PROGRAM HANDBOOK

Retired and Senior Volunteer Program of
Muskegon & Oceana Counties

UPDATED: April 9, 2015
Senior Corps Pledge

I will get things done for America – to make our people safer, smarter, and healthier.

When faced with a pressing challenge, I will bring Americans of all generations together to strengthen our communities.

When faced with children at risk, I will help them stay in school and on track for a brighter future.

When faced with older adults in need, I will provide support and compassion so they may age with grace and dignity.

Working for the greatest good, I will use my lifetime of experiences to improve my country, my community, and myself through service.

I am a Senior Corps – RSVP volunteer and I will get things done.
Dear RSVP Members,

This year there have been many new and exciting changes to the local Retired and Senior Volunteer Program.

First, the sponsorship of the program transferred to the United Way of the Lakeshore on October 1, 2013, due to the merger and dissolution of the Volunteer Center of West Michigan (formerly Volunteer Muskegon).

Next, the Corporation for National and Community Service required all projects to submit a new funding applications, with new program requirements. At the national level, through Congressional reauthorization, the RSVP programs were required to change the type of volunteer activities and locations for volunteering. These changes were necessary, or our community would no longer receive the RSVP grant funding.

A new grant project will begin July 1, 2014, marking beginning of a "new" RSVP Program.

Thank You for committing to a year of national service!

You are part of a community effort to impact critical and focused needs in our community. I am excited that you have chosen to make a difference through the RSVP member positions available for the 2014-1015 program year.

This handbook is your guide to the Retired and Senior Volunteer Program of Muskegon and Oceana Counties – and what it means to sign up for a year of national service. Please read it carefully and refer to it when necessary.

If you have any questions after your RSVP orientation or during your year of service, please do not hesitate to ask.

Sincerely,

Jennifer VanHorsen
Jennifer (Legatz) VanHorsen, RSVP Program Manager

July 1, 2014 – June 30, 2015
The "NEW" Retired and Senior Volunteer Program of Muskegon & Oceana Counties

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July 1, 2014 -- June 30, 2015
A. Grant Project Executive Summary

An estimated 300 volunteers will serve in the RSVP of Muskegon and Oceana Counties. Through four strategic initiatives Retired and Senior Volunteer Program members will be mobilized to impact local needs.

The primary focus area of this project is education. At the end of the three-year grant, over 675 students in Muskegon and Oceana Counties will show improved academic performance in literacy on standardized reading skill level assessments through the service of 'Legacy of Literacy RSVP' members.

'Allies for Health RSVP' members will impact local health by supporting food distribution, health education & distribution of health information, and the development and maintenance of community gardens.

'Cultural Heritage RSVP' members will promote a vibrant community by supporting and enhancing local art and historical features of our community.

'Ambassadors of Service RSVP' members will support capacity building activities including the training of literacy volunteers and expanding the implementation of the core competencies that serve as the foundation for achieving and sustaining effective volunteer management.

The three-year CNCS federal investment of $252,429 year will be supplemented by $108,183 grantee local match.

Project Period: July 1, 2014 – June 30, 2017
### Retired and Senior Volunteer Program of Muskegon County

