



**Retired and Senior
Volunteer Program
of Burlington County**

Volunteer Handbook/Manual

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**Burlington County College - 601 Pemberton Browns Mills Rd. - Pemberton, NJ 08068
Extension 1583 or 1498 at 609-894-9311 or 856 222-9311 – Email kbennett@bcc.edu**

Volunteer Handbook

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Who We Are

The Retired and Senior Volunteer Program of Burlington County (RSVP), sponsored by Burlington County College, has been in existence since 1974. As part of Senior Corps, under the Corporation for National and Community Service, RSVP taps the rich experience, skills and talents of the 55+ population to meet the needs and challenges of America's communities. For more information on RSVP, you can contact Karen Bennett, Director, RSVP, at 609 894-9311 x1498 (kbennett@bcc.edu) or Donna Fascenda, Volunteer Coordinator at 609 894-9311 x1499 (dfascend@bcc.edu).

RSVP Mission

The mission of the Corporation for National and Community Service is to improve lives, strengthen communities, and foster civic engagement through service and volunteering. The Retired and Senior Volunteer Program of Burlington County (RSVP) offers "one stop shopping" for all volunteers 55 and over who want to find challenging, rewarding, and significant service opportunities in their local communities.

Where Can You Volunteer?

RSVP has hundreds of volunteers donating tens of thousands of service hours in participating Burlington County public or private non-profit agencies (volunteer station). A wide variety of opportunities are available to utilize your talents and explore new interests. Some volunteer opportunities include, but are not limited to: tutoring, mentoring, tax counseling, state health insurance assistance counseling, teaching health related courses, serving on advisory councils and assisting individuals in organizing their bills.

The Volunteer Station

The volunteer station must sign a "Memorandum of Understanding" indicating that they will abide by the RSVP policies listed. The station is responsible for providing the volunteer with the appropriate materials, supervision and training necessary to complete assigned tasks. RSVP volunteers do not replace paid staff nor should a station ask a volunteer to do anything that paid staff is not willing to do. Two main responsibilities of the station is to record the volunteer hours and submit them to the RSVP office monthly, and measure the impact the volunteer is having on the non-profit's mission/clients.

The Volunteer Coordinator

Volunteer Coordinators are responsible for recruiting new volunteers, maintaining contact and assistance to the volunteer and communicating with the volunteer station. Once a person is interested in volunteering, the Volunteer Coordinator will schedule an

interview to orient the volunteer to the RSVP program and share volunteer opportunities of interest. It is the hope that a perfect match will be obtained, that meets the needs and abilities of the volunteer, with that of the community.

Changing Volunteer Assignment

Once a volunteer chooses a volunteer assignment, the Volunteer Coordinator will give you the details of the station and job description. RSVP realizes that you may want to change your assignment. You may decide to try out new skills or advance to more difficult tasks. For accurate record keeping, **it is important to let the Volunteer Coordinator know, as soon as possible, of the decision to change stations or jobs.** Whatever the reason, RSVP will accept your request for a change at any time. **Please contact** your Volunteer Coordinator to provide assistance in finding another opportunity.

Any changes that occur during your time as an RSVP volunteer must be immediately reported to the Volunteer Coordinator (i.e.: Change of address, phone number, name change, extended leave, etc.). The Volunteer Coordinator, Donna Fascenda, can be reached at 609 894-9311 x1499.

Reporting Hours

As part of the Corporation's grant requirement, **volunteers must report their hours on a monthly basis.** National and local statistics on volunteerism can be retrieved, because of this careful data collection. Hours can be submitted individually by mailing to BCC – RSVP, 601 Pemberton Browns Mill Road, Pemberton, NJ 08068 or sent electronically via the volunteer station to dfascend@bcc.edu This verification of activity becomes particularly important should the volunteer need to utilize the supplemental accident insurance. Without a time record, the RSVP office would not be able to offer that benefit.

If you do not see a time sheet posted at your station, please ask the supervisor at the site for a copy or request copies of the hour reporting sheets from RSVP. Hour reporting sheets can also be found on the web at:

<http://www.bcc.edu/pages/333.asp>

The Station Manager is required to submit all station volunteer hours by the 10th of the month for the previous month.

