



COMING OF AGE/RSVP

VOLUNTEER HANDBOOK

And

POLICIES AND PROCEDURES

Revised 12.2015

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WELCOME TO THE SHEPHERD'S CENTER OF KANSAS CITY CENTRAL

Welcome to the COA/RSVP MO Volunteer Program at the Shepherd's Center of Kansas City Central (SCC). We are a non-profit organization with a mission to partner with other organizations to empower mid-life and older adults to share their talents, wisdom, and skills for the good of their peers and the community.

You will be an important part of the programs and services that are provided to enhance the lives of mid-life and older adults. We hope that your volunteer experience with us is gratifying and personally rewarding. If you have any questions or concerns, please feel free to contact me at any time. Your feedback is necessary to ensure that our volunteer program meets your expectations.

Your commitment to become a SCC COA/RSVP MO Volunteer benefits not only the organization but your personal renewal. The greatest rewards of volunteering can be the satisfaction of doing the work itself and helping others. Our volunteers have indicated the following additional benefits of their experience:

- New interests
- Sense of purpose
- New relationships
- Personal satisfaction
- FUN!

Please read through this handbook and sign the last page to verify that you understand the general policies of the SCC. By volunteering you will become an essential part of our volunteer team. Thank you for becoming a part of our organization and sharing your time, energy, and dedication with mid-life and older adults in our community.

Sincerely,

Pam Seymour

Pam Seymour, Executive Director

History of Shepherd's Center of Kansas City Central

SCC was incorporated in 1972 as an interfaith organization in partnership with 25 congregations. Dr. Elbert Cole, pastor at Central United Methodist Church at that time, discovered from the older members of his church a deep yearning for life-long learning and a hunger for ways to stay connected to their community. The SCC was born from this concept of older people caring for each other. SCC is the original Shepherd's Center. There are now 60 Shepherd's Centers across the nation.

Now, almost 43 years later, over 1000 volunteers contribute to SCC's success. This number reflects a combination of short-term, long-term and episodic volunteers. A large number of volunteers are mid-life and older adults, enhancing their lives and the lives of others in their community through life-long learning opportunities, a focus on wellness, and services to help people remain in their homes. When the COA/RSVP volunteers are added, the number of volunteers reaches over 1200 actively engaged volunteers.

The SCC serves as a watchful presence for those who are frail, homebound and in need of assistive services to remain in their homes. The first services offered were Meals on Wheels and Wheels that Care (which provides transportation to doctors, pharmacies and grocery stores). Both services continue to meet today's growing needs. The Adventures in Learning program also began in the mid 1970's. It is a multi-faceted curriculum offering subjects of interest to mid-life and older adults in the community who enjoy learning experiences.

Over the years, services and programs have changed according to the needs expressed by older adults in the community. SCC offices are housed at 5200 Oak, KCMO 64112 and Central Presbyterian Church, 3501 Campbell, KCMO 64109. There are two additional offices: one in the Northland and one in Johnson County, Kansas. . As a COA/RSVP volunteer, you will receive more detailed information about the community partner whom you have chosen.

The website contains additional important information: www.sccentral.org, (816) 444-1121 (Oak); (816) 753-7039 (Campbell) |

Volunteer Policies

Purpose of Volunteer Policies

SCC provides these policies as a matter of information to its COA/RSVP volunteers and not as conditions of assignment.

Benefits

Volunteer benefits include excess Liability insurance, volunteer recognition, Explore Your Future and Learning Lab Workshops and access to all of SCC's dynamic programs and services. Additional information concerning all the many benefits of being a COA/RSVP Volunteer can be found throughout the Handbook and Policies and Procedures.

Eligibility Requirements

COA/RSVP volunteers must be 55 years of age or older, willing to serve on a regular basis without compensation, and reside in or nearby the community served by COA/RSVP. They must also be willing to accept instruction and supervision as required.

All COA/RSVP volunteers shall complete a written Volunteer Enrollment Form and submit to a background check if/and or required by community partner's programs and policies. Volunteers who drive for the program supply a copy of a current driver's license and automobile insurance information. A copy of the Volunteer Policies and a written job description are provided to all volunteers by the volunteer managers of each community partner.