**July 1, 2014 – June 30, 2015**

**RSVP Volunteer Station Locations**

<table>
<thead>
<tr>
<th>Primary Impact-based Service</th>
<th>150 volunteers</th>
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<tbody>
<tr>
<td><strong>&quot;Legacy of Literacy RSVP&quot;</strong></td>
<td></td>
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<tr>
<td><strong>K-5 Literacy</strong></td>
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<tr>
<td><strong>PHASE I: SY 2014—2015 Implementation</strong></td>
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<tr>
<td>1. Muskegon Heights Public Schools (50 Positions)</td>
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<tr>
<td>- Edgewood Elementary</td>
<td></td>
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<tr>
<td>- Martin Luther King Jr. Elementary</td>
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<tr>
<td>- K-5 Libraries — Coalition for Community Development</td>
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<td><strong>PHASE II: SY 2015—2016 Implementation</strong></td>
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<td>2. Muskegon Area Public Schools (75 Positions)</td>
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<tr>
<td>- Marquette Elementary</td>
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<tr>
<td>- Lakeside Elementary</td>
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<tr>
<td>- Nelson Elementary</td>
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<td><strong>PHASE III: SY 2016—2017 Implementation</strong></td>
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<tr>
<td>3. Shelby Public Schools (25 Positions)</td>
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<tr>
<td>- School Sites: TBD</td>
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<thead>
<tr>
<th>Secondary Impact-based Service</th>
<th>70 volunteers</th>
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<tr>
<td><strong>&quot;Allies for Health RSVP&quot;</strong></td>
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<tr>
<td><strong>Health &amp; Food Security</strong></td>
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<tr>
<td>1. <strong>Food Distribution—Providing Services</strong> (35 Positions)</td>
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<tr>
<td>- Kids Food Basket</td>
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<tr>
<td>- Muskegon County Food Trucks</td>
<td></td>
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<td>- First Congregational Saturday Neighborhood Breakfast</td>
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<tr>
<td>- Salvation Army</td>
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<tr>
<td>2. <strong>Distributing Health Information / Education</strong> (27 Positions)</td>
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<tr>
<td>- Mercy Health Muskegon</td>
<td></td>
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<tr>
<td>- Life Circles</td>
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<td>- Senior Resources</td>
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<td>- Age Well</td>
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<td>- American Red Cross</td>
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<tr>
<td>3. <strong>Developing &amp; Maintaining Community Gardens</strong> (8 Positions)</td>
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<tr>
<td>Site 1— Coalition for Community Development—Muskegon Heights: Edgewood, MLK, Middle School</td>
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<tr>
<td>Site 2— Oceana County (to be determined)</td>
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</tbody>
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### Other Service Areas

**Cultural Heritage** (72 Positions)
1. Frauenthal Center for the Performing Arts
2. USS LST 393
3. Muskegon Heritage Museum
4. USS Silversides Submarine Museum
5. Milwaukee Clipper

**Ambassadors of Service RSVP** (8 Positions)
1. Supporting Volunteer Management Capacity Building & Training Literacy Volunteers (8 Positions)

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**JOIN US AND CELEBRATE NATIONAL SERVICE:**

**April:** Mayors Day and County Administrator Day Honoring National Service

**May:** **Senior Corps Week:** celebrating Foster Grandparents, Senior Companions, and the Retired and Senior Volunteer Program

**May:** Annual RSVP Member Recognition Lunch

05/18/2015
What does the Retired & Senior Volunteer Program (RSVP) do for our community?

RSVP is a strategic volunteer initiative through the Corporation for National and Community Service that engages individuals 55+ in national service membership that impacts local goals in education, health, and capacity building.

The current 3 year grant program began July 1, 2014 and runs until June 30, 2017. The program leverages a local investment of $106,896 (30,000 cash + $76,896 in-kind) to bring in $252,429 in federal dollars over the three year program timeframe.

In the first six months of the new project (July 1, 2014—December 31, 2015) the program has accomplished the following:

**CONNECT:** In the first six months, 87 community members enrolled, committing to a year of national service. Members volunteer a minimum of two hours per week at one or more of the targeted nonprofit station sites. There are 40 different volunteer positions at 18 nonprofit organizations!

**MOBILIZE:** In the first six months, the program brought people 55+ together for action! There were 18 active nonprofit station sites, where RSVP members served in impact-based job tasks to achieve long term goals in four community need areas including: support of children in K-5 reading programs, families receiving support through supplemental food programs, delivering health information, maintaining and development of community gardens, capacity for effective volunteerism, and supporting local cultural vitality.

**TRAIN:** In the first six months, 4 Literacy Volunteer Trainings took place, providing 80+ community members and volunteers with basic knowledge and skills, enabling them to build the positive relationships necessary to support the growth & learning of children in the projects targeted school sites. The training was facilitated by collaborative partners from the Muskegon Area Intermediate School District and Baker College of Muskegon, Early Childhood Program.