Reporting for Impact

Programming for Impact (PFI) is an outcome based approach and framework that was implemented by the Senior Corps in 1996 to allow its programs to effectively demonstrate how they:

1. Deliver benefits and results to the community

2. Focus energies and resources on meeting high priority needs.
3. Gauge and measure how the activities of the volunteers get results in the community – not only to tell the story anecdotally or from the point of how the senior volunteer benefits – but how a larger issue in the community was addressed through their service.
4. Raise the importance of senior volunteers as a valuable community resource that justifies investment from public and private sectors.

RSVP is required to collect data regarding the impact volunteers make in their assignments. This can be captured by surveys or evaluations done by the volunteer station. As part of the Memorandum of Understanding between RSVP and the volunteer station, **stations must comply** with this evaluative process in order for RSVP to continue to recruit volunteers on their behalf. An example of the volunteer impact rubric is copied below:

<p>PROGRAMMING FOR IMPACT: ADDENDUM TO MEMORANDUM OF UNDERSTANDING</p>

Volunteer Station: _____

Community Need:

Proposed Service Activity:

Proposed Inputs:

Proposed Outputs/Accomplishments:

Desired Outcomes/Impact:

<p>6-MONTH ASSESSMENT OF IMPACT</p>
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Inputs:

Outputs/Accomplishments:

Outcomes/Impact:

Data Collection Methods/Sources Used:

<p>ANNUAL ASSESSMENT OF IMPACT</p>

Inputs:

Outputs/Accomplishments:

Outcomes/Impact:

Data Collection Methods/Sources Used:

Recommended Changes:

RSVP Volunteer Benefits

Recognition:

Once a year, RSVP sponsors a Volunteer Recognition Event for all active RSVP volunteers. This is a festive opportunity for volunteers to come together and celebrate their accomplishments. It is also a way for the volunteer stations, RSVP Staff, the Advisory Council and Burlington County College to show their appreciation for the dedicated service the RSVP volunteers contribute to the Burlington County.

Insurance:

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 coverage your organization has chosen to provide to you.

SUMMARY OF COVERAGES

I. Excess Accident Medical Coverage - This coverage is in excess of Medicare, Medicaid, and any other 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.** Other than X-rays, dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit 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 payment under this coverage, including dental and eyeglass expenses, is \$50,000.

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

Accidental Death and Dismemberment Coverage - In addition to the accident medical coverage, the underwriter 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.

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. **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. You are protected for bodily injury or property damage claims arising out of your activities (including driving directly between your home and your workstation.) The liability policy is written at a combined single limit (including both bodily injury and property damage) of \$500,000 each accident. This insurance is in excess of the greater of:

- A. \$50,000 each accident
- B. an amount equal to the applicable limits of liability of any other collectible insurance;
- C. an amount equal to the minimum limit of liability required under the motor vehicle financial responsibilities laws of the state in which the accident occurs.

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.

Medicare says that your insurance should pay first. What should I do?

We can help! Our coverage is specifically excess over Medicare. Call us at 800.468.4200 and we will assist you.

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 personal liability contract. **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 Medicare or any other existing insurance 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. About Volunteers Insurance Service: This insurance program is provided by Volunteers Insurance Service Association, Inc., a risk purchasing group formed and operating pursuant to the Liability Risk Retention Act of 1986 (15 USC 3901 et seq).

**THE CIMA COMPANIES, INC
2750 KILLARNEY DR., SUITE 202,
WOODBIDGE VA 22192
TEL 703.739.9300 or 800.468.4200
FAX 703.739.0761
E-MAIL: Volunteers@cimaworld.com
WWW.CIMAWORLD.COM**

Tips for Volunteering Wisely

- Research the causes or issues important to you
- Consider the skills you have to offer.
- Pick an opportunity where you will learn something new.
- Combine your goals. Look for opportunities that will also help you to achieve your other goals for your life.
- Do not over commit your schedule.

Your time and talents are a valuable resource. Thank you for sharing them in your community through RSVP!!!

Why Volunteer?

**By Susan J. Ellis
President, Energize, Inc.**

People volunteer for a wide variety of reasons, especially wanting to help others. But it's also OK to want some benefits for yourself from volunteering.

Some people are uncomfortable with the notion that a volunteer "benefits" from doing volunteer work. There is a long tradition of seeing volunteering as a form of charity, based on altruism and selflessness. The best volunteering does involve the desire to serve others, but this does not exclude other motivations, as well.

