



If you need people.  
Have your people  
call our people.



# RSVP

**Lead With Experience (55+)**

# STATION HANDBOOK

OneOC  
1901 E. 4<sup>th</sup> Street, Suite 100  
Santa Ana, California 92705

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Dear RSVP Station:

Welcome to RSVP (Retired and Senior Volunteer Program), where volunteers ages 55 and older respond to critical community needs through-out Orange & San Bernardino Counties by providing Experience, Wisdom, and Commitment. We honor and appreciate your desire to connect volunteers who serve the community. You will find that not only does OneOC-RSVP bring benefits to your volunteers, but also to YOUR nonprofit organization.

This information has been compiled to introduce you to the RSVP program, and will help you to become familiar with the operating guidelines both for your organization and the volunteers you may be supervising with. Please read this handbook and keep it handy to make your RSVP experience as impactful and rewarding as possible.

RSVP staff and volunteers are just a click or phone call away. We are here to accelerate your nonprofit success. Please feel free to contact us any time.

Best wishes,

**Deborah Pierson**

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## About OneOC RSVP

### RSVP History...

In 1971, Congress instituted a new program to utilize the experience and talents of our older adults for an innovative program; the Retired Senior Volunteer Program (RSVP). RSVP is the largest of three volunteer programs for older Americans, which are collectively called the “Senior Corps,” as a part of the Corporation for National & Community Service, whose efforts to engage Americans of all ages and backgrounds in community-based service. Now one of the largest senior volunteer organizations in the nation, RSVP engages more than 208,000 people age 55 and older in a diverse range of volunteer activities. Volunteers tutor children, renovate homes, teach English to immigrants, provide independent living services, and serve their communities in many other ways.

RSVP receives 70% of its funding from the Corporation for National & Community Service, an independent federal agency that reports directly to Congress. The remaining 30% is funded by sponsoring agency OneOC (formally known as the Volunteer Center Orange County), local grants, corporate sponsors and private donations from individuals like you, both cash and in-kind.

For more information go to [www.seniorcorps.gov](http://www.seniorcorps.gov)



### Volunteer Eligibility...

Any person 55 or older, who is willing and able to volunteer at an approved RSVP site, can enroll as an RSVP member regardless of income, religion, creed, ethnic or national origin, political affiliation, physical challenge or sexual orientation.

An RSVP volunteer must be willing to:

- Complete an online application
- Complete background checks (if applicable)
- Attend all required and ongoing training(s)
- Accept supervision and feedback as required
- Capable of performing all position requirements
- Uphold the standards of OneOC-RSVP and your station



For volunteers to qualify for RSVP benefits, they must remain an active volunteer at an active RSVP station. Please inform the OneOC-RSVP office if any volunteers will be inactive for any time period lasting longer than three months (i.e. vacation, illness, family crisis or break). An unexplained absence from your station may result in membership termination but can be renewed at your request.

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### Definition of a Volunteer Station...

A volunteer station is a public agency, private nonprofit organization, or proprietary health-care agency or organization that accepts the responsibility for assignment and supervision of RSVP volunteer. Individual private homes are not volunteer stations. In-home assignments are made only through a volunteer station. Each volunteer station must be licensed or otherwise certified when required by the appropriate State or local government.

For licensed proprietary health-care organizations or facilities, volunteer assignments must be limited to those which provide direct and traditional assistance to patients such as visiting, teaching, counseling, entertaining, etc. Placements must not displace paid employees and must avoid other staff or clerical assignments which would accrue to the profitability of the proprietary health-care organization.

