A close up of a logo

AI-generated content may be incorrect.





Bryan County Retired Senior and Volunteer Program





Table Of Contents

|  |  |
| --- | --- |
| Welcome | Page 3 |
| Who Can Volunteer? | Page 4 |
| Why Volunteer with Bryan County RSVP? | Page 4 |
| Our Mission | Page 5 |
| AmeriCorps Senior Pledge | Page 5 |
| Expectations | Page 6 |
| What Activities Are Prohibited? | Page 7 |
| Equal Opportunity Statement & Non-Harassment Policy | Page 8-9 |
| Grievance Procedure/Problem Resolution | Page 10 |
| Available Volunteer Opportunities | Page 11 |
| Enrollment Process | Page 11 |
| Volunteer Training | Page 11 |
| Volunteer Station Responsibilities | Page 12-13 |
| Attendance | Page 13 |
| Leave of Absence | Page 14 |
| Reporting Volunteer Hours | Page 14 |
| Withdrawal from Bryan County RSVP | Page 15 |
| Dismissal from Bryan County RSVP | Page 15 |
| Insurance Provided by RSVP | Page 16 |
| Dress Code | Page 17 |
| Disaster and Emergency Management | Page 17 |
| Acceptance of Gifts or Payment of Service | Page 18 |
| Confidentiality | Page 18 |
| Drug and Alcohol Use | Page 18 |
| Background Checks | Page 19 |
| Driving | Page 19 |
| Thank You/Contact Information | Page 20 |

Welcome!

Welcome to the Bryan County Retired and Senior Volunteer Program (RSVP). You have joined a program that exists across the United States through AmeriCorps Seniors. Members of Bryan County RSVP give their time and talent to local non-profit agencies and organizations.

This handbook was prepared by the Bryan County RSVP staff and approved to help acquaint you with all aspects of our program. We hope you will find this manual helpful in answering your questions about Bryan County RSVP. If you have any concerns or further questions about your volunteer service, please feel free to contact Bryan County RSVP.

**Phone**: 1-580-924-3659

**Address**:

Bryan County RSVP

1421 Chuckwa Drive

Durant, OK 74701

**Email**: [sheri.schulze@bcrsvp.org](mailto:sheri.schulze@bcrsvp.org)

**Facebook**: <https://www.facebook.com/profile.php?id=61571837842642>



Who Can Volunteer?

Volunteers in the AmeriCorps Seniors RSVP program must be 55 years of age or older, agree to serve on a regular basis without compensation, and reside in or near the community served by AmeriCorps Seniors RSVP. They must also agree to abide by all legal requirements of the AmeriCorps Seniors RSVP program and to accept instruction and supervision as required (45 CFR 2553.41(a)). Volunteers are not required to reside in the Geographic Service Area they are serving in.

Why Volunteer with Bryan County RSVP?

The AmeriCorps Seniors RSVP program pairs thousands of Americans aged 55 and older with organizations making change in communities across the country. AmeriCorps Seniors volunteers who serve in our RSVP program choose how, where, and when they want to serve, with commitments ranging from a few hours to 40 hours per week. You can find an opportunity with any of the thousands of organizations we work with that see service as a solution to local, regional, and national challenges. AmeriCorps Seniors volunteers report better health and longevity having served their community.

Our Mission

The mission of AmeriCorps Seniors Bryan County RSVP is to link volunteers age 55 and older with essential community needs throughout Bryan County.

Presently 300 RSVP members generously share their time, skill and interest with approximately 27 Nonprofit organizations in Bryan County.

Each year RSVP volunteers contributed approximately 97,724 Service hours, which equates to a value of over $2,252,000.00 dollars.

AmeriCorps Seniors Pledge

I will get things done for America – to make our people safer, smarter, and healthier.

When faced with a pressing challenge, I will bring Americans of all generations together to strengthen our communities.

When faced with children at risk, I will help them stay in school and on track for a brighter future.

When faced with older adults in need, I will provide support and compassion so they may age with grace and dignity.

Working for the greatest good, I will use my lifetime of experiences to improve my country, my community, and myself through service.

