



Volunteer Handbook

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Welcome

Dear Volunteer,

Welcome to the family and thank you for volunteering with Cultivate! I am confident that you will have a fun and rewarding experience. Volunteers are vital to the success of our programs and the services that we provide for older adults.

Thousands of volunteers like you have given hundreds of thousands of hours to ensure that seniors in our community are able to age in place for as long as possible. I am grateful that you have chosen Cultivate to give generously of your time. Our clients are even more grateful. One client said, "This program has been a lifesaver! Every volunteer I've had has been wonderful and so generous. I am not sure whom I would have relied on if it wasn't for you.... Thank you to all the great volunteers and staff!"

The safety and well-being of our clients and volunteers is our top priority. We work to provide training and support to enable you to be successful in this volunteer position. In order to better serve both you and our clients, the whole Cultivate family is committed to furthering diversity, equity and inclusion work.

This volunteer manual is designed to give you important and useful information that will assist you with your volunteer experience. We ask that you adhere to the policies and protocols outlined in the volunteer handbook.

If you have any questions about our policies, please contact me at 303.443.1933 ext. 406.

Best Regards,

Carly Marquis

Carly Marquis

Director of Volunteers

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About Us

More than 50 years ago, a group of concerned citizens banded together to form the RSVP of Boulder County, now Cultivate. Cultivate's mission is to help seniors flourish through active engagement with their communities. Our unique volunteer programs and services are designed to minimize isolation and connect participants to the community.

Most seniors are struggling with the isolating challenges of aging in their own homes and communities, or if someone is not yet a senior, they have loved ones who are facing those challenges. At Cultivate, we connect volunteers and services with those seniors who are most affected by these challenges. When people donate their time and money to support their senior neighbors, the entire community flourishes in ever-greater ways, in both the present and the future.

AmeriCorps Seniors RSVP is America's largest volunteer network for people ages 55 and over. When you enroll as a Cultivate RSVP volunteer and you will join thousands of volunteers across the country. With Cultivate's RSVP program, you choose how and where you want to volunteer. You choose the amount of time you want to give – all while passing on your skills and expertise.

CULTIVATE OFFERS THE FOLLOWING SERVICES:

1. *Carry-Out Caravan*: Offer a helping hand with grocery shopping and delivery and ensure individuals get the healthy foods they need.
2. *Fix-It*: Fix minor home items, providing quality of life and safety to seniors trying to stay in their homes.
3. *VetsGo*: Help drive veterans and veteran family members to local medical appointments and occasionally to VA facilities.
4. *SnowBusters/YardBusters*: Provide snow removal or yardwork to seniors who are no longer able to do it themselves.
5. *AmeriCorps Seniors RSVP 55+ Volunteer Program*: Let us match you with the perfect volunteer opportunity and be a part of an elite senior group of volunteers.

CULTIVATE VOLUNTEER BENEFITS:

- **Insurance**—Supplemental liability insurance is provided while you are volunteering.
- **Recognition**—Recognition of your service is rewarded with awards and acknowledgements. Events are held throughout the year to celebrate you and your contributions to Boulder County.
- **Transportation**—Cultivate RSVP will reimburse your personal mileage to and from your approved /qualified volunteer sites.
- **Better Health**—Numerous studies report that volunteers live longer, as well as experience better physical and emotional health.
- **Fun**—Through volunteering, you will meet new people and make many new friends.
- **Make a Difference**— Help people. Local and national government agencies and private funding sources are informed of the impact that Cultivate volunteers make in the community.

Policies & Protocols

A. Safety Policies

The safety of our volunteers and clients is important to us. Please take a moment to review these policies.

- 1. Nondiscrimination Policy:** Cultivate shall not discriminate on any basis including, but not limited to, race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, political affiliation, gender identification or expression, or military status in any of its activities of operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and selection of vendors and provision of services.
- 2. Non-displacement of Paid Employees:** Due to federal guidelines, Cultivate volunteers do not displace employed workers.
- 3. Gift Policy:** Volunteers will not accept gifts from clients. Volunteers will not handle cash donations from clients. (Cultivate provides donation envelopes for volunteers upon request.)
- 4. Confidentiality Policy:** Any information about Cultivate or Cultivate's vendors, members, donors, volunteers or affiliates that is not otherwise publicly available constitutes confidential information. Employees, agents and volunteers of Cultivate may not disclose confidential information to anyone who is not employed by Cultivate. The disclosure, distribution, electronic transmission or copying of Cultivate's confidential information is prohibited. Any employee, agent or volunteer disclosing confidential Cultivate information will be subject to corrective action including separation.
- 5. Conflict of Interest Policy:** Anyone who is an officer, board member, a committee member or staff member of a client organization, other nonprofit or vendor of Cultivate shall identify his or her affiliation with such agency or agencies; further, in connection with any action specifically directed to that agency, s/he shall not participate in the decision affecting that agency. Any volunteer, board member, any committee member, staff, and certain consultants shall refrain from obtaining any client information for personal or private solicitation purposes at any time during the term of their affiliation.
- 6. Photographic Release Policy:** Cultivate has the irrevocable, perpetual and unrestricted right and permission to take, use, re-use, publish and republish photographic portraits or pictures or video of volunteers or in which they may be included in whole or in part or composite or distorted in character or from, without restriction as to changes or alterations in conjunction with your own or a fictitious name or any reproductions thereof in color or otherwise in any and all media now or hereafter known, specifically including but not limited to print media and distribution over the internet for illustration, promotion, art, editorial, advertising, trade or any other purpose whatsoever.
- 7. Mileage Reimbursement Policy:** Cultivate offers mileage reimbursement for all volunteers to and from approved volunteer activities. Mileage Reimbursement checks are mailed monthly. Please allow three weeks for processing. **Restrictions apply.**

