



AmeriCorps Seniors

Retired and Senior Volunteer Program of
Durham County

Volunteer Handbook

Sponsored by The Triangle Nonprofit & Volunteer Leadership Center
PO Box 3374
Durham, NC 27702

November 2024

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WELCOME

Welcome to the RSVP team! We are grateful that you have chosen to serve the Durham community through our organization. As a National Service volunteer and part of the AmeriCorps Seniors branch of AmeriCorps, you are joining more than 270,000 volunteers across the nation who believe in the power of giving back to their community.

We hope that you find your assignments rewarding. If you do, we ask that you share your volunteer story with friends, family, and neighbors. RSVP volunteers are our best recruiters, so please help spread the word! We periodically highlight volunteers on our website, social media, and newsletters, and we also celebrate your commitment at our annual recognition event. If you are given the chance 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 conduct periodic check-ins to ensure your assignments run smoothly. Additionally, we send annual surveys to gather feedback and improve our program. In the meantime, please contact us if you have questions, or if we can be of further assistance.

Thank you for sharing your skills, time, and life experience to help others. Our team is thrilled to be working with such an inspiring force of volunteers, and together we will continue to create an engaged and vibrant Durham community!

Best,

Amanda Stoen

Amanda Stoen
AmeriCorps Seniors RSVP
Program Manager



The Triangle Nonprofit & Volunteer Leadership Center
PO Box 3374
Durham, NC 27702
www.thevolunteercenter.org/rsvp

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 (formerly the Corporation for National and Community Service, and now AmeriCorps).

Though RSVP meets national performance standards, the program is operated on the county level. Durham Technical Community College became the local RSVP sponsor in 1976. After leading the program faithfully for over 45 years, Durham Tech handed the program over to The Triangle Nonprofit & Volunteer Leadership Center in July of 2021.

RSVP Volunteers are placed with non-profit organizations, public agencies, and licensed proprietary health care providers. Volunteers serve in a variety of roles such as: 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 and productive lives.
- Respond to increasing requests for volunteers to help meet critical community needs.
- Support aging 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 aged 55 and over and improve the image of aging.

TERMINOLOGY

Active Volunteers

Volunteers who are enrolled in RSVP and have not formally severed from the program.

Inactive Volunteers

Volunteers previously enrolled in RSVP and formally severed from the program. Inactive volunteers may choose to re-enroll in RSVP at any time by contacting the Program Manager.

Volunteer Station

Nonprofit, public, or proprietary health care organizations which have a formal partnership with RSVP Durham County and host RSVP volunteers.

Vulnerable Populations

- children under the age of 18;
- individuals with a disability;
- persons over the age of 60.

“Recurring access” to vulnerable populations is defined as:

- ability on more than one occasion to approach, observe or communicate (by physical proximity, phone or electronic (including email and/or social media) means with a person(s) of a vulnerable population

BECOMING A VOLUNTEER

Getting Connected

Interested volunteers get connected to RSVP in a variety of ways, including community recruitment events, digital marketing campaigns, web search, and partner agencies.

Enrollment

Once a prospective volunteer is connected to RSVP, they will complete an electronic or paper enrollment form. Electronic forms are accessible via the [RSVP website](http://www.thevolunteercenter.org/rsvp), (www.thevolunteercenter.org/rsvp) and can be submitted online. Paper enrollment forms can be mailed or scanned and emailed to project staff.

The enrollment forms collect contact information, optional demographic information for reporting, volunteer interest and history information.

Consultation

Once a volunteer enrollment form is received, a staff member will schedule a volunteer consultation and email a copy of the Volunteer Handbook. Please review the Volunteer Handbook before the consultation and come prepared with any questions.

The consultation will cover the following topics:

- Volunteer Handbook (including program history, volunteer benefits and responsibilities, program policies, insurance, and other administrative details)
- Interest in volunteering
- Prior work or volunteer experience
- Hobbies, special skills, personality
- Physical or medical limitations
- Transportation limitations
- Current available opportunities

At the end of the consultation, the volunteer is referred to [Hands On Triangle](#) to search the list of available volunteer opportunities. Volunteers create an account to view and sign up for volunteer opportunities. Either during the meeting or in a follow-up, the volunteer will choose a placement and receive the next steps for getting connected to the volunteer site.

