



MARSHALL COUNTY

RSVP

Volunteer Handbook

The Responsibilities of the MCRSVP Staff

We're here to help you!

We want your volunteer experience to be satisfying and meaningful for you. To that end, we are here to answer your questions, share in your successes and help you should issues arise during your service. Here are just some of the responsibilities of the MCRSVP staff:

- All applicants will be interviewed in-person or over the phone so that we understand your skills and goals and so that we may help you become familiar with your program
- National Sex Offender checks will be conducted for all applicants to ensure the safety of volunteers and the people we serve (Criminal background checks may need to be conducted for volunteers who will work with vulnerable populations).
- Confidentiality of each volunteer's personal information will be maintained and retained in locked filing cabinets and will not be shared with outside sources (with the exception of the enrollment form which shall only be shared with the volunteer station)
- Inform the member of any performance measurement goals related to that member's duties
- Provide members with supplemental accident as well as personal and excess automobile liability insurance coverage
- Provide conflict resolution assistance should problems arise between the volunteer, station, client and/or program.
- Reasonable accommodation will be made as requested for individuals with disabilities.

Benefits of Volunteering

Each person who chooses to volunteer does so for his or her own personal reasons. Perhaps you have chosen to join Marshall County Retired Senior Volunteers because:

- It provides a way to be useful, to help others and to do good deeds
- The work is enjoyable and makes one feel needed and appreciated
- Volunteerism is good for the heart. It increases your self-esteem and competence as well as lessens stress and depression
- Studies show that people who volunteer live longer, healthier and happier lives
- It's a time in life to "give back"
- Some programs, like the Senior Companion Program, respond to the greatest needs of seniors. Someday, you may be in need of this aid
- You can help someone not as healthy or as fortunate as you
- Principles of Volunteering

Whatever your reason is for volunteering, volunteering is always a choice. We also believe that your time benefits the community as well as you, that you are meeting important human, social and environmental needs in the community and that you are an active participant in your community. For this, we thank you!

Volunteer Stations

What is a Volunteer Station?

"Volunteer station," also referred to as "volunteer site", is a term we use to refer to a nonprofit organization or government institution that has a written agreement with Family & Community Services Inc. to provide volunteer assignments for RSVP members. Nearly 200 regional organizations have requested the assistance of RSVP volunteers, providing you with endless opportunities to make a difference.

Each volunteer station has a designated station supervisor who also serves as the RSVP contact for that station. He or she will provide you with information about how you may be most helpful and, in return, will listen and work to accommodate your needs as a volunteer. The relationship between a volunteer and the station is one that will grow and enable the volunteer to be a valuable part of the station's accomplishments. Please contact your local RSVP Program Coordinator for a list of current volunteer opportunities. Don't see an opportunity that meets your needs? Let us create a custom volunteer opportunity for you! Feel free to share information with your friends and family members who may also be interested in sharing their time and talent. Our experienced Program Coordinators would be happy to assist them as well.

Volunteer Station Responsibilities:

- To provide safe working conditions for volunteers
- To provide orientation and training for volunteers
- To designate a staff member to serve as supervisor to the RSVP member and to serve as a liaison to the program
- To report volunteer hours (monthly or quarterly) to the RSVP Office
- To verify and sign all volunteer time and reimbursement forms
- To recognize the achievements of RSVP volunteers and to identify them as RSVP volunteers serving through Family & Community Services.

Volunteer Rights and Responsibilities

Volunteer Rights

All Marshall County RSVP members have the following rights:

- To do meaningful and satisfying work in a safe environment
- To be carefully assigned to projects which meet your interests and needs
- To be trained appropriately for your work
- To receive supervision and guidance throughout your community service experience
- To show initiative and leadership
- To voice your opinion and have input into program planning and implementation.
- To be made to feel welcome and to be treated with respect at your station
- To have your service hours documented (certificate or letter)
- To be covered by supplemental insurance
- To have access to a grievance process
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act of 1988

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. The Senior Corps program asks each volunteer to please observe the following principles while performing any volunteer assignment:

- Respect the days and hours agreed upon for your assignment.
- Always notify your supervisor if you cannot report for service, will be late or must leave early. We realize that emergencies and conflicting commitments will arise.
- Be truthful when reporting your hours of service.
- Cooperate with station staff and other volunteers.
- Follow the policies set forth by RSVP and the volunteer station
- If a problem should arise with regard to the assignment, speak with the station supervisor and/or the RSVP Coordinator.
- If you will be away for an extended period of time, or if you choose to discontinue serving at a particular volunteer station, please inform the agency where you volunteer and the RSVP Coordinator in advance.
- If, while working at your volunteer assignment, you encounter confidential information concerning the volunteer station, its employees, and/or the people it serves, you must maintain the confidentiality of that information.
- Please keep the RSVP Coordinator informed of any changes in your phone

number, your address, and your ability to serve as a volunteer via the Volunteer Enrollment Update form.

- Positively represent RSVP and Family & Community Services, Inc. through your professionalism and commitment.

