VOLUNTEER HANDBOOK

Revised February 8th 2022

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RSVP
Your Invitation to Make a Difference

Improving Lives 45 Years Making a Difference

Michele Spencer Moll
Executive Director

Dear Volunteer,

Welcome to RSVP! We are delighted that you have decided to join us and more than 550,000 volunteers across the nation who believe in giving back to their community. RSVP has an outstanding reputation for volunteer service to the community, and we are very proud of our volunteers' achievements. All the credit goes to more than 1400 wonderful RSVP volunteers who have dedicated their talents, expertise and time in and around Montgomery, Delaware and Chester counties. We hope you will find your volunteer service rewarding and enjoyable.

When you enroll as an RSVP volunteer we will help you find an assignment that matches your interests, skills and availability. We will contact you periodically to ensure that everything is going well. Please contact us if you have any questions, if we can be of further assistance, or if you would like to help with one of our other volunteer opportunities. Also, we welcome your suggestions for improvements to our programs

This Volunteer Handbook will provide answers to many questions you may have about volunteering with RSVP. It covers policies, procedures and responsibilities of staff, partner agencies and volunteers. Our policies are to make sure you as a volunteer are safe and can continue to enjoy a meaningful volunteer experience. You are responsible for reading the volunteer handbook and adhering to the policies and procedures. If anything is unclear, please contact our Volunteer Coordinator.

The RSVP staff extends our personal best wishes for your success and happiness as an RSVP volunteer, and we look forward to working with you.

Sincerely,

Michele S. Moll

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1 RSVP

RSVP Volunteers (dba RSVP), originally incorporated as Retired and Senior Volunteer Program of Montgomery County, Inc., was founded in 1973 in the Commonwealth of Pennsylvania. It is a registered 501(c)(3) nonprofit corporation. Services include RSVP's internally managed "Impact Programs" in areas such as literacy, mentoring, Medicare counseling, and management consulting for nonprofit agencies. RSVP also provides volunteers to over 200 nonprofit agencies in the Delaware Valley. Each year RSVP's pool of 1,200 volunteers age 18 and older contribute more than 85,000 hours of service, enhancing the health and well-being of the community at large. In 48 years of service, RSVP has provided the community with hundreds of thousands of hours of volunteer time with an estimated value in the tens of millions of dollars.

RSVP Mission
RSVP improves the lives of vulnerable populations in our communities by focusing on education and wellness and by supporting nonprofits through skill-based volunteer programs.

RSVP Vision
To establish sustainable programs that provide access to social services, education and lifesaving services through expansive volunteer efforts to vulnerable populations.

History:
RSVP was established in 1973 as part of the Older Americans Act, placing senior volunteers in nonprofit agencies to enhance their well-being and that of the community at large. In 1979, RSVP of Montgomery County was incorporated, and in 1986 obtained 501(c) (3) status, creating its own programming in response to critical needs. These programs, using adult volunteers of all ages, provide direct service to 11,000 individuals each year, including disadvantaged pre-school students & their families; at-risk children & youth; low-income elderly; those with low literacy & STEM skills, seniors needing help with health insurance, & nonprofits needing capacity building assistance. Recent years have been ones of expansion for RSVP, now serving vulnerable populations in Montgomery, Chester, Philadelphia & Delaware Counties.

In March 2020, RSVP responded to a request from Montgomery County Human Services to coordinate all COVID-19 volunteer recruitment for the County. Concurrently we expanded these efforts to include Chester, Philadelphia & Delaware counties, also in our footprint. Since that time, with our staff working remotely, RSVP has recruited hundreds of new volunteers, who along with over 200 existing volunteers, were assigned to food banks, meal delivery programs, the medical reserve corps, mass food distribution events, & the virtual learning adaptation of our educational programs for disadvantaged children, families, youth & veterans. We also began a technology mentoring program to train isolated seniors in the use of technology enabling them to connect with family & friends, have access to telehealth appointments, order food and groceries online & participate in virtual volunteer opportunities. This digital equity program is now being expanded to provide technology training to vulnerable individuals of all ages.

A legal name change to RSVP Volunteers was made in 2021 to better reflect the evolution of the RSVP mission and its volunteer base.

