



### Welcome RSVP Volunteer,

Mesa County RSVP, Inc. provides a variety of opportunities for people ages 55 and older, to participate more fully in our community through volunteer service. Our mission is **Changing Lives, One Volunteer at a Time.**

**Our values are:** Accountability: Being transparent and following through on your promises.

Lifelong Learning: Continuing to grow and learn while helping others.

Integrity: Doing the right thing even if no one else is looking.

Volunteerism: Connecting to the community by sharing your life experience to help others.

Enjoyment: Enjoying life while helping others.

**Mesa County RSVP, Inc.** is an independent, 501(c)3 nonprofit organization which began in 1973. Mesa County RSVP, Inc. is sponsored nationally by Corporation for National and Community Service. Mesa County RSVP relies on grants from organizations and donations from businesses, member agencies, volunteers and other individuals. .

Nationally, RSVP engages more than 300,000 people age 55 and older in volunteering more than 40 million hours of service annually. In Mesa County, 560 RSVP Volunteers help 60 non-profit organizations. As an RSVP Volunteer, you will have the opportunity to make a difference in our community.

### RSVP Signature Projects – projects are under the management of RSVP

**RSVP Handyman Project** — Help people live safely and independently in their own homes. Volunteers perform minor home repairs for low-income elderly and disabled individuals.

**RSVP SHIP (Senior Health Insurance Assistance Project)** — Educate, counsel, and assist Medicare beneficiaries about their Medicare benefits, and navigate billing and appeals issues.

**RSVP Senior Scholar Project** — Volunteers tutor in classrooms and other learning environments and act as a mentor. Support children to succeed in school and life.

A volunteer must pass a criminal background check. RSVP pays a screening fee for each person in these projects. ***If you would like to make a donation to help RSVP with this fee, it would be greatly appreciated.*** If you have any questions or concerns about this handbook, please contact me. Thank you for your service to our community through volunteering!

Sincerely,

Diane Barger, Volunteer Manager & Senior Scholar Project Manager

970-243-9839 ext 5

422 White Avenue, Suite 090, (Lower Level of US Bank). Grand Junction, CO 81501

**Mail Address:** PO Box 1077, Grand Junction, CO 81502

**Website:** [www.rsvpgrandjunction.org](http://www.rsvpgrandjunction.org)

### Email Addresses:

Volunteer Manager & Senior Scholar Mgr. [recruit@rsvpgrandjunction.org](mailto:recruit@rsvpgrandjunction.org)

Executive Director: Alisha Howard [ahoward@rsvpgrandjunction.org](mailto:ahoward@rsvpgrandjunction.org)

Office Manager: [office@rsvpgrandjunction.org](mailto:office@rsvpgrandjunction.org)

SHIP & Handyman Project Manager: [ship@rsvpgrandjunction.org](mailto:ship@rsvpgrandjunction.org)

**BECOMING A VOLUNTEER**

- Submit a Volunteer Application and complete all required paperwork.
- RSVP Volunteer Manager will meet with you and discuss volunteer opportunities.
- Submit to a background check (only required for RSVP Signature projects).
- Choose a volunteer placement(s) affiliated with RSVP.
- Your volunteer hours are required to be reported monthly
- Notify RSVP if your contact information or volunteer placement(s) changes.
- Wear your RSVP name badge to your volunteer placement(s) and events.

**RSVP VOLUNTEER BENEFITS**

Personalized service to match your skills and talents with fulfilling volunteer positions in non-profit organizations, make an impact on the community's needs, get invited to Volunteer Appreciation Events, receive free tertiary insurance coverage for General Liability and Accidents while volunteering (intended to act as excess coverage) and no membership fees.

**VOLUNTEER RIGHTS:** As a volunteer you have the right:

- To be treated fairly and with respect.
- To be provided training for the tasks assigned, orientation to the agency, and performance feedback.
- To be in a healthy and safe environment that is conducive to the work and with reasonable accommodations for disabilities.
- To be heard when making requests, making suggestions or expressing grievances.
- To receive recognition for your contributions.

**VOLUNTEER RESPONSIBILITIES****Volunteer Expectations**

RSVP requires volunteers to demonstrate commitment to their volunteer obligations by being on time, informing supervisors if they are unable to honor their schedule, providing feedback about their concerns, and accepting feedback from supervisors. RSVP volunteers should be an appropriate representative of the agencies they support and must maintain the confidentiality of agencies and agency clients. RSVP volunteers should be responsible and abide by organizational rules and regulations.

