



CURRY COUNTY
RETIRED & SENIOR VOLUNTEER PROGRAM
POLICY

ADOPTED JANUARY 14, 2020

CURRY COUNTY BOARD OF COMMISSIONERS

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CURRY COUNTY

RETIRED & SENIOR VOLUNTEER PROGRAM POLICY MANUAL

The Retired & Senior Volunteer Program

The Retired & Senior Volunteer Program (RSVP) is a local, state and federally funded program for qualified agencies and organizations for the dual purpose of engaging persons 55 years of age and older with a volunteer service to meet critical community needs; and to provide a high quality experience that will enrich the lives of the volunteers and those they come into contact with. Program funds are to be used to support Retired & Senior Volunteers with the opportunity to apply and contribute their lifelong skills, talents, and experiences to strengthen communities by providing services that community budgets cannot afford and by building bridges across generations.

Mission Statement

The Retired & Senior Volunteer Program was established in 1969 to provide older adults with a useful way to serve their communities in their retirement years, giving them the satisfaction that comes from being needed and serving others. Curry County has been an active participant of the Retired & Senior Volunteer Program since 1986, affecting the lives of hundreds of senior citizens and the general public. We are growing every day and welcome all of our volunteers to join in to support our local community organizations.

Program Administration

The Board of Commissioners of Curry County delegates to the County Manager of Curry County the authority to function as the Chief Administrator of the volunteer programs. The Retired Senior Volunteer Program and the Foster Grandparent Program are jointly administered by the RSVP/FGP Program Director.

Sponsor Eligibility

The sponsoring agency, Curry County, meets the requirements for eligibility as listed in the CNCS Operations Handbook for the Retired & Senior Volunteer Program.

Sponsor Responsibility

The sponsoring agency, Curry County, is legally responsible for all programmatic and fiscal aspects of the volunteer program and may not delegate or contract this responsibility to another entity. The County Manager and the Board of Commissioners understand and endorse the nature and purpose of the volunteer programs. The sponsoring agency, Curry County, recognizes and supports the sponsor's responsibilities as listed in the CNCS Operations Handbook for the volunteer program.

RSVP/FGP Advisory Council

The Retired & Senior Volunteer Program is required to have a Community Advisory Council which is established to advise and assist the program director and staff and to provide support for the program. The name of this organization shall be Curry County Retired and Senior Volunteer Program (RSVP) and Foster Grandparent Program (FGP) Advisory Council. The Advisory Council members are representatives of the community, volunteers from the private sector, the volunteer stations, and Curry County.

The Curry County RSVP/FGP Advisory Council for the Retired & Senior Volunteer Program sponsored by Curry County will assist the sponsor to:

- Assess community needs.
- Support the development of a service ethic in the community.
- Advise on volunteer recruitment strategies.
- Link the programs with other community service resources.
- Assist staff to evaluate the program on a yearly basis.
- Suggest ways the programs can gain increased visibility and recognition in the community.

Federal Regulations require that the Curry County RSVP/FGP Advisory Council have a membership that includes people that:

- Are knowledgeable of human and social needs of the community.
- Are competent in the field of community service and volunteerism.
- Are capable of helping the sponsor meet its administrative and program responsibilities.
- Are interested in and knowledgeable of the capabilities of older adults.
- Are reflective of the demographics of the service area.

The Curry County RSVP/FGP Advisory Council will meet at least once a quarter or four (4) to six (6) times a year. Regular meetings will be scheduled by the Program Director and each member will be reminded of each meeting with a 72 hour notice. Special meetings may be called by the council Chair, by the Program Director or at the request of a majority of the members-with 72 hour notice.

Equal Opportunity and Affirmative Action

Persons may not be denied eligibility to become RSVP Volunteers based on a lack of formal education or employment experience or based on citizenship, race, color, age (except as provided by law), national origin, sex, handicap, or political affiliation.

