



AmeriCorps Seniors-RSVP PROGRAM

Internal Policies & Procedures Handbook

RSVP is a program funded by AmeriCorps Seniors, formerly called the Corporation for National and Community Service.



Serving Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, & Warren Counties.

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Mission Statement:

The mission of AmeriCorps Seniors- RSVP in Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, & Warren Counties is to provide a variety of volunteer opportunities for adults age 55 and older, to actively participate in our community through significant volunteer service. *“We provide human services with dignity and respect, empowering people in Southern Kentucky to achieve stability and economic security...”*

What is RSVP?

The AmeriCorps Seniors-RSVP of Community Action of Southern KY is a non-profit agency that promotes volunteering by offering citizens (55 and older) the opportunity to meet a variety of community needs through volunteer service. Established in 1971 and now one of the largest senior volunteer organizations in the nation, RSVP engages approximately 400,000 people ages 55 and older in a diverse range of volunteer activities.

Volunteers provide hot meals to homebound seniors, distribute commodities, provide friendly visits and phone calls, assist at food pantries, lead senior exercise classes through evidence-based programs and serve their communities in many other ways. RSVP volunteers choose how, where, and how often they want to serve, with commitments ranging from a few hours to 40 hours per week.

RSVP is funded by a federal grant from the AmeriCorps Seniors funding agency; a division of the Corporation of National and Community Service and is sponsored by Community Action of Southern Kentucky.

Purpose:

- The purpose of the RSVP volunteer program is to:
- Recruit and maintain a committed group of volunteers and volunteer stations to provide volunteer service in Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, & Warren Counties.

- Provide volunteers with the level of responsibilities and involvement that meet their expectations;
- Impact the communities within the service region and achieve RSVP performance measures.

Philosophy:

RSVP values the contribution made by volunteers and recognizes that by:

- Acknowledging the relationship between volunteers and RSVP is a reciprocal one.
- Acknowledging that volunteers exercise free choice in committing to RSVP.
- Ensuring volunteers are not used to replace paid staff positions and only carry out work that they have agreed to.
- Stating and acknowledging the contribution of volunteers in RSVP documentation and recording hours worked.
- Providing an opportunity for the development of skills and experience.
- Providing support in the form of clear policy guidelines, training, recognition and support, and the provision of references if required.

Eligibility for RSVP Participation

The RSVP program provides an opportunity for volunteers to put their skills, talents, and life experiences into motion for others. Sharing the skills they have spent years developing, RSVP volunteers put those skills into practice to improve the lives of community members throughout the service area.

In order to serve as an RSVP volunteer, a person must meet the following requirements.

- Be 55 years of age or older and in good general health
- Be flexible and available with service activity schedules
- Have dependable transportation available and be willing to travel in the service area
- Have compassion, patience, flexibility and respect for others
- Work well with diverse individuals, families, groups and organizations

No person may be excluded from membership or participation in the activities or the benefits of RSVP on the basis of race, sex, ethnicity, handicap, sexual preference or national origin.

Community Action of Southern Kentucky's RSVP: Our Organization's Commitment to Equity

Our diversity initiatives and strategies are designed to attract, develop, and advance the most talented individuals regardless of their race, sexual orientation, religion, age, gender, disability status or any other dimension of diversity. Our distinctive approach to diversity is based on a

belief that we each have a personal accountability for success in this area. We provide our organizational leaders, staff, Board of Directors, Advisory Council, and Volunteers with training and tools to help increase their awareness and understanding of differences and why they matter, so their actions can contribute to our inclusive and high-performing workplace culture. Through these and other activities, we actively seek and welcome people of diverse backgrounds, including Black, Indigenous, Asian, Hispanic, and Latino/Latina/Latinx people; LGBTQIA+ people; non-binary people; women; people with disabilities; people at intersections of these identities; and people from and working across the spectrum of disciplines, to serve the mission of Community Action and, ultimately, by carrying our National Performance Measure services to build a better world together.

D.E.I. STATEMENT: Diversity, Equity, Inclusion, and Accessibility

At Community Action of Southern Kentucky, diversity and inclusion are part of our DNA. We define diversity as the practice of including all communities, ethnicities, cultures, abilities and beliefs. Treating everyone fair and having systems in place for consistency is how we define equity. Inclusion to us is recognizing and appreciating staff and volunteers for the skills and talents they bring to our agency. Lastly, Accessibility is ensuring that all facilities are designed or renovated so that all persons, including those with disabilities have independent access to our facilities, programs and services.

Our goal is to recruit staff and volunteers that meet the diverse needs of our community. We ensure that we have practices and systems in place that are equitable for all. Program collaboration is essential in the success of our programs. We recognize the skills of staff, especially in promoting from within the Agency. We appreciate the diverse talents that staff and volunteers bring to our program. For example, a RSVP volunteer who speaks Burmese is a vital part of the CSBG program when it comes to recruitment and translation. We also have a Refugee program that recruits Seniors and Veterans, referring them to the appropriate department. Checklist and facility guides are also used to ensure accessibility for all participants and staff. Together, we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees, staff, clients, and volunteers. It fuels our

innovation and connects us closer to our clients and the communities we serve.

Volunteer Stations

RSVP Volunteers are recruited and enrolled by the RSVP project and placed with or through volunteer stations. A volunteer station is a public agency, secular or faith-based private non-profit organization, or proprietary health care organization that accepts the responsibility for assignment and supervision of RSVP volunteers. A Memorandum of Understanding (MOU) will be signed by the “volunteer station” and the RSVP Director stating the responsibilities of the volunteer station, and the representing RSVP Director and/or RSVP sponsor. The MOU is negotiated before volunteers can be placed with the station, and is renewed every 3 years, which is the length of a RSVP grant cycle of funding. The station is required to conduct the accessibility self-evaluation required by 45 CFS 1232.7(c) before volunteers are assigned. The volunteer station self-certifies its organizational status in the MOU. A safety assurance for the protection of RSVP volunteers is required annually from the Station Supervisor. The MOU will be on file in the RSVP office and renewed every 3 years.