**Reporting Volunteer Hours**

By the 15th day of each month, report your volunteer hours either on our website or by a written timesheet. Some Member Agencies will report your hours on your behalf. Some exceptions may apply to different volunteer placements; ask the RSVP Volunteer Manager.

Volunteer hours verify that RSVP volunteers are active. Volunteers must be actively volunteering to be eligible for RSVP benefits. To ensure active participation, RSVP requires all volunteers to be 55 years of age or older, agree to serve the community without compensation, to report volunteer hours, and to reside in or nearby the community served by RSVP. You also agree to abide by all legal requirements of the RSVP program and to accept supervision. **To be considered active, you must report at least one hour annually.**

Volunteer hours demonstrate what volunteers accomplish and how valuable volunteers are to non-profit organizations. Hours show the impact and contribution that you make to our community and provide crucial insight into our community's needs. Hours reported helps quantify the success of these organizations. Volunteer hours are used to obtain critical funding from various sources, not only for RSVP but for the nonprofit programs you support. Reporting hours as a group total (not individually) along with other data collection is federally mandated by RSVP funding sources.

**ACTIVITIES FOR WHICH VOLUNTEER HOURS MAY NOT BE REPORTED TO RSVP** according to "The Retired and Senior Volunteer Program" 45"CFR"25.2553 (2004). **Prohibited Volunteer Activities** – Under the Corporation for National and Community Service (aka CNCS or Corporation) regulations that govern

Mesa County RSVP, RSVP volunteers are not allowed to participate in any of the following activities:

- a) Volunteers and grantee staff do not engage in, and grantee funds are not used for, any of the following activities, to the extent they are prohibited in the applicable program regulations: Electoral activities, voter registration, voter transportation to polls, and efforts to influence legislation
- b) Volunteers do not engage in any activity which would otherwise be performed by an employed worker or which would supplant the hiring of or result in the displacement of employed workers or impair existing contracts for service
- c) Neither the grantee nor any volunteer station requests or receives compensation from the beneficiaries of Senior Corps volunteers
- d) Any volunteer station financial support of the Senior Corps project is not a precondition for that station to obtain volunteer service
- e) A Senior Corps volunteer does not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends
- f) Grant funds are not used to finance labor or anti-labor organizations or related activity
- g) Project staff or volunteers do not give religious instruction, conduct worship services, or engage in proselytization as part of their duties and, if the sponsor is an organization that conducts inherently religious activities, those activities are offered separately, in time and location, from the programs or services funded under the Corporation grant

### **RSVP MEMBER AGENCIES**

Mesa County RSVP Member Agencies are 501(c)3 nonprofit organizations, government agencies, or are a duly licensed health care facility. They sign a Memorandum of Understanding (MOU) Agreement to partner with RSVP. RSVP asks Member Agencies to respect the time and skills volunteers have to offer, and to communicate needs, concerns and appreciation with volunteers.

Member Agencies support volunteers by providing a positive volunteer environment, job descriptions, ongoing training, feedback and communication. They must provide for the safety of our volunteers such as proper lighting, ventilation and equipment. **In case of an accident or injury while volunteering, immediately notify the Member Agency you are volunteering for OR notify RSVP if you are volunteering in a RSVP Signature project. If you are volunteering for a Member Agency, notify RSVP the next business day.**

### **VOLUNTEER PLACEMENTS**

RSVP goal is to find the right volunteer placement(s) to match your skills, interests, and talents with available opportunities. Volunteers can contact RSVP when they would like to find new or additional volunteer opportunities. When you have selected the volunteer placements you are interested in, we will provide you with the appropriate contact information so you can contact and schedule an interview with the Member Agency. Member Agencies have their own application and onboarding requirements. Notify the RSVP Volunteer Manager when you begin volunteering at a new placement. If you experience any issues with contacting a Member Agency or getting started at a new placement, call the RSVP Volunteer Manager for assistance. You can choose to leave your volunteer position for any reason. If you are no longer volunteering with a Member Agency, give appropriate notice to the agency and RSVP.

### **Conflicts, Complaints or Being Discharged from a Volunteer Placement at a Member Agency**

If your volunteer experience is not meeting your expectations, if there are any conflicts or complaints about the agency or placement, or if an agency discharges you from a volunteer placement for any reason, contact RSVP.