## RSVP Responsibilities

### OneOC Responsibilities...

- Recruit, interview, and enroll RSVP volunteers and refer volunteers to RSVP stations.
- Inform and instruct RSVP volunteers and stations in proper use of monthly reports, and program procedures.
- Provide an RSVP Supervisor and Coordinator to monitor input volunteer hours.
- Provide RSVP orientation to volunteers and station staff prior to placement of volunteers, and at other times, as the need arises.
- Develop publicity plan to RSVP station recruitment including website, and social media, as well as presentation highlighting station volunteers' service, accomplishments, and their impact on the community.
- Provide accident, personal liability, and excess automobile insurance coverage as required by program policies for claims that occur during their volunteer assignment only. Please note: insurance is secondary coverage and is not primary insurance. For more policy limits and specific coverage contact directly The CIMA COMPANIES INC [www.cimaworld.com](http://www.cimaworld.com)
- Annually conduct and evaluate volunteers and volunteer station surveys.
- Annually monitor and evaluate volunteer stations and opportunities to assess and/or discuss critical needs as well as the programs community impact.
- Provide RSVP volunteers and stations with recognition opportunities such as county-wide Spirit of Volunteerism, annual Presidential Service Hours and Lifetime Achievement Awards.
- Provide stations with toolkits for local and national service days including MLK Day and Senior Corps Week, 911 Day and Season of Giving.
- Provide quarterly educational opportunities to gather with civically- engaged citizens while improving or developing volunteers/stations for free or member discounted rates.
- Provide communication to volunteers and stations through member newsletters monthly e-news, the OneOC website. Please Note: Stations are encouraged to submit and/or post articles, recognition, events, or critical needs for OneOC-RSVP distribution.

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### Station Responsibilities...

- Interview and make final decision on assignment of RSVP volunteers.
- Implement orientation, including safety training, position training in-service and instruction for RSVP volunteers.
- Provide RSVP Volunteer
- designated organization contact Supervisor/Coordinator.
- Provide for adequate safety of RSVP volunteers.
- Collect, document and verify on-line hours (via OneOC website), actual volunteer reporting service provided to include hours by the 10<sup>th</sup> of the month.
- Display RSVP Volunteer Sign and fliers at station.
- Station Supervisors/Coordinators complete a survey questionnaire provided by RSVP Manager on station volunteer progress and success at six month (OCT) and annual reporting periods (APR). Please Note: All Stations MUST report the following:
  1. **Number of total clients served**, as well as the
  2. **Number of clients engaged with each RSVP volunteer/position**
  3. **Total Hours served**.
- Post or provide RSVP volunteer testimonial stories and photos taken (if applicable) for annual reporting period.
- Document and report any accident and or injuries involving RSVP volunteers immediately to the OneOC office. All reports must be submitted by the volunteer supervisor via fax or scan with-in ten business days of the reportable accident.
- All station volunteers must an online profile prior to expressing interest and to volunteer start date.

### CNCS Polices

Volunteer and OneOC- RSVP staff will not engage in, and RSVP funds are not used for, any for the following activities, to the extent they are prohibited in the applicable program including electoral activities, voter registration, and voter transportation to polls or any efforts to influence legislation.

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

OneOC-RSVP as well as volunteer stations cannot request or receive compensation from beneficiaries of RSVP volunteers. Any volunteer station financial support of the RSVP program is not precondition for that station to obtain volunteer service. RSVP volunteers do not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends. RSVP funds are not use to finance labor or anti-labor organizations or related activity.

OneOC-RSVP staff or volunteer do not give religious instruction, conduct worship services, or engage in proselytization as part of their duties and, if the sponsor in an organization that conducts inherently

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religious activities, those activities are offered separately, in time and location, from the programs or services funded under the Corporation grant.

## Other Provisions

- **Separation from the 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 the RSVP at any time. Discussion of individual separations will occur among RSVP staff, Volunteer Station staff, and the RSVP Volunteer to clarify the reasons, resolve conflicts, or take remedial action, including placement with another Volunteer Station.

