVP special event volunteers serve short-term projects for RSVP or partner agencies.

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 arts, schools, health organizations, public safety and judicial system, social services, environmental agencies, local libraries, museums, and the airport to name just a few possibilities.

RSVP and each RSVP partner agency 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.



RSVP Programs

In addition to partner agency volunteer opportunities, RSVP volunteers may select an assignment with an RSVP-sponsored program. These are collaborative efforts with other agencies to address identified community needs.

*RSVP Court Watch volunteer working
with Tulsa County Courthouse clerk.*



Benefits of Becoming an RSVP Volunteer

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 create positive changes in communities.

Additional benefits include:

- ◆ A large variety of volunteer service opportunities and on-going support and assistance in your volunteer work
- ◆ Free supplemental liability insurance coverage while on assignment
- ◆ Annual recognition events and gift
- ◆ RSVP quarterly newsletters
- ◆ RSVP weekly e-mail updates – we include new volunteer opportunities and information of interest to seniors
- ◆ Opportunity to share in the fun and camaraderie of RSVP events and parties
- ◆ The chance to meet new friends with common interests
- ◆ Recognition for 4,000 hours of service with presentation of the President's Lifetime Achievement Award at the annual volunteer appreciation event



Keys to Volunteer Success

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

- ◆ An orientation to inform you of the agency history, mission, grievance procedures, and other policies pertinent to your service at the agency location
- ◆ Training and ongoing support
- ◆ The name of the volunteer supervisor for you to contact and the contact procedure, should you have questions

RSVP volunteers are sought after because they are responsible, knowledgeable, caring, and wise. As an agency community of volunteers, RSVP strives to encourage new volunteers in the continuation of those traditions.

- ◆ *Be dependable.* Every volunteer assignment is important; your service is depended upon by the hosting agency. 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. It is RSVP practice to treat people with dignity and respect.
- ◆ *Practice confidentiality.* Agency clients are entitled to privacy. Please share with friends about your work as an RSVP volunteer, but do not share information regarding a client of the agency. It is expected that RSVP volunteers will safeguard and protect confidential information and human dignity 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 lapel pin while volunteering.
- ◆ *Support 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.* Volunteers are required to report service hours by the 10th of each month by calling the RSVP office, or emailing rsvp@rsvptulsa.org.

Report to RSVP the number of hours worked at each agency where you serve, and any hours spent helping someone who needs assistance, such as transportation to a doctor's appointment or homemaking help.

RSVP does not document service hours at political or family activities, or at church except for community outreach projects such as a meal kitchen, food pantry, or a housing facility.

Why does RSVP document your service hours?

Volunteer hour statistics make a powerful statement about the value and effectiveness of volunteers 55 years and over to communities. Your attention to reporting your hours served each month assists RSVP in showing our communities that older citizens are to be valued. In addition, RSVP's funding sources require this information and your hours are required to keep your free supplemental insurance in effect.

Volunteer Training

RSVP supports volunteers who want to attend volunteer training opportunities. RSVP provides training, when appropriate, to volunteers who are directly serving in RSVP-sponsored programs.

Background Checks

To assist in the process of appropriate volunteer placement, RSVP may occasionally access public criminal records for any registered volunteer at no cost to the volunteer. In addition, the partner agency may require a background check for the volunteer assignment of interest to you.

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. Those who want to make a contribution should be referred to the RSVP office at 918-280-8656.

Driving and Your Personal Safety

RSVP volunteers who drive their own vehicle to and from volunteer assignments, or serve as a volunteer driver, are required to keep in effect the minimum automobile liability coverage required by Oklahoma state law.



RSVP Airport Ambassador volunteer assists airline passenger at Tulsa International Airport.

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

Should you have an accident while serving as a volunteer driver, it is required that you contact the RSVP office as soon as possible.

To ensure personal safety while performing your volunteer activities, 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 with you when driving.
- ◆ Keep doors locked when driving and while parked.
- ◆ Avoid driving when tired or taking medication that causes drowsiness.