Governance
RSVP is governed by a Board of Directors comprised of members of the community, including RSVP volunteers and other community representatives with in-depth knowledge of community needs. Board members support RSVP's mission through active participation in a variety of roles, including but not limited to: promotion, advocacy, fundraising, governance, and program assessment. Visit our website for a current list of Board Members.

Funding

Approximately 33% of RSVP funding is from federal grants awarded to engage volunteers 55 and older in Montgomery, Delaware and Chester counties. Additional funding is secured through generous foundations, corporations and individuals. This funding supports the organization and engagement of all volunteers, age 18 years and older.

2 BENEFITS OF VOLUNTEERING WITH RSVP

Your Choice – Volunteer Your Way!
RSVP works with 200+ partner agencies and offers a wide range of volunteer opportunities. You can choose an assignment that matches your time availability and area of interest. Short, medium and long-term assignments are available.

Personal Advice and Support
You can meet with the Volunteer Coordinator and Program Coordinators to determine the most suitable assignment(s) for you. They will provide detailed information about assignments, share relevant information and answer your questions. As your personal circumstances change over time, RSVP coordinators will help you find alternate assignments, on request.

Free Background Checks (clearances)
RSVP pays for background checks when volunteers are assigned to an RSVP Volunteer Impact Program working with vulnerable populations such as children and the elderly. Consult with the Volunteer Coordinator for program specific background requirements, the Compliance Coordinator will assist with administration.

Free Supplemental Insurance
RSVP purchases insurance coverage for its volunteers, which provides benefits to individuals when they are undertaking their volunteer assignment(s). All volunteers are eligible for personal excess accident and medical coverage and excess volunteer liability insurance. If the volunteer assignment includes driving, excess automobile liability insurance applies. For example, some assignments in Meals on Wheels programs require driving as part of the volunteer assignment. For full details about supplemental insurance, see appendix I.

Free Transportation
RSVP has limited funding to provide transportation for volunteers age 65 and older and it can sponsor a maximum of two return rides per week. The shared ride programs can offer passenger assistance and accessibility for those with wheelchairs and walkers.

In Montgomery County volunteers must register with TransNet. www.suburbantransit.org
In Delaware County volunteers must register with Community Transit. www.ctdelco.org

More information is available from RSVP ride coordinator, Maryann Pigage.

Newsletters

As an RSVP volunteer you will receive a copy of our quarterly e-newsletter filled with updates, information and upcoming events, through email or mailed to your home address. If you have email, you will also receive additional newsletters throughout the year.

Volunteer Appreciation, Recognition and Celebration
RSVP volunteers make a significant impact by helping in their local communities. We sincerely appreciate your volunteer service and you will be invited to an Annual Recognition Event to celebrate our collective achievements. Some volunteers may be eligible to receive special awards including Presidential Awards, Senior Corps Legacy Awards, and volunteers with more than 20 years' service will receive individual recognition

3 VOLUNTEER RESPONSIBILITIES

Communication
Communication is critical to the success of your volunteer assignment. If circumstances change and you are unable to volunteer, notify the Program Coordinator and site supervisor as soon as possible. Provide advance notice of absence, if possible.

Please contact the Volunteer Coordinator about administrative issues, such as changes to your contact details change (phone, email, address) Contact your Program Coordinator with any questions about your potential/existing assignment(s).

Time Commitment
The duration and frequency of the time you commit to volunteering varies with the different types of volunteer assignments. Program coordinators can clarify the time commitment required for specific assignments. It is important to be realistic when determining the time commitment you can make to your volunteer assignment.

Orientation and Training
In order to complete your volunteer assignment successfully you may be required to attend an orientation and undertake training, which may be online, in our office, in a classroom or 'on the job'.

Policies and Procedures
You are responsible for familiarizing yourself and complying with relevant RSVP policies and procedures and those of the partner agency to which you are assigned. These include, but are not limited to policies relating to: confidentiality; safety in the workplace; child abuse reporting; non-discrimination; harassment; ownership of materials; consulting and honoraria; personal appearance; phone use; electronic communications; conflicts of interest; whistle blowing; smoking; drugs & alcohol; grievance procedures & appeals process For more details, see appendix II.

4 VOLUNTEER INFORMATION SESSIONS

We encourage all prospective volunteers to attend a Volunteer Information Session for an overview of programs and so you can learn about a range of volunteer assignments, the time commitment involved and skills required. If you decide to enroll as an RSVP volunteer you will also have the opportunity to develop an action plan with the Volunteer Coordinator and Program Coordinator.