ACTIVE VOLUNTEER CRITERIA

An *Active Volunteer* is defined as follows:

1. Volunteers must have on file a current and complete RSVP Volunteer Enrollment Form and/or a Volunteer Application Form for non – RSVP Volunteers.
2. They must have performed volunteer service during the current 3 year RSVP grant cycle or SCC calendar year if not an RSVP volunteer.
3. Hours of service must be kept by the Volunteer Manager of each program where they serve and if they are an RSVP volunteer those hours must be reported to the RSVP Coordinator as requested.

INACTIVE VOLUNTEERS

An *Inactive Volunteer* is defined as follows:

1. Volunteers may request inactive status at any time by notifying the Volunteer Manager (Also see Page 9 – “Termination of Service”).
2. Prior to volunteer events and upon request, the Volunteer Manager will review roster of RSVP volunteers and delete any who have become inactive or who have terminated service.
3. The Volunteer Manager of each program will report the names of any RSVP volunteer who have become inactive or terminated service to the RSVP Coordinator.

Non-Discrimination Policy

Eligibility to be a COA/RSVP volunteer may not be restricted on the basis of race; color; national origin, including limited English proficiency; sex; age; religion; or political affiliation or on the basis of disability, if the volunteer with a disability is qualified to serve.

SCC and the Community Partners have a strong commitment to the principles of nondiscrimination and equal opportunity and do not discriminate against anyone for any reason. Both SCC and/or the Community Partners recruit, hire, train, transfer, promote and compensate individuals and make all decisions without regard to race, color, religion, age, sex, national origin or ancestry, marital status, sexual orientation, nor against any individual or veteran with disabilities.

Legal Restrictions

- **Nondisplacement of employed workers.** A COA/RSVP volunteer shall 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.
- **Compensation for service.** Under no circumstances shall a COA/RSVP volunteer receive a fee for service from service recipients, their legal guardian, members of their family, or friends.

Volunteers and grantee staff do not engage in, and grantee funds are not used for:

- Electoral activities,
- Voter registration,
- Voter transportation to polls
- Efforts to influence legislation
- Neither the grantee nor any volunteer station requests or receives compensation from the beneficiaries of COA RSVP volunteers;

Legal Restrictions - Continued

- Any volunteer station financial support of the Senior Corps project is not a precondition for that station to obtain volunteer service;
- A COA/RSVP volunteer does 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.

Orientation

New COA/RSVP volunteers attend an orientation at the volunteer station where they will serve that includes policies and procedures, roles and responsibilities. New volunteers might also be matched with tenured volunteers to “shadow” for a week. Written job descriptions will be given to the volunteer during orientation.

Reporting of Volunteer Hours

It is very important for SCC to capture volunteer hours for several reasons:

- it assists in “telling the SCC story” to funders and to the community
- it keeps accurate records of service that is provided with each of our COA/RSVP volunteers programs at SCC and/or our Community Partners.
- it allows SCC to stay in touch with volunteers.
- volunteers are to report service hours each month. This can be done in one of three ways:
 - E-mail hours to Manager of Volunteers at the volunteer site
 - Mail time sheet to COA/RSVP Coordinator at SCC
 - Sign in at SCC and/or Community Partners when working

When reporting hours, volunteers should include their name, number of service hours, month, volunteer program, and any additional information that you feel is relevant.

Office Hours

SCC regular office hours are 8:30 a.m. to 5:00 p.m. Volunteer hours are dependent on the program and in most cases are flexible. Volunteers are requested to check the Community Partner site for their policy on office hours and regular hours to volunteer. Volunteers are encouraged to become familiar with hours of operation of the community partner.

Inclement Weather

SCC closes during inclement weather. The daily meal delivery program is suspended upon the decision of the Mid America Regional Council (MARC). Other programs such as Adventures in Learning, Stay Strong Exercise Class, Wheels That Care, etc. will also be closed when you see **MARC Senior Center listed on the local news with other school/organization closings**. In the event we are closed, we will also leave a message on our office's voicemail (816-444-1121).

