

RSVP

Lead With Experience

RSVP Volunteer Handbook



Volunteers of America Colorado Aging and Nutrition Service Center
4915 E. 52nd Ave Commerce City, CO 80022
720-264-3397

<https://www.voacolorado.org/>



AmeriCorps
Seniors

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WELCOME

The Volunteers of America RSVP is a dedicated group of volunteers age 55 and better making a difference in Denver, Douglas, and western Arapahoe counties. RSVP volunteers utilize their experience, talents, and interests to impact their communities through a wide variety of opportunities.

As a service, RSVP is dedicated to assisting people find meaningful volunteer opportunities within their community. RSVP supports its members through volunteer information and referrals, free benefits and more. This handbook is designed as a guide to help you take advantage of the resources and benefits available to you as an RSVP volunteer.



MISSION: The VOAC-RSVP helps those 55 years and better find meaningful volunteer opportunities in which they can share their experience, abilities, and skills for the betterment of their communities and themselves.

RSVP History and AmeriCorps Program

- RSVP was launched in 1971 as a locally directed, but federally legislated grant program. AmeriCorps (Formerly known as The Corporation for National and Community Service or CNCS) oversees all RSVP projects under their AmeriCorps Seniors Program. AmeriCorps oversees RSVP projects across the country.
- More than 200,000 AmeriCorps Seniors volunteers serve nationwide each year. So, when you join the Volunteers of America RSVP, you are a part of a national network of dedicated volunteers.

AmeriCorps (Formerly known as the Corporation for National and Community Service):

Federal agency dedicated to improve lives, strengthen communities, and foster civic engagement through service and volunteering.

AmeriCorps Seniors Programs: Volunteers-Age 55 and better.

Foster

Grand Parent: Low-income guidelines. Foster Grandparents are role models, mentors, and friends to children with exceptional needs. The program provides a way for volunteers 55 and over to stay active by serving children and youth in their community.

Retired Senior Volunteer Program (RSVP): RSVP is one of the largest volunteer networks in the nation for people 55 and over. You can use the skills and talents you've learned over the years or develop new ones while serving in a variety of volunteer activities in your community.

Senior Companion: Low income guidelines. Senior Companions are volunteers 55 and over who provide assistance and friendship to seniors who have difficulty with daily living tasks, such as shopping or paying bills. The program aims to keep seniors independent longer, and provide respite to family caregivers.

AmeriCorps: Members-Age varies.

Vista: A long-standing AmeriCorps program that sends members to communities facing poverty, inequality, and unemployment to build organizational, administrative, and financial capacity.

NCCC: A full time, residential, team-based Program for young adults to travel the county & complete hands on programs.

State & National: A large network of programs that align with your interests, fit your schedule, and meet community needs across the county.



Volunteers of America Colorado Programs

The Volunteers of America Colorado has been the local sponsor of RSVP since 1981.



WHO WE ARE

Volunteers of America Colorado is a nonprofit, faith-based organization dedicated to helping those in-need transform their lives. Through more than 50 distinct human service programs, Volunteers of America changes the lives of more than 140,000 vulnerable Coloradoans each year. VOA services include housing and emergency shelters, hunger and nutrition services and many other community support programs. Our work touches the mind, body, heart and ultimately the spirit of those we serve. VOA integrates compassion with highly effective programs that build and strengthen communities.

WHO WE SERVE

Since 1896, our ministry of service has supported and empowered Colorado's most vulnerable citizens. Volunteers of America Colorado supports many diverse populations including families, children, veterans, and seniors. We address the unmet needs within our communities and create programs that empower our neighbors to become self-sufficient and reach their full potential.

