

RSVP Trailblazers

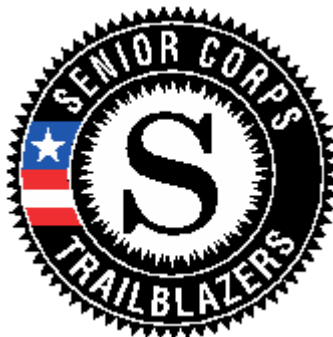


VOLUNTEER Policies & Procedures

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Lexington, KY 40508
859-233-4460
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An Equal Opportunity Program



United Way
of the Bluegrass



Dear New RSVP Trailblazer Volunteer,

On behalf of the Corporation for National and Community Service (CNCS) and United Way of the Bluegrass (UWBG), we would like to take this opportunity to welcome you to the Program. We, at the UWBG, stand ready to provide you with any assistance you may need as you begin your adventure in volunteering. This handbook is a guide in helping you to understand what the RSVP Trailblazers Program does and how you can help in the advancement of youth and adult education in our region.

There exists today, perhaps more than ever before, a tremendous need for volunteers in many of the non-profit community agencies throughout the nation, and especially in our community. Volunteers are needed to share their experience, time and expertise with others. Together we can work to provide a better life for many of our neighbors. Through your contribution of time and talent, you are sharing the most valuable gift of all...**YOURSELF!**

This experience will change your life and the lives of the K-12 and/or adult students with whom you work. Please, enjoy your journey with the RSVP Trailblazers Program, and always feel free to contact your program staff with any questions you may have along the way!

WELCOME!

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WHAT IS THE RSVP TRAILBLAZERS PROGRAM?

The RSVP Trailblazers Program is an invitation to serve. It is a national program designed to provide volunteer opportunities to persons aged 55 and over who want to remain actively involved in the life of their community. Our goal is to develop specific volunteer opportunities that utilize the particular skills and interests of each individual volunteer and pair them with the needs of the community; in this case the educational and emotional needs of K-12 and adult students.

The RSVP Trailblazers Program focuses volunteer talents and experience to advance the education and family literacy development through academic and mentoring assignments. As a United Way of the Bluegrass program, RSVP Trailblazers work with education initiatives already in place in nine central Kentucky counties. The RSVP Trailblazers Program operates in Anderson, Clark, Scott and Woodford Counties.

A volunteer coordinator or support specialist is available to get you started and to ensure complete satisfaction with your assignment. If any changes are needed to help you become more comfortable or to enable you to upgrade your volunteer work, allowing for greater personal growth, RSVP staff will assist you.

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS)

The Corporation for National and Community Service (CNCS) is a federal agency that engages more than five million Americans in service through Senior Corps, AmeriCorps, and Learn and Serve America. CNCS is the federal funding agency for the RSVP Trailblazers Program.

SENIOR SERVICE CORPS

The RSVP Trailblazers Program is a member of CNCS Senior Corps, which is comprised of three programs geared specifically for senior adults: RSVP (Retired and Senior Volunteer Program), FGP (Foster Grandparent Program) and SCP (Senior Companion Program). Each year, Senior Corps taps the skills, talents and experience of nearly 500,000 persons age 55 and older to meet a wide range of community challenges.

Senior Corps Programs use a "Programming for Impact" (PFI) approach for designing volunteer assignments to ensure that priority community needs are addressed while the lives of the volunteers are enriched. This approach also allows for the measurement of the accomplishments and impact on volunteer efforts.

RSVP BACKGROUND INFORMATION

- **Program Elements** – RSVP – one of the largest volunteer efforts in the nation – has matched local problems with older adults who are willing to help since 1971. RSVP projects link the skills of the volunteers with identified community needs. volunteers determine how many hours a week you serve. You do not receive any monetary incentive or stipend, but RSVP can reimburse volunteers for certain out-of-pocket costs associated with their service activities. In addition, RSVP volunteers receive accident, personal liability and excess automobile insurance, as well as community recognition.
- **Levels of Participation** – Each year, nearly 430,000 older adults aged 55 and over provide community service through more than 740 locally sponsored RSVP Projects. The amount of service can vary from a few hours per month to almost full-time, with the average hours of service being about 4 hours a week. 14% of RSVP Volunteers serve at least 11 hours per week.
- **Types of Service (for a “typical” RSVP Program)** – RSVP volunteers who serve through non-profit and public organizations, organizer neighborhood watch programs, teach English to immigrants, tutor children, renovate homes, teacher computer software programs, help people recover from national disasters, and do whatever else their skills and interests lead them to do to meet the needs of their community. **The United Way of the Bluegrass RSVP Trailblazers Program is focused on the areas of advancements in education and family literacy ONLY!**
- **Funding** – Local Sponsors apply each year to the Corporation for National and Community Service for grants to operate RSVP Projects. In fiscal year 2007, Congress appropriated \$56.9 million for Federal RSVP grants. Budgeted non-Federal contributions of \$59.7 million represented a local investment of \$1.05 for every Federal dollar invested in RSVP, demonstrating the broad support that exists for RSVP across the country.

CONFIDENTIALITY

As you serve children and youth through the RSVP Program, information of a confidential nature may be made known to you. The problems, activities, relationships and confidences of the children/youth, their parents and all other relatives and staff should NEVER be discussed with anyone who does not have a professional right to know. RSVP Trailblazers volunteers are bound by a code of ethics to keep confidential matters within the Volunteer Station.