Unallowable Volunteer Activities

For all staff and volunteers of RSVP, the following activities may not be pursued while working or serving with RSVP:

- Political Activities (including partisan or non-partisan activities, endorsement, funding, voter registration, transportation, legislation or proposals, etc.).
- Volunteers shall not express preferences or seek to influence decisions concerning any candidate, political party, election issue, or voting decision while on service hours.
- RSVP volunteers shall not replace paid workers or perform any duty or engage in any activity which would otherwise be performed by an employed worker or which would prevent the hiring of or result in the displacement of employed workers
- Family & Community Services, Inc. will not request or receive any compensation from RSVP volunteers or from beneficiaries for services of RSVP volunteers.
- Labor and anti-labor activity
- RSVP volunteers and/or staff shall not give religious instruction, conduct worship services or attempt to convert anyone to one's own religion while on RSVP time.
- Under no circumstances shall RSVP volunteers receive a fee for service from service recipients, their legal guardian, members of their family, or friends.

Volunteer Hours and Benefits

Hours Requirements

For an RSVP volunteer to remain enrolled with active status, volunteers must serve a minimum of one time per year. 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 and these statistics are, in the end, reported to Congress. Also, the complementary insurance benefit provided to you is valid only when you are an active volunteer, serving a minimum of one time per year. Reporting hours is also important in our efforts to recognize every volunteer's contribution.

Your time sheet is a very important tool for RSVP, the volunteer station, and the volunteer. This form allows us all to keep track of the hours served. Volunteers can keep track of their own hours on an individual time sheet that is provided by the RSVP office, or a station time sheet that covers all volunteers. All time sheets must be signed off on by the station supervisor.

Supplemental Insurance

M C R S V P covers all active members, while they are volunteering, with three types of insurance, (1) accident, (2) personal liability and (3) excess automobile liability.

1. Accident Insurance

- All volunteers are covered for personal injury occurring during volunteer assignments. This insurance applies while traveling directly to and from the volunteer station and while participating in a volunteer assignment, orientation, actual volunteer service, meal periods while volunteering, recognition attendance, training, and Advisory Council meetings. These benefits apply only in excess of your own insurance. Accidents and/or injuries should be immediately reported to the RSVP office.

2. Personal Liability

- This coverage protects volunteers for a personal injury or property damage liability claim directly related to the performance of their volunteer duties.

3. Excess Automobile Liability

- Protection under this form of insurance covers the volunteer for bodily injury or property damage liability arising from the use of their own vehicle in connection with volunteer work at a station. This coverage is in excess of the auto insurance the volunteer carries as an individual.

This insurance provides some help in the event of an accident but is not a substitute for any insurance you may now carry. To be covered under our insurance policy, you must provide us with an emergency contact and beneficiary on your volunteer enrollment form. If you are driving, you must provide us with your valid driver's license and automobile insurance. **It is the responsibility of the volunteer to update beneficiary and driver's license, and insurance information as changes occur.**

Reporting Accidents

If you have an accident while volunteering, you must immediately report it to your station supervisor. For any type of claim, you will also need to report the accident to your local RSVP staff. If you have an accident claim, you will need to complete a "proof of loss" form and submit it to your local Senior Corps office along with copies of itemized medical bills.

Travel Reimbursement

In some instances, RSVP will provide travel reimbursement to volunteers who must travel as part of their service duties. Volunteers should speak to the RSVP Program Coordinator for further information.

Tips for a Satisfying Volunteer Experience

Tips for a Satisfying Volunteer Experience

- Be open and honest regarding your expectations, goals and skills.
- Accept only realistic assignments and have a clear understanding of the job. Ask clarifying questions!
- Carry out your duties promptly and reliably.
- Accept guidance and direction from RSVP and station staff and volunteers.
- Remain open to constructive feedback from your supervisor and others.
- Participate in required trainings.
- Follow the organization's dress code.
- Respect confidentiality.
- Discuss satisfactions, dissatisfactions and suggestions for upgrading or changing of your volunteer assignments with your station supervisor or RSVP Coordinator.
- Be punctual, and notify your station supervisor of absences as much in advance as possible.
- Be alert, sober and drug free while volunteering.
- 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!

