



AmeriCorps Seniors

RSVP VOLUNTEERS

RETIRED SENIOR VOLUNTEER PROGRAM
VOLUNTEER HANDBOOK

Serving: Weber, Morgan, Box Elder Counties

Updated March 1, 2025

The RSVP staff welcome you as an RSVP volunteer.
This handbook will answer any basic questions or concerns you may have as an RSVP volunteer. If you have further questions, please feel free to contact us.

STAFF CONTACT INFORMATION

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Mailing Address

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237 26th Street
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This program handbook has been prepared for volunteer participants in Weber/Morgan/Box Elder County RSVP (Retired and Senior Volunteer Program), with rules and content from the Federal laws, statutes and Weber Human Services rules and regulations.

Qualifications

Weber/Morgan/Box Elder County RSVP offers a wide range of volunteer opportunities with local non-profit organizations, governmental entities and health care organizations, which provide meaningful service to our community. With RSVP, volunteers choose how and where they want to serve and the amount of time each wants to give. Volunteers may also choose whether to draw on their life experiences and skills or develop new ones.

Qualified individuals must be:

- Fifty-five (55) years of age or over.
- Willing to serve at a station with an active Memorandum of Understanding.
- Willing to sign in with the volunteer station each time they serve so hours may be tracked.
- Willing to serve without compensation.
- Willing to pass background screening if required for their position

There are no education, income or experience requirements to become an RSVP volunteer.

Eligibility may not be restricted on the basis of:

Race • Color • National origin • Sex • Age • Religion • Sexual orientation • Disability • Political affiliation • Marital or parental status • Genetic information • Military service

In accordance with the ADA requirements, Weber Human Services and the stations where volunteers are placed will make reasonable accommodations for individuals wishing to enroll as volunteers within AmeriCorps Seniors.

The ADA requires reasonable accommodations as they relate to three aspects: 1) ensuring equal opportunity in the application process; 2) enabling a qualified individual with a disability to perform the essential functions of a job; and 3) making it possible for an individual with a disability to enjoy equal benefits and privileges.

Authorization

The Retired and Senior Volunteer Program, one of three programs of the AmeriCorps Seniors organization, began nationally as an outgrowth of efforts by private groups and government agencies to create opportunities for engagement, activity, acquaintanceship, and growth for older Americans interested in serving their communities in a variety of ways. The success of the early program led to an amendment to the Older Americans Act, creating RSVP as a nationwide program in 1969. The federal funding agency for Weber/Morgan/Box Elder RSVP is the Corporation for National and Community Service also known as AmeriCorps.

Sponsor

Weber/Morgan/Box Elder County RSVP provides meaningful service opportunities for men and women over age 55 in Weber, Morgan and Box Elder Counties; and, is sponsored by Weber Human Services, located at 237 26th Street, Ogden, UT 84401.

Training

All training of volunteers is done by the station/ site where volunteers are assigned to serve. Online training and some in-person training is available for individuals who wish to serve as an RSVP grandparent tutor or RSVP Friendly Visitor. Volunteer stations are required to attend a yearly training.

Active and In-active Volunteers

A volunteer serving in Weber/Morgan/ Box Elder County RSVP is considered active if they have a signed RSVP registration form on file and do not go longer than **six (6) months** without volunteering. Each time the volunteer works, they must sign in at the volunteer station in which they are serving. A monthly timesheet is sent to each station so that they may accurately report volunteer hours on a monthly basis to RSVP office and staff.

If the volunteer is unable to serve or RSVP staff is unable to contact the volunteer, they will be removed from RSVP.

Service Hours/ Timesheets

Each volunteer is required to sign in at their volunteer station so that their hours may be accurately recorded. Most timesheets are sent monthly to the site where volunteers serve.

- Hours must be rounded up to the next whole number. (i.e. 1.5=2)
- Travel time to and from the volunteer homes is not included in hours of service;

Volunteer Stations

RSVP currently serves volunteer stations in Weber, Morgan and Box Elder Counties.

Weber/Morgan/Box Elder County RSVP volunteers will not be placed in any assignment where there is a real or perceived risk of personal harm.

RSVP volunteers are not employees of the volunteer station.

Recognition

The RSVP program holds several recognition events. Two events are held each year to recognize volunteers. Each volunteer may only attend one of those events.

Recognition events are only for RSVP volunteers, station coordinators, RSVP staff and Weber Human Services invited guests.

If funds are available, volunteers receiving special recognition may be allowed to have a guest attend. Volunteers will be individually notified if this is available.

Recognition Years

Years of service for RSVP are based on the enrollment date onto the RSVP program minus any breaks in service. Years of service recognition is given for all volunteers who meet a particular year of service during the calendar year. *For instance all volunteers who started in 2025 and had no break in service will receive their 5 year recognition at the RSVP recognition event in 2030.*

Depending on the month a volunteer signed on with RSVP, a break in service of only a few months can push the years of service to another calendar year.