Volunteer Information Sessions are held at various locations throughout the counties and details of can be found on our website www.rsvpmc.org or by contacting the Volunteer Coordinator. **(Temporarily suspended due to Covid-19)**

5 VOLUNTEER ENROLLMENT

Adults, age 18 and older, who have a willingness to help others are welcome to enroll as RSVP volunteers. You can enroll online, by mail, by phone or in person. You will need to complete a Volunteer Enrollment Form, which is available online. Alternatively, you can contact the Volunteer Coordinator to obtain a form via email or regular mail. If you return your completed form by mail or email and are not available to meet in person, the Volunteer Coordinator will schedule a phone call with you to discuss potential volunteer assignments.

RSVP staff need to see a government issued form of identification and we will provide you with a photo ID badge, which should be worn when you volunteer.

6 VOLUNTEER ASSIGNMENTS

You can choose assignments in RSVP Volunteer Impact Programs, which are managed in-house, and/or in our Community Volunteerism Program which are managed by one of our partner agencies.

(1) A Senior Corps volunteer does not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends.

RSVP Volunteer Impact Programs

In order to address critical human needs in our local communities, RSVP has developed several Volunteer Impact Programs which focus on developing literacy skills for children and adults, mentoring at risk youth, tutoring children and veterans in math/science, assisting low income seniors, counseling seniors regarding Medicare benefits, digital technology training, and providing consultancy services to small and mid-sized nonprofits. See appendix III. Volunteer Impact Programs are managed in-house by our program coordinators.

Community Volunteerism

The Community Volunteerism Program refers volunteers to partner agencies and their programs. They include nonprofit organizations, public agencies, secular or faith based organizations and proprietary healthcare organizations. Volunteer assignments in the Community Volunteerism Program include Meals on Wheels, thrift stores, visiting veterans, VITA (tax preparation for low income families), hospice support, food pantries & soup kitchens, crisis hot lines, blood drives and many more.

Criminal Background checks (clearances/certifications)
RSVP runs background checks on every volunteer that enrolls, these are; NSOPW (national sex offender website) and a State Criminal background check, Programs working directly with children or seniors also require the PA Child Abuse and an FBI Fingerprint based background check. These checks will help ensure the safety of everyone and they must be renewed every five years; if you are still actively volunteering at renewal RSVP will run the necessary clearances as required by your program of interest. Effective January 1, 2015 Pennsylvania law requires additional self-certifications, or FBI fingerprint-based background checks for volunteers and employees working with children.

If you chose to volunteer in an RSVP Volunteer Impact Program, RSVP will handle the administration and pay the costs of clearances. Through our Community Volunteerism Program we ask our partner agencies to specify which clearances are required and who is responsible for the costs, so this information can be shared with prospective volunteers. In some cases volunteers may be asked to cover the costs of additional and relevant background checks when volunteering.

Volunteer Separation
You may choose to separate from your assignment at any time by notifying your site supervisor and Program Coordinator.

RSVP and/or the Partner Agency may separate a volunteer from the assignment for cause, including, but not limited to: misconduct; unsatisfactory performance; breach of confidentiality; inappropriate behavior; disregard of policies and procedures; health unacceptable to the point of being a hazard to self and others; inability to perform assignment or accept supervision; suitable assignment not available.

Excluded Volunteer Assignments
In accordance with federal grant guidelines, RSVP volunteers are not permitted to accept compensation for their time or a stipend for their services. Also, they may not be assigned to the following activities:

- Giving religious instruction, conducting worship services, or engaging in proselytization.
- Assisting with electoral activities, voter registration or transportation to polls or activities influencing legislation.
- Engaging in activities that displace paid workers.
- Licensed Insurance Agents and those listed on the (LEIE) database are ineligible to participate in the PA MEDI Program.

7 YOUR VOLUNTEER SERVICE HOURS (FAQs)

Why do I need to report my volunteer service hours?
Your time is valuable and the time you spend volunteering has special significance in a number of ways. Your volunteer service hours provide an indication of the impact you make in your local community. RSVP does not share information about your individual volunteer service hours, but it uses your service hours' record, along with others, to demonstrate the collective impact of volunteerism. For example, each year RSVP volunteers provide approximately 85,000 hours of

service in and around the counties, which has a value of $1,916,750 to their local communities (according to the Independent Sector).