I am an AmeriCorps Seniors volunteer, and I will get things done.

Expectations

**What you, as a volunteer, can expect from RSVP:**

* Orientation to RSVP
* A suitable and meaningful volunteer assignment
* A well-defined job description
* Assistance in changing or adding volunteer assignments
* Assistance in resolving volunteer-related challenges
* A newsletter
* Regular contact with RSVP staff
* Recognition
* Opportunity to develop new friendships
* Travel reimbursement if applicable

**What RSVP expects from each volunteer:**

* Commitment to RSVP’s goals and policy
* Completion of training as needed
* Acceptance of supervision
* Maintenance of confidentiality
* Dependability
* Professionalism
* Inform RSVP if you have an accident while volunteering
* Maintain minimum auto liability coverage required by state law
* Report volunteer hours to RSVP each month
* Wear RSVP nametag and pin while volunteering

What Activities Are Prohibited?

Volunteers and grantee staff do not engage in, and grantee funds are not used for any of the following activities, to the extent they are prohibited in the applicable program regulations:

* Electoral activities
* Voter registration
* Voter transportation to the polls
* Efforts to influence legislation

1. Volunteers do not engage in any activity which would otherwise be performed by an employed worker, or which would supplant the hiring of or result in the displacement of employed workers or impair existing contracts for service.
2. Neither the grantee nor any volunteer station requests or receives compensation from the beneficiaries or Senior Corps volunteers.
3. Any volunteer station financial support of the Senior Corps project is not a precondition for that station to obtain volunteer service.
4. A Senior Corps volunteer does not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends.
5. Grant funds are not used to finance labor or anti-labor organizations or related activity.
6. Project staff or volunteers do not give religious instruction, conduct worship services, or engage in proselytization as part of their duties and, if the sponsor is an organization that conducts inherently religious activities, those activities are offered separately, in time and location, from the programs or services funded under the Corporation grant.

Equal Opportunity Statement & Non-Harassment Policy

Eligibility to be an AmeriCorps Seniors volunteer with Bryan County RSVP may not be restricted based on race, color, national origin, sex, age, religion, sexual orientation, disability, political affiliation, marital or parental status, or military service (45 CFR 2553.41(b)).

* Any person who believes that he/she has been discriminated against for any of the above reasons may receive information regarding how to file a grievance by contacting the RSVP Executive Director.
* Accommodation/s for individuals including volunteers, staff, and program participants with disabilities will be made available (45 CFR 1232.2 & 45 CFR 1232.4).
* Volunteers in the AmeriCorps Seniors RSVP program must be 55 years of age or older, agree to serve on a regular basis without compensation, and reside in or near the community served by AmeriCorps Seniors RSVP. They must also agree to abide by all legal requirements of the AmeriCorps Seniors RSVP program and to accept instruction and supervision as required (45 CFR 2553.41(a)). Volunteers are not required to reside in the Geographic Service Area they are serving in.
* AmeriCorps Program Civil Rights and Non-Harassment Policy prohibits all forms of discrimination and harassment based on the protected categories of race, color, national origin, sex, age, religion, disability (mental or physical), political affiliation, martial or parental status, pregnancy, genetic information (including family medical history), military service, or their submission of a complaint.
* Bryan County RSVP treats all people with dignity and respect while providing a pleasant, healthy, comfortable, equitable, and inclusive environment free from intimidation, hostility, or other offenses which might interfere with volunteer performance. Bryan County RSVP will not tolerate any form of discrimination or harassment, and when identified, will take immediate action.
* Discrimination or harassment may include slurs and other verbal or physical conduct that relates to an individual’s race, color, national origin, age, religion, disability, political affiliation, military status, or any other characteristic protected under federal, state or local law when such behavior has the purpose or effect of interfering with volunteer service performance or creating an intimidating, hostile, or offensive environment.
* Complaints concerning any violation or possible violation must be reported immediately to your assigned supervisor, ideally within 10 business days of the offending conduct. If you believe that a complaint cannot be addressed by your supervisor, you must contact an RSVP staff member.
* Volunteers, participants, and staff who wish to file a discrimination complaint with AmeriCorps directly may do so by sending an email message to eo@americorps.gov or by leaving a voice message on the Civil Rights Hotline at 1-202-606-3461. Calls to the hotline will be returned within 24 hours. Discrimination claims that are not filed within 45 days of the occurrence of the alleged discriminatory event may not be accepted for investigation if a formal complaint is filed.
* Confidentiality when reporting any harassment or discrimination, or participating in a related investigation, will be protected to the greatest extent possible, as provided by law.
* Bryan County RSVP prohibits retaliation or reprisal against any volunteer, who in good faith, raises discrimination or harassment concerns or participates in filing a complaint.