Volunteers are requested to check the Community Partner's policy on inclement weather. Each agency may have a different approach to when weather is a cause for closing their site.

Telephone Use

The telephones in SCC and Community Partner offices are for business and should be used for personal calls only when absolutely necessary. Long distance calls by volunteers may be made with permission of volunteer manager.

Holidays

The SCC office will be closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day and the day after
- Christmas Day

When a holiday falls on Sunday, it is observed on the following Monday. When a holiday falls on Saturday, it is observed on the preceding Friday.

Volunteers are encouraged to check with the Community Partner site for information on what days are celebrated and the facility is closed.

At - Risk Clients

SCC and our Community Partners encourage volunteers to be aware of clients who may be at risk due to problems with safety, health, nutrition, abuse, or other factors. Any concerns should be reported immediately to the Manager of Volunteers. Volunteers will receive information during orientation and annually regarding identifying and reporting situations that may put clients at risk.

Harassment

Every volunteer is entitled to work without harassment. SCC and its Community Partners are serious about creating a safe, supportive environment for volunteers and employees to do their best work and do not tolerate harassment in any form.

Volunteers are not expected to tolerate anything that would be unacceptable in any working environment. Conduct that would be considered harassing includes coercive or disruptive behavior, as well as harassment due to sex, race, color, ancestry, national origin, religion, age, sexual orientation, place of birth or disability.

A volunteer who is confronted with an act of harassment is to promptly notify the Manager of Volunteers. If the Manager of Volunteers is the person engaging in the harassment, the volunteer should contact the Executive Director. Your complaints will be taken seriously, investigated and resolved.

Safety and Accessibility

The safety and health of SCC and COA/RSVP volunteers is of primary importance. SCC and our Community Partners make every effort to ensure that volunteers have a safe and accessible place in which to work and serve. Inspections by the Fire Marshall are made regularly as are other assessments of the premises. All Community Partner locations make sure that entrance to site and restrooms are accessible to persons with varying abilities and those in wheelchairs. Volunteers shall be alert to hazards in their activities, use safe work practices, and promptly report unsafe conditions to the Manager of Volunteers.

Grievance Procedure

Most differences of opinion arise from misunderstandings. The Community Partners attempt to provide a pleasant, safe working environment for all volunteers. This is accomplished by developing and maintaining a cooperative working relationship among staff members and volunteers based on mutual respect and understanding.

When a volunteer member feels that he/she has a legitimate grievance concerning conditions of work or application of policies he/she is encouraged to use the following procedure:

- 1) As soon as possible, the volunteer should discuss the grievance with the Manager of Volunteers or with the Executive Director.
- 2) If the grievance is not resolved through discussion, the volunteer may formally present the grievance in writing to the Manager of Volunteers who will respond in writing and forward both statements to the Executive Director. The Executive Director will then meet with the Manager of Volunteers and the volunteer for an in-depth discussion.

Grievance Procedure - Continued

- 3) If the grievance is not resolved through consultation with the Executive Director and Manager of Volunteers, the volunteer may have a private meeting with the Executive Committee of the SCC Board. After this meeting, a meeting with all parties involved (staff, Exec. Dir. and Executive Committee) will be held. The decision of the Executive Committee is final and binding.

During each step of the procedure, every effort will be made to determine facts and all decisions will be in writing. If the grievance is found to be valid, immediate steps will be taken to correct the problem. Any volunteer following this procedure will not jeopardize his/her position in the organization.

Disciplinary Action

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the situation will be made including a meeting between staff and volunteer(s) involved, the Manager of Volunteers, and, if appropriate, the Executive Director. The following may result in disciplinary action or dismissal from the volunteer program:

- Violation of the organization's policy or safety rules
- Insubordination
- Unauthorized or illegal use or sale of alcohol or controlled substances when engaged in organization activities
- Use or sale of weapons, firearms or explosives on work premises
- Theft or dishonesty
- Physical or sexual harassment
- Disrespect toward fellow volunteers, staff members, visitors, clients, or program participants
- Use of organization property, equipment or facilities in connection with outside work while volunteering
- Poor attendance
- Poor performance

These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Termination of Service

If you are unable to continue volunteering, please notify the Manager of Volunteers. You may end your service at any time, but giving several weeks' notice is greatly appreciated as this allows time to find a replacement. SCC reserves the right to dismiss any volunteer who willfully violates any policy or regulation of the organization.