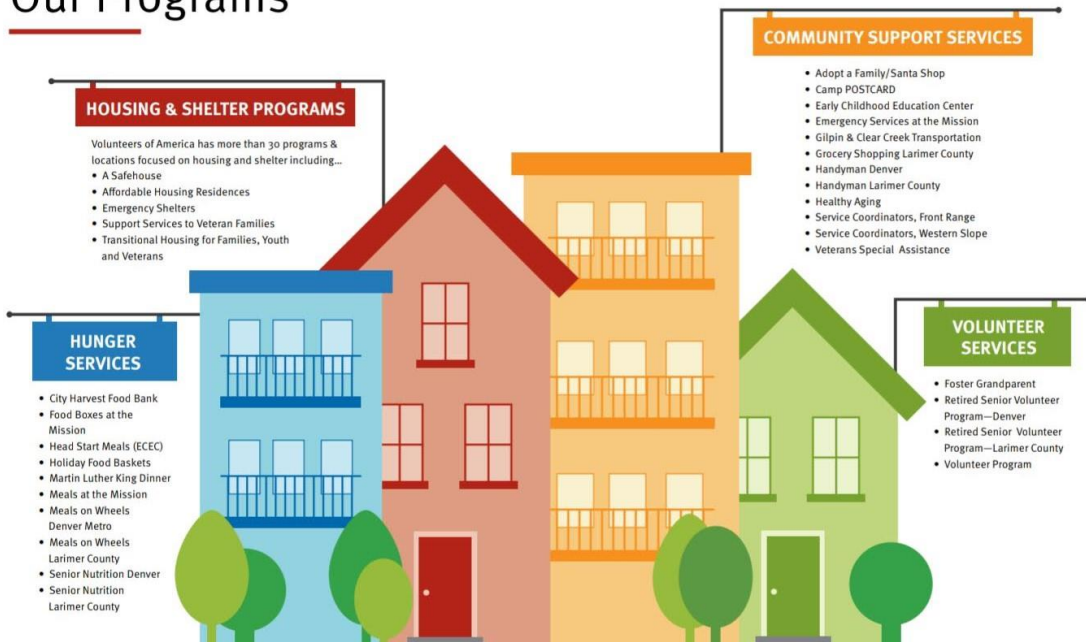
WHAT MAKES VOA SPECIAL

Volunteers of America Colorado believes unique challenges require unique and thoughtful solutions. VOA creates specialized programs to meet the critical needs of the communities we serve—our programs across Colorado look different because each community is distinct. Volunteers of America recognizes the senior who needs assistance with her grocery shopping in Fort Collins, and the student in Aurora who has never been to summer camp. We support Denver's homeless veterans who have been under-served, and prepare preschoolers challenged by poverty to be successful in elementary school and beyond. Wherever we go we engage faith, relationship-building, and volunteers to lift-up and support Colorado's most vulnerable citizens.



To learn more about VOA and to donate or volunteer, visit www.voacolorado.org | Statistics are from fiscal year 2019

Our Programs



RSVP Eligibility and Enrollment

ELIGIBILITY REQUIREMENTS

- Volunteers must be aged 55 years or better.
- VOAC AmeriCorps Seniors Retired & Senior Volunteer Program (RSVP) is available to eligible people regardless of race, color, national origin, disability, age, formal education, experience, religion, sexual orientation, gender identity or expression, political affiliation, marital or parental status, military service, or English proficiency.

ENROLLMENT IN RSVP

- If you meet RSVP's eligibility requirements, you may become an RSVP volunteer. To join, all you have to do is complete and sign the application form. There are no enrollment or membership dues!

ACTIVE/INACTIVE RSVP VOLUNTEERS

- Active RSVP volunteers are eligible to receive all of RSVP's benefits.
- RSVP understands sometimes circumstances or situations prevent a volunteer from continuing in active community service for a period of time, or sometimes volunteers just need a break. **If you find you are unable to volunteer at least one hour during a six-month period, please contact an RSVP staff member.** RSVP will hold enrollment information on volunteers if they plan to volunteer again in the near future. The RSVP Program Coordinators will also help volunteers find new volunteer positions at any time.
- However, if a volunteer does NOT plan to volunteer again for at least one year, RSVP will **inactivate** the volunteer from the program. An inactivated volunteer is able to join RSVP again depending on the circumstances. An inactive volunteer may need to re-apply with RSVP. Contact RSVP staff for assistance.
- Volunteers can inactivate themselves from the RSVP program at any time and for any reason. To attain and maintain a consistent and high-quality program, volunteers can be inactivated at any time at the discretion of Program Staff. A volunteer can appeal this decision with a letter or email to the RSVP Project Manager.

Reporting Volunteer Hours

WHY WE COUNT YOUR HOURS

RSVP requires our Partner Agencies to record and report your RSVP volunteer hours to us each month. To receive funding to provide volunteer benefits, RSVP must report these hours to the federal government to demonstrate the effectiveness of the program. If you are not sure whether your agency is tracking your hours for RSVP, please check! This is important for a few reasons:

1. Hours mean you are covered

As an RSVP volunteer; you carry supplemental insurance while you serve — so long as we have a record of your service. If an accident happens and you file a claim, we must have a verified hour recorded on file from your place of service or your claim may be denied.