Volunteer stations' financial support of the AmeriCorps Seniors project is not a precondition for that station to obtain volunteer service.

Plan to address culture of volunteer stations to be safe inclusive spaces for diverse volunteers

RSVP has created a plan to address the culture of volunteer stations to be safe inclusive spaces for diverse volunteers. Creating an inclusive organizational culture where volunteers of all ethnicities and backgrounds feel welcome and included is key to retaining diverse volunteers. RSVP will build a culture of inclusion within our own department, and work to educate everyone within our organization about the importance of engaging volunteers of diverse backgrounds and experiences, along with why it is a priority. RSVP shall gain support from our organizational leaders, Board of Directors and Advisory Council and ask them to communicate the message of inclusion. RSVP will discuss our goals for diversifying the volunteer pool with our leaders at our organization, and ask for their help in creating a stronger culture of inclusion to support our efforts. RSVP will help people understand how vital it is to engage volunteers who reflect the racial and ethnic diversity of the communities we serve, and collaborate with them as partners in making it happen.

Recruitment of Volunteers

Volunteers will be recruited by newspaper advertisements, RSVP presentations at local community meetings, and by word of mouth by other RSVP volunteers. Possible volunteers will

be asked to fill out an enrollment form, which will ask for information necessary for the RSVP staff to maintain required records and data for the RSVP program.

Volunteer Job Placement

Once an enrollment form has been completed by the potential volunteer an interview will be conducted by an RSVP staff member. During the interview the staff member will get an idea of the potential volunteers' interest, skills and experience. Job descriptions for any volunteer job assignment will be given to the volunteer for review. The volunteer will be matched with the volunteer job placement of their choice. The volunteer station director and the volunteer will be introduced and the station director, RSVP representative and the volunteer will go over the job description, requirements, training, and policies and procedures for the job placement. A follow up visit will be conducted by an RSVP representative after the volunteer assignment has been in operation for at least a week. Any issues can be addressed at this time.

When volunteering, a RSVP volunteer should act in accordance with the volunteer station's guidelines for staff and/or volunteer staff. This includes requirements for attendance, dress code, or any other guidelines established by the volunteer station. Any concerns should be taken first to the volunteer station supervisor. If concerns are not resolved, please contact the RSVP Director or staff.

RSVP Responsibilities

1. Recruit, enroll, and interview RSVP volunteers.
2. Refer RSVP volunteers to the Station
3. Review acceptability of volunteer assignments.
4. Instruct RSVP volunteers in proper use of volunteer timesheets, mileage reimbursement guidance, and the RSVP procedures.
5. Provide the RSVP orientation to the Station staff prior to placement of volunteers and at other times as needed.
6. Initiate publicity regarding RSVP.
7. Furnish accident, personal liability, and excess automobile insurance coverage for enrolled volunteers required by the RSVP policies. The insurance provided by the sponsor is secondary coverage and is not primary insurance.
8. Periodically monitor volunteer activities at the Station to assess and/or discuss needs of volunteers and the Station.
9. Staff an Advisory Council to RSVP. Along with the advisory council, arrange for appeals procedures to address problems arising between the volunteer, the Station and/or RSVP.
10. Arrange for appropriate RSVP recognition.
11. Coordinate with other volunteer and aging programs in the area to foster effective communication and avoid duplication.
12. Reimburse RSVP volunteers for transportation costs between their home and volunteer station in accordance with RSVP policies and availability of funds (if applicable).
13. Arrange with the Station for meals and/or snacks, whenever possible, for volunteers on assignment.

14. Provide photo identification for volunteers if not provided by the station.

Station Responsibilities

1. Interview and make final decisions on assignments of RSVP volunteers.
2. Perform, if required for a particular assignment, background or other screenings.
3. Implement orientation, in-service instruction, and/or special training of volunteers.
4. Furnish volunteers with materials required for assignment. These materials may include station uniforms and photo I.D.
5. Provide supervision of volunteers on assignments. (Supervisor name and contact information on the next page.)
6. Provide volunteer assignment descriptions for each volunteer opportunity at the Station.
7. Provide for adequate safety of volunteers and submit an annual assurance upon request to Community Action of Southern KY RSVP.
8. Investigate and report any accidents and injuries involving RSVP volunteers immediately to the RSVP Director/staff. All reports shall be submitted in writing or electronically.
9. Specify, either by written information or verbally, that RSVP volunteers are participants in the Station's programming in publicity featuring such volunteers. Display an RSVP placard where it may be viewed by the public.
10. **Reports:** The Station Representative shall:
 - **Timesheets:** Report volunteer hours on a monthly basis **on or before the 1st (first)** of the following month. Insurance coverage is only effective with verified records of valid driver's license, proof of auto insurance for those requesting mileage reimbursement, and hours served.
 - **Progress Reports:** Stations are requested to complete a short bi-annual survey provided by RSVP documenting the impacts of services provided by volunteers.
 - **In-Kind Documentation:** Provide documentation of in-kind contribution(s) (meals, uniforms, mileage reimbursement, training expenses) and verification to help RSVP meet its local match of 30%.

Diversity Policy

Our organization is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organization more effective in meeting the needs of all our stakeholders. We are committed to developing and maintaining an organization in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. We will regularly evaluate and monitor our progress towards diversity.

Grievance Policy

An RSVP representative will be contacted before any grievance or disciplinary action that involves an RSVP volunteer is taken. If a volunteer/volunteer station feels discriminated against and/or dissatisfied about any condition or treatment they have received, they are to notify the

RSVP Director/staff for a prompt resolution. The RSVP Director/staff should be informed of the grievance within thirty (30) days of the occurrence. If the volunteer believes the conflict is not resolved or given fair consideration, then the volunteer should put the grievance in writing and submit it to the RSVP Program Director for prompt resolution.