Placement

Once an RSVP volunteer has selected their placement, he or she is connected to the site supervisor(s) for their volunteer station(s). Each volunteer station offers its own volunteer orientation to introduce the RSVP volunteer to their assignment and provide additional training specific to their role.

Background Check

When a volunteer has recurring access to vulnerable populations, an appropriate background check is required and administered by the volunteer station. RSVP does not conduct background checks.

VOLUNTEER BENEFITS

RSVP e-newsletter, “Seniors Serve Durham” is an electronic newsletter to keep volunteers informed of new opportunities and events, as well as highlight the activities of RSVP volunteers.

Recognition Events: All active RSVP volunteers are recognized for their contribution to the Durham community at a special annual gathering. Event details will be communicated through the RSVP e-newsletter and by mail to those volunteers without email.

Other Community Engagement Opportunities: Throughout the year, RSVP hosts events for volunteers to gather socially, share their volunteer experiences, and learn from a community speaker. Event details are communicated through email, posted on our RSVP events page, or mailed to volunteers without email.

Mileage Reimbursement

Volunteers seeking mileage reimbursement must have the following items on file to begin receiving their monthly benefit checks:

1. A W-9
2. Valid driver license
3. Proof of active auto insurance

Mileage claims are only for the volunteers’ trips from their home to the volunteer agency and back to their home, up to 50 miles roundtrip total. **Mileage driven for the volunteer station is NOT eligible for reimbursement from RSVP of Durham County, as per federal compliance regulations.** Mileage reimbursement is a benefit for RSVP volunteers and not for our partnering agencies. Volunteers are not permitted to receive duplicated mileage reimbursement from a volunteer station and RSVP.

Mileage is reimbursed monthly using submitted and supervisor-approved time logs, due the 5th day of each month. Volunteers may choose to keep a paper timesheet or upload Mileage will be confirmed using Google Maps, honoring up to 2 miles above the shortest route on Google Maps. Mileage reimbursement will be calculated using the 2024 IRS charity reimbursement rate of 14 cents per mile. Checks may take up to four weeks to process and will be mailed to the volunteer’s home address.

Mileage reimbursement policies are subject to change due to a change in funding or administrative decisions concerning this policy.

Insurance: Upon enrollment in RSVP, all active volunteers are automatically covered by CIMA Volunteers Insurance. For a full Summary of Coverages, please refer to the Appendix.

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 within 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 919-321-6932. You may also contact our insurance company directly by calling CIMA at 1-800-468-4200 or visiting their website at www.cimaworld.com. See the Appendix for additional information.

VOLUNTEER RESPONSIBILITIES

Hours and Mileage Tracking: Your volunteer hours may be reported in one of two ways. First, you may track your hours using our online platform, [HandsOn Triangle](#). To learn more about logging your hours, please [visit the help page](#). Second, you may keep a paper timesheet of your volunteer hours and mileage. At the end of the month, the volunteer supervisor can sign off on your timesheet, and you can send that timesheet to the RSVP office. All hours, electronic or paper, must be reported by the 5th day of the following month.

All hours are to be approved by volunteer station supervisors, whether these hours are logged electronically or in paper form. If using the paper form, volunteer station manager signature is needed to complete the log. If logging hours electronically on HandsOn Triangle, either the Program Manager will verify these hours with the station manager or the station manager will approve these themselves. During the initial consultation, you will work with the Program Manager to specify which option will work best for you.

Report changes in your volunteer status and contact information.

Please let us know about any changes in your address, e-mail, or telephone number. If you no longer wish or are unable to volunteer, or want to change volunteer assignments, contact the RSVP office and keep us informed of your volunteer status.

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 what 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.

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 may 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 may 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;
- Engage in providing abortion services or referrals for receipt of such services.