### **Deny or Deactivate Volunteers from RSVP**

RSVP has the right to deny or deactivate a volunteer at any time. A volunteer who has been deactivated due to misconduct or grievous offence has the right to appeal in writing within 60 days. Some reasons a volunteer might be deactivated are the volunteer has not reported hours within the last 12 months, has a report of misconduct, inability to perform assignments, and/or failure to accept supervision or an offence has occurred.

### **ABUSE AND NEGLECT REPORTING**

At RSVP, we are committed to protecting the most vulnerable person in our community.

**ELDER/DEPENDENT ABUSE** - Defined as an at-risk elder, 70 years or older with suspected abuse, neglect and/or exploitation.

**ELDER/DEPENDENT ADULT NEGLECT** - Defined as a caregiver's failure to take care of the disabled or frail adult's basic needs, ages 18-69, such as failing to provide food, medication or heat when the adult is not fully capable of obtaining those things for himself/herself or failing to provide assistance with daily living activities that the adult can't carry out on his/her own.

### **EMOTIONAL OR PSYCHOLOGICAL ABUSE**

- Defined as inflicting mental pain, anguish, or distress on an elder person through verbal or nonverbal acts such as humiliating, intimidating, harassment, or threatening
- Treating an older person like an infant, isolating them from family, friends, or regular activities

### **SIGNS OF EMOTIONAL ABUSE**

- Being emotionally upset or agitated
- Being extremely withdrawn and non-communicative or non-responsive
- Unusual behavior usually attributed to dementia (sucking, rocking, biting)
- An elder's report of being verbally or emotionally mistreated

### **PHYSICAL ABUSE**

- Physical force that results in bodily injury, physical pain, or impairment. This may include but limited to acts of violence, hitting, beating, pushing, shoving, shaking, slapping kicking, pinching and burning.
- Inappropriate use of drugs and physical restraints, force-feeding, or physical punishment of any kind.

### **SIGNS OF PHYSICAL ABUSE**

- Bruises, pressure marks, broken bones, abrasions, burns, black eyes
- Broken glasses/frames, physical signs or being subject to punishment, signs of being restrained
- Elder's report of being hit, slapped, kicked, or mistreated
- Elder's sudden change in behavior
- Caregiver's refusal to allow visitors to see elder alone

### **SEXUAL ABUSE**

- Non-consensual sexual contact of any kind
- Sexual contact with any person incapable of giving consent is also considered sexual abuse which includes unwanted touching, all types of sexual assault or battery— such as rape, sodomy, coerced nudity and sexually explicit photography

### **SIGNS OF SEXUAL ABUSE**

- Bruises around breasts or genital area
- Unexplained venereal disease or genital infections
- Unexplained vaginal or anal bleeding
- Torn, stained, or bloody underclothing
- Elder's report of being sexually assaulted or raped

### **FINANCIAL ABUSE**

- Defined as the illegal taking, misuse, or concealment of funds, property, or assets for a senior for someone else's benefit which includes but not limited to cashing an elderly person's checks, without authorization or permission, forging an older person's signature, misusing or stealing an older person's money or possessions, coercing or deceiving an older person into signing any documents, improper use of conservatorship, guardianship, or power of attorney.

**SIGNS OF FINANCIAL ABUSE**

- Sudden changes in bank account or banking practice
- Unexplained withdrawal of large sums of money by person accompanying the elder
- Inclusion of additional names on an elder's bank signature card
- Unauthorized withdrawal of elder's funds using the elder's ATM card
- Abrupt changes to will or other financial documents
- Unexplained disappearance of funds or valuable possessions
- Discovery of elder's signature being forged for financial transactions
- Elder's report of financial exploitation

**SIGNS OF ELDER/DEPENDENT ADULT NEGLECT**

- Dehydration, malnutrition, untreated bed sores, and poor personal hygiene
- Unattended or untreated health problems
- Hazardous or unsafe living conditions
- Unsanitary and unclean living conditions
- An elder's report of being mistreated

**ELDER/DEPENDENT ADULT NEGLECT**

- Defined as the refusal or failure to fulfill any part of a person's obligations or duties to an elder including failure of person who has fiduciary responsibilities to provide care for an elder or the failure on the part of an in-home service provider to provide necessary care
- Typically means the refusal or failure to provide an elderly person with life necessities such as food, water, clothing, shelter, personal hygiene, medicine, comfort personal safety, and other essentials included in implied or agreed upon responsibility to an elder

**HOW TO REPORT ELDER/DEPENDENT ABUSE**

Call Mesa County Adult Protection Services immediately at 970-248-28888, option 2 or after hours 970-242-1211.

