



Retired and Senior Volunteer Program of
Durham County

Volunteer Handbook

Sponsored by the Center for College & Community Service

Durham Technical Community College

1637 E. Lawson Street

Durham, NC 27703

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Table of Contents

Welcome.....	1
History.....	2
Volunteer Benefits.....	3
Insurance.....	4
Volunteer Responsibilities.....	5
Policies.....	6
Appendix.....	7

WELCOME

Welcome to RSVP. We are grateful that you have chosen to serve your community through our organization. As a National Service volunteer and part of the Senior Corps branch of the Corporation for National and Community Service (CNCS), you are joining more than 300,000 volunteers across the nation who believe in giving back to their community.

We hope that you will find your assignment so rewarding that you will share your volunteer story with friends, family, and neighbors. We know our RSVP volunteers are our best recruiters! So, please help us spread the word. We will periodically highlight volunteers in local print media and newsletters. Please let us know if you are willing to tell your story. If at any time you are given the opportunity to talk or write about your volunteer experiences, we will appreciate you mentioning RSVP of Durham County. We need more volunteers like you!

We will contact you periodically to be sure that everything is going well and send an annual volunteer survey to hear your suggestions for improvement to the program. Additionally, we celebrate our active volunteers with an annual volunteer recognition event. Please contact us if you have any questions, if we can be of further assistance, or if you would like to volunteer for one of our other opportunities as well.

Thank you for making the decision to spend some of your retirement or flexible time providing service by sharing your skills, knowledge, and life experiences to help others.

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HISTORY

In 1969, the Retired and Senior Volunteer Program (RSVP) was created as a national volunteer program under the Administration on Aging as part of the Older Americans Act. In 1971, eleven programs were launched, and they became part of the National Volunteer Agency, ACTION (now the Corporation for National and Community Service). Durham Technical Institute (now Durham Technical Community College) became the local sponsor for RSVP in 1976. Today, RSVP is one of the largest volunteer networks in the nation for people 55 and over, with over 400,000 volunteers across the country in nearly 700 programs. The RSVP office is located at the Center for College & Community Service located at 1637 E. Lawson Street in Building 3 (Phillips Building) on Durham Tech main campus.

Volunteers are placed with non-profit or public agencies, and licensed proprietary health care providers. Volunteers serve in a variety of roles such as: tax preparers, home meal deliverers, food pantry workers, serving veterans, tutors for grades K-12, clerical support personnel, etc. Partnering agencies, referred to as volunteer stations, share the RSVP mission to meet defined community needs. RSVP of Durham County is a program that could not exist without the efforts and dedication of its many volunteers. We are very proud and appreciative of your service!

RSVP seeks to:

- Utilize the skills, knowledge and life experiences of people aged 55+, helping them lead healthy productive lives.
- Respond to increasing requests for volunteers to help meet critical community needs with a focus on food security and healthy futures.
- Support older adults in their volunteer roles.
- Plan programming in cooperation with the groups, agencies, and institutions with which it is involved, as needed and requested.

Increase public awareness concerning contributions and needs of people age 55 and over and improve the image of aging.

VOLUNTEER BENEFITS

RSVP e-newsletter, “Serve Durham” is a bi-monthly electronic newsletter to keep volunteers informed of new opportunities and events, and highlight the activities of RSVP volunteers.

Training/orientation: RSVP volunteers are encouraged to explore exciting new areas of interest in their volunteer assignments. Volunteer stations and RSVP cooperate to provide the training and orientation necessary for the successful involvement of all RSVP volunteers.

Recognition events: All “active” RSVP volunteers are recognized for their contribution of services at a special gathering once per year. Typically we hold a fun luncheon to celebrate the involvement of RSVP volunteers in Durham community activities. Volunteer awards are presented to RSVP volunteers at the Annual Volunteer Appreciation Event.

Mileage Reimbursement:

All RSVP volunteers are eligible for mileage reimbursement. Volunteers seeking mileage reimbursement are required to complete a W-9. Mileage tracking forms will be provided upon request.

1. Mileage claims are only for your trips from your home to your volunteer agency and back to your home. Mileage driven for the volunteer agency is NOT eligible for reimbursement from RSVP of Durham County, as per federal compliance regulations. This reimbursement is a benefit for RSVP volunteers and not for our partnering agencies. Volunteers receiving mileage reimbursement from a station are not eligible for mileage reimbursement.
2. Mileage is reimbursed monthly. Mileage reimbursement checks may take up to six weeks to process and will be mailed to your home address.
3. Mileage reimbursement policies are subject to change due to a change in funding or administrative decisions concerning this policy.
4. RSVP of Durham County does not report your mileage to the Internal Revenue Service.