2. Hours are currency

Grants often require matching funds from organizations, and many grants allow the match to come “in-kind.” Many organizations use volunteer hours as the “in-kind” match for their grants. This means it is important to have a record of the hours you serve at an RSVP partner agency, because they may be critical to securing agency funding.

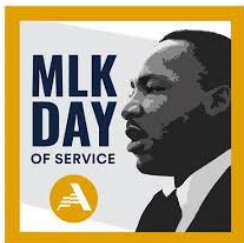
3. Hours demonstrate value

When you give your time to a project by volunteering, you show that the project is valuable to you. We track volunteer hours in order to show the level of community support for the projects where RSVP members serve. Demonstrating community support is very important in creating public awareness, recruiting more volunteers, and fundraising.

4. Hours Accumulate

RSVP tracks your “lifetime hours.” As long as you are a volunteer with an RSVP station, we track your hours. Tracking lifetime hours helps us recognize volunteers who are making a difference in their communities. All hours are recorded in our database and contribute to the individual volunteer’s *lifetime hours*.

Once you are placed at a station, the RSVP Program Coordinator will confirm how your hours will be collected and what, if anything you will need to do each month.



“Life’s most persistent and urgent question is, what are you doing for others?” –
Martin Luther King, Jr.



RSVP Benefits

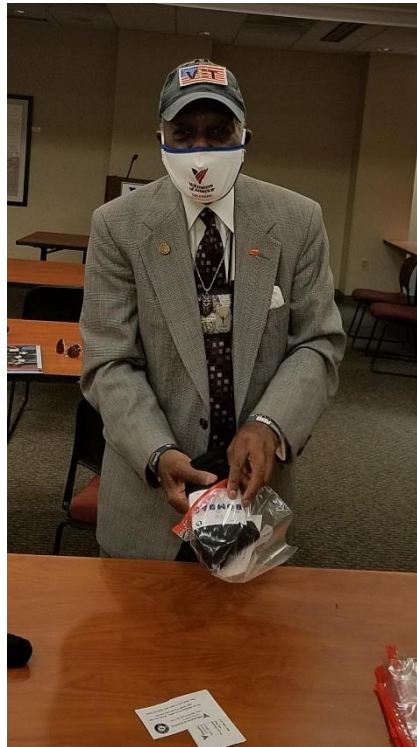
SUPPLEMENTAL INSURANCE

Each RSVP Volunteer is eligible for supplemental insurance at no monetary cost to the individual. You pay with your volunteer service. The insurance is in excess of your own insurance. This supplemental insurance is only in effect when you are volunteering at your RSVP volunteer station. The insurance covers costs remaining after your primary insurance is exhausted. Please see the CIMA Summary of Coverages for further information.

To File a Claim,
Call the RSVP Program Manager (720-264-3311) within 24 Hours of the incident and report the incident immediately to your Site Coordinator.

RSVP will send you a claim form to complete and return to us. We will file the claim on your behalf.

Thereafter, you will be responsible for submitting all invoices, explanations of benefits, and any other requested documentation to the third-party handling your claim.



“No one is more cherished in this world than someone who lightens the burden of another.” Author Unknown



RSVP Benefits

TRAVEL REIMBURSEMENT

RSVP reimburses a limited number of its volunteers for mileage or bus fare to and from volunteer agencies. This includes travel to and from a volunteer agency for an interview, training, meeting, or recognition event, etc. However, this does NOT include any driving entailed while volunteering, i.e., delivering for Meals on Wheels. RSVP reimburses at a set rate per mile and/or bus fare up to a maximum amount per month.

- The current rates and written instructions for travel reimbursement are printed on the back of the travel reimbursement form. A travel reimbursement form, a travel reimbursement application, as well as samples of completed travel reimbursement forms, are available upon request.