The Volunteer Station staff needs to know that they can trust RSVP Trailblazers volunteers. Do not discuss your students’ needs, progress, difficulties or relationships with family or acquaintances. Occasionally, your students may confide in you about

family matters or personal problems. Keep these confidential as well. If you feel that it is vital for the Volunteer Station to have the information in order to help the student, discuss the conversation (in private) with the Volunteer Station Supervisor. Should you feel uncomfortable discussing a delicate issue with your Volunteer Station Supervisor, please contact RSVP staff and we can assist you with this exchange of information.

*Our main goal in obtaining **CONFIDENTIALITY** is to **PROTECT**:*

STUDENTS' RIGHTS

SCHOOL RIGHTS

STAFF RIGHTS

&

YOUR RIGHTS

Confidentially applies to a student's "School Record". A "School Record" which is sometimes called a "Permanent Record" or an "Educational Record", is anything that the school district collects, uses or keeps about a child. This includes grades, health information, attendance reports, work papers, school photos, test results, etc. Data or information may be handwritten, drawn or typed. It may also be a photograph, on audio tape or on computer disc.

Volunteers should NEVER repeat or give out data or personal identifiable information. This includes:

- Student or family names and addresses
- Student's social security number or student number
- Descriptions that would make it easy to identify a student
- Anything else that would make it easy to identify a student

What you see and/or hear in a school, classroom, hallway, bathroom, cafeteria or in any other site or station activity, should be considered CONFIDENTIAL information and should only be discussed or repeated to your supervisor, teacher or principal. Even if you know a parent of one of the students with whom you work, do not discuss those activities with the parent.

Gossiping is NOT permitted. Confidential information should only be discussed with the supervisor, teacher or principal.

Volunteers should not take the liberty to read documents or browse through folders left in the office, on a desk or in any filing cabinets. Volunteers are NOT allowed to view a student's records unless the teacher or supervisor gives them the information with the

understanding that it could assist with your performance and outcomes as they pertain to the student(s) with whom you are working.

Volunteers should NEVER pick-up and remove documents or papers thrown away or anything that looks like garbage unless you have permission of the teacher/supervisor. (EXAMPLE: Students may wad up and throw down papers they don't want anyone else to see such as: worksheets with bad grades, detention slips, misconduct reports, homework assignments, notes, etc.) Under no circumstances shall these things be taken from the school and shown to anyone.

Sometimes events happen such as accidents, fights or other disruptions at a school and it is very important staff handle these situations. DO NOT discuss these events with anyone other than your teacher, supervisors or principals. REMEMBER, WHAT YOU SEE AND HEAR STOPS HERE.

CONFIDENTIALITY ACROSTIC

C onsider the circumstances

O vercome the desire to gossip

N ever snoop or pry

F aithful – Be true and trustworthy in your obligations

I gnorance is no excuse

D amage can be done when a confidence is broken

E ducate yourself on the importance of confidentiality

N uture the children and respect their privacy

T act is having the ability to avoid offending someone

I nhibit the desire to tell what you should not tell

A bility to keep secrets is a good thing

L ove respects the feelings of others

I njustice is done when you violate another person's rights

T hink about the negative impact of gossiping

Y our ability to keep confidences will lead others to follow your example

LEGAL AND ETHICAL ISSUES

Pre-test

1. The Family Educational Rights and Privacy Act Protects the confidentiality of records maintained by the school.
True _____ **False** _____ **I don't know** _____
2. As a volunteer and working as a reading tutor, I have the right to check my student's grades to see if he/she is improving in reading.
True _____ **False** _____ **I don't know** _____
3. Based on the Family Rights and Privacy Act, parents have a right to see personal notes that are maintained on their child
True _____ **False** _____ **I don't know** _____
4. Discussing the funny things that children do does no harm if the child never finds out.
True _____ **False** _____ **I don't know** _____
5. If problems arise between you and a staff member, the ethical approach is to first discuss the issues with that staff member.
True _____ **False** _____ **I don't know** _____
6. Since I am a volunteer, and not a paid staff member, I do not need to let the school know if I cannot show up on my regular day to volunteer.
True _____ **False** _____ **I don't know** _____
7. If a student tells me something about his/her personal life that I feel puts him in danger, I should report this information to the teacher or principal.
True _____ **False** _____ **I don't know** _____
8. All persons who are granted access to confidential records must receive training and instruction regarding the state's policies and procedures on handling confidential information.
True _____ **False** _____ **I don't know** _____
9. As a volunteer I am expected to speak, dress, and act in a professional manner at school.
True _____ **False** _____ **I don't know** _____

10. The issue of confidentiality applies either when the student's name is used, or when the listener might use other information to determine who the student is.
True _____ **False** _____ **I don't know** _____
11. Since I volunteer in my neighbor's daughter's class, it is my duty to tell her what happens in school concerning her daughter.
True _____ **False** _____ **I don't know** _____
12. As a volunteer working directly with students, it is my responsibility to read any notes from the parents to the teacher, or from the teacher to the parents.
True _____ **False** _____ **I don't know** _____
13. Family, educational, or medical histories are considered non-confidential school records.
True _____ **False** _____ **I don't know** _____
14. It is my duty to report any personal information I overhear about school staff to the community. It is our tax dollars that are supporting the school. We have a right to be informed.
True _____ **False** _____ **I don't know** _____
15. It is appropriate to discuss a particular student with any school staff member even if they do not work with the student.
True _____ **False** _____ **I don't know** _____
16. As a volunteer, I need to be constantly aware of safety issues for the students.
Example: While volunteering as a lunchroom monitor, a child gets choked. You immediately send someone to the supervising teacher or staff to administer the Heimlich maneuver or necessary medical attention. You do not administer medical assistance to the child.
True _____ **False** _____ **I don't know** _____
17. It is my moral obligation to teach my students about my religious beliefs.
True _____ **False** _____ **I don't know** _____