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8. Restricted Volunteer Activities: Because of federal guidelines, Cultivate volunteers may not engage in political or religious activities while volunteering for Cultivate programs or at any RSVP program sites. See addendum for definition of such activities.

- 9. Harassment Policy:** Cultivate is committed to providing a volunteer experience that is free of harassment, supporting the inclusion and dignity of every person. Harassment comprises any unwelcome or objectionable, physical, visual or verbal conduct, comment or display, whether intended or unintended, that is insulting, humiliating or degrading to another person, or creates an intimidating, hostile or offensive environment and/or is on the basis of race, ethnicity, language, financial ability, religion, gender or sexual orientation, disability or age, or any other kind of discrimination. Please follow the Grievance Procedures in the Addendum, if you feel you are the subject of any form of harassment. Harassment is subject to corrective action including separation.
- 10. Inclement Weather Policy:** When weather causes dangerous driving condition for volunteers, a Cultivate staff member will notify volunteers by 7:00 am. The Director of Operations will determine if offices are to be closed and will change the phone voicemail to reflect the decision. The safety of the volunteers and clients is of paramount importance. **If a volunteer feels he/she is not safe to drive in inclement weather, it is entirely their decision.** Please notify your Program Specialist as soon as possible that you are unable to complete your volunteer position due to safety concerns. The Program Specialist will then notify the client and make appropriate adjustments.
- 11. Firearms Policy:** Cultivate is committed to providing an environment that is safe and secure for all. Cultivate prohibits any volunteer from using, possessing, carrying, displaying or distributing any weapon while on Cultivate property or while participating as a Cultivate volunteer.

B. Supplemental Liability Insurance Policy

All active volunteers are covered by a general liability insurance policy and a supplemental automotive insurance policy. **Your driver's license number and personal insurance carrier must be submitted to the Cultivate office upon enrollment to be covered by the supplemental automotive insurance policy.** You must keep this information current. Please note that this is SUPPLEMENTAL and not intended to replace your own coverage.

Types of coverage:

1. General liability insurance covers property damage and injury arising from a related volunteer activity.
2. Supplemental automobile liability insurance for injury or property damage arising from related volunteer activities.
3. Supplemental accident insurance covers you for a personal injury occurring during volunteer activities, including medical indemnity following a covered accident. Example located in Addendum.
4. Accident insurance also provides benefits for accidental death and injury while volunteering, and personal liability insurance for personal injury or property damage claim. The name of your beneficiary must be given to the Cultivate office upon enrollment.

For more information, please request an insurance policy brochure from a Cultivate staff person.

C. Volunteer Hours Timesheet Procedures

Cultivate collects hours on a monthly basis to demonstrate the impact you are having on the community. For example, if you volunteer for both VetsGo and Meals on Wheels, your volunteer hours are logged under those specific agencies. Not all of your volunteer placements in the community are eligible for recording by Cultivate as specific partnerships between agencies are required. **The record is important in the event that an insurance claim is made and in order to release mileage reimbursement.**

1. If you volunteer for a Cultivate program, you will be asked to record your volunteer hours either by a sign-in sheet or by online record. Your program manager/supervisor will train you on which system is used for each program.
2. The agency where you volunteer will collect your volunteer hours and submit to Cultivate.
3. For AmeriCorps Seniors RSVP volunteers requesting mileage reimbursement, a mileage reimbursement/time sheet must be filled out and signed by the volunteer AND the program manager/supervisor. This form should then be submitted to the Cultivate Volunteer Manager.

If you are no longer volunteering at a particular agency or volunteering at a new agency, please contact Cultivate as soon as possible to update your information.

D. Mandatory Reporting of Elder Abuse

Cultivate is committed to supporting the security and safety of the clients we serve. As such, the Cultivate staff are mandatory reporters.

Colorado Senate Bill 13-111 went into effect on July 1, 2014 and states that if abuse, self-neglect, or exploitation is observed or if there is reasonable cause to believe that an at-risk elder has been abused or exploited or is at imminent risk of abuse or exploitation, the information shall be reported to a law enforcement agency or APS within 24 hours after the observation or discovery.