Disciplinary Procedures

Procedures for behaviors that warrant disciplinary action up to and including dismissal will be governed by the “volunteer station supervisor” and a member of the RSVP staff.

Confidentiality

Volunteers should be aware that certain clients and agency information is confidential. Names, telephone numbers or any other confidential information which might identify a client must never be released without permission

Breach of confidentiality may consist of: Talking about a client to family members and friends or talking about a client in an inappropriate place. Volunteers must follow all station confidentiality policies and procedures.

Drug and Alcohol

The use of illegal drugs or alcohol, or being under the influence of the same, while performing hours of service is strictly prohibited and is cause for termination of volunteer placements through Community Action of Southern KY RSVP.

Safety

The MOU states that the volunteer stations provide adequate safety for volunteers. All volunteers will follow the volunteer station’s work and safety policies.

Volunteer Safety and Safe Practices

RSVP volunteers, at all times, must be fit for the roles they perform, in order to complete their jobs safely. Should medical, physical, or other conditions change, at any time, it is the duty of the RSVP volunteer, to inform the RSVP Director so that appropriate changes may be made, with regard to volunteer activities.

If weather conditions create unsafe travel conditions, volunteers may be contacted by RSVP or the volunteer station staff requesting that volunteers do not come in. In addition, if you feel that the conditions are not safe for travel, volunteers may also notify the volunteer station of the decision not to travel to a volunteer assignment.

Volunteer Separation

Volunteers who do not report at least one hour during a 90-day period become inactive as an RSVP volunteer. Volunteers who become inactive will be re-activated when placement by RSVP and subsequent volunteering resumes.

Volunteers may terminate their volunteer assignment at any time by notifying the RSVP Director/staff. The RSVP Director/staf will assist the volunteer in locating an alternate volunteer placement, when requested.

The RSVP Director or a RSVP volunteer station may separate a RSVP volunteer for cause, including, but not limited to, excessive or unauthorized absences, misconduct, breach in confidentiality, or inability to perform assignments or accept supervision. All decisions regarding separation will be discussed and agreed upon by the RSVP Director and the RSVP volunteer station supervisor.

Volunteers of Community Action of Southern KY RSVP must always report truthfully the hours of service performed as well the mileage to be reimbursed. Falsifying time sheets or mileage reimbursement requests will result in separation of the volunteer from the RSVP program.

Appeal Process

While it rarely occurs, volunteers may be separated from the RSVP program for a variety of reasons. Reasons for involuntary separation may include, but are not limited to: failure to comply with RSVP regulations, engaging in prohibited activities, and failure to accept supervision from a volunteer station. A volunteer may appeal the separation from RSVP and/or a volunteer assignment by submitting a written request for consideration to the director of RSVP and, when appropriate, the Volunteer Station Supervisor. This request must detail the reasons the volunteer should not be terminated and must be received within 30 days of the termination date. Appeals will be reviewed by the RSVP Director, an Advisory Council representative, and, when appropriate, the Volunteer Station Supervisor. A response to the appeal will be provided within 30 days.

Conflict of Interest

Definition of conflict of interest

A conflict of interest exists when (a) a person has an interest separate from that of RSVP that influences, or could reasonably be supposed to influence, their decision making or the performance of their duties with RSVP; (b) there is an appearance of such an interest; or (c) a person improperly uses RSVP resources or their volunteer position with RSVP.

Disclosure and recording of conflicts of interest

RSVP acknowledges that conflicts of interest are not unusual in organizations, and it is neither necessary nor practical to prohibit them. Rather, RSVP requires all volunteers to disclose any

potential conflicts of interest to their supervisor. Many of the possible ways in which a conflict of interest may arise are listed below.

- **External Activities**

Volunteers do NOT report volunteer hours, and grantee funds are not used for any of the following activities: Electoral activities; voter registration, voter transportation to polls, and efforts to influence legislation.

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.

Neither the grantee nor any volunteer station requests or receives compensation from the beneficiaries of AmeriCorps Seniors volunteers.

Volunteer station financial support of the AmeriCorps Seniors project is not a precondition of that station to obtain volunteer service.

An AmeriCorps Senior volunteer does not receive a fee for service from service recipients, their legal guardian, or members of their family, or friends.

- **Improper Use of Information**

Volunteers are asked to appreciate and respect the confidential nature of information that may be acquired during the course of duties. They are not to use or take advantage of, confidential information gained through a volunteer position with RSVP to benefit other organizations such as political parties or others who may have an interest in a relevant issue.

Equal Opportunity

RSVP is an equal opportunity employer. RSVP respects diversity and difference and aims to treat every employee, volunteer and volunteer applicant as an individual, not as a stereotype.

Volunteer participation will be based on merit and equal opportunity for all, without regard to factors such as race, color, national origin, sex, sexual orientation, religion, age, disability, political affiliation, marital or parental status, military service, or religious, community, or social affiliations.

Non Discrimination

RSVP believes that all employees and volunteers should be able to work in a supportive environment free of any discrimination (direct or indirect) or harassment. No person, based on race, color, sex, age (if at least 55), religion, handicap, national origin, military reserve or veteran status, marital status, limited English proficiency, political affiliation, sexual orientation, shall be excluded from participation in RSVP.

RSVP will treat any reports of discrimination or harassment seriously and will investigate such complaints promptly, confidentially and impartially.

Labor & Anti-labor Activity

The sponsor shall not use grant funds directly or indirectly to finance labor or anti-labor organization or related activity.

Religious activities

A RSVP volunteer or a member of the project staff funded by AmeriCorps Seniors shall not give religious instruction, conduct worship services or engage in any form of proselytization as part of his/her duties.