Legal and Ethical Issues Pre-test Answers

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2. **False.** As a volunteer, and working as a reading tutor, I have the right to check my student's grades to see if he/she is improving in reading.
3. **True.** Based on the Family Rights and Privacy Act, parents have a right to see personal notes that are maintained on their child
4. **False.** Discussing the funny things that children do does no harm if the child never finds out.
5. **True.** If problems arise between you and a staff member, the ethical approach is to first discuss the issues with that staff member.
6. **False.** Since I am a volunteer, and not a paid staff member, I do not need to let the school know if I cannot show up on my regular day to volunteer.
7. **True.** If a student tells me something about his/her personal life that I feel puts him/her in danger, I should report this information to the teacher or principal.
8. **True.** All persons who are granted access to confidential records must receive training and instruction regarding the state's policies and procedures on handling confidential information.
9. **True.** As a volunteer I am expected to speak, dress, and act in a professional manner at school.
10. **True.** The issue of confidentiality applies either when the student's name is used, or when the listener might use other information to determine who the student is.
11. **False.** Since I volunteer in my neighbor's daughter's class, it is my duty to tell her what happens in school concerning her daughter.
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15. **False.** It is appropriate to discuss a particular student with any school staff member even if they do not work with the student.
16. **True.** As a volunteer, I need to be constantly aware of safety issues for the students. Example: While volunteering as a lunchroom monitor, a child gets choked. You immediately send someone to the supervising teacher or staff to administer the Heimlich maneuver or necessary medical attention. You do not administer medical assistance to the child.
17. **False.** It is my moral obligation to teach my students about my religious beliefs.

VOLUNTEER AWARENESS

Directions:

Read the following case study and answer the questions.

Mrs. Matthew has been volunteering at the Peabody school district for seven years. Mrs. Matthews, a senior citizen, enjoys working with the children at the elementary school and takes particular interest in special education students. Mrs. Matthews enjoys socializing with the teachers and aids at Peabody, but one in particular seems to peak her interest. Mrs. Matthews feels that Sandy, a new aide in the second grade, could benefit from her wisdom, so she takes Sandy under her wing.

Mrs. Matthews says:

"It must be so hard to work with these students, being new and all. I know most of these children's parents and grandparents. In fact several of the special education students' grandmothers are in my knitting circle. I think it is important to share information with them. They are always so curious as to how their grandchildren are doing in school, and I am glad to share whatever I know. In return they let me know how the children's home lives are going. I know if the parents are fighting, or if one of the students is going to get a new puppy. I feel this gives me an edge when working with the students in the classroom."

Sandy thinks to herself:

"I know Mrs. Matthews means well, but I would like to get to know the students on my own. She is always telling me things about the children's home lives that I would rather not know. Sometimes she talks about certain children in front of the class, or she warns me to stay away from certain students who are having problems at home. Last Tuesday I saw her going through graded papers looking for Billy's paper. She asked me to help her find it because she was going to see Billy's grandmother that evening and she wanted to let her know how Billy did on his math test. I told her that I didn't think that was what we should do, but she said that she has been reporting student progress to her friends for years and no one has stopped her. I don't want to make more waves in the department but I don't think Mrs. Matthews should share this information. What should I do?"

After reading the Case Study, how would you respond to the following questions:

1. Should Sandy confront Mrs. Matthews about the issue of confidentiality?

2. Should Sandy talk to the supervising teacher regarding her concerns about Mrs. Matthews?

3. What would you recommend that the aide should say to Mrs. Matthews?

RSVP TRAILBLAZERS VOLUNTEER RESPONSIBILITIES

- To read your Volunteer Policies and Procedures Handbook.
- To read your Volunteer Station's Policies and Procedures Handbook (if applicable).
- To submit to a Criminal Records Check.
- To maintain confidential information.
- To identify yourself as a RSVP Trailblazers volunteer by wearing your name badge whenever possible.
- To cooperate with your Volunteer Station Supervisor, especially regarding confidential information. To conduct yourself in a professional manner. Good human relations skills, with the ability to be objective and non-judgmental to respect and relate to people from diverse backgrounds in a variety of settings. **RSVP Trailblazers volunteers should conduct themselves in accordance with the Volunteer Station guidelines. This may include requirements for training, attendance, behavior or dress code.**
- To avoid unsafe tasks, and advise your Volunteer Station Supervisor of unsafe conditions.
- To report all incidents regarding personal injury to your Volunteer Station Supervisor and RSVP staff **PROMPTLY**.
- **To notify the Volunteer Station if you are not available during your assigned shift.**
- To "Sign-In" and "Sign-out" when you volunteer so that your time and number of students impacted is properly recorded.
- To notify the RSVP Trailblazers office of changes in your mailing address, telephone number, e-mail address, driver's license expiration date or life insurance beneficiary.

WHAT IS A VOLUNTEER STATION

"Volunteer Station" is a term that is used to refer to a non-profit community service organization that has a written agreement with the RSVP Trailblazers Program to provide volunteer assignments for our volunteers. The United Way of the Bluegrass Trailblazers Program works with Volunteer Stations in Anderson, Clark, Scott and Woodford Counties in Central Kentucky.

Each Volunteer Station has a Supervisor who will provide volunteers with orientation and training for the particular work assignment and will be the regular contact person at the Volunteer Station. The relationship that develops between a volunteer and a Volunteer Station Supervisor is very important.

VOLUNTEER STATION RESPONSIBILITIES

- To provide safe working conditions for RSVP Trailblazers volunteers.
- Make final decision on placement of volunteers.
- To provide a portion of a volunteer's orientation and training.
- Provide supervision of volunteers during their assignment and service.
- To collect and submit volunteers' hours.
- NOT to displace a paid worker with a volunteer.
- To recognize the achievement of RSVP Trailblazers volunteers.
- To provide volunteers with guidance and direction when needed.
- Maintain confidentiality of volunteers.

