

At Your Service...

The Handbook for Volunteers with the
Centre County Retired & Senior Volunteer Program

(Revised January 2016)





Centre County Retired & Senior Volunteer Program
420 Holmes Street, Room 245
Willowbank Office Building
Bellefonte, PA 16823
www.centrecountypa.gov

814-355-6816 / 814-548-1137 (FAX)

Find us on Facebook! Retired-Senior-Volunteer-Program-of-Centre-County

Welcome to Volunteering with Centre County RSVP!

We are delighted that you have chosen to join us, and more than 800 fellow volunteers aged 55+ with much to offer the community. Every year, RSVP volunteers donate and dedicate more than 60,000 hours of service to Centre County, making this community one of the most desirable in Pennsylvania.

Your journey is about to start!

By choosing to stay active, seek social contacts, use and sharpen your skills, and learn new skills you are taking steps to keeping your mind sharp and your body fit. The personal satisfaction of doing important work that is necessary makes a difference for your neighbors and keeps your motivation strong.

This volunteer handbook, *At Your Service...*, is designed to introduce you to RSVP and how we operate in Centre County. The title is our promise to you, and our motto, we are “at your service.”

We hope it is a motto you will adopt as you step out as an RSVP volunteer: *I am at your service. How may I help you?*

We hope these pages will reveal how RSVP might help you as you step out in service to find the best ways that you might be of service to your community.

For retired volunteers in Centre County, PA,

Brenda & Maryanne

Brenda Reeve, Project Director, breeve@centrecountypa.gov

Maryanne Gilbert, Program Assistant, megilbert@centrecountypa.gov

Draft Revision date July 2015

Table of Contents

<i>At Your Service...</i>	1
About RSVP.....	5
Benefits of Volunteering.....	7
Your Choice – Volunteer Your Way!.....	7
Personal Advice and Support.....	7
Free Supplemental Insurance	7
Low Cost Transportation	7
Newsletters / Facebook / Special Project Notices via email	7
Volunteer Appreciation and Recognition.....	8
Volunteer Responsibilities	9
Communication	9
Time Commitment	9
Orientation and Training	9
Policies and Procedures	9
Volunteer Enrollment.....	10
Reporting Your Volunteer Service Hours.....	11
VOLUNTEERS INSURANCE SERVICE (VIS) ®	13
INSURANCE PROGRAM	13
SUMMARY OF COVERAGES	13
I. Excess Accident Medical Coverage.....	13
II. Excess Volunteer Liability Insurance	13
III. Excess Automobile Liability Insurance	13
IV. Commonly asked questions.....	13
Further Questions?	14
About Volunteers Insurance Service:.....	14
Safety in the Workplace.....	15
Confidentiality	15
Child Abuse Reporting	15
Non Discrimination.....	15
Harassment.....	15
Grievance Procedure and Appeals Process	16
Personal Appearance.....	16

Organizational Resources	16
Phone Use	17
Electronic Communications.....	17
Ownership of Materials.....	17
RSVP Representation.....	17
Conflict of Interest.....	17
Whistle Blowing	17
Smoking	18
Drugs and Alcohol.....	18
Workplace Violence.....	18

About RSVP

History

RSVP is a multi-service organization that provides meaningful volunteer opportunities to help meet critical human needs in and around Centre County, through its staff coordinated Pen Pal and VITA programs that focus on the needs of vulnerable populations and by providing recruitment support to other nonprofits.

RSVP of Centre County was established in 1985 under the Older Americans Act as a project of Centre County Office of Aging, Centre County Board of Commissioners to recruit senior volunteers and place them in nonprofit agencies.

Each year RSVP's pool of 800 volunteers contribute more than 60,000 hours of service, enhancing the health and well-being of the community at large.

Mission

To foster civic responsibility by providing opportunities for people 55 and older to engage in meaningful service opportunities and to support a sense of community throughout Centre County.

Vision

RSVP volunteers positively impact the needs of disadvantaged individuals in Centre County through our programs and by supporting non-profit organizations serving this population.