RSVP receives funding from the federal government and grant making foundations, which requires reporting on volunteer service hours. Without accurate records of volunteer service hours, RSVP would not be eligible to receive such funding and our ability to support volunteers would be diminished

How do I report my volunteer service hours?

Your volunteer service hours should be reported on a monthly basis by the 10th of the following month. Time spent in orientation and training can be recorded, however, travel time cannot be recorded unless it is an integral part of your assignment such as the Meals on Wheels program. The Volunteer Coordinator can provide further clarification on request.

You can choose to report your own service hours online at www.rsvpmc.org The Volunteer Coordinator will supply you with a username, password, instructions and additional help, if necessary.

When you select an assignment in an RSVP Volunteer Impact Program and choose not to report your service hours online, you will need to provide this information to the staff member handling Hours Reports, through email at hours-programs@rsvpmc.org or you may leave a detailed voicemail at 610-834-1040 extension 155.

When you select an assignment in the Community Volunteerism Program and choose not to report your service hours on line, you will need to ensure that the site supervisor has this information. Then s/he will report your service hours to the Community Volunteerism Coordinator.

What happens to the volunteer service hours that get reported?
RSVP has a secure database and each volunteer has a record in this database. Your record contains your contact details, information provided on your enrollment form and a record of your volunteer service hours. Volunteer service hours' reports are compiled for the purposes of volunteer recognition, communication materials highlighting the impact of volunteerism, and for funding reports.

8 YOUR VOLUNTEER STATUS

Active
Volunteers must complete and report at least one hour of volunteer service every 12 months in order to have an active RSVP volunteer status. When you maintain an active status you are eligible for RSVP volunteer benefits.

Inactive
If your circumstances change and you want to take a temporary leave of absence, please advise the Volunteer Coordinator and you will be placed on the 'inactive list'.

No longer available
If your circumstances change and you can no longer volunteer, please notify the Volunteer Coordinator and your RSVP volunteer record will be closed.
If there appears to be 12 months of continuous inactivity (no service hours have been recorded and we have not heard from you) we will contact you for a status update. If you do not respond we will assume you are no longer available and your volunteer record will be closed.

Returning volunteers
You are welcome to return to RSVP at any time. Contact the Volunteer Coordinator or Program Coordinator so that they can help you find a new volunteer assignment.

9 STAY CONNECTED WITH RSVP

Visitors Welcome
We want to stay connected with you and all RSVP volunteers and hope that by working together you will have a positive, meaningful volunteer experience. You are welcome to visit our office and meet with staff, by appointment.

Office Hours and Closures
The office is open to volunteers Monday-Thursday, 9am-4pm by appointment and closed on select public holidays. Occasionally the office may be closed due to inclement weather or an emergency. Call (610) 834 1040 x 0 to learn whether or not the office is closed.

Office Location
901 E. 8th Ave, Suite 200
King of Prussia, PA 19406-1354
Phone: 610-834-1040 Fax: 610-834-1087
Website www.rsvpmc.org

Social Media
Facebook: RSVP Inc
Twitter: @RSVPMontco
LinkedIn: rsvp-of-montgomery-county

Staff
Our Volunteer Coordinator is Kathy Stocker. Kathy's email is volunteer123@rsvpmc.org and her office phone number is (610) 834 1040 x123. For a current staff list and contact information, please see Appendix IV

10 APPENDICES

I Volunteer Insurance (CIMA)
II Volunteer Policies and Procedures
III RSVP Volunteer Impact Programs
IV Staff List & contact information */ Edit Log added 2/2022*

Appendix I

VOLUNTEERS INSURANCE SERVICE (VIS) ®

INSURANCE PROGRAM

It doesn't happen often, but when it does, the results can be serious…a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering for this organization is that you are provided insurance protection in case these things happen to you. There are three kinds of coverage; check with your volunteer coordinator to see which coverages your organization has chosen to provide to you.

SUMMARY OF COVERAGES

I. Excess Accident Medical Coverage

This coverage is in excess of any other health insurance that you have in place. The excess accident medical coverage will pay up to $50,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in, volunteer related activities**. Initial medical expenses must be incurred within 60 days of the accident.**

Expenses are then covered for a one-year period following the accident.