Emergency Situations

In case of an emergency, call 911 if immediate medical help is needed. Then inform all staff at site to explain the circumstances. If immediate medical help is **not** needed call the Manager of Volunteers immediately.

Volunteer Insurance

The CNCS program regulations require COA/RSVP volunteers to be provided with accident, personal liability, and, when appropriate, excess automobile liability insurance.

The minimum levels of this insurance are specified by the Corporation, and may be subject to change from time to time. The Corporation State Office can provide up-to-date information. The insurance coverage must be in excess of and noncontributing with any other valid and collectible insurance the volunteers have. In other words, the accident and excess automobile liability coverage are intended to provide higher levels of insurance for volunteers, starting where other insurance coverage for them stops. They are excess, not primary insurance. This is true, too, for personal liability; but volunteers are often not covered by personal liability insurance, in which case the Corporation-specified personal liability insurance becomes primary insurance with no deductible.

Excess automobile liability insurance is required only for COA/RSVP volunteers who drive their own cars to and from their place of assignment. It is recommended that Projects verify that volunteer drivers have valid licenses and basic liability insurance.

- (1) Accident insurance. Accident insurance covers COA/RSVP volunteers for personal injury during travel between their homes and places of assignment, during their volunteer service, during meal periods while serving as a volunteer, and while attending project sponsored activities. Protection shall be provided against claims in excess of any benefits or services for medical care or treatment available to the volunteer from other sources.
- (2) Personal liability insurance. Protection is provided against claims in excess of protection provided by other insurance. It does not include professional liability coverage.
- (3) Excess automobile liability insurance.

For COA/RSVP volunteers who drive in connection with their service, protection is provided against claims in excess of the greater of either:

- (A) Liability insurance the volunteers carry on their own automobiles;
- (B) The limits of applicable state financial responsibility law, or in its absence, levels of protection to be determined by the Corporation for each person, each accident, and for property damage.

Volunteer Insurance - Continued

COA/RSVP volunteers who drive their personal vehicles to or on assignments or project-related activities shall maintain personal automobile liability insurance equal to or exceeding the levels established by the Corporation.

Smoking Policy

SCC is a non-smoking work place. If you must smoke, please step outside away from walkways and entrances. While a volunteer is volunteering with a client please refrain from smoking. If you are a non-smoker and are with a client that smokes, ask politely that they refrain from smoking while you are with them. If this presents a problem for you, speak with the Manager of Volunteers. Volunteers are requested to check with the Community Partner where they volunteer for their policy.

Confidentiality

Our professional ethics require that each volunteer maintain the highest degree of confidentiality when handling client matters. To maintain this professional confidence, no volunteer shall disclose client information to anyone including other clients, friends, or members of one's own family except the Manager of Volunteers. Questions concerning client confidentiality may be addressed with the Manager of Volunteers.

Drug-Free Policy

SCC and the Community Partners are committed to providing a safe work environment, fostering the well-being and health of its employees and volunteers (a drug-free environment). SCC and the Community Partners have established these guidelines with regard to alcohol and other drugs to ensure that we can meet our obligations to our employees, volunteers, clients, and the public.

The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that illegal drug use and alcohol abuse are incompatible with working at SCC and/or the Community Partner.

It is a violation of our policy for any employee or volunteer to possess, sell, trade, or offer for sale illegal drugs or otherwise engage in the use of illegal drugs or alcohol on the job.

It is a violation of our policy for anyone to report to work under the influence of illegal drugs or alcohol – that is, with illegal drugs or alcohol in his/her body.

Drug-Free Policy – Continued

It is a violation of our policy for anyone to use prescription drugs illegally. (It is not a violation of our policy for an employee or volunteer to use legally prescribed medications, but the employee or volunteer should notify his/her supervisor if the prescribed medication will affect the employee's or volunteer's ability to perform his/her job.)