A sponsor or volunteer station may retain its independence and may continue to carry out its mission, including the definition, development, practice, and expression of its religious beliefs, provided that it does not use AmeriCorps Seniors funds to support any inherently religious activities, such as worship, religious instruction, or proselytization, as part of the programs or services funded. If an organization conducts such activities, the activities must be offered separately, in time or location, from the programs or services funded under this part.

Nepotism

Persons selected for project staff positions shall not be related by blood or marriage to other project staff, sponsor staff or officers, or members of the sponsor Board of Directors, unless there is written concurrence from the Advisory Council or community group established by the sponsor under subpart B of this part, and with notification to the AmeriCorps Seniors.

Applicants shall not be considered for employment in a department where a relative (see immediate family list) would be in the employee’s direct line of supervision. An employee shall not be promoted or placed in a position in which the employee would be in the direct line of supervision of a relative. No employee shall be involved in the hiring, supervision, promotion, evaluation, training and/or discipline of a relative in any type of position.

Cohabitation with one’s supervisor is prohibited. If this situation comes to the attention of the Executive Director, the least senior employee(s) will be terminated in accordance with established personnel policy. We will attempt to avoid selecting a consultant or vendor who is a relative, close personal friend, employee or board member of Community Action.

Immediate Family Members: For the purpose of this section, a member of an immediate family shall be defined as any of the following persons (the designations below shall include step and/or half relationship, i.e., stepsister, half-brother):

- a) Husband f) Sister k) Son-in-law p) Grandchild
- b) Wife g) son l) Daughter-in-law

- | | | |
|------------|-------------------|------------------|
| c) Mother | h) Daughter | m) Father-in-law |
| d) Father | i) Sister-in-law | n) Mother-in-law |
| e) Brother | j) Brother-in-law | o) Grandparent |

Volunteer Hours Reporting

System and Tools for Enrolled RSVP Volunteers and Volunteer Stations with a Signed MOU

Provision of Timesheets

RSVP staff prints volunteer individual and volunteer station timesheets/reporting forms and:

- 1) Provides approved RSVP time sheet to the Volunteer Stations that have a signed and current Memorandum of Understanding with Community Action of Southern KY RSVP. These may be dropped off, sent electronically, or called in by phone by a volunteer supervisor designated in the signed MOU.
- 2) Provides approved RSVP time sheets to the volunteers. These are available at the RSVP office, sent electronically upon request or mailed to the volunteer.
- 3) Timesheets: Report volunteer hours on a monthly basis **on or before the 1st** of the following month (Insurance coverage is only effective with verified records of hours served.)

Acceptance of Volunteer Timesheets/Hours

Timesheets must be submitted monthly to the RSVP staff. All timesheets must include the signature of the volunteer and the signature of the volunteer supervisor.

After a review of the timesheet, the RSVP Director will sign, approve, and file the time sheet. Requests for copies of executed times sheets may be made to the RSVP Director/staff.

Acceptable Forms of Time Sheet Submission Include:

- Volunteer provides hard copy individual timesheet/reporting form written out with signatures (including Facsimile)
- Volunteer Station provides hard copy station timesheet/reporting form with signatures (including Facsimile) – stations may type or write in volunteers names or volunteers may sign in (print or cursive)
- Volunteers may send approved RSVP timesheets as an attachment to an email from enrolled RSVP Volunteer email address to RSVP Director/staff email address or mail paper timesheet to the RSVP Director's/staff office address.
- Volunteer stations may send approved RSVP timesheets as an attachment to an email from enrolled RSVP Station email address to RSVP Director/staff email address or mail paper timesheet to the RSVP director's/staff office address.

Authentication of Persons Reporting

- Enrolled volunteers may report hours of volunteer service.
- Station supervisors (any paid or volunteer employee of the station) may report hours of volunteer service for volunteers at their station.

Privacy and Storage of Information

- Hard copy: (Including Facsimile) Hours received by mail service or hand delivered will be accepted from enrolled volunteers and from Volunteer Stations and kept in a locked file cabinet in the RSVP director's office.
- Electronic copy: Hours received by email from enrolled volunteers or from Volunteer Stations will be received from registered email addresses as provided to RSVP.
- E-mailed hours will be printed and filed at the RSVP office.
- Hard copy timesheets (including facsimile) will be filed at the RSVP office.
- All timesheets received will be kept for seven years.
- Copies of stored records can be requested by contacting the RSVP Director/staff.

Registered Email address

RSVP volunteers and Volunteer Stations may submit or change their registered email address at any time by contacting the RSVP Line at 270-782-3162 ext.136 or email lchaffin@casoky.org OR :
The criteria for establishing a registered email address are:

- Sender uses an e-mail system that requires a recognizable sign-in name that is registered with the sponsor/project as the volunteer.
- The e-mail is addressed to the person identified by the RSVP/sponsor policies as having the authority to accept and view emails reporting hours.
- The system used by the e-mail recipient (e.g., RSVP Director) is capable of storing and retrieving the emails reporting RSVP volunteer hours.

Criminal Background Check Policy

In accordance with AmeriCorps Seniors policies, Community Action of Southern KY RSVP Program Director will conduct National Service Criminal History Checks on all individuals in covered positions it employs. The Program Director and staff will take AmeriCorps Seniors eCourse annually and retain documentation of completion.

A covered position for our RSVP project is one in which an individual receives a salary through a national service program. This will be required on any employee hired after 2007.

Vulnerable populations are: (1) children age 17 or younger; (2) persons age 70 or older; and (3) individuals with disabilities. "Individuals with disabilities" has the same meaning given to the term as set forth in the Rehabilitation Act of 1973 (29 U.S.C. 705 (20)(B), and includes any

person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

Recurring access is “the ability on more than one occasion to approach, observe, or communicate with an individual through physical proximity or other means, including but not limited to electronic or telephonic communication.” Access to vulnerable populations should be determined based on the individual providing service to vulnerable populations, not providing service with vulnerable populations. An employee in a covered position where recurring access is limited will not have to complete the entire National Service Criminal History Check.