Grievance Procedure/Problem Resolution

Any Bryan County RSVP member who feels aggrieved by an action or a decision by the RSVP staff may appeal for reconsideration by taking the following steps:

* Step 1. Discussion with your RSVP staff supervisor within ten working days of an event. If the situation is not resolved to your satisfaction, proceed to Step 2.
* Step 2. Discussion with the RSVP Director of Volunteers within five working days of the completion of Step 1. If the situation is not resolved to your satisfaction, proceed to Step 3.
* Step 3. Discussion with the RSVP Executive Director within ten working days of the completion of Step 2.
* Step 4. Appeal to the RSVP Board of Directors Executive Committee. If this step is taken, the grievance should be put in writing, contain the specific basics for dissatisfaction and be addressed to the RSVP Executive Director, with a copy mailed to the Board President within ten working days after completion of Step 3.
* Step 5. A hearing will be arranged between the volunteer and the RSVP Board of Directors Executive Committee within ten working days after the completion of Step 4.
* Step 6. The Executive Committee will formulate a recommendation to the RSVP Executive Director within five working days after the completion of Step 5.
* Step 7. The RSVP volunteer will be notified, in writing, of the final decision within five working days after the completion of Step 6.

Available Volunteer Opportunities

* Community Volunteer Opportunities: Bryan County RSVP links volunteers aged 55 and older with meaningful and challenging volunteer opportunities in nonprofit and community organizations throughout Bryan County. The opportunities are as varied as the organizations we serve such as delivering meals to homebound elderly, gardening, serving at the local hospital, providing clerical assistance, distributing food to the needy, and much more.
* Provide-A-Ride: Many older adults in Bryan County are faced with the problem of finding reliable transportation for their medical appointments. Provide-A-Ride volunteers give reliable, friendly transportation to such a person.
* Professional Volunteer Services: Retired and semi-retired professionals serve as consultants to local nonprofit organizations in need of their expertise.

Enrollment Process

Enrollment Process to become a Bryan County RSVP volunteer, you must submit an enrollment form, participate in an information/orientation session, and take part in an interview to discuss interests and opportunities to connect as a volunteer.

Volunteer Training

It is important for all volunteers to participate in volunteer training opportunities.

Bryan County RSVP will provide training to volunteers that directly support RSVP sponsored programs.

Bryan County RSVP members linked with nonprofit organizations are encouraged to attend training activities provided by the organization he/she is serving.

Volunteer Station Responsibilities

A volunteer station is an organization that meets critical community needs and accepts the responsibility for assignment and supervision of AmeriCorps Seniors volunteers in health, education, social service, or related settings. Bryan County RSVP matches volunteers with volunteer stations that serve in and around Bryan County.

Each volunteer station must:

* 1. Provide assurance that it is a public or private non-profit organization, proprietary health care organization, or governmental organization.
* 2. Develop volunteer assignments with assignment descriptions that have an impact on human needs and regularly assess those assignments for continued appropriateness. A copy of the volunteer assignment(s) should be given to each volunteer when assigned.
* 3. Provide for the safety and accessibility of volunteers. The volunteer station will complete an accessibility checklist and safety checklist initially when partnering with Bryn County RSVP, and subsequently upon request. If the volunteer station has multiple sites, checklists must be completed for each location.
* 4. Interview and make final decision on the assignment of volunteers. If unable to determine an appropriate assignment, inform Bryan County RSVP. Then the volunteer can be referred to another organization.
* 5. Assign a staff supervisor responsible for day-to-day communication with oversight of Bryan County RSVP volunteers within the volunteer station. The assigned staff will provide timely approval of timesheets, mileage reimbursement for volunteers, and will also assess the impact of volunteers in addressing community needs. If the volunteer station has multiple programs or departments where volunteers are placed, a contact person is required for each program or department.
* 6. Conduct any necessary criminal history or other screenings, in accordance with the volunteer station policies and AmeriCorps Seniors.
* 7. Obtain a Letter of Agreement for any in-home volunteer assignments (ex. Friendly Visitors). The Letter of Agreement shall comply with all federal, state, and local regulations.
* 8. Comply with all applicable civil rights laws and regulations including reasonable accommodation for AmeriCorps Seniors volunteers with disabilities.
* 9. Provide assigned RSVP volunteers with the following support: **a.** Orientation to the volunteer station and appropriate in-service training; **b.** Materials required for assignments, i.e., uniform, photo ID, etc.; **c.** Supervision and assistance while on assignments; **d.** Appropriate recognition; **e.** Provision for adequate safety while on assignments.
* 10. Keep records and prepare reports as required by RSVP, including station rosters and surveys to determine outputs and outcomes.
* 11. Investigate and report any accidents or injuries involving RSVP volunteers immediately to the RSVP office. All reports will be submitted in writing.
* 12. Specify and display that Bryan County RSVP volunteers are participants in the volunteer station's program in all publicity featuring such volunteers.
* 13. Undertake such other responsibilities as may be necessary to the successful performance of RSVP volunteers in their assignments or as agreed to in the Memorandum of Understanding.

Attendance

The local nonprofit organizations served by Bryan County RSVP volunteers depend on volunteers to carry out valued services. Commitment to your agreed upon assignment is essential.

If an emergency arises, or you cannot fulfill your commitment on a specific day, please notify Brayn County RSVP and/or your volunteer site supervisor as soon as possible.

Leave of Absence

If you are planning to go on vacation, spend the winter somewhere warm, do some traveling, or just take some time off, please let the RSVP office know ahead of time. Also, be sure to inform your volunteer-site supervisor that you will be temporarily absent.

* In the event the problem has not been resolved to your satisfaction, contact the RSVP Director of Volunteers.
* If a solution is not reached, contact the RSVP Executive Director.

Reporting Volunteer Hours

The volunteer service you provide to the community is extremely valuable.

Bryan County RSVP maintains an accurate account of all its members’ volunteer activity each month. The number of hours contributed by RSVP members are tabulated and forwarded to the national RSVP office and local funding sources on a regular basis.

It is extremely important that you report your volunteer hours to the RSVP office at the end of each month. Your volunteer hours can be reported to Bryan County RSVP in a variety of ways that include phone, e-mail, or postal mail.

Withdrawal from Bryan County RSVP

Bryan County RSVP policy states that membership will be terminated if a volunteer is inactive from volunteer service for one hundred (100) consecutive days. Exceptions may be made due to extenuating circumstances such as illness, taking care of a loved one, traveling, or temporarily residing out of the program's service area. Contact the RSVP office if these circumstances exist or if you are considering withdrawing from RSVP.

Dismissal from Bryan County RSVP

Volunteers can be dismissed for the following reasons:

* Misconduct
* Unsatisfactory performance
* Breach of Confidentiality
* Inappropriate Behavior
* Disregard of policies and procedures
* Health unacceptable to the point of being a hazard to self or others
* Extensive absences
* Inability to perform assignments or accept supervision
* Suitable assignment not available

Insurance Provided by RSVP

RSVP provides supplemental insurance coverage to all registered members, at no cost to the member. This coverage is effective to, from and during your involvement in RSVP-related volunteer activity.

This policy does not take the place of your private insurance policy. It is a supplement to your own private insurance; designed to eliminate out-of-pocket expenses for volunteer-related accidents.