Violations of this policy are subject to disciplinary action ranging from a letter of reprimand, to suspension from work, up to and including dismissal. It is the responsibility of our supervisors to counsel employees or volunteers whenever they see changes in performance or behavior that suggest that an employee or volunteer has an alcohol or other drug problem.

Although it is not the supervisor's job to diagnose the problem, the supervisor should encourage such an employee or volunteer to seek help and tell him/her about available resources for getting help. Because all employees and volunteers are expected to be concerned about working in a safe environment, they should also encourage their fellow employees & volunteers who may have an alcohol or other drug problem to seek help.

Gifts and Money

It is not appropriate for volunteers to accept any gifts or gratuities for their services. If offered a gift or gratuity, please graciously decline by explaining this policy. If the client desires, monetary donations may be sent to SCC.

Conflict of Interest

Members of the Board of Directors, Advisory Council members, staff and volunteers of COA/RSVP are restricted from any activities, situation or circumstance from which they will personally profit. Such conflicts would exist when an individual directly or indirectly, or one of his/her family:

1. Owns any beneficial interest or serves as a director, officer, employee, consultant or agent in an organization which has current or prospective business transactions with SCC and/or Community Volunteer.
2. Seeks or accepts any gifts or favor from any person or organization which has current or prospective business with the SCC and/or Community Partner.
3. SCC and/or Community Partner, if the acceptance or prospect of future gifts or favors may tend to limit or restrict an individual from acting with absolute impartiality with respect to such organization in current or future business transactions.

Conflict of Interest - Continued

4. Uses for personal gain or to benefit others, the property, records, services, name, emblem or endorsement of SCC.
5. Sells or offers for sale for personal gain any information gained through affiliation with SCC and/or community partner.

Volunteer Recognition

Appropriate recognition for service is to be provided for COA/RSVP volunteers.

(1) At least annually the COA/RSVP sponsor plans and arranges for formal public recognition of COA/RSVP volunteers for their service to the community. Sponsors are also authorized to recognize local individuals and agencies or organizations for significant activities that support project goals.

(2) The Corporation does not supply volunteer recognition materials nor does it require specific recognition materials.

(3) Informal recognition ought to be ongoing, such as listening to and acting upon recommendations by COA/RSVP volunteers, offering honest praise, and providing assignments that are increasingly satisfying.

(4) Recognition events may consist of special ceremonies, teas, breakfasts, luncheons, and recreational outings at which pins and certificates for stipulated terms of service are awarded.

(5) The COA/RSVP Community Advisory Group and volunteer stations are expected to participate in recognition activities. Community contributions in support of recognition activities can enhance the quality of the events. Contributions need not be monetary. Donated space, food, decorations, and transportation should be encouraged.

Criminal History Checks

SCC and the Community Partners shall have policies and practices in place to:

- (a) Verify the volunteer's identity using government issued photo identification;
- (b) Secure written authorization from the individual to perform the check;
- (c) Document that the individual is informed that, because the individual is serving in a grant-funded position, he or she is subject to the check;
- (d) Provide a reasonable opportunity for the individual to review and challenge the factual accuracy of a result before action is taken to exclude the individual from the position;

Criminal History Checks - Continued

- (e) Determine the type of check required (assessment of whether or not individual will have recurring access to vulnerable populations and date of hire);
- (f) Determine how and from where (sources) the checks must be obtained (nsopw.gov; designated state repositories, FBI);
- (g) Ensure the cost of the check (state/FBI) is covered by program (not individual);
- (h) Ensure the NSOPW component of the check is *completed* prior to start of work;
- (i) Ensure the FBI/State criminal history check *is initiated* no later than the start of work;
- (j) Consider the results of the National Service Criminal History check when making hiring decisions;
- (k) Establish protocols to provide accompaniment and documentation of accompaniment while checks are pending and the individual has access to vulnerable populations;
- (l) Retain the results of the check components: NSOPW, State(s), and FBI;
- (m) Establish and describe safeguards to ensure the confidentiality of any information relating to the criminal history check, consistent with the authorization provided by the individual.

General

SCC reserves the right to modify, revoke, suspend, terminate or change any or all such plans, policies, or procedures, in whole or in part, at any time, with or without notice.