Accompaniment addresses the interim period when the Criminal History Check results of an individual in a covered position are still pending and not yet conclusive. Accompaniment ensures that such an individual is not permitted to have access to vulnerable populations without the physical presence of: (1) an individual previously been cleared for such access; or (2) a family member or legal guardian of the vulnerable Individual; or (3) an individual authorized, because of his/her profession, to have recurring access to the vulnerable individual, such as an education or medical professional. Programs are not required to conduct checks on staff whose time is allocated to the program as part of an indirect cost rate pool or similar agreement, individuals listed in the excess column and consultants or contractors if they do not receive as salary through the program.

To comply with AmeriCorps Seniors requirements, the grantee will:

- verify the individual’s identity using government issued photo identification
- secure written authorization from the individual to perform the check
- document the individual is informed that selection is contingent on the NSCHC process
- Conduct a nationwide search of the National Sex Offender Public Website, review the results and rerun if any registries are not reporting
- document that the individual is informed that, because the individual is serving in a grant-funded position, he/she is subject to the check
- provide a reasonable opportunity for the individual to review and challenge the factual accuracy of a result before action is taken to exclude the individual from the position
- determine the type of check required (assessment of whether or not the individual will have recurring access to vulnerable populations and date of hire)
- determine how and from where (sources) the checks must be obtained (nsopw.gov; designated state repositories, FBI)
- ensure the cost of the check (State/FBI) is covered by the program (not individual)
- ensure the FBI/State Criminal History Check is initiated no later than the start of work
- consider the results of the National Service Criminal History check when making hiring decisions

- establish protocols to provide accompaniment and documentation of accompaniment while checks are pending and the individual has access to vulnerable populations
- retain the results of all of the check components and file all documents in a locked cabinet to ensure the confidentiality of any information relating to the Criminal History Check, consistent with authorization provided by the individual
- Conduct a new CHC if an individual is terminated for a period of 120 days or more.

Ineligibility

Listed below are four categories under which a program must always deny an individual work or service in a covered position:

1. Anyone listed, or required to be listed, on a sex offender registry
2. Anyone convicted of murder as defined and described in 18 U.S.C. § 1111
3. Anyone who refuses to undergo the NSCHC process
4. Anyone who makes a false statement in connection with a program’s inquiry concerning the NSCHC process. A false statement in this context under section 12645g(c) is made when an individual intentionally provides false information required to conduct national service criminal history check components found in section 12645g(b). This would arise when an individual intentionally provides the following to conduct the components of the NSCHC:
 - A false name,
 - A government-issued identification belonging to another person,
 - A false identification, or
 - Fingerprints of another individual.

Supplemental Insurance

RSVP provides supplemental insurance coverage for all RSVP volunteers while on assignment for or at a registered RSVP volunteer station. This policy covers injuries arising out of or in the course of the following:

- While attending an RSVP assignment-related training and/or recognition event.
- While on assignment or during any travel directly to and from the assignment.
- Any incidental travel while on the assignment sponsored by

RSVP. The following coverage is provided:

Excess Auto Insurance*:	Maximum limit: \$500,000
	Limits of Insurance
Accident Insurance**:	Principal Sum: \$2,500
	Accident Medical:
	\$50,000
Volunteer Liability Insurance:	\$1,000,000

Please contact the Community Action RSVP office at 270-782-3162, 921 Beauty Ave., Bowling Green, KY immediately if you need to file a claim.

*Coverage eligibility requires a valid driver's license and primary auto insurance coverage by volunteers.

**Accident Insurance coverage includes an accidental death benefit of \$2,500, should an injury from an accident covered by the policy result in the volunteers' death. If there is no named beneficiary or surviving beneficiary, the Covered Person's loss of life benefits will be paid in one sum to the first surviving class of the following:

1. Spouse
2. Child or children
3. Mother or father
4. Sisters or brothers
5. The estate of the Covered Person

A death benefit beneficiary is required to be named on the volunteer application. The beneficiary may be changed anytime by submitting a written request. Requests can be sent to: Community Action of Southern KY-RSVP 921 Beauty Ave., Bowling Green, KY 42101. Email lchaffin@casoky.org or RSVP@casoky.org

Volunteer Reimbursement Provisions

All volunteer reimbursement provisions are subject to change without notice pending the availability of funds to support these benefits.

Mileage Reimbursement Provisions

- Transportation costs incurred while RSVP volunteers are performing their volunteer assignment are the responsibility of the Volunteer Station or volunteer.
- Community Action RSVP will reimburse for miles traveled to and from an RSVP Training within the 10 county region.
- Reimbursement for mileage from a RSVP Station orientation/training must be documented on the volunteers timesheet that has been signed by the volunteer and a supervisor from the volunteer station/OR a RSVP staff member conducting orientation.
- Signed timesheets are to be accompanied by a volunteer training hours log and submitted to the RSVP director.
- **The volunteer must provide RSVP with ongoing valid documentation of the following:**
- **Proof of current/up to date auto insurance and**
- **Copy of a valid driver's license[prior to first initial reimbursement].**
- To continue to be eligible for mileage reimbursement during RSVP service, the volunteer must provide proof of of current and up to date drivers license and in
- Reimbursement is paid out at a rate of .40/mile up to \$70 per month/per 2-station max in accordance with federal grant budget.
- RSVP volunteer expense reports will be paid out monthly.