### Right to Appeal...

- **Religious Activities:** The Volunteer Station will not request or assign RSVP volunteers to conduct or engage in religious, sectarian, or political activities.
- **Displacement of Employees:** The Volunteer Station will not assign RSVP volunteers to any assignment which would displace employed workers or impair existing contracts for services.
- **Accessibility and Reasonable Accommodation:** The Volunteer Station will maintain the programs and activities of which RSVP volunteers are assigned accessible to persons with disabilities (including mobility, hearing, vision, mental, and cognitive impairments or addictions and diseases) and/or limited English language proficiency and provide reasonable accommodation to allow persons with disabilities to participate in programs and activities.
- **Safety Statement:** The Volunteer station will provide for adequate supervision and ensure safety measures are in place to safeguard volunteers in their assignments.
- **Prohibition of Discrimination:** The Volunteer Station will not discriminate against RSVP volunteers or in the operation of its program on the bases of race; color; national origin, including limited English proficiency; sex; age; political affiliation; religion; or on the basis of disability, if the volunteer is qualified individual with a disability.
- Specify, either by written information or verbally, that RSVP volunteers are participants in the Volunteer Station's program in all publicity featuring such volunteers, whether it be radio, TV, print or verbal presentation. Display an RSVP placard where it me be viewed by the public.
- Condition of this Memorandum of Understanding may be amended or terminated in writing at any time at the request of either party. It will be reviewed every three years to permit needed changes.
- This Memorandum of Understanding contains all the terms and conditions agreed upon by the contracting parties. No other understanding, oral, or otherwise, shall be deemed to exist or to bind any of the parties hereto. This Memorandum of Understanding will be in effect upon date signature of Volunteer Station's representative and the RSVP Manager.

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## RSVP Reporting

### Reporting Volunteer Hours...

It is estimated that OneOC RSVP volunteers donated almost 200,000 hours last year to community service. The estimated value of a volunteer hour in California is \$29.09 (Independent Sector study [www.volunteersector.org/volunteer\\_time](http://www.volunteersector.org/volunteer_time)). Based on that figure, our Orange County RSVP volunteers offered over \$5 million in service!

Every volunteer hour is a valuable contribution that needs to be documented for our reports and your recognition. Funders, partners and insurance carriers require that we compile statistics and describe the activity of our RSVP volunteers. Please Note: The Time Sheet is an official reporting document. The CORPORATION FOR NATIONAL & COMMUNITY SERVICE and other funding partners require the sponsor to maintain time sheets that display the actual hours served by each volunteer.

### Time Sheets...

OneOC-RSVP volunteers are responsible for recording and totaling service hours daily, at your station where they volunteer. Supervisors may provide volunteers with a timesheet (or can obtain from OneOC-RSVP) and will certify that complete records are maintained and on file by reporting online by the 10<sup>th</sup> of the month.

- Volunteer hours start when the volunteer begins his/her task at your station.
- Hours volunteered for church-sponsored function which will further a particular denomination (i.e. fund raising for church, recruiting membership, etc.) cannot be included on a time sheet  
Exception: If church sponsors program for outside agency, or if RSVP volunteer group is using church facility for program, (Food distribution, tutoring, neighborhood block meeting etc.) hours may be reported.
- Political events, voter registration, volunteering at the polls, distributing flyers for political campaign, cannot be used as volunteer hours.
- Volunteer hours will only be accepted from stations that have a current MOU with our OneOC-RSVP office.
- **For RSVP/Supervisor/Coordinators: How to Report Hours:**  
Go to [www.OneOC.org](http://www.OneOC.org)
  1. Across the top of screen go to “Non-Profits”
  2. On the Dropdown go to “Volunteer Recruitment”
  3. Scroll to “Skill Based/RSVP” dropdown bar
  4. Click on “RSVP: Station Coordinators”
  5. Go to “Partner Agencies and Report Hours” here. Click and report by name of each volunteer listed.

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### In-Home assignments...

Volunteer stations managing assignments in private homes will develop a Letter of Agreement describing and authorizing the OneOC-RSVP volunteer activities in each home for each volunteer. The Letter of Agreement will incorporate into the Memorandum of understanding. Letter of Agreement contain a statement authorizing an RSVP volunteer assignment in a person's home and designating the activities to be performed. The Letter of Agreement provides a common understanding of what the senior volunteer will and will not do while on an in-home assignment. Such an agreement is not required for casual or friendly visiting where the purpose is to provide conversation and exchange information and not to provide a service. The delivery of meals to a home, for example, will normally not require a letter of Agreement (See In-Home assignment form).