**BUILD CAPACITY:** In the first six months, five sessions of the RSVP National Service Volunteer Administrator Training Series were held, developing the abilities of over 20 nonprofit volunteer managers from 15 nonprofit station sites who have RSVP and other national service volunteers. Facilitators from the Johnson Center for Philanthropy, GVSU Nonprofit Administration Program, and regional experts in the field provided the trainings; enabling the participants manage volunteers more effectively, resulting in a stronger system for national service and general civic engagement in our community.

**JOIN TODAY! Become part of a volunteer group that makes a difference in Muskegon & Oceana Counties**

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B. RSVP Program Overview
The Retired and Senior Volunteer Program (RSVP) is one of three programs operated by the Corporation for National and Community Service under Senior Corps. The other two programs are the Foster Grandparents and the Senior Companion Programs. Authorized under the Domestic Service Act of 1973, and reauthorized by the Edward M. Kennedy Serve America Act of 2009; the federally supported grant program helps retired individuals and working older individuals share their experiences, abilities, and skills to improve themselves and their communities through volunteer service.

Established over 40 years ago, RSVP connects individuals who are at 55+ to volunteer opportunities that impact specific needs and goals in their local communities. RSVP volunteers chose how, where, and how often they want to serve, with volunteer commitments ranging from a few hours to 40 hours per week.

C. RSVP in Our Community
The RSVP of Muskegon and Oceana County provides a menu of meaningful volunteer opportunities in over 20 organizations throughout Muskegon County. Volunteers are matched to allowable activities on the basis of interest, ability, community need, geographic convenience and experience.

The reauthorization of funding through the 2007 Serve America Act required a competition process for existing RSVP grants.

In the fall of 2013 the United Way of the Lakeshore submitted and was awarded a new RSVP grant that will begin July 1, 2014.

The RSVP Program in our community exists to:

✓ **CONNECT** our members with life-changing opportunities to make a difference in our community.

✓ **MOBILIZE** volunteers to impact critical needs in our community including K-4 literacy, food security, health education, community gardens and support of local cultural heritage.

✓ **TRAIN** volunteers through a ‘Pre-Service Literacy Volunteer Training’ so they have foundational information about learning and teaching before reaching the school door. *(provided in partnership with the Muskegon Area Intermediate School District).*

✓ **BUILD CAPACITY** of our station partners through the “Volunteer Administrator Core Competency Training Series” held in collaboration with the Johnson Center for Philanthropy and Grand Valley State University Faculty, and experts in the field - enabling local professionals to grow and refine their skills for implementing effective volunteer management practices.

July 1, 2014 – June 30, 2015
D. The Impact of Serving

We help individuals 55+ become literacy tutors, a friendly and welcoming face to people in need at a food pantry, or contribute their job skills and expertise to community projects at local cultural heritage nonprofit organizations.

Think of what you can do when you give your time to help your community!

You will forge new relationships with people in your community and make a significant difference in the lives of others.

Commit to a year of national service!

✓ Help your community: Know that you are giving your time, talent, wisdom, and experience to your community and neighbors who need you.

✓ Help yourself: Through service, you can add to the quality and health of your life. Research indicates that volunteers enjoy better health, make new friendships, stay active and involved in the community, and learn new skills.

✓ Make a difference: Be part of a national movement to transform America through the involvement of its citizens.

✓ Save money for the organizations you serve: By donating your time and skills, you help make funds go farther for organizations that address critical needs in your community.
E. Program Structure & Sponsorship

Corporation for National and Community Service (CNCS)

In 1993, the Corporation for National and Community Service (CNCS) was established. CNCS's Board of Directors and Chief Executive Officer are appointed by the President and confirmed by the Senate.

Serve America Act -- On April 21, 2009, President Barack Obama signed the Edward M. Kennedy Serve América Act, reauthorizing and expanding national service programs administered by the Corporation for National and Community Service. Each year, more than 5 million individuals of all ages and backgrounds help meet local needs through a wide array of service opportunities through the Corporation for National and Community Service's core programs: AmeriCorps, Senior Corps, and the Social Innovation Fund.