MILEAGE REIMBURSEMENT PROVISIONS CONTINUED

- **RSVP only pays mileage while driving your personal vehicle. Driving Community Action agency vans or buses and claiming mileage is not acceptable.**
 - **RSVP will pay the round trip mileage** (from your home to station, and station to home) each day that you volunteer in service activities that are allowable. Allowable RSVP service activities were given to you in your RSVP Handbook packet upon enrollment, please see this document for more information.
 - **Letter of In-Home Agreements:** These documents are extensions of a station's MOU; and are relevant when a volunteer is: being called to service to perform in-home related activities. This document is partly filled out by the potential client, giving the volunteer permission to transport them and or come into their home/residence.
 - **NO VOLUNTEER SHALL HAVE MORE THAN 5 (FIVE) IN HOME AGREEMENTS PER FISCAL YEAR.**
 - **RSVP will pay for the delivery of food box commodities.** We will reimburse mileage from your home to the client's home only with a "Letter of In-Home Agreement" prior to the service taking place.
 - Please indicate your total start and stop mileage on your timesheet, as well as the names of the clients you delivered to. RSVP will keep a spreadsheet of the clients you are delivering to with the mileage. This may seem like a lot, but in order to be compliant with our Federal Grant Award, we have to have proper documentation of the actual miles driven.
 - **RSVP will reimburse for some activities related to Emergency Food/Support:** Remember, this category of our service activities must be food insecurity related. For example, you can pick up prescriptions or groceries for those that are immunocompromised or do not have enough food in their home to sustain.
 - **Medical Services:** Transporting people to the doctor does fall within this service activity; however, you must have a "Letter of In-Home Agreement" prior to the service taking place.
 - RSVP will reimburse mileage only with a "Letter of In-Home Agreement" prior to the volunteer performing this service. Please see your local RSVP Specialist or RSVP Program staff to obtain this form.
 - ****Transporting/assisting immediate family members & other RSVP Volunteers and claiming mileage is not allowable****
 - RSVP will reimburse for round trip mileage for **Friendly Visiting** (Companionship service activity). RSVP volunteers who perform friendly visiting at senior centers do not require any additional documentation. We will reimburse mileage from your home to the client's home only with a "Letter of In-Home Agreement" prior to the service taking place.
 - **RSVP will not reimburse for mileage incurred while delivering Home Delivered Meals for the Senior Center.** The Senior Center will reimburse this cost on a separate form- please see your Senior Center Manager for more information.
 - **RSVP will not reimburse mileage claimed for transporting/assisting clients to facilities**

outside of our service area. RSVP's service area includes **Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, and Warren Counties.**

- Per Community Action's Executive Administration, all mileage reimbursements submitted that are less than \$5.00 for the month, will be withheld by the Finance Department: Payroll Coordinator.
- Once the individual volunteer(s) reaches a reimbursement of \$5.00 or more, the timesheet will be processed and paid out. For example; if a monthly timesheet totals \$4.00; the timesheet will still be processed by RSVP so the program can accurately track monthly hours and data. However, once all mileage reimbursements that are submitted to the Payroll Department accrue \$5.00 or greater, the reimbursements will be held until the timesheets total \$5.00 or more.
- THE MAXIMUM MILEAGE PAYOUT PER MONTH IS \$70.00 PER ASSIGNED STATION IN ACCORDANCE WITH FEDERAL GRANT.
- For volunteers who still receive a paper check via USPS and/OR who lose their paper check reimbursements; RSVP will not issue another check unless requested by the volunteer.
- If a new paper check is requested, a \$30.00 stop payment fee will apply towards the lost paper check. The \$30.00 fee will be taken out of the total monthly reimbursement the volunteer received.

CASOKY AMERICORPS SENIORS-RSVP

COVID-19 VACCINATION POLICY

AS OF MARCH 1, 2023 THE COVID VACCINATION WILL NO LONGER BE REQUIRED FOR EMPLOYMENT OR VOLUNTEER SERVICE WITH COMMUNITY ACTION OF SOUTHERN KENTUCKY.

HOWEVER, IN ORDER FOR US TO ENSURE THE SAFETY OF ALL (STAFF, FAMILIES, CHILDREN, CLIENTS, AND VOLUNTEERS) A COVID MITIGATION PLAN HAS BEEN ADOPTED FOR AMERICORPS SENIORS RSVP.

RESPONSIVE TO CHANGING CONDITIONS

THE INTENT OF THIS POLICY IS TO MAKE SURE PROGRAMS CAN ADAPT TO CHANGING CIRCUMSTANCES AND CONDITIONS OF COVID-19 WHILE STILL PROTECTING THE HEALTH OF CHILDREN, FAMILIES, AND STAFF. THE REQUIREMENT FOR HAVING AN EVIDENCE-BASED COVID-19 MITIGATION POLICY SPECIFIES THAT IT NEEDS TO ALLOW FOR PROGRAMS' RESPONSE TO BE SCALED UP OR DOWN BASED ON THE IMPACT OF COVID-19 IN THE COMMUNITY.

IN THE EVENT THAT THIS STATION REQUIRES ALL VOLUNTEERS TO BE VACCINATED, PLEASE NOTATE THIS IN SECTION "B; #16" OF THE MOU.

THEREFORE, THIS IS A STATION POLICY AND NOT A CASOKY POLICY.

RSVP STAFF ASK THAT YOU DEVELOP, SHARE, AND/OR MAINTAIN DOCUMENTATION OF THE ASSIGNED VOLUNTEERS VACCINATION STATUS.



APPENDIX A:

Community Action of Southern Kentucky AmeriCorps Seniors RSVP Program

COVID-19 Mitigation Policy

Following Head Start Program Performance Standards 1302.47(b)(9)

ACF-PI-HS-23-01

The following measures will be taken by Community Action of Southern Kentucky AmeriCorps Seniors RSVP Program to help reduce or lower the SARS-CoV-2 transmission, infection, or disease severity. By following this mitigation strategy, it will allow volunteers to serve, stations to remain open, and help support safe in-person service activities while reducing the spread of COVID-19.