Dental care is covered up to $500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit for dental care is $900 per accident.

This coverage also provides up to $50 for repair or replacement of eyeglass frames and up to $50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum benefit under the Excess Accident Medical coverage, including dental and eyeglass expenses, is $50,000.

This insurance does not duplicate benefits payable under any other valid and collectible insurance coverage.

Accidental Death and Dismemberment Coverage - In addition to the accident medical coverage, the plan will pay benefits for death or loss of limb or sight, occurring within one year as a result of a covered accident. See coverage details at www.cimaworld.com.

Exclusions to Accident Insurance - A complete listing of the exclusions is detailed in the insurance policy. Please go to www.cimaworld.com for details.

II. Excess Volunteer Liability Insurance

All registered volunteers (collectively) of an organization are provided with excess volunteer liability insurance at a limit of $1,000,000 per occurrence (subject to an annual aggregate for each named organization.) This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties during your volunteer assignment. **This coverage is in excess of and noncontributing with any other valid and collectible insurance you may have.**

Exclusions to Volunteer Liability Insurance - A complete listing of the exclusions is included in the insurance policy details, which are available at www.cimaworld.com.

III. Excess Automobile Liability Insurance

This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance applies only after your own insurance is exhausted, or the policy's retention has been exceeded. This coverage protects you for bodily injury or property damage claims arising out of the operation of your own vehicle, during your volunteer assignment.

The liability policy is written at a combined single limit (including both bodily injury and property damage) of $500,000 each accident. This insurance is in excess of the lesser of:

A. $50,000 each accident

B. an amount equal to the applicable limits of liability of any other collectible insurance; or

C. an amount equal to the minimum limit of liability required under the motor vehicle financial responsibilities laws of the state in which the accident occurs.

It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.

Exclusions to Excess Automobile Liability Insurance - A complete listing of the exclusions is in the policy details at www.cimaworld.com.

IV. Commonly asked questions

- ***My car was damaged in an accident while I was volunteering; will you cover my deductible for the repairs?***
  No. The coverage is for liability claims only. There is no coverage for damage to your car.

- ***I have medical*** bills ***related to an accident while I was volunteering. Who do I send the bills to?***
  The accident medical plan pays in excess of any other health insurance coverage you have. Send all of the bills to your current health insurance company. If not everything is paid, follow the instructions below for filing a claim.

- ***I see that the policy provides excess protection if I cause bodily injury or property damage. What if there is an allegation of sexual misconduct or sexual abuse?***
  The policy does not provide protection in the event of a criminal proceeding, but it may provide protection in the event of a civil proceeding. You would be entitled to a defense against an allegation of sexual abuse or sexual misconduct under the volunteer liability contract, and up to a total of $1,000,000 in payments by the insurer for judgments, settlements and legal defense. **However, the policy would not defend or indemnify you if you admitted wrongdoing, or if the allegations against you proved true.**

- **How do I file a claim?**
  For any type of claim, you first need to see your volunteer coordinator. If you have an accident claim, you will need a "proof of loss" form (available at our Web site www.cimaworld.com.) Both you and the coordinator must complete the form and send it to CIMA. Keep a copy for your records. Submit your bills to any existing medical insurance plan first. Once you have their "Explanation of Benefits" form(s), send those to CIMA at the address shown on this brochure, along with a copy of your "proof of loss" form. For a claim against you alleging that you caused bodily injury or property damage while volunteering, contact your volunteer coordinator immediately. Provide as much detail as possible about the incident, and obtain any police reports. Your coordinator will then pass this information to CIMA, along with a statement that you were volunteering at the time of the incident.

Further Questions?

Visit our Web site, www.cimaworld.com. We have copies of the policies along with additional information concerning the extent and the limitations of these policies. This brochure is for general description purposes only. It does not amend, modify or supplement any insurance policy. Consult the actual policy for details regarding terms, conditions, coverage, exclusions, products, services and programs which may be available to you.

About Volunteers Insurance Service:

This insurance program is provided by Volunteers Insurance Service Association, Inc. (VIS), a risk purchasing group formed and operating pursuant to the Liability Risk Retention Act of 1986 (15 USC 3901 et seq.). VIS's Articles of Incorporation, Financial Information, and a list of the members of VIS's Board of Directors are available to VIS Members upon request.