Volunteer Stations

Volunteer Station	City	Number of Volunteers	Number of Unduplicated Volunteers	Active	view/edit
Albertville Elementary School	Albertville	15	15	Y	view
Albertville Museum	Albertville	1	1	Y	view
Albertville Pre-K and Kindergarten	Albertville	12	12	Y	view
Albertville Primary School	Albertville	10	10	Y	view
Arab Senior Center	Arab	3	2	Y	view
Asbury School	Albertville	12	12	Y	view
Attic Quilters	Arab	10	10	Y	view
Balance for Life	Guntersville	4	4	Y	view
Boaz Elementary School	Boaz	4	4	Y	view
Brindlee Mountain Elementary School	Arab	3	3	Y	view
Brindlee Mountain Primary School	Union Grove	7	7	Y	view
CASA	Guntersville	9	9	Y	view
COMPUTER LAB	Guntersville	6	6	Y	view
Center on Broad	Albertville	1	1	Y	view
Cherokee School	Guntersville	10	6	Y	view
Corley Elementary	Boaz	4	4	Y	view
DAR School	Guntersville	13	11	Y	view
DAV Services	Guntersville	6	6	Y	view
Dirersicare of Arab	Arab	4	4	Y	view
Dog Therapy	Guntersville	10	10	Y	view
Emergency Management	Guntersville	4	4	Y	view
Guntersville Museum	Gunertville	4	4	Y	view
Guntersville Public Library	Guntersville	10	7	Y	view
Individual Hours	Guntersville	15	13	Y	view
Lakeside Quilters	Guntersville	7	7	Y	view
Marshall County Animal Shelter	Guntersville	6	4	Y	view
Marshall County Cancer Center	Albertville	5	5	Y	view
Marshall County Courthouse	Guntersville	9	8	Y	view
Marshall County District Court	Albertville	3	3	Y	view
Marshall County Extension	Guntersville	7	7	Y	view

Marshall County People Against Littered State (PALS)	Guntersville	19	12	Y	view
Marshall County Retired Senior Volunteer Program (RSVP)	Guntersville	13	6	Y	view
Marshall County Volunteer Income Tax Preparation	Guntersville	55	46	Y	view
Marshall Medical Center North	Guntersville	30	24	Y	view
Marshall Medical Center South	Guntersville	15	15	Y	view
Neighbor Helping Neighbor	Guntersville	0	0	Y	view
Sloman/Douglas Primary	Douglas	9	9	Y	view
United Way of Marshall County	Guntersville	12	12	Y	view
WaterWatch	Guntersville	26	20	Y	view

Code of Ethics & Handbook Acknowledgment

Volunteer Name: _____

I recognize that as a representative of Family & Community Services, Inc. and of Senior Corps that I assume certain accountability and responsibilities that include:

1. I will ensure confidential treatment of all information including information about clients, students, or the public served.
2. I will interpret "volunteer" to mean that I have agreed to work without compensation in money, except for any mileage reimbursements.
3. I promise to take an attitude of open-mindedness, interest, and investment towards my position and I will demonstrate a willingness to be trained.
4. I will approach my service with professionalism and with high standards for customer service and for my safety as well as the safety of those I serve.
5. I realize that I may have assets that my co-workers may not have and that they may have assets I do not have. I will not let this make me feel inadequate, but will endeavor to assist in developing good teamwork.
6. I will treat all individuals whom I serve with respect and consideration at all times.
7. I will maximize the quality of life of those I serve by providing quality care in the most appropriate and least restrictive environment and by encouraging independence.
8. I will not use the possessions of anyone I serve for my personal use nor will I accept money or tips from anyone I serve or their families.
9. I will not consume alcoholic beverages or use medicine or drugs (except for treatment of a medical problem) while on service hours.
10. I will keep my volunteer station and the Senior Corps office

current with respect to changes I may see in the health or well-being of individuals served.

11. I will be truthful in the reporting of my hours to the station supervisor and/or the Senior Corps office.
12. I will complete required paperwork for Senior Corps as needed and I will alert my program's office to any changes in my personal information or beneficiary.
13. I will wear my I.D. Badge.
14. I understand that this handbook as well as the MCRSVP policies are subject to change and may supersede the information contained within this handbook. (RSVP volunteers will be notified via the station supervisor or RSVP Coordinator for any relevant policy changes.) I understand that I can request an updated handbook if needed.
15. I understand that if I use my vehicle for service that I shall keep it clean and maintained.
16. If I claim transportation reimbursement and I drive, I understand that I must keep my driver's license and automobile insurance current and I will provide the MCRSVP office with updated copies of my license and insurance. I understand that transportation reimbursement is subject to change as grant budgets allow.

I, _____, have received, read and will abide by the Code of Ethics and the handbook for Senior Corps volunteers. This handbook has been reviewed with me by the MCRSVP Staff for my program. I may request a signed copy of the Code of Ethics for my records.

_____ Print Volunteer Name

_____ Volunteer Signature

_____ Date

_____ Marshall County RSVP Staff

_____ Date

RSVP
Lead With Experience

VOLUNTEER UPDATE AND STATUS CHANGE FORM

Date: _____ County: _____
Name: _____
Address: _____
City: _____ Zip: _____ Phone: _____
Email: _____

Beneficiary and/or Emergency Contact:

Name: _____
Address: _____
City: _____ Zip: _____
Phone: _____

Is your emergency Contact the same as beneficiary: Yes ___ No ___

Where are you currently volunteering: _____

Change of Status: Active: ___ Returning Date: _____
Inactive: ___ Date: _____ Reason: _____
Terminated: ___ Date: _____ Reason: _____
Resigned: ___ Date: _____

Administrative Use Only:
Staff Notes:

Date update completed in Volgistics: _____ Staff Initials: _____