Monitoring:

Our program will monitor community COVID-19 levels and any updated guidance from local (Barren River Health Department), state (Kentucky Department for Public Health), and federal (CDC) agencies. We will use the information provided and monitor our individual program levels to adjust mask use, isolation, and protocols as new information is provided. If a change is noted and increased measures are needed, staff and families will be notified and changes will go into effect.

<https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html>

COVID-19 Community Levels help individuals and communities decide which prevention actions to take based on the latest information.

Vaccination:

All Community Action of Southern KY RSVP staff, contractors whose activities involve contact with or providing direct services to clients, and volunteers who work in classrooms or directly with children are encouraged to be up to date

with all needed and recommended immunizations along with the COVID-19 vaccine.

Promoting COVID-19 vaccination:

Volunteers are given up to date information on the COVID-19 vaccine prior to enrollment. If a family needs assistance in scheduling or locating a vaccine clinic, staff will assist clients as needed.

As new information is released from local, state, or federal agencies regarding the COVID-19 vaccine, information will be shared with volunteers and stations. Information is also provided regarding local vaccine clinics as clinic dates are released.

Prevention Strategies within AmeriCorps Seniors RSVP

Station Monitoring for Signs and Symptoms of Illness:

Staff will monitor for any new health concerns throughout the day. Staff, station supervisors, and volunteers should isolate and/or stay home if they have any symptoms of COVID-19, including but not limited to:

- **Fever (100.4° Fahrenheit or higher), sweating, chills, or shaking chills**
 - **Difficulty breathing or shortness of breath**
 - **Sore throat**
 - **New cough**
 - **New loss of taste or smell**
 - **Muscle aches or body aches**
 - **Vomiting or diarrhea**
- **Volunteer unable to participate as normal (listless, lethargy)**

Hand washing is one of the most effective ways to keep everyone healthy and reduce the spread of COVID-19 and other illnesses. Hand sanitizer will be made available throughout the station when there is no access to soap and water. The program will continue to provide Personal Protective Equipment (PPE), such as gloves, disinfectant wipes, and masks. For staff and volunteers working with clients; requiring hands-on assistance for routine service activities, including direct contact activities, PPE will be used.

Staff will:

Conduct daily health checks on staff and volunteers throughout the day.

Establish volunteer station routines for hand washing and make hand sanitizer available for times when there is no access to soap and water.

Regularly review with volunteers and station supervisors how to wash hands, wear masks and physically distance safely and effectively if warranted.

Ventilation:

Physical Environment

To improve air quality and reduce the risk of COVID-19 infection, the CASOKY facilities will improve the quality of ventilation by:

- Utilizing a high-efficiency particulate air (HEPA) fan/filtration system in all CASOKY facilities.**
- Monitoring and changing all HVAC filters on a monthly basis or as needed.**

This physical environment ventilation strategy is highly recommended to all community partners serving as stations with RSVP.

Exposure and Communication Plan:

All exposure and positive cases will be reported to the station supervisor responsible for direct oversight of volunteers. Positive cases will also be reported to the program.

Employee Exposure:

In the event that an employee is exposed to COVID-19, they may continue to work while monitoring symptoms for 10 days, wearing a high-quality mask for 10 days of last exposure, and remaining symptom free. Staff will also separate themselves from others when eating. If there are no symptoms, staff will test 5 or more days after exposure. If symptoms develop, employees should stay home and test on the 5th day after exposure. Staff may return to work when symptom free for 24 hours.

Volunteer Exposure:

In the event that a volunteer is exposed to COVID-19, the volunteer will be notified by staff. This notification will communicate the possible exposure date and a list of COVID-19 symptoms to be monitored. The volunteer may continue to attend classes as long as he or she remains symptom free. If the volunteer develops symptoms, they should isolate at home until symptom free for 24 hours.

COVID-19 Positive Result:

Employee - Positive COVID-19 Test:

Employees should immediately notify their immediate supervisor. Supervisor will then notify Human Resources. Employees must be isolated for a minimum of 5 days. He or she may return to work on Day 6 if symptoms fully resolve and are fever free for 24 hours with no fever reducing medication. Upon return, the employee must mask for 10 full days since the onset of symptoms. Possible exposures will be notified as needed and will follow exposure protocol.

Volunteer - Positive COVID-19 Test:

Volunteers should notify their station supervisor and RSVP staff. Supervisor of the center will then notify their local health department. Possible exposures will be notified as needed and will follow exposure protocol. In the event a volunteer tests positive isolation must occur:

- Volunteers must be isolated for a minimum of 5 days. He or she may return to their station on Day 6 if symptoms fully resolve and are fever free for 24 hours with no fever reducing medication. Upon return, the volunteer must mask for 10 full days after onset of symptoms.**
- Volunteers on oxygen must stay isolated for 10 days because they cannot mask.**

APPENDIX B

COVID-19 DAILY SELF SCREENING QUESTIONS TEMPLATE

Community Action of Southern Kentucky

AmeriCorps Seniors- RSVP

Each day before arrival to the assigned workstation, protect yourself and others by checking off the items below – even if you are fully vaccinated against Covid-19. Safety is our shared responsibility.