Volunteer Eligibility Requirements

The following are the requirements necessary to participate in the Retired & Senior Volunteer Program:

- Be age 55 or older and a resident of Curry County.
- Be willing to serve on a regular basis without compensation.
- Must be willing to accept instruction and supervision as required.
- Complete and submit an enrollment application to include: emergency contact information, designation of beneficiary for insurance purposes, a valid driver's license (if applicable), proof of vehicle insurance (if applicable) and selected skills of interest.
- Volunteers are responsible for updating their enrollment records whenever the pertinent information changes.
- Enjoy working with others.

Volunteer Code of Conduct

- RSVP Volunteers are expected to act in a professional manner, treating other Volunteers, Site Supervisors, RSVP Staff, and the public with respect (avoiding criticism, gossip, and rudeness or being bossy) and to use appropriate channels to make complaints and/or suggestions.
- The use of alcoholic beverages or illegal drugs during volunteer hours is not permitted.
- The RSVP Volunteer will strive to be a good listener.
- The RSVP Volunteer will not interfere with another Volunteer's assignment. Each Volunteer has a unique assignment and it is not fair to compare jobs.
- The RSVP Volunteer will always conduct themselves in a manner as to promote the RSVP Program.

Prohibited Volunteer Activities

1) Volunteers and grantees shall not engage in and grantee funds shall not be used for any of the following activities, unless they are specifically provided and/or allowed for in the applicable program regulations:

- Electoral activities
- Voter registration
- Voter transportation to polls
- Efforts to influence legislation

2) Volunteers shall 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.

3) There shall be no requests and no receipts of compensation from the beneficiaries of neither senior corps volunteers nor grantees.

4) Financial support is not a precondition to obtain volunteer services.

5) Senior corps volunteers are not to receive a fee for service from service recipients, their legal guardians, members of their family, or friends.

6) Grant funds are not used to finance labor or anti-labor organizations or related activity.

7) Project staff and/or volunteers are not to 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.

National Service Criminal History Check (NSCHC)

As of March 1, 2019, grantees must perform a thorough criminal history check for all candidates applying to the Retired & Senior Volunteer Program as a volunteer or to be employed as grant-funded staff **and** who will have contact on a recurring basis with vulnerable populations such as children, the elderly, and persons with disabilities. For these individuals, grantees must conduct a state criminal registry check, a National Sex Offender Public Registry (NSOPR) check through Truescreen that includes all 50 states, the District of Columbia, U.S. territories, and Indian Country, and a FBI Fingerprinting Background Check via Fieldprint. The Retired & Senior Volunteer Program Director is primarily responsible for ensuring that the NSCHC process is completed in its entirety and on a timely basis. The Program Director is required by CNCS to take the CNCS e-Course annually and retain documentation of its completion.

The Corporation for National Community Service (CNCS) requires that the applicant clear **all** background checks successfully **before** they are allowed to begin employment with the Retired & Senior Volunteer Program and/or volunteer service in the classroom or home assignments. Anyone working with vulnerable populations on a recurring basis and who does not have clearance from all three background checks will not be allowed to serve as a Retired & Senior Volunteer or work for the Retired & Senior Volunteer Program.

In addition, no individual will be eligible for work or service if he or she:

- a) Refuses to undergo the NSCHC process
- b) Provides false statements in relation to the NSCHS process
- c) Has been convicted of murder
- d) Is required to register as a sex offender

Notification of Disqualification for employment: In the event that disqualifying information is revealed during the background check process, applicants for employment shall be notified in writing by the Program Director that the Conditional Offer of Employment is being withdrawn.

The Curry County Retired & Senior Volunteer program incurs all costs associated with the criminal background checks.

Orientation and Training

Pre-Service and Annual In-Service Training will be provided for each enrolled RSVP participant.

The Pre-Service orientation will include:

- Introduction to the program, the sponsor, and the volunteer station.
- Current information on the project policies and procedures.
- Orientation to assigned volunteer stations.