Senior Corps:
A network of programs that tap the rich experience, skills, and talents of citizens 55+ to meet community challenges.

- Foster Grandparents
  Foster Grandparents are role models, mentors, and friends. Serving at local organizations, they help children learn to read, provide one-on-one tutoring, and guide children at a critical time in their lives.

- Retired and Senior Volunteer Program (RSVP)
  RSVP offers a range of volunteer opportunities with local organizations that focus on impacting specific community needs. RSVP volunteers choose how and where they want to serve, and the amount of time they want to give.

  (45 CFR Parts 1209 and 2553)

- Senior Companions
  Senior Companions help frail, elderly citizens remain in their homes longer by providing much-needed support. They make a difference that strengthens and helps preserve an individual's independence.

Corporation for National and Community Service (CNCS)
Michigan Office

SPONSOR AGENCY -
United Way of the Lakeshore

RSVP of Muskegon and Oceana Counties
Program Manager

RSVP Advisory Council
RSVP Members

July 1, 2014 – June 30, 2015
A. Annual Membership Eligibility

In order to be eligible for membership in the Retired and Senior Volunteer Program, a person must:

☐ Be 55 Years of age or older
☐ Agree to serve without compensation
☐ Be interested in an approved RSVP job task at one of the designated station locations near where they live

Agree to abide by all of the requirements of the program including—

☐ Agree to remain active by volunteering at an allowable station location on a weekly basis throughout the year.
☐ Agree to complete the service logs documenting time in, time out, and number of clients/community member served daily at the station site
☐ Understand that acceptance into the program is contingent on the review of individual criminal history. Station partners may require additional volunteer background checks.

RSVP Member Terms of Service

A RSVP volunteer shall serve weekly on a regular basis, or intensively on short-term assignments consistent with the allowable volunteer job descriptions.

Members must select and sign a volunteer job description from the list of allowable locations and activities. The RSVP Program of Muskegon and Oceana County has a limited number of positions at each station site.

What if I choose to volunteer doing something different from the list of RSVP job tasks?

If a member feels that a different position at the organization is more to their liking, or cannot fulfill the terms of the job description, we encourage the volunteer to follow their passion and interest.

However, due to the program regulations, the individual will be considered a community volunteer rather than a member of the Retired and Senior Volunteer Program.

If the volunteer is interested in an RSVP job position in the future, they are free to re-apply for the program during open enrollment and will be accepted for membership based on available positions.

July 1, 2014 – June 30, 2015
B. Annual Member Enrollment & Orientation

The program year for the RSVP of Muskegon County is as follows:

Start of Program Year: July 1st
End of Program Year: June 30th

There are a limited number of member positions in the Retired and Senior Volunteer Program, and at the station partner locations. Each year currently enrolled members will be given first priority to re-enroll for the upcoming program year.

Current Member Re-Enrollment: Late April – Early May

In order to re-enroll, members must —

(1) Attend a re-enrollment session to receive a program orientation
(2) Complete an updated application and all forms
(3) Provide necessary documents (i.e. driver's license, proof of vehicle insurance)
(4) Select an allowable volunteer position
(5) Sign a volunteer job description committing to a year of national service.

After the re-enrollment sessions have ended, open positions will be advertised and new RSVP members recruited for the open positions.

Open Enrollment: June
C. Member Code of Conduct: responsibilities & limitations

**Member Responsibilities:**
Volunteers enjoy certain rights when they choose to donate their time. However, volunteers also have specific responsibilities to the station site where they serve and as a member of the Retired and Senior Volunteer Program. As a volunteer you are free to set you schedule, but you must be prepared to fulfill the commitments you make.