Coverage includes:

* Excess Accident- Covers personal injuries you receive during RSVP related volunteer activity. Coverage includes medical treatment, hospitalization, and dental and eyeglass repair because of an accident.
* Accidental Death/Dismemberment- Covers loss of limbs, sight or life as a result of a Bryan County RSVP related volunteer activity. Loss of life benefit will be paid to your designated beneficiary.
* Personal Liability- Protects you from personal injury, bodily injury or property damage liability claims arising out of your performance as an RSVP volunteer and provides for legal defense if necessary.
* Excess Automobile Liability- Protects you from bodily injury or property damage claims arising because of using your personal vehicle in connection with RSVP related volunteer activity. Note: This coverage does not provide benefits for physical damage to your vehicle.

Dress Code

As a AmeriCorps Seniors Bryan County RSVP volunteer you should dress in a comfortable, practical, and conservative manner, conducive to the volunteer work that you will be performing. Uniforms or specific attire are not required by Bryan County RSVP; however, partner volunteer stations may have specific attire required of their volunteers. It is your responsibility to understand and adhere to dress requirements while representing RSVP as a volunteer. Occasionally, RSVP will provide t-shirts or logo wear for volunteers. When appropriate, you are encouraged to wear these items while volunteering on behalf of Bryan County RSVP and AmeriCorps Seniors.

Disaster and Emergency Management

During a disaster or emergency, you must follow all community, office, or building disaster preparedness. Volunteers will use response plans and monitor local or state news sources for the most up-to-date information for emergency services guidance. Bryan County RSVP volunteer efforts during a local or state emergency will be coordinated through Bryan County RSVP and Staff.

Acceptance of Gifts or Payment of Service

Bryan County RSVP volunteers should not accept gifts or contributions of any kind from people being served by a Bryan Count RSVP sponsored program.

Those who want to contribute should be referred to the Bryan County RSVP office.

Confidentiality

During your volunteer activities you may have access to confident information. It is expected RSVP members will always safeguard and protect this confidential information. Confidential Information RSVP volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they have access while serving as an AmeriCorps Seniors volunteer. As a volunteer, you may be privy to information that is confidential in nature and cannot be shared with anyone, including family, friends, or acquaintances. Your volunteer service with RSVP assumes an obligation to maintain confidentiality. You may be asked by your volunteer station(s) to sign a confidentiality agreement and compliance with that agreement may be a condition of volunteering at that station.

Drug and Alcohol Use

Bryan County RSVP provides a drug-free, healthful and safe environment. The legal use of prescribed drugs is permitted while volunteering only if it does not impair the volunteer’s ability to perform the tasks effectively and in a safe manner.

Background Checks

All RSVP volunteers and staff must complete and sign a registration form, which gives Bryan County RSVP permission to conduct a background check when needed.

Driving

* All RSVP volunteers who drive their own vehicle to and from their volunteer assignment, and/or serve as a volunteer driver, are required to keep in effect the minimum automobile liability coverage required by state law.

Note: The supplemental accident and automobile insurance coverage provided by RSVP to registered members (page 11) is valid *only* if you carry the minimum automobile liability coverage required by state law.

* If you have an accident while driving to or from your volunteer assignment, or while serving as a volunteer driver, it is required that you contact the RSVP office as soon as possible.
* Assistance with the cost of gasoline, related to your RSVP volunteer assignment, may be available to members if needed.

*To ensure safe driving while performing your volunteer activity or driving to and from your volunteer activity RSVP encourages the following:*

* Wear your seat belt and require passengers to always wear seat belts.
* Obey all traffic laws.
* Always have your license with you when driving.
* Keep doors locked when driving and while parked.
* Avoid driving when tired or taking medication that causes drowsiness.

Thank you for your interest and serving as a volunteer for AmeriCorps Seniors Bryan County RSVP!

Feel free to contact us with any questions.

**Phone**: 1-580-924-3659

**Address**:

Bryan County RSVP

1421 Chuckwa Drive

Durant, OK 74701

**Email**: [sheri.schulze@bcrsvp.org](mailto:sheri.schulze@bcrsvp.org)

**Facebook**: <https://www.facebook.com/profile.php?id=61571837842642>