Recognition years are based on when a volunteer signed up with RSVP and not on when they started volunteering at their stations. Some volunteers may have started volunteering for an organization before joining RSVP. This will result in a difference in the number of years of service.

Insurance

Volunteers enrolled in Weber/Morgan/Box Elder County RSVP will be provided - at no cost - with injury insurance, and when appropriate, excess automobile liability insurance, as specified by AmeriCorps Seniors. This supplemental insurance will be provided through a company called CIMA.

Should a volunteer sustain an injury while serving at their volunteer station, they should immediately seek medical attention and contact the RSVP office within 24 hours to complete an accident form.

This Insurance is supplemental insurance and will cover injuries after the volunteers primary insurance has covered it's expenses. Volunteer must seek medical care where their primary insurance is covered. **Never seek medical attention under workman's comp** or at a workmed facility as all claims made will be denied by Medicare and our supplemental insurance.

Volunteers who provide transportation as their volunteer position will also be covered under excess automobile insurance and must contact our office if they are involved in an automobile accident while serving as a volunteer driver.

Auto Insurance

RSVP volunteers who use their personal vehicles to drive from home to their volunteer station or in connection with the project-related activities must keep their automobile liability insurance in effect for their own protection and at their own expense.

Mileage/ Transportation Reimbursement

RSVP volunteers who drive his or her own vehicle to and from volunteer assignments and official project activities, including orientation, training, and recognition events, may claim mileage reimbursement from Weber/Morgan/Box Elder RSVP program. Such reimbursement will be made within the limits of available funds.

Volunteers must have prior approval before mileage reimbursement will be made. RSVP members can request mileage reimbursement by contacting the RSVP office and completing all direct deposit forms and drivers license information. When funds are limited, a waiting list will be established and volunteers will be admitted onto the list as other volunteers drop off of the reimbursement.

Mileage is available to RSVP volunteers who:

- Serve on the WHS/ RSVP Transportation Program
- Serve as an RSVP Grandparent Tutor through Weber Human Services
- Feel they need reimbursement in order to serve as a volunteer.

Volunteers who are approved for mileage reimbursement will be paid \$0.41 cents a mile for every mile up to 150 each month. Volunteers who serve on the RSVP Transportation program can receive reimbursement above the 150 miles per month, but only with RSVP office approval.

Mileage forms are due to the RSVP office by the 10th of the month and will be paid out by direct deposit on a monthly basis. Mileage reimbursement through direct deposit or check will be completed by the 18th of each month.

Late mileage is accepted, but will be paid out the following month and can only be for the grant period of April through March. We cannot pay mileage that is in a previous grant year. Mileage not from the current grant year will not be paid out.

Mileage forms must be signed by the station coordinator to verify the dates served, and must be submitted by the due date for mileage to be paid.

Bus passes and other modes of transportation are also reimbursable expenses. A volunteer needs prior approval to receive reimbursement for these modes of transportation. Reimbursement will be determined by the frequency of their volunteers need and the cost of the service. For instance, if a volunteer only serves one day a week, RSVP will not reimburse for the full monthly transportation pass. A receipt is not required for daily or monthly bus passes. Volunteers can be reimbursed up to the amount of a full months bus pass or specialty pass. Receipts are required for using taxi, uber, lyft and other approved modes of transportation.

Mileage will not be paid to non-RSVP volunteers. Volunteers can also not receive extra reimbursement if they carpool.

Background Checks

Weber Human Services RSVP requires FBI fingerprint checks with RAPback under certain circumstances.

In accordance with state law the RSVP program has chosen to perform Background checks on all RSVP volunteers serving in the ***K-12 work plan, Friendly Visitor work plan, serving as a reader in nursing homes and in the Transportation work plan.*** The program will make every effort to perform the screening prior to service or in accordance with the needs of the volunteer site.

Volunteers receiving a background check must fill out an RSVP BCI consent form and show proof of valid FBI approved ID.

Volunteers serving in a K-12 setting may also be required to have their background check cloned by the school district for state law purposes.

To serve as an RSVP volunteer in schools, with venerable adults or transporting clients, the individuals' background check must be clear or show minor offenses. Those members who do have a criminal history may be allowed to serve at the volunteer site after a review and approval from WHS director of community services, RSVP staff and the station staff. Consideration of a criminal history will be made based on the time, number and seriousness of the offenses. A potential volunteer is ineligible if he or she:

- Refuses to submit to a Criminal Background Check
- Makes a false statement regarding their criminal background
- Has a conviction for domestic violence, sexual offenses, crimes against children, exploitation, a felony, violent crimes or murder.
- Volunteers providing transportation to clients cannot have any driving offences or DUI's.