Governance

RSVP is governed by the Centre County Board of Commissioners, and directed under authority of the Office of Aging. An Advisory Council comprised of members selected from the community including RSVP volunteers, and other individuals with knowledge of community's needs provides oversight and guidance for the program. Board members support RSVP's mission through active participation in a variety of roles, including but not limited to: promotion, advocacy, fundraising, and program assessment. Board members serve three year terms with new members joining the Board annually. New Council members must apply and be approved by the Centre County Board of Commissioners. Enrollment forms are available at <http://centrecountypa.gov/DocumentCenter/View/1678>

Funding

RSVP is a federally and locally funded program, with 45% of funding provided by a grant from the Corporation for National & Community Service Senior Corps and 55% of funding provided locally through the Centre County Board of Commissioners, proud sponsors of Centre County RSVP.

Commitment to Accessibility

The Retired & Senior Volunteer Program of Centre County is an equal opportunity program, striving to make volunteer placements for individuals with a wide variety of skills and abilities. If you have unique challenges requiring special considerations, we will make every effort to provide reasonable accommodations within our own program, and with many of our partner organizations. All of our written materials may be available in other format or languages, upon request.

Benefits of Volunteering

Your Choice – Volunteer Your Way!

RSVP works with 70+ partner agencies and offers a wide range of volunteer opportunities. You can choose an assignment that matches your time availability, area of interest, and geographic preference. Short, medium and long-term assignments are available.

Personal Advice and Support

An individual orientation interview with RSVP program staff can help determine the most suitable assignment(s) for you. As your personal circumstances change over time, RSVP staff can help you find alternate assignments, upon request.

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 and DAV Transportation programs require driving as part of the volunteer assignment. A copy of our supplemental insurance policy is included at the end of this handbook.

Low Cost Transportation

Volunteers age 65 and older who live in Centre County can take advantage of the County Transportation van. A minimal donation is requested for each ride provided. Call 814-355-6807 for more information or visit the Transportation website at <http://centrecountypa.gov/index.aspx?NID=431> In addition, the Willowbank Building and many RSVP partners are near CATA bus stops.

Additional transportation options can be found in the “blue book” available through the Centre County Office of Aging, 814-355-6716.

If transportation costs would prohibit you from volunteering, please contact our staff at 814-355-6816.

Newsletters / Facebook / Special Project Notices via email

As an RSVP volunteer you will receive a copy of our newsletter, *The RSVP Reporter*, via email, mailed to your home address, or on our web site.

In addition, our Facebook page (Find us on Facebook! Retired-Senior-Volunteer-Program-of-Centre-County) will keep you up to date on Special Project and new volunteer opportunities, (#VOLUNTEERCENTRECOUNTYPA).

Finally, special volunteer opportunities like Toys for Tots, Festival of the Trees, JazzPA, United Way Day of Caring, Martin Luther King Day of Service, Senior Expo, Special Olympics' Healthy Athletes venue, 4thFest, Grange Fair events, and many more are sent via email throughout the year. Special Projects are a great way to meet other volunteers, try out a new partner site, and supplement your reported hours. Keep an eye on your email for an RSVP Special Project of interest to you!

Volunteer Appreciation and Recognition

RSVP volunteers make a significant impact by helping in their local communities. We sincerely appreciate your volunteer service, and will send you an invitation to RSVP's Annual Volunteer Recognition Luncheon hosted by the Centre County Commissioners to celebrate our collective achievements. All volunteers must report a minimum of 12 hours in the previous calendar year to be invited to the fall event. Some volunteers may be eligible to receive special awards including the Commissioners' Award for serving 500+ hours in a single calendar year.

Volunteer Responsibilities Communication

At the onset of volunteering, please contact RSVP staff to let us know that you have started your assignment and to see if hours have been reported on your behalf. If a volunteer site does not report hours, you may report your own hours via email to breeve@centrecountypa.gov

Communication is critical to the success of your volunteer assignment. Please contact RSVP staff about administrative issues and your potential/existing assignment(s).