N o C o s t S u p p l e m e n t a l I n s u r a n c e f r o m R S V P

RSVP provides supplemental insurance coverage to all registered volunteers at no cost to the volunteer. This coverage is effective during your involvement in RSVP-related volunteer service as long as you remain active and reporting service 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.

Supplemental 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.**

RSVP Grandfriend volunteers serve with school-age children at several sponsor schools in Tulsa and surrounding areas.



Questions and Answers

I travel periodically. Can I still volunteer?

That is the great thing about being an RSVP 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.

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

Call the contact person at the agency for whom you are volunteering so other arrangements to cover your shift can be made.

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

If you are ready for a change, just contact RSVP. The volunteer coordinator will arrange to meet with you to identify a suitable new opportunity.

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

RSVP wants your volunteer service to be satisfying and rewarding. You may wish to register your concern with your volunteer supervisor at the agency at which you are volunteering. Agencies will usually work with their volunteers to resolve differences and misunderstandings. If you believe the problem to be more serious or not resolvable at that level, follow the partner agency's grievance procedure, and also inform RSVP that you have filed a formal grievance. If you so choose, RSVP will intervene on your behalf to assist with a graceful exit and find a new volunteer opportunity for you.





Volunteer 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. If circumstances warrant you considering withdrawing from RSVP, please let us know. Volunteer service will be terminated if you are inactive from volunteer service for one hundred eighty (180) consecutive days. If your circumstances change, please call RSVP and we will reinstate your active status.

RSVP Volunteer Dismissal Policy

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 Tulsa

executive director and your volunteer-site supervisor.

Reasonable accommodation for persons with disabilities will be made available upon advance notice for meetings, hearings, or conferences.

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 incident. If the situation is not resolved to your satisfaction, proceed to Step 2.
- Step 2. Discussion with the RSVP Tulsa Executive Director within ten working days of the completion of Step 1.
- Step 3. Appeal to the RSVP Board of Directors' Executive Committee. If this step is taken, the grievance should be put in writing, contain the specifics for dissatisfaction and be addressed to the RSVP Tulsa Executive Director, with a copy mailed to the Board President within ten working days after completion of Step 2.
- Step 4. 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 3.
- Step 5. The Executive Committee will formulate a recommendation to the RSVP Tulsa Executive Director within five working days after the

completion of Step 4.

- Step 6. The RSVP volunteer will be notified, in writing, of the final decision within five working days after the completion of Step 5.



RSVP Knittin' Kittens deliver new hats and scarves to area school children.

County Resources for Seniors

Tulsa and Creek Counties

Tulsa Area Agency On Aging - 918-596-7688

LIFE Senior Services - 918-664-9000

Tulsa Public Library Hotline - 918-596-7977

Helpline - Dial 2-1-1

Wagoner County

Area Agency on Aging (EODD) Senior Infoline - 1-800-211-2116

Wagoner Area Neighbors - 918-485-2309 (*provides food & clothing for seniors*)

Wagoner City Transit - 918-485-0059

Washington County

Elder Care - 918-336-8500

First Call Information & Referral Service - 918-336-2255



RSVP Offices Contact Information

Tulsa County: Main Office

Address: 5756 E. 31st St., Tulsa, OK 74135
Email: rsvp@rsvptulsa.org
Telephone: 918-280-8656
Fax: 918-280-8659
Website: www.rsvptulsa.org

Creek County:

Address: 19 N. Main, Sapulpa, OK 74066
Email: rsvpcreekcounty@rsvptulsa.org
Telephone: 918-227-3844
Fax: 918-280-8659

Wagoner County:

Address: 518 W. Cherokee, Wagoner, OK 74467
Email: wagonerrsvp@rsvptulsa.org
Telephone: 918-485-8992
Fax: 918-280-8659

Washington County/Osage County:

Address: 320 S.E. Delaware, Suite 4
Bartlesville, OK 74003
Email: rsvpbartlesville@rsvptulsa.org
Telephone: 918-336-0330
Fax: 918-280-8659



Mission

*RSVP of Tulsa enhances our communities by engaging volunteers age 55 and over,
matching their experiences, talents and interests to meaningful service.*