### In-Kind Donations...

Some stations provide meals to their volunteers who work over the mealtime. Some may be able to pay mileage reimbursement or other benefits to their volunteers. Some may provide monetary or other donations to the RSVP program. These donations qualify as "in-kind donation" and may be documented on a special form available at the RSVP office. Local "in-kind" donations are a required part of the RSVP's federal and state grants. If your station provides any "in-kind" benefits to your volunteers, please let the RSVP office know so that proper documentation may be made.

**Please Note:** These values of these services which are not provided by federal funds will be verified by the Volunteer Station Supervisor and reported monthly to the RSVP project. Documenting in-kind service for the RSVP program provides additional match funds that add additional benefits to volunteers as well as stations annually and provides sustainability for the program.

## RSVP Benefits

### Recruitment & Enrollment...

Recruitment of volunteers is frequently a cooperative effort between the RSVP staff and the volunteer station. The primary responsibility for recruitment is with the RSVP staff. Volunteer stations are ultimately responsible for accepting or rejecting the volunteer through their own interview and screening processes. As alternatives, the RSVP staff may have enrollment forms available at the volunteer station where it can be completed and mailed to the RSVP office. The enrollment information is also available on the web site, [www.OneOC.org](http://www.OneOC.org). It may be downloaded completed, submitted online or to the RSVP office.

All RSVP volunteers must be enrolled into the RSVP program before service hours can be counted. During the enrollment process, the RSVP staff member may meet directly with the volunteer and take information about the volunteer for our records. This information includes such things as birth date, social security number, a driver's license number for those volunteers during their cars to the volunteer station, and emergency contact number. We also ask for information on former occupations and hobbies and interests. The staff member will then provide the volunteer with orientation and information about the program through the RSVP Volunteer Handbook and welcome materials packet.

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### Insurance Benefits...

It doesn't happen often, but when it does, the results can be serious...Coverage for your volunteers will only be provided for claims that occur during their volunteer assignment. There is no longer coverage for claims that occur when the volunteer is on the way to or from their assignment. One of the benefits of being an RSVP member is that they are provided supplemental insurance protection in case these things happen to your volunteer. A brochure with policy limits and information on specific coverage is included in the OneOC-RSVP "Welcome Packet."

There are two kinds of coverage provided:

- Excess Accident Medical Coverage
- Excess Volunteer Liability Insurance

### Reporting Incidents...

CIMA If your volunteer has an accident while volunteering, they must immediately report it to your supervisor. To file a claim, a volunteer must obtain and complete a Proof of Loss form and submit it to the RSVP office along with copies of itemized medical bills. The Proof of Loss report form is available from the OneOC-RSVP office. For more information on policy limits and specific coverage contact THE COMPANIES, INC [www.cimaworld.com](http://www.cimaworld.com)

### Recognition Events...

We truly appreciate all you do and THANK YOU in advance for giving of your time and talents to Orange and San Bernardino Counties nonprofits in need. RSVP Recognition happens throughout the year and annual events are scheduled at local Stations such as the Spirit of Volunteerism Awards and Lifetime Achievement events. ALL RSVP volunteer hours and years of service will be maintained at the OneOC-RSVP office and are available to you the station supervisor, your volunteers as well as CNCS when requested.

### Presidential Service Awards...

As an active RSVP volunteer, they are eligible to earn a Presidential Volunteer Service Award. These awards are given, when volunteers reach certain benchmarks in service and can be present on-site annually.

For more information go to [www.presidentialserviceawards.gov](http://www.presidentialserviceawards.gov)

- Bronze: 100-249 RSVP hours served in a calendar year
- Silver: 250-499 RSVP hours served in a calendar year
- Gold: 500+ RSVP hours served in a calendar year
- Call to Service Award: 4,000+ RSVP lifetime hours (provided in 5, 10, 20+ increments)



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