Prohibited Activities

According to Federal statute, while charging time to the AmeriCorps Seniors RSVP program, accumulating service or training hours, or otherwise performing activities supported by the program, staff and volunteer members may not engage in the following activities:

(45 CFR 2520.65)

- (1) Attempting to influence legislation;
- (2) Organizing or engaging in protests, petitions, boycotts, or strikes;
- (3) Assisting, promoting, or deterring union organizing;
- (4) Impairing existing contracts for services or collective bargaining agreements;
- (5) Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- (6) Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- (7) Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
- (8) Providing a direct benefit to -

- (i) A business organized for profit;
- (ii) A labor union;
- (iii) A partisan political organization;
- (iv) A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986
- (v) An organization engaged in the religious activities unless AmeriCorps assistance is not used to support those religious activities;
- (9) Conducting a voter registration drive or using AmeriCorps funds to conduct a voter registration drive;
- (10) Providing abortion services or referrals for receipt of such services; and
- (11) Such other activities as AmeriCorps may prohibit.

Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so.

Volunteers cannot engage in any activity which would otherwise be performed by an employed worker or which would supplant the hiring of or displacement of employed workers.

Volunteers or the RSVP program cannot receive compensation of any kind from the beneficiary of the volunteers service or a fee for service from their volunteer site, recipients, legal guardians or members of their family and friends. This includes any type of payment, tips or donations to the volunteer or volunteer station. A fee that covers the cost of materials for events or classes is allowed.

Weber/Morgan/Box Elder County RSVP volunteers will not be assigned to any station which makes the volunteer at-risk for personal harm and may 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.

RSVP volunteers may volunteer at their place of employment as long as there is a separation of duties.

Code of Conduct

Drugs and Alcohol: The use of or possession of illegal drugs or alcohol, or being under the influence of the same, while performing hours of service is strictly prohibited and shall be cause for termination of all volunteer placements through RSVP.

Drug Free Workplace: RSVP volunteers are prohibited from the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance at any RSVP facilities, events, assignments, locations and or that of any affiliate site. Any violations of the prohibitions will be considered just cause for discharge from the program.

As an RSVP volunteer I will:

1. Be reliable and notify my volunteer station of the times I cannot attend within a timely manner.
2. Be truthful in recording my volunteer hours and mileage.
3. Follow all safety, confidentiality and rules of the site where I serve.
4. Not engage in theft or acts of dishonesty.
5. Act in a professional manner at all times.
6. Not engage in bullying, sexual harassment or inappropriate behavior of any kind towards clients, the public, other volunteers or the station staff. This includes the use of anger or verbal abuse.
7. Ensure confidential treatment of all information regarding clients, student or the public served.
8. Not endanger my safety or the safety of others.
9. Treat others with respect.

Volunteers who engage in any of the above mentioned items while serving as a volunteer, or who perform unlawful acts inside or outside of their volunteer service will be removed from their service as an RSVP volunteer.

Policy on Volunteer Termination

Separation from Volunteer Service: The volunteer station may request the removal of an RSVP volunteer at any time. The RSVP volunteer may withdraw from service at the Volunteer Station or from RSVP at any time. Discussion of individual separations will occur among RSVP staff, Volunteer Station staff, and the volunteer to clarify the reasons, resolve conflicts, or take remedial action, including placement with another Volunteer Station or termination if necessary.

Grievance

A formal grievance to the RSVP Program, Foster Grandparent Program, or Senior Companion Program must be made to the Weber Human Services, Volunteer Services Supervisor. This grievance must be formally sent through letter or e-mail to the following address or email:

Weber Human Services- Volunteer Services - 237 26th Street - Ogden UT 84401
charitym@weberhs.org

Issues addressable through this grievance procedure include, but are not limited to:

1. Enrollment discrimination based on: Race • Color • National origin • Gender/gender identity or expression • Age • Religion • Sexual orientation • Disability • Political affiliation • Marital or parental status • Genetic information • Military service
2. Volunteers who perceive they have a grievance against Volunteer Services Staff for an action taken against them by program staff.
3. Station staff who have a grievance against a volunteer serving at their site or Volunteer Services Staff.
4. Clients who have a grievance against Volunteer Services Staff or a volunteer
5. Elevated general complaints by clients, volunteers or station staff members who do not feel their issues were resolved to their satisfaction

*An individual must file a formal grievance within 10 days from the incident or within 10 days from the decided outcome of a general complaint.

1. Grievances must include the following information
2. Name of person filing grievance and the date filed
3. Date the underlying grievance occurred
4. Nature of the grievance
5. Historical information related to the grievance
6. Requested resolution

If the Volunteer Services Supervisor does not resolve the grievance in a manner that satisfies the grievance the individual can file a grievance to the Area Agency on Aging executive director within 10 days at the same address. If their resolution is not satisfactory a formal grievance can be made to the Volunteer Services Advisory Council at the same address.

The Volunteer Services Supervisor or Aging Services Executive Director shall have 10 working days to respond in writing to the grievance. The Volunteer Services Advisory Council shall have 10 days to respond from their next scheduled meeting date, or from an emergency meeting date.

A decision made by the Volunteer Services Advisory Council is the final decision.