Harassment

Harassment is a form of discrimination that is offensive, impairs morale, undermines the integrity of relationships and impairs the productivity, efficiency and stability of Durham RSVP. All volunteers have a right to work in an environment free from discrimination and harassing conduct, including sexual harassment. Harassment based on a volunteer's race, color, creed, ancestry, national origin, age (40 and over), disability, gender, arrest or conviction record, marital status, sexual orientation, membership in the military reserve or use or nonuse of lawful products away from work is expressly prohibited under this policy. Durham RSVP is committed to a volunteer workplace free of all forms of harassment, including sexual harassment. It is the policy of Durham RSVP to regard any unlawful harassment of volunteers as a very serious matter. Unlawful harassment of any kind, including sexual harassment, in the workplace by any person is strictly prohibited. All volunteers are expected to conduct themselves in a professional manner and show respect for staff, clients, and other volunteers of Durham RSVP.

Definition

In general, harassment means persistent and unwelcome conduct or actions on any of the bases underlined above. Sexual harassment is one type of harassment and includes unwelcome sexual advances, unwelcome physical contact of a sexual nature or unwelcome verbal or physical conduct of a sexual nature.

Unwelcome verbal or physical conduct of a sexual nature includes, but is not limited to:

- The repeated making of unsolicited, inappropriate gestures or comments
- The display of offensive sexually graphic materials is not necessary for our work

Harassment on any basis (race, gender, age, disability, etc.) exists whenever:

- Submission to harassing conduct is made, either explicitly or implicitly, a term or condition of an individual's volunteer status.
- Submission to or rejection of such conduct is used as the basis for a volunteer placement decision affecting an individual.

- The conduct interferes with a volunteer's work or creates an intimidating, hostile or offensive work environment.

Recognizing Harassment

Harassment may be subtle, manipulative and is not always evident. It does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome and is personally offensive. All forms of gender harassment are covered. Men can be sexually harassed; men can harass men; women can harass other women. Offenders can be managers, supervisors, co-workers, and non-employees such as clients/vendors. Some examples include:

- Verbal: Jokes, insults and innuendoes (based on race, gender, age, disability, etc.), degrading sexual remarks, referring to someone as a stud, hunk or babe, whistling, cat calls, comments on a person's body or sex life, or pressures for sexual favors.
- Non-Verbal: Gestures, staring, touching, hugging, patting, blocking a person's movement, standing too close, brushing against a person's body, or display of sexually suggestive or degrading pictures, racist or other derogatory cartoons or drawings.

Grievance Procedure

Any volunteer who believes he or she is being harassed, or any volunteer who becomes aware of harassment, should promptly notify RSVP staff. If the volunteer believes that the RSVP staff is the harasser, the staff's supervisor should be notified. If a volunteer is uncomfortable discussing harassment with his or her supervisor, the volunteer should contact the Triangle Nonprofit & Volunteer Leadership Center's Executive Director. The Center's grievance procedure will be followed. Harassment by others with whom the Center has a business relationship, including customers and vendors, should be reported as soon as possible so appropriate action can be taken.

Non-retaliation

This policy also expressly prohibits retaliation of any kind against any volunteer bringing a complaint or assisting in the investigation of a complaint. Such volunteers may not be adversely affected in any manner related to their volunteer status.

Disciplinary Action

Management will investigate all reports of harassment promptly and thoroughly as discreetly and confidentially as practical. The company views harassment and retaliation to be among the most serious breaches of workplace behavior. The goal is to determine whether harassment occurred, and to determine what action to take if improper behavior occurs. Consequently, appropriate disciplinary or corrective action will be taken, ranging from a warning to separation.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

Grievance Process

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 taken:

1. Site Supervisor
 - a. If informal attempts fail, a volunteer may file a formal grievance. The grievance must be in writing, signed by the volunteer, and submitted to the supervisor within 10 working days of the incident causing the grievance, or within 10 working days from the date the volunteer had reason to know of the incident. The grievance must identify the policy that is alleged to have been violated or other dispute, and provide details of the facts, and outline the remedy sought. Grievances that do not include these criteria will be rejected.
 - b. Within 3 working days from receipt of the written grievance, the supervisor will schedule a meeting with the volunteer. The meeting will take place within 3 working days from receipt of the written grievance.
 - c. The supervisor will provide the volunteer with a written response within 2 working days from the date of the meeting.
 - d. If you are unable to resolve the complaint with your supervisor within five (5) days of presenting the complaint, or if the complaint involves your immediate supervisor, you can present your complaint to the RSVP Program Manager.
2. RSVP Program Manager
 - a. If the grievance is not resolved at Step 1, the volunteer may submit a written appeal to the RSVP Program Manger within 5 working days from receipt of the initial response.
 - b. The RSVP Program Manager will schedule a meeting with the parties involved within 3 working days from receipt of the written appeal. The meeting will be held within 3 working days of receipt of the written appeal.
 - c. The RSVP Program Manager will investigate and provide a written decision to the volunteer within 2 working days from the close of the meeting. Except as outlined in Step III, this answer shall be final.
3. Advisory Council
 - a. If the complaint involves the Program Manager, the same process applies as for Step 1 (written grievance submitted to the Program Manager). If the complaint is not resolved, the volunteer may appeal their complaint to the RSVP Advisory Council Chair, in writing, including the desired remedy. The Chair will take the issue to the Council and may refer the complaint to an independent person for mediation. The Council will issue its decision within 15 working days and the decision of the Council is final and binding.

Non-retaliation

The volunteer cannot be discriminated against for using this process. Acts of discrimination by a supervisor against any volunteer because of his or her involvement in this process are unacceptable conduct and a violation of HR policy. Such supervisors will be subject to disciplinary action.

APPENDIX A: Volunteer Insurance



Volunteers Insurance

VOLUNTEERS INSURANCE SERVICE
(VIS)[®] INSURANCE PROGRAM

Coverage for good.[®]

It rarely happens, 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 coverage your organization has chosen to provide to you.

SUMMARY OF COVERAGES

I. 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 repairing 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 because 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.

II. 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.

III. 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 from 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.

IV. 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 bills to your current health insurance company. If everything isn't paid, follow the instructions below to file 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

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:

THE CIMA COMPANIES, INC.

2750 KILLARNEY DR., SUITE 202, WOODBRIDGE VA 22192

TELEPHONE 703.739.9300, 800.468.4200

FAX 703.739.0761

E-MAIL Volunteers@cimaworld.com

WWW.CIMAWORLD.COM

APPENDIX B: Volunteer Separation Form

**Durham County RSVP
Volunteer Separation Form**

**Sponsored by The Triangle Nonprofit & Volunteer Leadership Center
Mailing Address: PO Box 3374, Durham, NC 27702**

We're sorry to see you go! If a volunteer is no longer willing or able to serve with RSVP, he or she will contact the RSVP office and fill out this separation form. Upon submission, the volunteer moves from an active to inactive status. A confirmation notification will be sent within 2 business days.

A volunteer, once separated, may re-enroll at any point. To re-enroll, the volunteer will contact the RSVP office and provide any updates to their original enrollment form.

Questions? Contact the RSVP Program Manager

Phone: (919) 321-6932

Full Name: _____

Email: _____

Phone: _____

Why are you leaving RSVP?

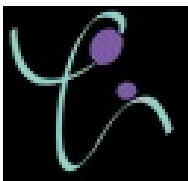
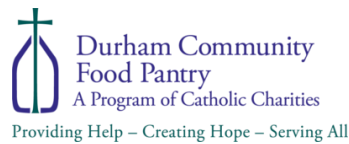
Volunteer Signature: _____ **Date:** _____

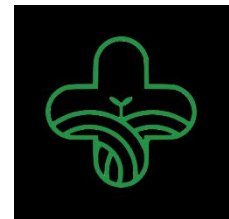
RSVP Staff Signature: _____ **Date:** _____

APPENDIX C: Current Volunteer Opportunities

To view a current list of the AmeriCorps Seniors RSVP volunteer opportunities, please visit [Hands On Triangle](http://www.handsontriangle.com), (www.handsontriangle.com).

CURRENT STATIONS





Students
to
Scholars