The language used in this handbook is not intended to create, nor is it to be construed to constitute, a contract between the SCC and Community Partners or any one or all of its volunteers.

It is not possible in these pages to address every question which might arise regarding SCC Volunteer Policies and Practices; therefore, if questions arise which cannot be answered by consulting these policies they should be referred to the Manager of Volunteers.

Volunteer's Responsibilities

As a volunteer for the SCC and/or COA/RSVP Community Partner, you agree to support its mission, the programs and services that are provided for the community. Based on your support, volunteers are expected to speak positively of the Community Partner, its programs, staff and Board of Directors. Volunteers are also expected to be respectful of other volunteers, clients, participants and staff.

I have read, understand and agree to abide by the above policies stated in the COA/RSVP Handbook.

Printed Name: _____

Signed: _____

Date: _____

Coming of Age/RSVP (KS and MO)
Two Programs of Shepherd's Center of Kansas City Central (SCC)
Policies and Procedures
Revised 2015

The mission of SCC is to empower midlife and older adults to live healthy, engaged and independent lives.

The mission is accomplished through highly impactful programs and services which serve people age 50+ or older as each program may specify.

SCC's hiring policies require that all their programs, including COA/RSVP, are staffed and led by highly qualified professionals who possess the highest levels of character and integrity; who have knowledge, experience and a deep sense of commitment to midlife and older adults; who understand the opportunities and challenges of people who are aging; who having training and expertise in working with volunteers and who work tirelessly to ensure that the mission is carried out fully.

Coming of Age/RSVP (COA/RSVP) is guided by the requirements and recommendations of the official documents of the Corporation for National and Community Service/Senior Corps.

Staffing of the COA/RSVP Program AND the Addition of COA

SCC's COA/RSVP program is staffed **full time** by two highly qualified part-time individuals with complementary skills and expertise. As a condition of application for the two RSVP grants, SCC required that Coming of Age be added to RSVP as was being done very successfully in other parts of the country. Permission for this arrangement was granted by Michael Laverty, CNCN MO/KS State Director, in 2010 when SCC received the first RSVP grant.

Annual Project Assessment

The annual assessment of the project will be accomplished using the Appendix 10 of the RSVP Handbook, RSVP Project Self-Assessment Checklist and other information pertinent and relevant to a comprehensive evaluation of the program.

Age Requirement of COA/RSVP Volunteers

RSVP requires that volunteers are at least age 55 at the time of enrollment and must document their date of birth on the enrollment form.

RSVP Assignment Descriptions

RSVP Assignment Descriptions are the responsibility of each station. They are written and updated as assignments evolve and change and copies of those assignment descriptions are kept within each station.

COA/RSVP staff meets regularly with each manager of volunteers at each station. The communication includes a review of the volunteer assignments in which COA/RSVP volunteers are engaged. Volunteers are provided with an orientation to the agency and to each task they agree to perform; safety and accessibility policies/procedures are reviewed; and some agencies require volunteers to sign an acknowledgement that they have received the information.

Members of the SCC's COA/RSVP Advisory Councils are required to acknowledge receipt of the Advisory Council Bylaws.

Volunteer Cost Reimbursement and Benefits

Accident, personal liability and excess automobile liability insurance are provided by SCC for ALL COA/RSVP volunteers wherever they are actively serving. See administrative policy documentation for more information.

Some volunteers may decline the insurance and the naming of a beneficiary. This will be noted on their volunteer enrollment form.

Volunteers may be reimbursed for other volunteer-related expenses within the project's available resources and as determined by policy. At no time during 2010 to the present during both grant cycles has

there been sufficient funding to allow for a volunteer reimbursement policy.

Termination Policies and Procedures

Termination policies and procedures are clearly outlined in the RSVP Volunteer Handbook. Included are guidelines for open communication and an appeals process for any unresolved grievances.