- **Do you have a fever (temperature over 100.4° F or 38° C) without having taken any fever-reducing medications?**
- **Do you have a loss of smell or taste?**
- **Do you have a cough?**
- **Do you have muscle aches?**
- **Do you have a sore throat?**
- **Do you have shortness of breath?**
- **Do you have chills?**
- **Do you have a new or unusual headache?**
- **Have you experienced a new onset of any gastrointestinal symptoms such as nausea, vomiting, diarrhea, or loss of appetite in the last few days?**

- **Have you, or anyone you have been in close contact with for 15 cumulative minutes in a 24-hour period, been diagnosed with Covid-19 within the last two weeks?**
 - **If you are fully vaccinated (and it has been less than 5 months since completing your primary series of Pfizer or Moderna vaccine or less than 2 months since your J&J vaccine), or you have received a booster dose of vaccine, and you are asymptomatic, you do not need to quarantine following a known exposure to Covid-19.**
 - **However, recent guidelines from the Centers for Disease Control and Prevention (CDC) state you should get tested 5 days after your exposure, even if you don't have symptoms.**
 - **You should also wear a well-fitting face mask in public indoor spaces for 10 days following exposure or until your test result is negative.**
 - **If you become symptomatic, isolate yourself from others, get tested for Covid-19, and inform your healthcare provider of your vaccination status.**
- **Have you been asked to self-isolate or quarantine by a medical professional or a local public health official within the last ten days?**

Remember, stay home if you develop any illness symptoms – even if you think it is a common cold.

Our Mission:

We team with community partners to provide human services with dignity and respect, empowering people in Southern Kentucky to achieve stability and economic security.

APPENDIX C

COVID-19 VOLUNTEER INFORMATION FORM

VACCINATION INFORMATION TEMPLATE

Name _____

Date _____

While our partner does not require a COVID-19 vaccine as a condition for acceptance into the AmeriCorps Seniors- RSVP, some stations and future potential stations might. To aid with your possible placement, please check below.

Please know there is no judgment regarding your decision; it is only a point of reference should we need to provide information to your site, or consider where you can be placed if such information is or is not required. This request is much like most typical requests to know if you have been vaccinated against other diseases, such as Polio, Measles, Mumps, & Rubella (MMR), or Chickenpox and Smallpox, etc.

_____ I am fully vaccinated against COVID-19 and will show my vaccine card

_____ I do not plan to get vaccinated at this time

APPENDIX D

OLD CASOKY

AmeriCorps Seniors [RSVP]

COVID-19 Policy TEMPLATE

Date: 6/27/2022

To: All Volunteers and Volunteer Sites

From: Carla Brown, CASOKY Executive Director

Re: Updated guidelines for RSVP volunteers

The most recent guidance from the Centers for Disease Control and Prevention (CDC) states “Getting vaccinated prevents severe illness, hospitalizations and death. People 65 and older who received both doses of either Pfizer or Moderna vaccines showed a 94% reduced risk of COVID-19 related hospitalization. Unvaccinated people should get vaccinated and continue masking until they are fully vaccinated.”

Employees of Community Action are required to be fully vaccinated.

Therefore, any volunteers placed in Community Action sites/facilities will be required to be fully vaccinated. Volunteers who choose not to be vaccinated will be placed in sites/facilities that do not require vaccination; yet will be required to wear a mask regardless of site masking policy, for their own safety and those that they serve.

Vaccinated Volunteers - Please provide a copy of your COVID vaccine card to the RSVP Director before August 1, 2022 (IF YOU HAVE NOT ALREADY DONE SO). You will not be required to wear a mask at your work site or at in-service training, although it is encouraged. However, some facilities still require masks for all staff. Fully vaccinated volunteers who are exposed to the coronavirus no longer need to be tested or quarantined if they remain asymptomatic. Exposures should still be reported to the RSVP Director and the volunteer site, and if symptoms develop, the volunteer must stay home and contact their RSVP Director and volunteer site for quarantine requirements.

Unvaccinated volunteers - For your protection, you will be required to wear a mask at all times at your work site, during ALL in-service training dates, or any event where you are representing RSVP. During training you will also be required to sit 6 feet apart. You will also need to sign a waiver stating that you understand the risk associated with continuing your volunteer placement without vaccination. Unvaccinated volunteers who are exposed to the coronavirus must report exposures to the RSVP Director and volunteers site. You will be required to quarantine for two weeks. You will be able to return at the end of the 14 day quarantine period, if you do not have any symptoms. Please understand that this policy is for the protection of our volunteers, as well as the students and staff at our volunteer sites. Thank you for your respect for each other as we continue to move through the pandemic. Please contact the RSVP Director with any questions.

CASOKY

AmeriCorps Seniors [RSVP]

COVID-19 Vaccination Waiver

Requirements for Unvaccinated volunteers

For your protection, you will be required to wear a mask at all times at your work site, during ALL training dates/recognition events, or any event where you are representing RSVP. During training you will also be required to sit 6 feet apart.

Unvaccinated volunteers who are exposed to the coronavirus must report exposures to the RSVP Director and volunteer sites. You will be required to quarantine for two weeks. You will be able to return at the end of the 14 day quarantine period, if you do not have any symptoms.

Your signature on this waiver demonstrates that you understand the risk associated with continuing your volunteer placement without vaccination and that you will adhere to the masking and quarantine policies of the AmeriCorps Seniors RSVP Program.

Please understand that this policy is for the protection of our volunteers, as well as the students and staff at our volunteer sites. Thank you for your respect for each other as we continue to move through the pandemic. Please contact the RSVP Director with any questions.

Volunteer Printed name _____

Volunteer Signature _____ **Date:** _____



COMMUNITY ACTION OF SOUTHERN KENTUCKY

AmeriCorps Seniors- RSVP

Letter of Agreement for In-Home Assignment

(Client Name)

(Address)

The following services have been approved by the volunteer station staff and will be performed by an AmeriCorps Seniors volunteer: _____

The Volunteer Station Supervisor for this assignment is: _____

The AmeriCorps Seniors volunteer will serve: _____

(Days of the Week)

From _____ to _____

(Approximate Service Schedule)

Volunteer services may be terminated by the sponsor at any time upon request of any of the undersigned parties.

Signed: _____

RSVP-Sponsor Representative

Date

Volunteer Station Representative

Date

Person Served [Client] or Legally Responsible Person

Date

AmeriCorps Senior Volunteer

Date