If you encounter a situation that you feel meets the above criteria, please contact a Cultivate staff member immediately.

E. DEI Statement and Commitments

We at Cultivate strive to be a diverse organization that provides equitable access to all identities, including (but not limited to) race, ethnicity, language, economic status, religion, gender identity and expression, sexual orientation, ability, age, mental health, nationality, and education level.

In order to hold ourselves accountable to this diversity, equity, and inclusivity work, we, the staff, board and volunteers at Cultivate, will commit to the following:

- We celebrate the diversity of our community, staff, board, volunteers and clients;
- We believe that diversity, equity and inclusion work makes us a better, stronger organization;
- We educate ourselves on topics regarding diversity, equity, and inclusivity to allow us to better serve and understand our community;
- We seek to understand the privileges we each hold and use them to create more inclusive, equitable and diverse spaces;
- We work to create a safe and inclusive environment where we listen to and learn from people's lived experiences in order to do our work better;
- We call out harm when it occurs within our Cultivate community;
- We continue to learn about how intersectionality i.e. multiple forms of discrimination, can impact a person and/or community;
- We will annually examine these commitments to ensure we are serving all members of our community

F. Volunteer Rights

- You will receive an orientation that covers Cultivate's mission, programs, insurance coverage, mileage reimbursement, volunteer policies and overview of programs.
- You can expect to feel welcome and be treated with respect at Cultivate and your volunteer station.
- Your RSVP station will provide supervision, training and a written position description for your specific volunteer role.
- Cultivate staff and your RSVP station staff will be available to you to answer questions or concerns about your volunteer activities.
- If you are dissatisfied with a volunteer position, Cultivate will help you find another volunteer position.

G. Volunteer Responsibilities

- Arrive at your volunteer site on time. Please notify your volunteer or program staff member at least 24 hours ahead of time if you are unavailable to volunteer for your assigned shift.
- Act in a professional manner throughout your volunteer experience.
- Follow any and all safety procedures put in place by Cultivate or RSVP station staff.
- Report your volunteer hours each month.
- Contact Cultivate to update any contact information and driver's license expirations.
- Follow the policies and procedures of your partner agency.
- Adhere to confidentiality agreement. Respect the privacy of those with whom you volunteer.
- If you are injured while volunteering, seek appropriate help and contact Cultivate and your volunteer agency immediately and file an accident report.
- Contact Cultivate staff with questions, suggestions or grievances regarding your volunteer position, the volunteer site or volunteer policies.

Addendum

Examples of Supplemental Accident and Liability Coverage:

1. Accident Insurance/Excess Accident Medical Coverage
 - a. While volunteering at an agency, a volunteer puts a staple in her finger.
 - b. While walking to the car, a volunteer slips on ice outside the agency and breaks a wrist and glasses.
2. Personal Liability Coverage
 - a. A volunteer breaks a lamp in someone else's house. The lamp is covered.
 - b. A volunteer causes an accident resulting in physical injury to another person. The injured party sues the volunteer. The volunteer is covered by this supplemental insurance policy.
3. Excess Automobile Liability
 - a. A volunteer hits another car while driving during the course of volunteer duties. The damage to the other person's car is covered.

Accident Procedure

1. You or your volunteer station should immediately report any accident to the Cultivate office.
2. Staff will send copies of the accident report to all relevant parties.
3. Please keep the accident report form until all bills are paid by your primary insurance carrier. Return the accident report, explanations of benefits form from your insurance carrier and outstanding bills to the Cultivate office.
4. Cultivate will send the above-mentioned information to The CIMA Companies, Inc.

Definition of Political and Religious Activities prohibited while volunteering:

1. Political activities: Volunteers may not engage in electoral activities, including political campaigning, during the hours in which they volunteer with Cultivate or at any RSVP station.
2. Religious activities: Volunteers may not engage in religious instruction, hold worship services or proselytize during the hours in which they volunteer with Cultivate or any RSVP station.

Grievance Policy:

1. Discuss the problem with the Cultivate Director of Volunteers within 30 days of the incident.
2. If the matter has not been resolved within 15 working days, the matter can be discussed with the Executive Director.
3. If, after speaking to the Executive Director, you believe the response to be unsatisfactory, the grievance should be presented in writing, on the Volunteer Grievance Form, to the Executive Director within ten working days. Copies of the Volunteer Grievance form may be obtained by contacting the office.
4. Upon receipt of the written grievance, a hearing date will be scheduled within 15 working days for the volunteer to formally present the grievance to a Grievance Committee composed of: one Cultivate Board Member, one Cultivate staff member (other than the staff member involved) and one Cultivate volunteer.
5. The grievance committee will prepare a recommendation in writing for the Cultivate Board Chair's approval within 15 working days of the hearing. The Executive Director will inform the volunteer of the decision in writing within five working days.
6. If at any point, you would like to withdraw your complaint, notify Executive Director and the complaint and hearing process will be terminated.

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Received by: _____ **Date:** _____