AMENDMENTS

In order to amend any part of these RSVP Trailblazers Policies and Procedures, the Program staff, Grantee Agency or Advisory Council Members shall submit the recommendations to the Advisory Council as well as reasons for such changes. Upon the discussion and approval of the Advisory Council, said amendments will be adopted or rejected.

PROGRAM ADMINISTRATION

The Program is administered on the local level by the Program Director and Program staff. The Program is funded by the Corporation for National and Community Service, a federal volunteer agency, and is administered by the United Way of the Bluegrass.

ADVISORY COUNCIL

The staff is aided by the Program Advisory Council that consists of approximately 15-20 members from various educational and business organizations, occupations, and RSVP Trailblazers volunteers. The purpose of the Advisory Council is to assist and advise the Sponsor and staff including but not limited to:

- Performing an annual appraisal of the Program.
- Public Relations
- Development and final review of the grant application.
- Recognition of the volunteers.
- Formulation of local policy, planning and development of operational procedures and practices.
- Making recommendations regarding the fiscal interests of the Program.
- Selection and termination of Advisory Council Members and Program Director.

ENFORCEMENT OF GUIDELINES

RSVP Trailblazers Volunteer Policies and Procedures will be enforced by United Way of the Bluegrass through the Advisory Council and the Program Director.

AVAILABILITY OF RSVP VOLUNTEER POLICIES AND PROCEDURES HANDBOOK

The RSVP Trailblazers Program shall furnish each volunteer with a copy of the Volunteer Policies and Procedures Handbook. The Program staff shall thoroughly review the guidelines during a Pre-Service Training Orientation. Should the volunteer be unable to attend a Pre-Service Training, training materials will be available on-line (www.uwbg.org).

WHO CAN JOIN THE RSVP TRAILBLAZERS PROGRAM

Anyone who has a desire to get involved in service to their community is eligible to be an RSVP Trailblazers volunteer, as long as they are at least 55 years of age and pass the criminal background information check. There are no educational, income or experience requirements. United Way of the Bluegrass affords equal opportunity and

equal treatment to all persons in all employment matters and service provision without regard to race, color, religion, gender, gender identity, national origin, age, military or veteran status, sexual orientation, pregnancy, ancestry, disability, or any other protected category. ***The RSVP Trailblazers Program is an equal opportunity program.***

WHAT THE RSVP TRAILBLAZERS PROGRAM OFFERS VOLUNTEERS

- Help setting up a personal interview with the Volunteer Station of their choice.
- Orientation, placement, and training in volunteer assignments.
- Ongoing follow-up and support by Program staff.
- Invitation to an annual recognition event.
- Social interaction and a chance to meet new people.
- An opportunity to learn new skills.
- Trailblazers' monthly emails with highlights and program updates.
- Opportunity to participate in the bi-annual Kentucky Senior Service Corps Volunteer State Conference. (in a different Kentucky city each time)
- Referral information if needed.
- Considerable volunteer opportunities, many on a one-time only basis.
- Flexibility to change your volunteer assignment whenever you wish.
- Three types of supplemental insurance while you volunteer: Personal Injury, Personal Liability and Excess Automobile. This insurance applies only after your own insurance is exhausted, or the policy's retention has been exceeded. It is important to remember that you must maintain you own liability coverage at least equal to the state's required minimums.
- \$2,500 life insurance policy if something should happen to you on your way o, or returning from, your volunteer assignment or while you are in service to your Volunteer Station.

IMPORTANT NOTICE RELATIVE TO YOUR INSURANCE COVERAGE

In order to minimize risks associated with volunteering, all non-profit agencies that utilize RSVP Volunteers, have signed an agreement to be a RSVP Volunteer Station. These agreements are kept on file in the RSVP office and updated every

three years. While volunteering at these designated sites, your RSVP insurance is in effect. At times, you may want to take on additional volunteer work aside from your RSVP volunteer hours. During any additional work not considered RSVP volunteer work you will not be covered by RSVP insurance.

DISCLOSURE OF CRIMINAL CONVICTIONS

RSVP Trailblazers Stations require volunteers to fully disclose any criminal convictions. Applicants should not, however, be required to disclose records of any arrest that did result in a Conviction unless such arrest has resulted in formal criminal charges which are still pending at the time of application. Applicants will be required to provide RSVP Stations with needed information required to obtain criminal records check.

The Program will provide reasonable opportunity for the applicant to review and challenge the Factual accuracy of a criminal record result before action is taken to exclude them from the RSVP Program. Any information relating to the criminal history check is completely confidential, consistent with the authorization provided by the applicant.

Persons from whom the results of the required criminal registry check are pending are not permitted to have access to children, persons age 60 and older, or individuals with disabilities without being accompanied by an authorized representative who has been previously cleared for such access.

VOLUNTEERS - NOT STAFF

RSVP Trailblazers volunteers shall not be considered employees of the RSVP Program, the United Way of the Bluegrass, or their Volunteer Station. Thus, volunteers will not be eligible for Workman's Compensation under either agency.