If circumstances change and you are unable to volunteer, notify RSVP staff and/or site supervisor as soon as possible. Provide advance notice of absence, if possible.

If your contact details change (phone, email, address) please notify the RSVP staff.

Time Commitment

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

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, or on-site. Requirements vary by assignment.

Policies and Procedures

You are responsible for familiarizing yourself and complying with relevant policies and procedures related to your volunteer assignment. 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.

Volunteer Enrollment

Adults, age 55 and older, who have a willingness to help others are welcome to enroll as RSVP volunteers. You can enroll by mail, fax, or in person.

You will need to complete a Volunteer Enrollment Form, which is available online. Alternatively, you can contact RSVP staff to obtain a form via email or regular mail.

If you plan to attend an orientation interview, you may bring your completed enrollment form with you. At the interview, RSVP staff consult with you about your availability and interests and help you consider potential volunteer assignments.

RSVP will need to see a government issued form of identification and we will provide you with an RSVP ID badge to wear while you are volunteering.

Background Checks (clearances)

Some programs and assignments require background checks. Many of these are provided by the RSVP partner organization requiring them. Background checks can be ordered on-line. The requirements for background checks in PA are currently under legislative review, but RSVP staff can help you with information about the requirements if they are needed for your volunteer placement.

Volunteer Separation

You may choose to separate from your assignment at any time by notifying your site supervisor and RSVP Staff.

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, transportation to polls, or activities influencing legislation.
- Engaging in activities that displace paid workers.

Reporting Your Volunteer Service Hours

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 more than 60,000 hours of service in and around Centre County, which has a value of \$1,499,550 to the community (according to the Independent Sector). RSVP receives funding from the federal government, 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 15th of the following month. You can turn your volunteer hours in by emailing them to breeve@centrecountypa.gov ; or by sending them via postal mail to RSVP of Centre County, 420 Holmes Street, Room 245, Bellefonte, PA 16823; or faxing them to 814-548-1137. Many RSVP partners report volunteer hours directly to RSVP. If you are reporting your hours at the site where you volunteer, please double check following the first month that your name has been added to the reporting and that we have received your first hours.

Your Volunteer Status

Active Status: Volunteers must complete and report at least one hour of volunteer service every month (note – a minimum of 12 volunteer hours are required to qualify for the recognition luncheon). 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 RSVP staff and you will be placed on the 'inactive list'.

Terminating your record: If you are no longer available, or your circumstances change and you can no longer volunteer, please notify the RSVP staff 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: As a volunteer in good standing, you are welcome to return to RSVP at any time. Contact the RSVP staff for assistance with a new volunteer assignment.

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

RSVP VOLUNTEER POLICIES AND PROCEDURES (DRAFTS)

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, APPRISE 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 encourages everyone to report suspicions of child abuse and neglect to protect children. If you volunteer with children on a regular basis you are considered a 'mandatory reporter.' Please refer to your partner agency's 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.

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 RSVP Project 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 RSVP Project Director. If the grievance involves your immediate supervisor, you may file the grievance directly with the RSVP Project Director. If the RSVP Project Director is your immediate supervisor, and you wish to file a grievance, you may file the grievance directly with the Director of Aging.

Once a grievance is received, the RSVP Project Director or his/her designee will investigate the grievance and 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.

A volunteer who disagrees with the outcome of the investigation can appeal to the Director of Aging. The Director of Aging will determine the best method to resolve the grievance and will make every effort to do so in a timely manner and respond to the appeal.

A volunteer who disagrees with the outcome as presented by the Director of Aging may appeal to the Deputy Administrator / Human Services.

A volunteer who disagrees with the outcome as presented by the Deputy Administrator / Human Services may appeal to the Program Officer for the Corporation for National and Community Service (CNCS).

Individuals serving in the positions named in this policy are identified on the inside front cover of this manual, and contact information is provided.

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, thong sandals, 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 supervisor 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 the 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.

In draft phase, second revision January 2016