RSVP's Travel Reimbursement Policies are as follows:

- Travel reimbursement is limited to those people who would otherwise be unable to afford to volunteer. Anyone interested in receiving travel reimbursement must fill out a reimbursement application and return it with a copy of their driver's license. The application will be reviewed, and the volunteer notified if they qualify to receive the travel reimbursement. Participation in the travel reimbursement program is OPTIONAL. Volunteers are not required to complete or submit travel reimbursement forms if they do not wish to be reimbursed. Travel reimbursement is on a limited basis and only if funds are available.
- RSVP travel reimbursement is ONLY for travel to and from an RSVP volunteer agency. RSVP does not reimburse for mileage incurred while carrying out a volunteer assignment (i.e., Meals on Wheels) or for unrelated trips on the way home from a partner agency.
- RSVP is NOT able to reimburse volunteers for walking to their volunteer agency.
- RSVP is able to reimburse for public transportation fees.
- All travel reimbursement requests to RSVP must be filled out on a blue RSVP Travel Reimbursement Request form.
- Travel Reimbursement Forms are due the 3rd of the following month. Late or incorrect forms will delay your reimbursement until the next month.
- RSVP can reimburse a maximum of \$20 each month. Reimbursement checks CANNOT be issued if the amount is under \$5.00. Travel forms will be held until \$5.00 or more is accumulated.
- An automobile driver must write his/her current driver's license number and expiration date in the space provided on the Travel Reimbursement Form. Drivers are responsible for renewing their licenses and insurance.

If you have questions regarding RSVP travel reimbursement policies or forms, contact RSVP Project Manager at 720-264-3311.

RSVP Benefits

Honoring RSVP Volunteers

Volunteer Recognition

RSVP recognizes its volunteers for their community service in several ways throughout the year. Each year you are with RSVP, the staff will find a special way to honor you.

RSVP Newsletters

The RSVP eNewsletter will be emailed to volunteers monthly, highlighting events and projects in our community. The newsletter provides information on special events and projects, new volunteer opportunities, volunteer agencies, and outstanding RSVP volunteers nominated by site volunteer coordinators. Volunteers may request the newsletter to be mailed each month if they prefer that format.

The RSVP staff encourages you to submit anything you would like to share with your fellow RSVP volunteers (poems, recipes, stories, etc.)

Please Contact: RSVP Program Coordinator Gayle Larsen 720-264-3339 glarsen@voacolorado.org

Volunteers of America, Attn: RSVP, 2660 Larimer Street, Denver, CO 80205

TV Volunteer Spotlights

RSVP also nominates its outstanding volunteers for local community service awards, such as the Channel 7 Everyday Hero Award. A few RSVP volunteers have received these prestigious awards!



 **Volunteers of America®**
COLORADO

 **AmeriCorps
Seniors**

RSVP PROJECT WARMTH VOLUNTEERS



RSVP Project Warmth volunteers knit, crochet, quilt and craft their way into the heart of our community.

RSVP Current Volunteer Opportunities

Assisting Seniors (Transportation, Meals, Companionship)

Aging Resources of Douglas County (Douglas County)
Castle Rock Activity Senior Center (Castle Rock)
Parker Senior Center (Parker)
Platt Park Senior Center (Denver)
Project Angel Heart (Various)
Nourish Meals on Wheels (Littleton)
VOA Kitchen (Denver)
VOA Meals on Wheels (Various)

Assisting Seniors with Safety

VOA Safety of Seniors Handyman Program (Various):
Home Safety Assessments and minor safety modification.

Education/GED/Mentoring/Life Skills/ (children, young adults, adults)

Conflict Center (Denver)
Denver Public Schools (Denver)
The Master's Apprentice (Denver)
Reading Partners (Various Denver Locations)
Ready to Achieve Mentoring Program (Denver)
VOA Early Childhood Education Center (Denver)

Veterans

VOA Veteran Services Center (Denver)
VOA Veteran/ Military Personnel Support (Denver)

Environment

Denver Public Schools Urban Gardens (Denver)
Denver Botanic Gardens (Denver)
Habitat for Humanity of Metro Denver (Denver)

Disaster Preparedness & Response

VOA Disaster/Opioid Preparedness (Various)

Museums & Culture

Children's Museum (Denver)

In-Home Volunteer Opportunities

Letters Against Isolation (In-home opportunity)
YANAM2M Mom 2 Mom support (In-home opportunity & Douglas)
RSVP Project Warmth
AmeriCorps Seniors Day of Service

Emergency & Crisis

Rose Medical Center (Denver)
VOA Bannock Center (Denver)
VOA Boulevard One Residences (Denver)
VOA Brunetti Lofts (Denver)
VOA Casa De Rosal (Denver)
VOA Dining Centers (Denver)
VOA Family Motel (Denver)
VOA Irving St Women's Residence (Denver)
VOA Mission (Denver)
VOA Montbello Manor (Montbello)
VOA Westgate Towers Apartments (Denver)
YANAM2M Mom 2 Mom support (In-home opportunity & Douglas)