PROHIBITION AGAINST DISCRIMINATION

It is the purpose of the RSVP Trailblazers Program and the United Way of the Bluegrass to promote a policy free of discriminatory policies because of race, color, creed, religion, age, belief, marital status, sexual preference, national origin, mental or physical disability, political affiliation, or past participation in the discrimination complaint process. This includes assurance of compliance with the Title VI of the Civil Rights Act of 1964, Executive Order number 11246 where applicable, Title 45, Chapter 10 of the Federal Register and other such directives as may be set forth. ***The RSVP Trailblazers Program is an equal opportunity Program.***

TRAINING

Each RSVP Trailblazer is required to attend a Pre-Service Training Orientation prior to placement. This orientation enables the RSVP volunteer trainee to:

1. Become familiar with the RSVP Trailblazers Program.
2. Meet the Sponsor, Program staff, and possibly some Advisory Council Members.
3. Learn what is expected from a RSVP volunteer.
4. Become acquainted with the needs, characteristics, and special concerns of the children and youths assigned to RSVP Trailblazer volunteers.
5. Become knowledgeable of the Program's policies, appeals procedures, time sheets, insurance, and other administrative details.
6. Receive information on differing aspects of aging and child/youth development.

The Pre-Service Orientation and subsequent trainings are an integral part of the RSVP Program. They are designed to build on and enhance present skills and to provide RSVP Trailblazers with new information relative to their assignments and personal welfare. Hours spent in any RSVP training will be counted as hours served.

INITIAL REVIEW PERIOD

Each new RSVP Trailblazer will be on an initial review period for six (6) months following the date of assignment. At the conclusion of the initial review period, each volunteer's performance will be evaluated by the immediate Volunteer Station Supervisor and a designated Program staff person. Based on the performance evaluation, the Program Director will: transfer the volunteer to regular status, extend the initial review period (not to exceed 30 days), or dismiss the volunteer. Each volunteer shall be notified in writing should there be a problem in their moving to regular status.

INAPPROPRIATE ACTIVITIES

1. Violating confidentiality.
2. Disciplining child/youth.
3. Serving in staff roles (grading papers, hanging pictures, etc.).

4. Performing household or custodial functions.
5. Serving as a babysitter.
6. Providing respite care for children/youths.
7. Supervising other RSVP Volunteers.

SPECIAL LIMITATIONS

A. All provisions of the Hatch Act are applicable to RSVP Trailblazers volunteers. The Hatch Act prohibits the use of federally funded personnel, materials and supplies from being used in partisan or nonpartisan political activities.

1. Political lobbying is not permitted;
2. Volunteers may not transport voters, or prospective voters, to the polls during volunteer hours;
3. A volunteer may not use his/her role or his/her office within the agency to promote a political candidate;
4. During their service hour, the Hatch Act mandates that volunteers shall not:
 - i. Campaign for causes or candidates, or use any United Way of the Bluegrass facilities, equipment, machinery, materials, or Agency property to transport campaign and/or poll workers assisting in elections;
 - ii. Run for partisan elective office or make campaign speeches;
 - iii. Distribute political materials;
 - iv. Collect and solicit political contributions or services;
 - v. Express partisan or nonpartisan opinions concerning elections, candidates, causes or referendums;
 - vi. Use their position to initiate, plan, participate in, or otherwise assist in the conduct of any unlawful activity to include demonstrations, rioting, civil disobedience or fraud.

- B. RSVP Programs, funded by the Corporation of National and Community Service, shall not give religious instruction, conduct worship services or engage in any form of religious activity as part of their duties.
- C. RSVP Trailblazers volunteers may not engage in any activity which would otherwise be performed by an employed worker, or which supplant the hiring of, or result in the displacement of employed workers or impair existing contracts for services.

AGES SERVED BY RSVP VOLUNTEERS

A. Age of Students

Children assigned to RSVP Trailblazers range in age from K-12, or adult.

B. Selection of Students to be Served

Volunteer Station professional staff shall be responsible for (and Program staff shall concur with) the selection of individual students to be served by each RSVP volunteer in accordance with the criteria in the RSVP Regulations and these Volunteer Policies and Procedures.

The professional evaluation of a student's need is to be provided by the Volunteer Station. In an educational setting, the professional is an educator; in a health setting, a Physician, Psychiatrist, Psychologist, Registered Nurse or Physical Therapist; and in sporting settings, a Coach. In these and other settings, the primary requirement is that the person evaluating the child's need area has had professional training in a field directly related to the child/youth's need

Professional evaluation of a student's need prior to assignment to a RSVP volunteer, is needed by Program staff in order to receive appropriate and measurable evaluation information as a result of the volunteer's service to a specific student; in accordance to the Corporation for National and Community Service's "**Programming for Impact**".

TERMINATION OF ASSIGNMENTS

- A. Specific assignments may end when students have moved or their enrollment at the facility ends.
- B. When possible, plans should be made to phase-out the RSVP volunteer-to-student relationship gradually to avoid a sudden disruption. Under the following conditions, discontinuance of a relationship should be arranged with the guidance of Volunteer Station professional staff when a:

1. The assigned child/youth's need for special through a one-on-one relationship diminishes.
 2. The relationship is no longer satisfying for the RSVP Trailblazers volunteer.
 3. The student is unmanageable t terms of size, strength or behavior.
 4. A conflict between the volunteer and a child/youth's parents is apparent.
- C. Regardless of the cause of termination of an assignment, the decision must be made jointly by Program and Volunteer Station staff, with the input form the volunteer, if appropriate.

VOLUNTEER COST REIMBURSEMENTS

RSVP Trailblazers volunteers are provided with cost reimbursements and other benefits. Within the limits of the Project's approved budget, and in accordance with (45 CFR 2553.43(e)), and written Senior Corps policy guidance of Projects, volunteers are provided transportation, meals, liability insurance and recognition activities.