When you accept a volunteer assignment with RSVP, your responsibilities include:
- Attend any pre-service training, orientation, etc.
- Be dependable, reliable, and abide by your agreement with the volunteer station.
- Notify the volunteer station in advance if it is not possible for you to meet your time commitment, or complete your assignment as planned.
- Notify the RSVP staff in order to terminate or change your position at the volunteer station.
- Cooperate with the volunteer station staff.
- Speak up about problems or concerns so that they can be discussed and resolved.
- Please ask questions about anything you do not understand.
- Sign in and out at the volunteer station so that an accurate records of service can be provided by the station to the RSVP staff.

**Member Limitations** *(see 45 CFR 2553 and www.seniorcorps for more details)*
Due to federal grant guidelines, RSVP members are completely prohibited from performing the following activities:
- Providing religious instruction, conducting worship services, or engaging in proselytization.
- Assisting with electoral activities, voter registration, transportation to polls or efforts to influence legislation.
- Engaging in any activity that displaces a paid worker.
- Participate in a labor or and anti-labor organization or related activity.
- Accepting money or donations from station sites, service recipients/clients, or relatives and friends of service recipients.

RSVP volunteers are not employees of the United Way of the Lakeshore, the Corporation for National and Community Service, or the Federal Government.

July 1, 2014 – June 30, 2015
D. Member Placement & Training

The RSVP office maintains a listing of all allowable station locations and job tasks based on the approved federal grant.

**STEP 1: Member Selection of an approved job task**
During member enrollment or re-enrollment each year, the RSVP staff will work with volunteers to select an RSVP job task aligned to your interests, schedule, and skills.

**STEP 2: RSVP Referral to a Volunteer Station**
After selecting a station location and job task, the RSVP office will review the RSVP member file to ensure all necessary documents are complete. Then the RSVP staff will contact the Volunteer Administrator at the station site with the RSVP member contact information.

**Approval Policy:**
All volunteers are subject to approval by the volunteer Station prior to serving in the volunteer assignment.

**Non-Discrimination Policy** *(34 CFR, Part 2533, Subpart D, §2553.41)*
Eligibility to serve as a RSVP volunteer shall not be restricted on the basis of formal education, experience, race, religion, color, national origin, sex, age, handicap or political affiliation.

**STEP 3: Station Partner Orientation**
Each volunteer station has its own process for beginning a new volunteer – such as a special application, background check, orientation, special training, tour of the station site, or a on-on-one meeting with the volunteer.

**STEP 4: Completion of Member Job Description**
Once the RSVP member has met with station staff and is ready to begin volunteering, the Volunteer Administrator at the station site will signed the RSVP member job description and return it to the RSVP office – acknowledging that the member will begin serving at the location.

The RSVP staff will send a copy of the job description containing all signatures (RSVP member, Station Volunteer Administrator, and RSVP Program Manager) to the Volunteer Administrator and the RSVP member, and place the original in the RSVP member file.
E. Reporting Member Service – Why report hours?

Reporting hours, along with other data collection is federally mandated. As a federally mandated program, RSVP must abide by the accountability, compliance guidelines, and standards set by governmental agencies. There are several types of data and information that must be provided annually to maintain program funding.

Reporting hours also verifies that members of the RSVP of Muskegon and Oceana County have been active over the course of the fiscal year. Only those individuals who are serving in the current program year are eligible for the program benefits of RSVP membership (e.g. supplemental insurance coverage, recognition events, newsletters, etc.). Reporting hours is the only way to verify insurance coverage.

Signing in and out at a volunteer station site is our ONLY documentation for insurance policy coverage. Without written documentation, our supplemental insurance policy does not cover a volunteer.

F. Volunteer Separation

Administrative Separation: The Retired and Senior Volunteer Program of Muskegon and Oceana Counties may remove a RSVP volunteer from service for cause, including but are not limited to extensive absences, misconduct, inability to perform assignments, or failure to accept supervision.

Administrative Volunteer Separation can occur:

1. If the actual volunteer assignment/job task is terminated.
2. Inactivity – The RSVP office updates its database every quarter. If a member does not have any service hours recorded for a four month timeframe their membership will be considered inactive.
3. No Response – Once a member is listed as inactive, three attempts will be made to contact the member by phone. A fourth contact will be in the form of a letter, removing the volunteer from membership in the RSVP.