Instead of considering volunteering as something you do **for** people who are not as fortunate as yourself, begin to think of it as an **exchange**.

Consider that most people find themselves in need at some point in their lives. So today you may be the person with the ability to help, but tomorrow you may be the recipient of someone else's volunteer effort. Even now you might be on both sides of the service cycle: maybe you are a tutor for someone who can't read, while last month the volunteer ambulance corps rushed you to the emergency room. Volunteering also includes "self-help." So if you are active in your neighborhood crime watch, your home is protected while you protect your neighbors' homes, too. Adding your effort to the work of others makes everyone's lives better.

Your Motivations

Think about how much you receive when you give and consider why you want to volunteer. You may have several different reasons. Here are just a few of the many possible motivations identified by other volunteers:

- to feel needed
- to share a skill
- to get to know a community
- to demonstrate commitment to a cause/belief
- to gain leadership skills
- to act out a fantasy
- to do your civic duty
- because of pressure from a friend or relative
- satisfaction from accomplishment
- to keep busy
- for recognition
- to repay a debt
- to donate your professional skills
- because there is no one else to do it
- to have an impact
- to learn something new
- for freedom of schedule
- to help a friend or relative
- for escape
- to become an "insider"
- guilt
- to be challenged
- to be a watchdog
- to feel proud
- to make new friends
- to explore a career
- to help someone
- as therapy
- to do something different from your job
- for fun!
- for religious reasons
- to earn academic credit
- to keep skills alive
- because an agency is geographically close
- to have an excuse to do what you love
- to be able to criticize
- to assure progress
- to feel good
- to be part of a team
- to gain status
- because you were asked
- to test yourself
- to build your resume
- to be an agent of change
- because of personal experience with the problem, illness, or cause
- to stand up and be counted

You will probably have some special reasons of your own. Remember that the motivations you have to select the place to offer your services may not be the reasons why you stay. Once you're on the volunteer job, you will continue to serve as long as you feel that your efforts are accomplishing something, that your talents are appreciated, and that you make a difference. And if you also like the people with whom you work, so much the better!

As long as you are truly serving through your volunteer work, isn't it wonderful that such an exchange occurs? In fact, it tends to strengthen your commitment to volunteering when you can see the benefits to both the recipient of your efforts and to yourself. And it is much more comfortable than "charity" because it upholds the self-esteem of those with whom you volunteer.

Policies and Procedures

- (1) 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,
 - Efforts to influence legislation?
- (2) 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?
- (3) Neither the grantee nor any volunteer station requests or receives compensation from the beneficiaries of Senior Corps volunteers?
- (4) Any volunteer station financial support of the Senior Corps project is not a precondition for that station to obtain volunteer service?
- (5) The sponsor will withdraw services if a volunteer station's inability to provide monetary or in-kind support to the project under the Memorandum of Understanding diminishes or jeopardizes the project's financial capabilities to fulfill its obligations?
- (6) A Senior Corps volunteer does not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends?
- (7) Grant funds are not used to finance labor or anti-labor organizations or related activity?
- (8) Laborers and mechanics employed for construction, alteration, or repair of facilities are paid prevailing rates as determined by the Secretary of Labor in accordance with the Davis-Bacon Act, as amended?
- (9) 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 Corporation grant?



RSVP VOLUNTEER REPORT

Name _____ Date: _____

DATE Mo. Day Year	# OF HOURS Include Travel Time	ASSIGNMENT What Did You Do?	How Many People Did You Serve?

 SIGNATURE OF VOLUNTEER DATE

 SIGNATURE OF VOLUNTEER'S SUPERVISOR DATE

 SIGNATURE OF RSVP COORDINATOR DATE



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**Burlington County College - 601 Pemberton Browns Mills Rd. - Pemberton, NJ 08068
Extension 1583 or 1499 at 609-894-9311 or 856 222-9311 – Email dfascend@bcc.edu**

I hereby acknowledge that I have received and reviewed the volunteer handbook.

I hereby acknowledge that I have received Hour Reporting sheets for my volunteering opportunity.

Signature of the Volunteer _____ Date: _____

Signature of the Volunteer Coordinator _____