Plan administered by:

THE CIMA COMPANIES, INC.
2750 KILLARNEY DR., SUITE 202, WOODBRIDGE VA 22192
TELEPHONE 703.739.9300, 800.468.4200 FAX 703.739.0761
E-MAIL Volunteers@cimaworld.com WWW.CIMAWORLD.COM

Appendix II

RSVP VOLUNTEER POLICIES AND PROCEDURES

RSVP aims to provide a safe, secure work environment for everyone, maintain high standards of conduct and ethics, and operate efficiently. Therefore, volunteers and staff must follow organizational policies and procedures while in the workplace. The workplace includes RSVP's offices and all sites used for program activities and work-related operations.

Safety in the Workplace

Everyone is responsible for maintaining a safe work environment. Any concerns about safety in the workplace should be reported to your supervisor immediately for investigation, evaluation and remediation, if necessary.

Confidentiality

RSVP considers certain information to be confidential and/or proprietary. This includes, but is not limited to the following: volunteer and employee personal records; public relations and marketing materials; research; social media and marketing strategies and plans; partner agency information. Confidential information must not be communicated without authorization from your supervisor. Confidentiality requirements vary according to your volunteer assignment. For example, PA MEDI volunteers must comply with HIPPA regulations. If you are not sure if the information you are handling is confidential, consult your supervisor.

Child Abuse Reporting

PA Law requires everyone to report suspicions of child abuse and neglect to protect children. If you volunteer with children on a regular basis or are a PA MEDI Volunteer you must complete the PA Child Abuse Clearance procedure. Once completed you are considered a 'mandatory reporter' and your RSVP program coordinator will provide you with a copy of the 'RSVP Policy and Procedures on Child Abuse'.

Non-Discrimination

Our policy is to provide equal opportunity for all. We do not discriminate in any aspect of employment or volunteer service because of race, color, sex, national origin, religion, age, mental or physical disability (including HIV/AIDS), sexual orientation, gender identity or expression, political affiliation, marital or parental status, military service, or any other improper criterion. It is the policy of RSVP Volunteers to comply with Sections 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), as amended by the ADA Amendments Act of 2008, and the other applicable federal and state regulations that prohibit discrimination on the basis of disability. The Rehabilitation Act and the ADA require that no qualified person shall solely by reason of disability, be denied access to, participation in, or the benefits of, any program or activity operated by RSVP Volunteers. Each qualified person shall receive the reasonable accommodations needed to ensure equal access to employment, educational opportunities, programs, and activities in the most integrated setting feasible.

Harassment

Harassment, including but not limited to sexual harassment, is defined as unwelcome or unwanted conduct; requests for sexual favors; and verbal, nonverbal, or physical conduct of a nature that adversely affects the employee's employment terms or conditions or creates an intimidating, hostile, or offensive work environment. RSVP is committed to maintaining a work environment that is free of harassment of any kind, including sexual harassment. RSVP policy prohibits employees and volunteers from discriminating against or harassing their colleagues based on gender, sexual orientation, religion, mental or physical disability (including HIV/AIDS), age, race, marital or parental status, creed, color, or national origin.

Grievance Procedure and Appeals Process
Whenever a number of people work/volunteer together, personal problems or differences will occasionally arise. Normally, these concerns can be resolved informally. The first step toward a solution of a problem is a frank and early discussion with your immediate supervisor. You or your supervisor may also call upon the Executive Director for counsel and assistance. In exceptional cases, a need may arise for a more formal approach to the problem. In such a case, you may file a written grievance with your immediate supervisor and copy the Executive Director. If the grievance involves your immediate supervisor, you may file the grievance directly with the Executive Director. The Executive Director or his/her designee will investigate the grievance. The Executive Director will inform you of the resolution, both verbally and in writing, as promptly as possible, unless exceptional circumstances delay the consideration or investigation of the grievance. If you disagree with the outcome of the investigation the volunteer can appeal to the Board of Directors by emailing the President of the Board. The Board will determine the method it will use to resolve the grievance and will make every effort to do so in a timely manner.

No volunteer will suffer recrimination for using, cooperating with or benefitting from these procedures.

Personal Appearance
Visitors come to our office throughout the year. Accordingly, it is important to maintain a business-like appearance, avoiding extremes in attire in the office and while serving our clients in the community. The key guideline: Dress in a manner that reflects well on our organization.
Certain attire is prohibited during work hours. Such items include, but are not limited to, halters, bathing attire, beachwear, short-shorts and exceptionally revealing clothes.