Healthy Futures

ARC (Various Locations-Denver Metro Area and Douglas County)
Buck Recreation Center (Littleton)
Covenant Cupboard Food Pantry (SE Denver)
Food Bank of the Rockies (Denver)
Integrated Family Community Services (Englewood)
Metro Caring (Denver)
SECOR Cares (Douglas County)
VOA Choices for Healthy Aging (Various)
VOA City Harvest (Denver)
VOA Sunset Park Senior Center (Denver)

Diversity/Language (ESL, Ambassadors)

DEN Ambassador/CATS Program (DIA)
Douglas County Libraries (Douglas)
Learning Source (Denver)
VOA Sunset Towers (Central Denver)

Volunteer Rights and Responsibilities

Volunteer Rights and Responsibilities

Volunteers have the right to meaningful assignments, respectful supervision, and recognition for their service. In return, volunteers agree to perform their duties to the best of their abilities, be loyal to the mission and goals of the agency and to follow agency policies and procedures.

A volunteer has the right:

- To expect that their time will be used wisely.
- To have a mutually agreed upon written volunteer position that has clear expectations, responsibilities, duties, supervision, and time commitment.
- To be provided appropriate workspace, equipment, orientation, training, feedback, and supervision for the position they accept.
- To be informed how their position supports the mission and goals.
- To have their suggestions heard in the planning of their work.
- To be informed of policies, procedures, and benefits associated with the position.
- To say “no” to volunteer positions that they are not interested in filling.
- To be considered for promotions, special assignments, transfers, and a variety of experiences.
- To have an inclusive work environment that is respectful of all people, including those served, paid staff and volunteers.
- To be treated as a co-worker with other staff and/or volunteers to achieve common goals.
- To feel valued and be recognized for their contributions.
- RSVP is available to eligible people regardless of race, color, national origin, disability, age, formal education, experience, religion, sexual orientation, gender identity or expression, genetic information, political affiliation, marital or parental status, military service, or English proficiency.

Volunteers are expected:

- To support and be loyal to the mission, goals and philosophy of RSVP and the specific programs in which they are working.
- To be open and honest about intent, goals, interests, and skills.
- To carry out position responsibilities to the best of their ability and follow the agency’s policies and procedures.
- To accept guidance and direction with a supervisor and team and to discuss problems, concerns and suggestions with supervisor or the volunteer manager.
- To be open to feedback and offer assistance in correcting problems or misunderstandings.
- To participate in orientation, training, or meetings.
- To complete records or reports on time.
- To ask questions and ask for help if unclear how to proceed with an assignment or duty.
- To respect the confidentiality of the organization, the people served, and other staff and volunteers
- To respect all those you serve and serve with regardless of race, color, national origin, disability, age, formal education, experience, religion, sexual orientation, gender identity or expression, genetic information, political affiliation, marital or parental status, military service, or English proficiency.
- To be punctual and reliable, notifying their supervisor of absences as far in advance as possible.
- To demonstrate professional, respectful behavior at all times, including when faced with challenging situations.
- To be cooperative and treat others with respect at all times, maintaining good working relationships.

Prohibited Activity

- Volunteers and Grantee staff do not engage in, and grantee funds are not used for, any of the following activities, to the extent they are prohibited in the applicable program regulations:
 - electoral activities,
 - voter registration,
 - voter transportation to polls, and
 - efforts to influence legislation
 - Influence Elections or Voter Registration activity
- Volunteers do not 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.
- Neither the Grantee nor any volunteer station may request or receive compensation from the beneficiaries of RSVP volunteers.
- Any volunteer station financial support of the RSVP project is not a precondition for that station to obtain volunteer service
- A RSVP volunteer may not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends.
- Grant funds are not used to finance labor or anti-labor organizations or related activity.
- Project staff or volunteers do not give religious instruction, conduct worship services, or engage in proselytization as part of their duties and, if the sponsor is an organization that conducts inherently religious activities, those activities are offered separately, in time and location, from the programs or services funded under the AmeriCorps grant.