Record Keeping and Reporting System

The record keeping and reporting system for the COA/RSVP program has several components including the following:

- Paper records and copies are kept in orderly files
- Paper files such as volunteer enrollment forms containing confidential information are secured in locked cabinets
- Electronic records, scanned/digitized copies of all required paper copies and other critical documents are kept on the SCC server which is backed up 2 – 3 times per week
- Computers are password protected
- Volunteer Managers in all stations are authorized to report hours of service of COA/RSVP volunteers electronically or by hard copy.
- Volunteer Managers work with COA/RSVP staff to provide information and data to support information and reporting of outputs and outcomes for volunteer impact
- Records of volunteer hours are maintained in the Volunteer Reporter software system and on the server in excel spreadsheets and other formats as needed to compile reports and track outputs
- An extensive manual with instructions for using the Volunteer Reporter software is kept by the COA/RSVP Coordinator

- Trained and qualified volunteers may be engaged from time to time to perform data entry and other duties as appropriate
- COA/RSVP program staff comply with SCC’s information system policies and procedures

Methodology for Data Collection and Performance Measures

Methodology for determining outcomes based on the contribution of the RSVP volunteers which will be calculated annually.

SCC RSVP staff will communicate with station volunteer managers to determine the contribution of RSVP volunteers by the following methodology.

Output:

Total number of volunteer hours given by ALL volunteers

Total numbers of volunteer hours given by only RSVP volunteers

Percentage of the total numbers of hours given by only RSVP volunteers will be calculated.

Example:

| | |
|---|-------|
| Total number of volunteer hours given by all vols. | 1,000 |
| Total number of volunteer hours given by RSVP vols. | 750 |
| Percentage of RSVP vol. hours | 75% |

Outcome:

| | |
|--|----------------|
| Total pounds of food packaged and distributed | 1,000,000 lbs. |
| RSVP volunteers packaged and distributed 75% | 750,000 lbs. |
| Total number of people fed | 100,000 |
| Total number directly impacted by RSVP vols. 75% | 75,000 |

Criminal History Checks

Criminal Background Checks for staff and volunteers are performed in accordance with CNCS requirements and all applicable laws. Policies and Procedures for criminal background checks are maintained by SCC’s Executive Director and approved by SCC’s

Board of Directors as a part of the administrative guidelines of SCC. These guidelines include protections for privacy of the staff and volunteers; define who may obtain information necessary to process the checks and how the information is to be handled once it has been obtained. Requests to access these guidelines may be directed to the Executive Director. Criminal Background Check requirements are changed by CNCS from time to time and SCC responds to those required changes.

Community Partners (stations) have policies and procedures for criminal background checks within their agencies for the COA/RSVP volunteers which are specific to the particular job which a volunteer has accepted. SCC does not pay for the background checks for COA/RSVP volunteers which are performed by other agencies.

VOLUNTEER RECOGNITION

Volunteer recognition is a most important component of SCC's COA/RSVP program. Special recognition events are held annually and throughout the year, volunteers are thanked and warmly acknowledged for all they do for SCC and the community. This can be in the form of donated gas cards for Meals on Wheels drivers and Wheels that Care drivers; gift cards from merchants; notes and cards to commemorate their birthdays; and invitations to other SCC special events and programs.

All active COA/RSVP volunteers are invited to the annual recognition. Because of the huge geography of the grant area, three recognitions for COA/RSVP are held each year; one in Johnson County, KS; one in the Northland of Kansas City, MO; and one in Jackson County, MO. This is designed to ensure that everyone who is eligible is included and that distance and transportation are not a barrier to participation. Typically the major annual events are held in April or May to coincide with other celebrations of "Volunteer Month" and "Older Americans Month".

Powerpoint/slide show presentations are prepared to highlight the volunteers' service, and to acknowledge their many years of service in the community. As funding permits, entertainment, certificates and other small tokens of appreciation may be given to each volunteer.

All volunteers are required to make reservations and effective 8.2015, all volunteers must "sign-in" to verify their attendance and that they are active COA/RSVP volunteers.

These events are held in lovely locations which are donated in-kind to SCC to keep costs down; vendors are asked to contribute food and beverage; and merchants such as Hallmark cards provide in-kind gifts and party favors. Printing of invitations, postage, additional food and beverage and other reasonable expenses are allowed for in the approved CNCS budget.