Hours Logs and Time Sheets:

“Active” volunteer status with RSVP depends upon your report of volunteer hours. Your hours may be reported in one of two ways. You may report your hours of service by signing in and identifying yourself as an RSVP volunteer at your volunteer station. The volunteer supervisor can then report your hours to RSVP for you. You may also track your own hours; please have your station supervisor sign your volunteer time sheet and then either e-mail your hours to your RSVP staff representative or fax your hours to the attention of your RSVP staff representative. Hours should be reported by the 5th day of the following month.

Insurance:

“Active” RSVP volunteers are covered by Accident and Personal Liability Insurance. This insurance protects volunteers to and from their homes and while they volunteer. In addition, volunteers who drive their own automobiles/vehicles are covered by Excess Automobile

Liability Insurance. This insurance is provided free of charge with no additional paperwork required unless there is a claim.

Some important points regarding our insurance:

1. This coverage is in excess of and non-contributing with any other valid and collectible insurance you may have. You can only submit claims for any unpaid balances your insurance did not cover.
2. If you drive, you must maintain your personal automobile insurance. Our insurance will not protect you if you allow your insurance to lapse. In addition, you must drive your own vehicle in order to be covered.
3. RSVP's insurance does not cover damage to your automobile/vehicle.
4. Please refer to your copy of the CIMA Volunteer Accident and Liability Insurance brochure for information on coverage.

If an accident occurs:

Call the RSVP office as soon as possible. Please report all incidents even if you feel that no medical attention is needed. All accidents must be reported to our insurance company within 30 days and all bills submitted by one year. We will send you a claim form to fill out.

If you have any questions regarding RSVP volunteer insurance, call the RSVP office at 919-536-7247 x5301. You may also contact our insurance company directly by calling CIMA at 1-800-468-4200 or visit their web site at www.cimaworld.com. See Appendix for additional information.

VOLUNTEER RESPONSIBILITIES

Be sure you believe in the value of what you are doing. Look within yourself and know that you really want to help other people.

Be dependable. Arrive on time. Always call if you are scheduled and cannot be there.

Be willing to learn. Volunteer training is essential for some positions. Training is helpful to you and the people you are serving. You will be happier and more effective on the assignment if you know you are doing and what is expected of you.

Ask questions about anything you do not understand. This will help you avoid letting doubts and frustrations interfere with your work.

Report changes in your volunteer status. We appreciate your call or letter about address, e-mail, or telephone changes. If you no longer wish (or are unable) to volunteer, or you would like to change volunteer assignments, please call the RSVP office and keep us informed of your volunteer status.

Refrain from having discussions relating to political activities, religion and sexual orientation. Everyone is entitled to his or her own political, religious or sexual orientation views. However, we must remain neutral while working with the public and not subject our customers, clients and/or others to views that may not be their own.

Respect confidentiality. Before sharing information about your volunteer work, discuss confidentiality with your volunteer station supervisor. If you work directly with people some may confide in you. Please keep all such conversations and information confidential.

POLICIES

Non-displacement of Employed Workers:

RSVP volunteers will not perform any service or duty or engage in any activity which would otherwise be performed by an employed worker or which would supplant the hiring of or result in the displacement of employed workers, or impair existing contracts for service.

Prohibited RSVP Volunteer Activities:

RSVP volunteers may not receive a fee for their services from recipients, their legal guardians or members of their families or friends.

In addition, RSVP volunteers will not be assigned to any of the following:

- Electoral activities, voter registration or transportation to the polls, and efforts to influence legislation;
- Labor or anti-labor activity;
- Providing religious instruction, giving worship services or engaging in proselytization.

Grievance Procedure:

The staff of RSVP of Durham County expects all volunteer placements to be a good experience for both the volunteer and the partnering agency. We are, however, aware that occasional disagreements may arise between volunteers and partnering agencies' staff members. In such instances, the following steps should be followed:

1. The volunteer should first attempt to resolve the matter by communicating with the volunteer agency's site supervisor. If the disagreement is with the site supervisor, then the matter should be referred to another member of senior management at the agency.
2. If no acceptable resolution is reached by communicating with the volunteer agency's site supervisor, then the volunteer should present the grievance in writing to the volunteer agency's site supervisor stating the nature of the grievance and the relief the volunteer is seeking. The written grievance should be signed and dated by the volunteer and the agency's representative and a copy given to each.
3. If no acceptable resolution is reached after the written grievance has been presented to the agency, the volunteer should present the written grievance to the RSVP Coordinator.
4. If no resolution is reached, the RSVP Coordinator may choose to reassign, suspend, or separate the volunteer from the current agency. Any adverse action (reprimand, suspension, or separation) affecting an RSVP volunteer must be in writing. A copy should be forwarded to the affected volunteer and the RSVP Advisory Board.