Volunteer Grievance Policy

There may occasionally be differences of opinion regarding decisions in the administration of RSVP and/or in the administration of an RSVP volunteer station. All RSVP volunteers are assured of unobstructed communication with respect to grievances without fear of reprisal. The following procedures shall be established to ensure the orderly settlement of complaints:

1. If an RSVP volunteer has a grievance, they must first discuss the matter with the Program Coordinator. The Program Coordinator will try to resolve the matter informally.
2. If the matter is not resolved informally, the RSVP volunteer must submit the grievance in writing to the Project Manager within five working days of the occurrence. The Project Manager will investigate the grievance and send a written reply to the RSVP volunteer within five working days.
3. If the RSVP volunteer is not satisfied with the decision of the Project Manager, the RSVP volunteer may submit the grievance in writing to the VOAC Vice President of Aging and Nutrition Services within five working days of receiving what the volunteer considers to be an unsatisfactory response from the Project Manager. The Vice President of Aging and Nutrition Services will investigate the grievance and send a written reply to the RSVP volunteer within five working days.
4. Legal representation is allowed, and all volunteers have freedom from retaliation/reprisal.

All grievances will be considered closed if the RSVP volunteer does not submit the grievance within five working days of the occurrence, the volunteer fails to comply with procedural guidelines, or if the grievance process has been exhausted.

To Report any Waste, Fraud or Abuse of AmeriCorps funding contact AmeriCorps directly by phone: 1-800-452-8210 or go to the OIG (Office of Inspector General) Hotline at <https://www.americorpsoig.gov/hotline>.

RSVP Confidentiality Agreement

All information – address, phone number, etc. – you have provided to RSVP will remain confidential and for RSVP use only. RSVP will not sell the information. RSVP will always ask permission before sharing your information to a partner agency.

**“Volunteers are love in motion!” –
Author Unknown**

Contact and Office Information

VOLUNTEERS OF AMERICA COLORADO

4915 E. 52nd Ave
Commerce City, CO 80022
Phone: 720-264-3397

<https://www.voacolorado.org/>

RSVP Project Manager: Cathy Law
Direct Line: 720-264-3311 claw@voacolorado.org
RSVP Program Specialist: Gayle Larsen
Direct Line: 720-264-3339 glarsen@voacolorado.org
RSVP Senior Associate: Betsy Hackemer
Direct Line: 720-264-3374 ehackemer@voacolorado.org

HOURS OF OPERATIONS

Monday –Friday: 8:00AM – 4:30PM
Saturday & Sunday: Closed

VOAC HOLIDAY CLOSURES 2024

New Year's—Monday Jan 1st, 2024
Memorial Day—Monday May 27th, 2024
Juneteenth—Wednesday June 19th, 2024
Independence Day—Thursday July 4th, 2024
Labor Day—Monday September 2nd, 2024
Thanksgiving—Thursday Nov 28th, 2024
Day After Thanksgiving—Friday Nov 29th, 2024
Christmas Eve—Tuesday Dec 24th, 2024
Christmas Day—Wednesday Dec 25th, 2024

RSVP Handbook Agreement

I, _____ (Printed Name) certify that I have received and understand this RSVP Volunteer Handbook and execute it voluntarily, this day, _____ (Date), with full knowledge of its significance.

This document will be kept on your file to confirm the receiving of the RSVP Volunteer Handbook.

Signature: _____ Date: _____

Witness Signature: _____



**RELEASE OF CLAIMS AND AGREEMENT
TO INDEMNIFY VOLUNTEERS OF AMERICA**

In consideration of being granted permission to volunteer with Volunteers of America or any of its entities, I, on behalf of myself and my heirs, executors, administrators and assigns, hereby release Volunteers of America, its separate entities, agents, employees and officers from any claim for injuries I may incur of any kind, at any time, whether known or unknown, caused by or related to my volunteer work, which is not caused by the negligence of Volunteers of America, its separate entities, agents, employees or other volunteers.

I further agree to indemnify and hold harmless Volunteers of America and/or any of its separate entities, against all claims, demands, judgments and executions that Volunteers of America and/or its separate entities may sustain as a result of, or arising from my actions as a volunteer, that are beyond the scope of my assigned volunteer duties, whether or not such claims, demands, actions, judgments and executions are discovered during the period of my volunteer work.

I, _____ (Printed Name) certify that I have read and understand this Release of Claims and Indemnification Agreement and execute it voluntarily, this day, _____ (Date), with full knowledge of its significance.

Signature: _____

Address: _____

City, State, Zip: _____

Home Phone: _____

E-mail Address: _____

Veteran Status: Please circle all that apply.

1) Active Duty or Reserve Component

2) Military Family

3) Veteran

4) Family of Veteran

Internal Use
Date:
Project
Group:

Updated December 2022