Annual In-Service Training is provided and attendance is **required** per State and Federal grant regulations. Notices with information on the subject, time, date and location of the Annual In-Service meetings will be sent to the volunteers by mail.

- RSVP Volunteers must be on time to the Annual In-Service Trainings.
- RSVP Volunteers must notify RSVP staff in advance if unable to attend the Annual In-Service Training due to illness or due to an emergency.

Volunteer Insurance

Volunteer insurance is only provided while the volunteer is working in the program and during service hours. Each RSVP Volunteer is provided with three (3) kinds of supplemental insurance coverage at no cost. Insurance applies only when participating in scheduled program activities and/or services. The insurance is not a substitute for any insurance normally carried and volunteers will need to maintain personal insurances and those as required by law. The three (3) types of supplemental insurance are listed below:

1. Excess Volunteer Liability Insurance

- a. 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 of each named organization).

2. Excess Automobile Liability Insurance

- a. This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance does not cover the driving between your home and the workstation. The volunteer's insurance will be required to cover transportation to and from the workstation from the volunteer's home.

3. Accident Insurance

- a. Covered Activities include performance of duties required to carry out assignments made by the Organization, including travel to and from the workstation as well as during those assignments.

Accidental Death and Dismemberment Coverage

1. Covered expenses include: In & Out-Patient Hospital, Ambulatory Medical Center Emergency Room, Physician visits, surgery, diagnostic tests, nursing services and ambulance charges.
2. Exclusions and Limitations: these coverages are subject to exclusions and limitations detailed in the Policy. Coverage is provided only for treatment of injuries sustained by Covered Persons during Covered Activities, and excludes injuries resulting from suicide, commission of a felony or assault, riot, war, flying except as a fare paying passenger, races or speed contests, any sickness or disease, intoxication, or treatment of existing injuries.

Holidays

On occasion, volunteers will be asked/needed at the worksites during holidays. Curry County RSVP program staff observe the following holidays as designated by the County Commission. New Year's Day

- Dr. Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- President's Day (observed on the Friday after Thanksgiving)
- Columbus Day (observed on Christmas Eve)
- Christmas Day

Travel/Mileage

- Volunteers may be reimbursed for mileage if:
 - 1) the travel is entirely within Curry County and is directly related to their volunteer work;
 - 2) mileage will be limited to twenty (20) miles maximum, all within the boundaries of Curry County;
 - 3) The maximum daily allowance for voluntary travel from home to work will be reimbursed at the rate allowed by the State NM Regulations in effect at the time of travel;
 - 4) Maximum daily allowance for any one volunteer travel shall be one round trip per day to and from the volunteer station and travel directly related to their volunteer work.
- Many Volunteers do not own cars or may prefer not to drive. Bus passes for public transportation is available. Drivers of carpools receive reimbursement for actual mileage based on a cost-per-mile rate. Passengers *do not* receive reimbursement.
- Volunteers who do not incur travel expenses (walk to assignments, ride on free transportation, or are passengers in carpools) *do not* receive reimbursement.
- Volunteers who claim mileage by driving their own vehicle to and from assignments are required to provide proof of valid automobile insurance and a copy of their valid New Mexico Driver's License, *yearly*.
- All Volunteers requesting mileage reimbursement *must* volunteer a *minimum* of five (5) hours per calendar month.
- Mileage reimbursements will be paid until all funds have been exhausted.

Meal Arrangements:

Volunteers are eligible to receive reimbursement for meals if

- 1) The meal is consumed during their volunteer hours or approved volunteer travel time
- 2) The meal does not exceed \$7.00

RSVP volunteers and volunteer station staff (i.e. Station Directors) are required to sign a statement certifying that meals to be reimbursed to volunteers were taken in conjunction with volunteer service and provide details of the reimbursement including receipt or other documentation demonstrating dollar amount.