Appendix



VOLUNTEERS INSURANCE SERVICE (VIS)[®] INSURANCE PROGRAM

It doesn't happen often, but when it does, the results can be serious...a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering for this organization is that you are provided insurance protection in case these things happen to you. There are three kinds of coverage; check with your volunteer coordinator to see which coverages your organization has chosen to provide to you.

SUMMARY OF COVERAGES

Excess Accident Medical Coverage

This coverage is in excess of any other health insurance that you have in place. The excess accident medical coverage will pay up to \$50,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in, volunteer related activities. **Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident.**

Dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit for dental care is \$900 per accident.

This coverage also provides up to \$50 for repair or replacement of eyeglass frames and up to \$50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum benefit under the Excess Accident Medical coverage, including dental and eyeglass expenses, is \$50,000.

This insurance does not duplicate benefits payable under any other valid and collectible insurance coverage.

Accidental Death and Dismemberment Coverage - In addition to the accident medical coverage, the plan will pay benefits for death or loss of limb or sight, occurring within one year as a result of a covered accident. See coverage details at www.cimaworld.com.

Exclusions to Accident Insurance - A complete listing of the exclusions is detailed in the insurance policy. Please go to www.cimaworld.com for details.

Excess Volunteer Liability Insurance

All registered volunteers (collectively) of an organization are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence (subject to an annual aggregate for each named organization.) This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties during your volunteer assignment. **This coverage is in excess of and noncontributing with any other valid and collectible insurance you may have.**

Exclusions to Volunteer Liability Insurance - A complete listing of the exclusions is included in the insurance policy details, which are available at www.cimaworld.com.

Excess Automobile Liability Insurance

This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance applies only after your own insurance is exhausted, or the policy's retention has been exceeded. This coverage protects you for bodily injury or property damage claims arising out of the operation of your own vehicle, during your volunteer assignment.

The liability policy is written at a combined single limit (including both bodily injury and property damage). Each accident limit of liability is subject to the limits outlined in endorsement VIS219, and will not exceed \$500,000.

It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.

Exclusions to Excess Automobile Liability Insurance - A complete listing of the exclusions is in the policy details at www.cimaworld.com.

Commonly asked questions

My car was damaged in an accident while I was volunteering; will you cover my deductible for the repairs?

No. The coverage is for liability claims only. There is no coverage for damage to your car.

I have medical bills related to an accident while I was volunteering. Who do I send the bills to?

The accident medical plan pays in excess of any other health insurance coverage you have. Send all of the bills to your current health insurance company. If not everything is paid, follow the instructions below for filing a claim.

I see that the policy provides excess protection if I cause bodily injury or property damage. What if there is an allegation of sexual misconduct or sexual abuse?

The policy does not provide protection in the event of a criminal proceeding, but it may provide protection in the event of a civil proceeding. You would be entitled to a defense against an allegation of sexual abuse or sexual misconduct under the volunteer liability contract, and up to a total of \$1,000,000 in payments by the insurer for judgments, settlements, and legal defense. **However, the policy would not defend or indemnify you if you admitted wrongdoing, or if the allegations against you proved true.**

How do I file a claim?

For any type of claim, you first need to see your volunteer coordinator. If you have an accident claim, you will need a “proof of loss” form (available at our Web site www.cimaworld.com.) Both you and the coordinator must complete the form and send it to CIMA. Keep a copy for your records. Submit your bills to any existing medical insurance plan first. Once you have their “Explanation of Benefits” form(s), send those to CIMA at the address shown below, along with a copy of your “proof of loss” form. For a claim against you alleging that you caused bodily injury or property damage while volunteering, contact your volunteer coordinator immediately. Provide as much detail as possible about the incident, and obtain any police reports. Your coordinator will then pass this information to CIMA, along with a statement that you were volunteering at the time of the incident.

Further Questions?

Visit our Web site, www.cimaworld.com. We have copies of the policies along with additional information concerning the extent and the limitations of these policies.

This information is for general description purposes only. It does not amend, modify or supplement any insurance policy. Consult the actual policy for details regarding terms, conditions, coverage, exclusions, products, services and programs which may be available to you.

About Volunteers Insurance Service:

This insurance program is provided by Volunteers Insurance Service Association, Inc. (VIS), a risk purchasing group formed and operating pursuant to the Liability Risk Retention Act of 1986 (15 USC 3901 et seq.). VIS’s Articles of Incorporation, Financial Information, and a list of the members of VIS’s Board of Directors are available to VIS Members upon request.

Plan administered by:

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