A. Volunteer Related Expenses

Project funds may be used to reimburse volunteers for expenses, including transportation costs incurred while performing their volunteer assignments, provided that these expenses are described in the Memorandum of Understanding with the Volunteer Station; and there are sufficient funds available to cover these expenses and meet all requirements identified in the Notice of Grant Award (45 CFR 2553.43(e)). Otherwise, such expenses are the responsibility of the Volunteer Station.

Travel reimbursement of RSVP Volunteers riding the bus and those who drive their own cars are based on a cost-per-mile rate set by the Sponsor. Currently the grant specifies that mileage can be reimbursed to volunteers for actual mileage up to a maximum of **10 miles per visit at 40 cents per mile**. Reimbursement may be provided per above within the limits of available funds and local Project's reimbursement policy. They cannot be reimbursed in excess of actual costs, or on a per capita basis, for transporting other volunteers. (RSVP Volunteers receive assistance with the cost of transportation to and from volunteer assignments and official Project activities, including training and recognition events).

Reimbursement for meals may be provided should a volunteer's assignment occur during a meal period for their assigned child. Should the Volunteer Station be unable to provide a complimentary lunch to a volunteer, and assistance is needed to enable you to eat with the child, reimbursement may be provided. Currently the grant provides for one meal time per visit at a rate of a maximum of \$3.

The amount of reimbursement made to RSVP Volunteers is determined by the availability of funds and Project policy regarding reimbursement of volunteer expenses. The procedure and the limits for volunteers to request reimbursement should be identified in Volunteer Orientation sessions and Project service policies.

VOLUNTEER TIMESHEETS & REPORTING

All RSVP Volunteers or Volunteer Stations should report their volunteer hours at least once per month to the RSVP Trailblazers office. Most volunteers will be able to do so via the Volunteer Station Sign-in Sheet located at their Volunteer Station. Volunteers or Stations that do not have a station sign-in sheet may report to RSVP Trailblazers Staff via:

EMAIL: patrick.tuck@uwbq.org; alyce.emerson@uwbq.org; lisa.price@uwbq.org
FAX: 859-259-3397
PHONE: 859- 233-4460 (ask to speak to RSVP Trailblazers Staff)
MAIL: United Way of the Bluegrass-RSVP
100 Midland Ave, Suite 300, Lexington, KY 40508

Please see page 32 of this handbook for a reproducible hours report form. RSVP Trailblazer volunteers will be informed and trained should other electronic means of reporting be in use by their Volunteer Station. Senders reporting hours via email must use addresses registered with UWBG as belonging to the volunteer or volunteer station.

United Way of the Bluegrass has established electronic and hard copy record keeping and reporting systems in compliance with Corporation requirements that ensure quality of program and fiscal operations, facilitate timely and accurate submission of required reports and cooperate with Corporation evaluation and data collection efforts. For this purpose, United Way of the Bluegrass maintains all volunteer and volunteer station data in secure hard copy files and electronically in a Volunteer Reporter database stored in a secure local network drive.

VOLUNTEER INSURANCE

The Program regulations require RSVP Volunteers be provided with **accident, personal liability** and, when appropriate, **excess automobile liability** insurance (45 CFR 2553.43). The minimum levels of insurance are specified by the Corporation for National and Community Service, and may be subject to change from time to time.

The insurance coverage must be in excess of, and noncontributing, with any other valid and collectable insurance the volunteers have. In other words, the accident and excess automobile liability coverage are intended to provide higher levels of insurance coverage for volunteers, starting when other insurance coverage for them stops. It is excess, not primary insurance.

This is true, too, for personal liability; but personal liability is often not covered by personal liability insurance, in which case the Corporation's specified personal liability insurance becomes primary insurance with no deductible.

A. Accident Insurance

- i. Accident Insurance must cover 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 events such as recognition activities, orientation, and Advisory Council Meetings. Protection must be provided against claims in excess of any benefits or services for medical care or treatment available to the volunteer from other sources including:
 - 1) Health Insurance Coverage.
 - 2) Other Hospital or Medical Service Plans.
 - 3) Any Coverage Under Labor Management Trusted Plans, Union-Welfare Plans, Employer Organization Plans or Employee Benefit Organization Plans.
- ii. When benefits are approved in the form of services rather than cash payments, the reasonable cash value of each service rendered must be considered in determining the applicability of this provision. The benefits payable must include the benefits that would have been payable had a claim been duly made. The benefits payable must be reduced to the extent necessary so the sum of such reduced benefits, and all the benefits provided for by any other plan, must not exceed the volunteer's total expenses.
- iii. The Sponsor must provide RSVP Volunteers with the following accident insurance coverage:
 - 1) \$25,000 or more for accidental medical expenses.
 - 2) \$50 for the replacement of damaged eyeglass frames and \$50 for replacement of broken prescription eyeglass lenses or contact lenses.
 - 3) \$500 for the repair of dentures; \$500 per tooth for treatment of injury to natural teeth, limited to a total of \$900.
 - 4) \$2,500 for accidental death or dismemberment.

B. Personal Liability Insurance

Protection must be provided against claims in excess of protection provided by other insurance. The Sponsor must provide third-party protection for volunteers against injury or property damage claims arising out of their volunteer service activities. For each Sponsoring organization, the amount of protection must be \$1,000,000 for each occurrence of personal injury or property damage and must be in excess of any other valid and collectable insurance, and \$3,000,000 annual aggregate.

C. Excess Automobile Insurance

- i. To avoid a gap in coverage between that provided by the RSVP Volunteer's personal vehicle insurance and liability claims in excess of that coverage, the Sponsor must provide Excess Automobile Liability Insurance coverage of not less than \$500,000 each accident for bodily injury and/or property damage.