Organizational Resources
Organizational resources must be utilized in an appropriate manner. The misuse of resources, including financial impropriety, may be a cause for separation. If you suspect someone of the misuse of resources or financial impropriety you should report the matter to your Program Coordinator or the Director of Operations.

Phone Use
Excessive cell phone use can be disruptive to your assignment and the work of your colleagues. Ideally cell phones should be set to mute to avoid interruption, however, it may be acceptable for ringtones to be at a very low level of volume. Texting and phone calls of a personal nature should be kept to a minimum and they should be kept short. If you need to take time on a personal matter you should move into a private area or step out of the office.

Office phones may not be used for personal matters unless approved by your supervisor. International calls are not permitted.

Electronic Communications
The following policy has been abbreviated for the purposes of this document's brevity. If you would like to see the policy in its entirety, please ask for a full copy of the 'RSVP Computer, Email & Internet Usage Policy'.
The integrity of RSVP's computer systems shall be maintained by protection of accounts through use of passwords. Any violation of the integrity of an RSVP computer system shall be deemed to be a prohibited misappropriation of agency property. Attempts to perform any of the following acts are among such prohibited actions:

1. Make an account available to any person not authorized access by RSVP; 2. Defeat the security system of any computer; 3. Circumvent the accounting system; 4. Access and/or use an account without authorization; 5. Use accounts for other than intended purposes; 6. Misappropriate the data or files of another person; 7.

Download or upload copyrighted material. 8. Authorization for access to any account by someone other than the primary user, must be approved by the Executive Director or their designee. 9. Visiting websites of questionable nature or opening attachments to emails that have nothing to do with RSVP business thereby risking computer viruses, or other detrimental software downloads.

The account holder shall bear the responsibility and the consequences of allowing any access to his or her account without appropriate administrative authorization.

Ownership of Materials
All information that you write, develop, receive or compile, including but not limited to publications, articles, speeches, reports, manuals, grants, etc., during the performance of your duties at RSVP automatically becomes RSVP property, whether or not written, developed, or compiled in your home or in our offices, and whether done during business hours or during other time.

RSVP Representation
All RSVP volunteers are encouraged to be advocates for RSVP and its programs. However, you cannot present yourself as an RSVP representative or spokesperson, unless authorized to do so.

Conflict of Interest
A conflict may exist where an interested party, or a relative or business associate of an interested party, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by RSVP. There should be no conflicts of interest during your volunteer assignment and if you need clarification on this matter please contact your program coordinator or the RSVP Director of Operations.

Whistle Blowing
In order to maintain the highest standards of conduct and ethics, RSVP will investigate any suspected fraudulent or dishonest use or misuse of RSVP's resources or property by staff, board members, consultants or volunteers. Everyone is encouraged to report suspected fraudulent or dishonest conduct (ie to act as a 'whistleblower') to their supervisor or Executive Director. All relevant matters will be investigated and reviewed in a sensitive confidential manner, before appropriate action is taken. RSVP will use its best efforts to protect whistleblowers against retaliation. The complete Whistle Blower policy can be obtained from the Director of Operations.

Smoking
To protect the health and safety of all employees, smoking is prohibited within the confines of the office building or other office space used for RSVP business. Smoking is permitted only in those designated areas authorized by RSVP's landlord.

Drugs and Alcohol
The following policy has been abbreviated for the purposes of this documents brevity. If you would like to see the policy in its entirety, please ask for a full copy of the 'DRUG AND ALCOHOL-FREE WORKPLACE' excerpts below were taken from the RSVP Employee Handbook. To comply with the requirements of the Drug-Free Workplace Act of 1988, RSVP instituted this Drug-Free and Alcohol-Free Workplace Policy. RSVP's purpose is to ensure a safe, healthy, and productive work environment for all employees and volunteers. In addition to being concerned about your well-being, there is equal concern that RSVP's reputation and image is not compromised in any way. RSVP's policy concerning drug and alcohol use and abuse is as follows: You must report to your volunteer assignment in a fit condition to perform your duties. Being under the influence of drugs or alcohol is not acceptable. If you are taking physician-prescribed medication, you must notify your supervisor if there is likelihood that such medication could affect your job performance and safety.