Mileage reimbursement and meal reimbursement requests may be turned in as early as the 1st day of the month following the last date of the timesheet or as late as the 15th day of the month following the month of the timesheet.

Meal reimbursements will be paid until all funds have been exhausted.

Timesheet Procedures

- Timesheets are to be completed and turned in on a **monthly** basis. To receive credit for hours and any type of reimbursement, **your timesheet may be turned in as early as the 1st day of the month following the last date of the timesheet or as late as the 15th day of the month following the month of the timesheet.** We need to be timely in receiving this information as we report this date to state and federal agencies on a monthly, quarterly, and annual basis.

- Hours should be reported for one volunteer per timesheet.
- If you volunteer at more than one work site, please separate those hours by entering them on a separate time sheet.
- **DO NOT** put more than one month on a sheet. Use a separate sheet for each month.
- Please enter the name of the work site and a description of the volunteer work done so that we know exactly where and what kind of service you provided. We need to be as accurate as possible with this information as it is reported to state and federal agencies.
- There are places for signatures on the back of the timesheet. One to be signed by the Volunteer, one by the work site Supervisor, and the other will be signed by the RSVP Director if receiving reimbursement for mileage. Reimbursement checks **cannot be paid** if any of these signatures are missing.

PLEASE NOTE: As per State and Federal Policies, all monies must be paid in the current Fiscal Year for current expenditures. Our Fiscal Years are as follows:

- April 1-March 31 for **Federal**
Reimbursement requests during March must be submitted by March 15
- July 1-June 30 for **State**
- Reimbursement requests during June must be submitted by June 15

Volunteer Personnel Records

RSVP Volunteer personnel files will contain at least the following information:

- Enrollment Form
- Vehicle insurance form (if applicable)
- Copy of valid driver's license (if applicable)
- Copy of automobile insurance information (if applicable)
- Copy of waiver for driver's license and insurance (if applicable)
- Volunteer Job Description

NSCHC and PII Confidentiality Safeguards

Curry County RSVP staff have created the following safeguards to ensure the confidentiality of any information relating to the criminal history check, consistent with authorization provided by the applicant.

- a) Any information relating to the criminal history check and personally identifiable information (PII) will be maintained in individual Retired & Senior Volunteer Program (RSVP) personnel file folders.
- b) Any information relating to the criminal history check and personally identifiable information (PII) maintained in individual Retired & Senior Volunteer Program (RSVP) personnel file folders will be kept in a locked file cabinet in the secure FGP/RSVP office at 417 Gidding Suite 100, Clovis NM.
- c) Access to any information relating to the criminal history check and personally identifiable information (PII) will be limited to Retired & Senior Volunteer Program (RSVP) Staff.

Policy for Hours of Service

- Volunteers are **not** required to work a minimum number of hours. However, volunteers are encouraged that they volunteer a minimum five (5) hours per month to stay active and involved in their community

Recognition

At least one annual recognition event will be provided for volunteers. Individual Volunteer Stations will be encouraged to provide recognition events as well.

Retirement/Termination/Resignation

There may come a time when it is in the best interest of the RSVP Volunteer to retire, to be reassigned or to be placed on indefinite leave of absence as an active Volunteer. When this time comes, it will be handled with dignity.

An assessment should be made when a RSVP Volunteer is no longer able to comfortably or safely work on a permanent basis. When there are indications that a volunteer is having difficulty with the program or site commitment, a discreet investigation of the situation should be undertaken by the Program Director to determine if the volunteer should retire or be reassigned. This should include observation of the RSVP Volunteer and discussion with the work station staff. The Program Director should complete a work station evaluation with input from the work station supervisor. The interests and the well-being of the Volunteer will be considered foremost.

It may also be necessary to terminate a RSVP Volunteer for other reasons: unauthorized absences, misconduct, or an inability to perform assignments.

