

## **VOLUNTEER BENEFITS**

- RSVP offers free excess accident and liability insurance through CIMA Insurance to all active RSVP volunteers. The coverage is for out-of-pocket medical expenses should a volunteer sustain injuries while volunteering as a RSVP volunteer. PLEASE REVIEW CIMA INSURANCE BROCHURE.
- If you are injured while volunteering, you must call the RSVP office immediately and inform us of the injury to start the CIMA Insurance process; EVEN IF YOU ARE UNSURE YOU WILL NEED MEDICAL ATTENTION.
- Annual Awards/Recognition Event
- Mileage reimbursement

## **VOLUNTEER STATIONS**

- A volunteer station is any place where RSVP members volunteer. They can be any public or private non-profit or health care agency.
- The volunteer station must sign the RSVP Memorandum of Understanding, which lists RSVP policies.
- The station agrees to offer volunteers appropriate and specific assignments.
- RSVP volunteers do not replace paid staff at any station.
- No one at a volunteer station will ask you to do anything that the staff is not willing to do.
- The station provides the volunteer with supervision and the materials to do the work effectively.

## **VOLUNTEER RESPONSIBILITIES**

- Arrive at your station on time.
- Dress appropriately.
- Inform the client organization of any absence as far in advance as possible.
- Follow the rules and procedures of the station.
- Keep all information about clients confidential.

- Talk with the station supervisor and/or the RSVP office if a problem should arise with in regards to the assignment.
- Contact the RSVP office and notify your station supervisor if you are injured while volunteering.
- Be certain that your monthly timesheet is submitted to the RSVP office by the 5<sup>th</sup> of the next month. The hours are important for reporting hours of service to RSVP funders and for recognition and reimbursement.
- Please contact the RSVP office when you have a change of address or telephone number.

## **VOLUNTEER RIGHTS**

- You can expect to be referred to a volunteer assignment where your skills and experience will be used to the best advantage.
- You can expect to feel welcome and to be treated with respect.
- The volunteer station and the RSVP office will be available to elp you with any questions or concerns.
- You have the right to expect your volunteer experience to be meaningful to you. If you are dissatisfied with your assignment, RSVP will attempt to find you another position.
- You have the right to change your assignment to try new skills or advance to more challenging tasks. Call the RSVP office to start that process.
- All programs and services will be provided without regard to race, ethnicity, marital status, religion, gender, disability, political belief, sexual orientation or veteran status.

PERRY COUNTY RSVP recognizes that issues may arise in some volunteer assignments. The following procedure provides volunteers with a means of presenting grievances regarding their volunteer assignment:

- The volunteer should request a meeting with the station supervisor to discuss the problem and try to resolve it.
- If the meeting with the station supervisor does not result in satisfactory resolution, the volunteer can request a meeting with the RSVP Director.
- If an acceptable resolution is not reached at this level, the volunteer may request in writing a meeting with the RSVP Advisory Council, the decision of the council is final.