**CHILD ABUSE AND NEGLECT**

- Child abuse: defined as physical, sexual, or emotional abuse of a child under the age of 18
- Child neglect: defined as a caregiver's failure to take care of the child's basic needs, such as failing to provide food, medication, heat, or shelter.

**SIGNS OF CHILD NEGLECT**

- Is frequently absent from school
- Begs or steals food or money
- Lacks needed medical or dental care, immunizations, or glasses
- Is consistently dirty and has severe body odor
- Lacks sufficient clothing for the weather
- Abuses alcohol or other drugs
- States that there is no one at home to provide care

**SIGNS OF CHILD ABUSE**

- Behavior changes such as fear, anxiety, depression, aggression or withdrawal, not wanting to go home, or appearing afraid of certain individuals
- Overly sexualized behavior or use of explicit sexual language that's inappropriate for the child's age
- Changes in sleeping patterns including frequent nightmares, bed wetting, difficulty falling asleep. May result in the child appearing tired or fatigued
- Changes in school performance and attendance, such as being unable to concentrate in class or frequent absences



- Eating habits that lead to extreme weight gain or loss
- Visible unexplained injuries such as burns, bruises, or broken bones
- Use of drugs or alcohol
- Trouble walking or sitting
- Reports abuse by a parent or another adult caregiver
- Eating habits that lead to extreme weight gain or loss, visible unexplained injuries such as burns, bruises, or broken bones, use of drugs or alcohol, trouble walking or sitting or reports abuse by a parent or adult caregiver

**HOW TO REPORT**

If you are a volunteer for a Member Agency, call the Member Agency immediately to report. If you are a Senior Scholar, notify school staff (teacher or principal) immediately. The School will then investigate the situation according to District, State and Federal guidelines. Volunteers are to report the suspected neglect/abuse and NOT ATTEMPT TO PROVE ABUSE OR NEGLECT.

**Mesa County RSVP Weapons Policy**

RSVP Staff and Volunteers are required to abide by the policies set by the RSVP Board of Directors.

Mesa County RSVP, Inc. employees shall not carry or store weapons or firearms on Mesa County RSVP, Inc. premises, including Mesa County RSVP, Inc. parking areas and, further, shall not take weapons or firearms to other premises while acting as representatives of Mesa County RSVP, Inc. This policy applies regardless of any local or state law changes that allow for the issuance of individual permits to carry or possess weapons and/or firearms.

This policy pertains to all employees and agents of Mesa County RSVP, Inc. while on Mesa County RSVP, Inc. business. This policy does not apply to authorized peace officers on Mesa County RSVP, Inc. premises on official business. Violation of this policy will make the offender subject to discharge and possible referral for criminal prosecution.

In all cases, Staff and Volunteers are required to abide by policies set by the US Bank since our offices reside in the US Bank at 422 White Avenue, Grand Junction, CO. Following is the official policy for the US Bank:

**US Bank Weapons Policy:** “Possession of weapons is prohibited on U.S. Bank premises, except by designated security employees and vendors (including armored couriers) whose presence is authorized by the Chief Security Officer or law enforcement officials. This prohibition applies to all weapons, including those for which a concealed weapon permit issued, to the extent permitted by law. Prohibited weapons include: Firearms, Knives, Explosives, Stun Guns, Tasers, Toxic substances and other items designed to inflict bodily injury on another person.”

Any RSVP volunteer who gives their time to another nonprofit organization is expected to abide by the policies of the organization for which they volunteer.

**Colorado Legislative Council Staff Memorandum dated Aug 14, 2012 States:** *“A person with a concealed weapon permit may have a handgun in a compartment in his or her locked vehicle. **Private Prohibition:** Private business entities (Mesa County RSVP, Inc.) may choose to allow or prohibit open carry or concealed handguns as they see fit. If an individual refuses, he or she may be charged with third degree criminal trespass, which can be a class-1 petty offense, a class-3 misdemeanor, or a class-5 felony, depending on the circumstances.”*