Workplace Violence
RSVP has a policy of zero tolerance for violence. If you threaten or engage in any violence in the workplace this may be cause for separation. No talk of violence or joking about violence will be tolerated. 'Violence'

includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons and threatening or talking of engaging in those activities.

RSVP specifically prohibits the possession of weapons on company property. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Weapons include guns, knives, explosives and other items with the potential to inflict harm.
It is everyone's business to prevent violence in the workplace and you can help by reporting what you see in the workplace, if you suspect violence.

***** **Appendix III**

RSVP Volunteer Impact Programs – 2021

Adult Literacy volunteer tutors work in libraries, YMCA's, etc. offering programs to help adults with reading, writing, math and language skills, teaching adults the skills needed to achieve GED certification and helping foreign born adults improve their English language skills.

America Reads recruits and trains reading coaches to offer guidance, support and encouragement for elementary school students by helping them to read more effectively.

Digital Literacy Training Through the use of trained volunteers RSVP assists those in the community who have not yet mastered the internet and all of the opportunities it offers.

Family Literacy helps preschool children develop the reading skills they need to succeed. Volunteer tutors are placed in Head Start classrooms and help children learn to love books and to embrace reading at home. Gift books are distributed six times per year to more than 750+ Head Start children.

My Free Tutor (MFT) volunteer tutors work with high school students to increase math and science proficiency via unique online tutoring sessions. These weekly hour-long sessions are provided to students in disadvantaged schools. STEM career exploration presenters encourage and inspire students through interactive presentations. MFT also serves low-income veterans enrolled in the Veterans Upward Bound (VUB) program at University of Pennsylvania.

PA MEDI provides state-trained volunteer counselors to assist seniors with issues and options regarding Medicare and related health benefits issues.

Youth Mentoring mentors form long-term one-on-one relationships with at-risk students and have a profound impact on their lives. Mentors serve as role models providing friendship, guidance and more.

SAGE volunteers tutor students, assist classroom teachers, judge science fair projects, keep juvenile offenders out of the court system and conduct tours at museums and nature centers.

VEC (Volunteer Executive Consultants) mobilizes retired professionals to provide management and technical assistance to nonprofits through consulting services, seminars, courses and workshops.

Community Volunteerism refers volunteers to RSVP Partner Agencies to improve their capacity and support their programs.

*Please note, programs may not be available in all locations

Appendix IV

EMPLOYEE CONTACT LIST
Tel: 610-834-1040

Staff Member/email	Phone Ext.	Position
Brown, Julie julieb@rsvpmc.org	137	Family Literacy Program Coordinator
Burke, Sheri Wilensky sherib@rsvpmc.org	135	Volunteer Executive Consultants Manager (VEC)
Fitzgerald, Barbara barbaraf@rsvpmc.org	113	Development Coordinator
Giunta, Tony tonyg@rsvpmc.org	117	Director of Operations
Hang, Michelle michelleh@esvpmc.org	128	Digital Literacy Training Coordinator
Keene, Douglas douglask@rsvpmc.org	112/120	PA MEDI Program Coordinator
Mantle, Judy judithm@rsvpmc.org	136	Bookkeeper
Matusow, Jackie jackiem@rsvpmc.org	166	Literacy Program Coordinator
Messinger, Lydia lydiam@rsvpmc.org	124	Development Manager
Moll, Michele S micheles@rsvpmc.org	114	Executive Director
Paraskewik, William william_myfreetutor@rsvpmc.org	132	IT Specialist
Pigage, Maryann maryannp@rsvpmc.org	139	Administrative Support
Roberts, Scherri scherrir@rsvpmc.org	138	Programs and Special Projects, Senior Wellness Coordinator
Soloff, Craig craigs@rsvpmc.org	119	Database Specialist
Stocker, Kathy kathys@rsvpmc.org	123	Community Outreach & Volunteer Coordinator
Strauss, Karen karens@rsvpmc.org	118	Compliance Coordinator
Tracy, Anabella Anabella_myfreetutor@rsvpmc.org	126	My Free Tutor/STEM Program Coordinator Program Coordinator
Uhler, Donna donnau@rsvpmc.org	144	PA MEDI Program Advisor
Weaver, Tina tinaw@rsvpmc.org	115	PR/Communications Manager

We are very grateful for our valued partners!