Each RSVP Volunteer will be given the opportunity to appeal and/or grieve a termination action to the RSVP/FGP Advisory Group and then to the Community Services Administrator of Curry County, and ultimately to the County Manager if the situation remains unresolved. The decision of the Curry County Manager is final. A copy of the Grievance/Appeal Procedure is attached.

The Retired & Senior Volunteer Program will not enroll an applicant if he/she has been terminated by the other organization (Foster Grandparent Program) for any of the above reasons.

A RSVP Volunteer may resign at any time. A resignation must be made in writing and must be signed and dated by the volunteer.

Exhibit A

Driver License & Excess Auto Liability Insurance

Volunteer Certification

I, _____, do hereby certify that I maintain a current driver's license and liability insurance on my own personal vehicle which I drive to and from my place of assignment as a RSVP Volunteer in the:

Curry County Retired & Senior Volunteer Program

Located at:

417 Gidding St. Suite 100 Clovis, NM

I understand that I am not entitled to excess auto liability protection as a RSVP Volunteer if I do not maintain a current driver's license and liability insurance on my own vehicle. I also understand that my failure to maintain such driver license and insurance makes me ineligible to claim reimbursement for my services related to volunteer transportation expenses.

Signed this _____ day of _____.

Volunteer's Signature

Volunteer's Driver's License # _____

Project Staff

Date

Exhibit B

Curry County Retired & Senior Volunteer Program Volunteer Personnel Grievance Procedures

It is the policy of the Curry County Retired & Senior Volunteer Program that every RSVP Volunteer receives fair, just and equitable treatment, regardless of position, political and/or religious philosophies, ethnic background, color, or sex; that each RSVP Volunteer be given the opportunity to be heard and express his/her grievance with assurance of receiving impartial consideration and freedom from any form of retribution.

Grievance Procedure:

1. A RSVP Volunteer, as an individual or as a group of volunteers, feeling that his/her right have not been respected, shall discuss the situation with his/her work station supervisor in an attempt to resolve the problem.
2. In the event the problem is not resolved, the aggrieved shall meet with the Program Director. At this time either the Program Director, the Volunteer or someone of his/her choice will reduce the grievance to writing. It must be signed by the aggrieved. If no immediate solution is reached, the Program Director shall have three (3) working days in which to further consider and to reply to the grievance in writing in an attempt to resolve it. At this time, a copy of the grievance and reply will be forwarded to the Community Services Administrator and the RSVP/FGP Advisory Council. If the Volunteer does not respond in writing to the Program Director's solution within three (3) working days, his/her agreement will be presumed.
3. If no solution to the grievance can be reached from the above steps, the Program Director will schedule a meeting with the Community Services Administrator and the RSVP/FGP Advisory Council.
4. The Program Director will notify the aggrieved individual(s) of the meeting date and time in writing.
5. A copy of the final determination of the grievance by the Community Services Administrator and the RSVP/FGP Advisory Council shall be placed in the Volunteer's personnel file.

Appeal Procedure:

1. A participant may appeal the Community Services Administrator and the RSVP/FGP Advisory Council decision in writing, to the County Manager. This must be done within ten (10) working days of receipt of grievance decision by the Community Services Administrator and the RSVP/FGP Advisory Council.
2. The County Manager will review all facts, evidence, written documents, and any other substantial information provided. Within the following ten (10) working days from receipt of appeal the County Manager will schedule a hearing between all parties to resolve the situation.
3. The decision of the County Manager is final
4. A written record of the decision will be provided to all parties within five (5) working days of the hearing.

Exhibit C

Acknowledgement

I have received a copy of the Retired & Senior Volunteer Program Policy Manual and agree to read and abide by the rules and regulations set forth.

Print Name

Signature

Date

Adopted by the governing body of the County of Curry this _____ day of January 2020.

THE COUNTY OF CURRY, NEW MEXICO

Chet Spear, Chairman

ATTEST:

Annie Hogland, County Clerk