- ii. The Sponsor will provide protection against claims in excess of the greater of either:
 - 1) The liability insurance volunteers carry on their own automobiles; OR
 - 2) The limits of the applicable State Motor Vehicle Financial Responsibility Law; OR
 - 3) In the absence of a State Financial Responsibility Law, \$50,000.

NOTE: Excess automobile liability insurance is required only for RSVP Volunteers who drive their own vehicles to and from their place of assignment. It is recommended that Projects verify that volunteer drivers have valid licenses and basic liability insurance.

D. Liability Insurance or Personal Vehicles of Volunteers

- i. This insurance is a volunteer's personal expense and is not reimbursable to the volunteer by the Project. The RSVP Volunteers will use their personal vehicles to drive from home to their place of assignment or in connection with Project related activities must keep their automobile insurance in effect for their own protection.

- ii. The volunteer's personal vehicle liability insurance must equal or exceed:
 - 1) The limits of the State's Motor Vehicle Financial Responsibility Law; OR
 - 2) In the absence of a State Financial Responsibility Law, \$50,000 for each accident.

RESIGNATION

RSVP Trailblazers volunteers are asked to give at least two-weeks-notice prior to resignation. The notice should be in writing and be submitted to the RSVP office. This notice is requested so that a Separation Plan can be devised and initiated by the Volunteer Station staff; making your resignation easier and more harmonious for the assigned child/youth.

ANNUAL EVALUATIONS

An annual Performance Evaluation of the volunteer will be completed by the Volunteer Station Supervisor at the end of each fiscal year. The volunteer is also asked, at this time, to evaluate the RSVP Trailblazers Program, Program staff, and their Volunteer Station.

The data collected through these evaluations will be utilized in outcome measurements in compliance with the Corporation for National and Community Service Programming for Impact. This information is vital when reapplying for grants and in community awareness activities.

RETIREMENT POLICY

The purpose of the RSVP trailblazers Program is to provide volunteers with the opportunity to contribute meaningful volunteer service to their community. Involvement as an RSVP Trailblazer helps to enrich a volunteer's life and contribute to their sense of dignity and self-worth. It is likely, however, that eventually a volunteer will face the possibility of needing to retire from active participation as a volunteer.

The RSVP Trailblazers "Volunteer Retirement Policy" was created to ensure retirement from the Program will be accomplished in a manner that will protect the honor and dignity of the volunteer, and provide a framework for the volunteer, the Volunteer Station staff, and the RSVP Program staff to use when considering retirement.

It is hoped that retirement from active service would be voluntarily, initiated by the volunteer themselves. However, if this is not the case, it will be a joint decision including the Volunteer Station and Program Director. Volunteers who retire in good will be given the title "Honorary RSVP Trailblazer" and shall be welcome at all official Program activities (Trainings and Recognition Events).

A volunteer's age and length of service in the Program will not be considered factors for retirement. Concerns can be, but are not limited to: the individual's capability to perform normal volunteer activities at his/her particular Volunteer Station; his/her ability to accept assignments at any Volunteer Stations; his/her energy level, emotional ability; interest in his/her assignments and his/her effectiveness; his/her ability to follow Program guidelines; and the possible detriment of his/her health and well-being (in addition to that of the child/youth served) if participation is allowed to continue.

RETIREMENT PROCEDURE

This procedure is to be followed by the volunteer, Volunteer Station staff, and/or the Program staff in the event of an involuntarily retirement:

- i. The Volunteer Station Supervisor and the RSVP Program Director will assist the volunteer to become more effective. If necessary, there will be a joint meeting with the above mentioned individuals and the volunteer to assist with increasing the volunteer's effectiveness. A written report of the meeting will be signed by all parties and placed in the personnel file of the volunteer.
- ii. If it is determined by all concerned that the volunteer's abilities and/or behaviors might be improved in another assignment, and such assignment is feasible, a change will be made. This could include a change in the assignment of a particular child/youth, classroom, and/or Volunteer Station.
- iii. If an assignment change is made, the volunteer will receive close supervision by both the Volunteer Station Supervisor and the RSVP Program staff. If the volunteer is unable to perform his/her responsibilities adequately, they will be asked, with honor and dignity, to retire from the Program.
- iv. In recognition of the importance of planning and preparing for a major life change, such as retirement from a volunteer program, RSVP Program staff will assist the volunteer in developing other areas of interest and/or finding other roles to fulfill upon leaving the RSVP Program.

VOLUNTEER DISMISSAL

Dismissal of a volunteer will be averted whenever possible. However the volunteer may be dismissed for any reason that is in the best interest of the children/youths served, the RSVP Trailblazers Program, or the United Way of the Bluegrass. During the initial review process, a volunteer may be dismissed without the right of appeal, providing the dismissal is not discriminatory.

If dismissal can be avoided, disciplinary action will be utilized in its place. Actions leading to disciplinary action include, but are not limited to:

- Dishonesty or falsification of records.
- Failure to keep confidential information regarding their assigned child/youth and/or their families according to Program Policy.
- Habitual tardiness.
- Mistreatment (physical or verbal) of the children/youths.
- Inability or failure to perform RSVP Trailblazers assignments.
- Sleeping at the work site.
- Discourteous or offensive treatment of anyone while at the Volunteer Station.
- Improper use of drugs or alcohol which effect job performance.
- Theft or destruction of property.
- Carrying a concealed or deadly weapon while on your assignment.
- Involuntarily reduction in the number of volunteers as mandated by Programing funding.

DISCIPLINARY ACTION

Disciplinary action shall range from verbal warnings to immediate discharge depending upon the seriousness of the offense in the judgment of management. These are other types of actions that may take place following an offence.

Counseling

In case of a minor infraction, efforts will be made to correct the volunteer through guidance and non-punitive means. Immediate Supervisors and Program staff will maintain a written record of any guidance directives in the volunteer's personnel file.

Reprimands

When an infraction of the rules occurs and/or if there are repeated minor infractions, the Volunteer Station Supervisor is instructed to notify Program staff. The Program Director will document the infractions and place the record in the volunteer's file, along with the documentation of any reprimand. The volunteer will be given up to five (5) days from the date the reprimand is signed to file a written response to the disagreement.

Termination

The Program Director may dismiss a volunteer for an infraction or multiple infractions of the rules, or a constant pattern of less serious infractions.

GRIEVANCE AND APPEALS PROCEDURES

The RSVP Trailblazers Program is committed to fair and just relations with its volunteers. Therefore, a Grievance and Appeals Policy has been established. A volunteer who feels that he/she has been subjected to unfair decision regarding his/her position, reprimand, retirement or dismissal, may appeal by taking action in the following order:

As soon as a volunteer feels he/she has been treated unfairly or discriminated against and has a grievance, it should be informally discussed with the immediate Supervisor over which the decision was made, if the volunteer feels comfortable doing so. If an informal conference does not resolve the grievance, then the following steps should be followed:

LEVEL #1

Discuss the matter with the RSVP Trailblazers Program Director within five (5) working days of the action. A summary of the meeting will be written, reviewed and signed by both parties. This summary will include a decision about the grievance, and state if a solution is reached concerning the grievance.

LEVEL #2

If the volunteer chooses to pursue the grievance, a meeting will occur with the Grievance Committee of the RSVP Trailblazers' Advisory Council within ten (10) days of the previous conference. The volunteer will be notified of the decision in writing.

LEVEL #3

*If the volunteer is not satisfied with the decision made by the Grievance Committee, the volunteer has the option of meeting with the President of United Way of the Bluegrass, the RSVP Trailblazers' Local Sponsor Agency, within five (5) working days of the LEVEL #2 decision to further discuss the matter. The President will write a summary of the review and it will be signed by both parties. The summary will also include a decision about the grievance. **The President of United Way of the Bluegrass is Mr. Bill Farmer and he may be reached at (859) 233-4461.***

LEVEL #4

If still not satisfied, the volunteer may make an appeal to the Board of Directors of United Way of the Bluegrass.

LEVEL #5

If dissatisfied with the LEVEL #4 decision, the volunteer may appeal to the Federal Sponsor, The Corporation for National and Community Service (CNCS), and/or pursue legal action of the volunteer's choice. Contact information for the CNCS is:

Corporation for National and Community Service

1201 New York Avenue, NW
Washington, DC 20525

Tel.: (202) 606-5000

TTY: (800) 833-3722

e-mail: info@cns.gov

The volunteer has the right to have witnesses and the counsel of an attorney, at the volunteer's expense, at each hearing. The right to legal counsel is also afforded the RSVP Trailblazers Program.

United Way of the Bluegrass
trailblazers
RSVP Trailblazers
"INCIDENT REPORT"

DATE: _____ PROGRAM: RSVP TRAILBLAZERS

PERSON MAKING THE REPORT: _____

SPECIFIC LOATION OF INCIDENT: _____

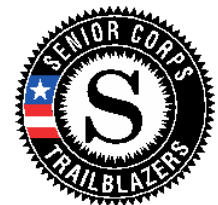
DESCRIPTION OF INDICENT: _____

DATES(S): _____ ACTION(S): _____

SIGNATURE & DATE OF PERSON COMPLETING REPORT:



SIGNATURE & DATE OF SUPERVISOR REVIEWING REPORT:





UWBG Volunteer Sign In Sheet

Trailblazers Volunteer Station: _____

Trailblazers Volunteer: _____

Date	Teacher	Sign In Time	Sign Out Time	Hours Worked	TOTAL Students Worked With Today	Number of NEW Students Worked With Today
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United Way of the Bluegrass
trailblazers
VOLUNTEER ENROLLMENT FORM

Mail completed forms to:
 RSVP Trailblazers, United Way of the Bluegrass
 100 Midland Avenue, Suite #300, Lexington, KY 40508
 CALL 2-1-1 for more information

DATE: _____

NAME: _____ **DATE OF BIRTH:** ____/____/____ **AGE:** _____

Trailblazer (55 & older) _____ Future Trailblazer (under 55) _____

Are you a Veteran: **YES** **NO** Gender: **M** or **F**

ADDRESS: _____ **CITY:** _____ **STATE:** ____ **ZIP:** _____

PHONE: _____ **E-MAIL:** _____

EMERGENCY CONTACT: _____ **Phone:** _____

HOURS AVAILABLE PER WEEK: 1-2 hrs/week 3-4 hrs/week any number of hours needed

CIRCLE DAYS AVAILABLE: Mon Tue Wed Thur Fri any

LIMITATIONS:

Physical or medical limitations that may affect your volunteer work? NONE _____ YES _____
 If yes, please explain. *The RSVP Trailblazers is an equal opportunity Program.*

EXPERIENCE and PLACEMENT:

Employment or Volunteer Experience: _____

Skills/Interests/Languages: _____

I prefer the following Volunteer Assignments or Volunteer Stations: _____

Beneficiary for RSVP Supplemental Accident Insurance:

NAME: _____ **RELATIONSHIP:** _____

ADDRESS: _____ **PHONE:** _____

I understand that I am not an employee of the RSVP Program, the Sponsor, the Volunteer Station or the Federal Government and agree to serve without compensation. I further agree that if I use my personal automobile to drive to and from my Volunteer Station, or during my service, I will keep in effect automobile liability insurance equal to, or greater, than the minimum required by state.

Volunteer Signature: _____