If a member is removed from the RSVP, they are welcome to re-enroll during the open enrollment period.

Volunteer Station Separation: A volunteer station may separate or ask the RSVP Program Manager to separate a volunteer for cause, including but not limited to extensive absences, misconduct, inability to perform assignments, or failure to accept supervision.

RSVP Member Separation: An RSVP member may request separation from the volunteer assignment if it is not meaningful or satisfying.

July 1, 2014 – June 30, 2015
G. Appeals Process

Any appeal of an adverse action affecting an enrolled RSVP member must be submitted in writing to the RSVP Program Manager. The RSVP Program Manager will provide the information to the RSVP Advisory Committee who will review the situation and provide a written response, acted upon during a quarterly meeting.

H. Member Benefits

1) Annual Recognition
   Each Spring during National Senior Corps Week the RSVP of Muskegon County holds an Annual Recognition event to acknowledge the contributions our members make in our community.

2) Communication Links
   There are several ways to keep up with the Retired and Senior Volunteer Program.
   - Bi-annual newsletter (July and December)
   - Join our United Way of the Lakeshore email listing to receive updates about events and community volunteer opportunities
   - Looking for additional volunteer opportunities? Check out the United Way of the Lakeshore Volunteer Center website.
   - Annual survey of volunteers to ensure safety and satisfaction at station sites.

   The RSVP staff is always available to discuss your questions, ideas, or concerns. Please call to arrange a time to meet and at our office for a cup of coffee!

3) Supplemental Insurance
   All RSVP members are covered by CIMA Insurance while they are serving as volunteers carrying out the approved job task, attending program activities, or traveling between home and the station location.

   This policy supplements any existing accident, liability, or health insurance (including Medicare and Medicaid) carried by the volunteer.

   - See the CIMA ‘Summary of Coverages for more information

   **If you have an accident:** you must inform the RSVP office with in 7 days. We then need to complete the necessary paperwork and reports to determine coverage. All coverage decisions are made by the CIMA Insurance Company

July 1, 2014 – June 30, 2015
It doesn't happen often, but when it does, the results can be serious...a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering for this organization is that you are provided insurance protection in case these things happen to you. There are three kinds of coverage; check with your volunteer coordinator to see which coverages your organization has chosen to provide to you.

SUMMARY OF COVERAGES

I. Excess Accident Medical Coverage

This coverage is in excess of any other health insurance that you have in place. The excess accident medical coverage will pay up to $50,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in, volunteer-related activities. Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident.

Dental care is covered up to $500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit for dental care is $900 per accident.

This coverage also provides up to $50 for repair or replacement of eyeglass frames and up to $50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum benefit under the Excess Accident Medical coverage, including dental and eyeglass expenses, is $50,000.

This insurance does not duplicate benefits payable under any other valid and collectible insurance coverage.

Accidental Death and Dismemberment Coverage - In addition to the accident medical coverage, the plan will pay benefits for death or loss of limb or sight, occurring within one year as a result of a covered accident. See coverage details at www.cimaworld.com.

Exclusions to Accident Insurance - A complete listing of the exclusions is detailed in the insurance policy. Please go to www.cimaworld.com for details.

II. Excess Volunteer Liability Insurance

All registered volunteers (collectively) of an organization are provided with excess volunteer liability insurance at a limit of $1,000,000 per occurrence (subject to an annual aggregate for each named organization.) This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties. This coverage is in excess of and noncontributing with any other valid and collectible insurance you may have.

Exclusions to Volunteer Liability Insurance - A complete listing of the exclusions is included in the insurance policy details, which are available at www.cimaworld.com.

III. Excess Automobile Liability Insurance

This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance applies only after your own insurance is exhausted, or the policy's retention has been exceeded. You are protected for bodily injury or property damage claims arising out of your activities (including driving directly between your home and your workstation).

The liability policy is written at a combined single limit (including both bodily injury and property damage) of $500,000 each accident. This insurance is in excess of the lesser of:

A. $50,000 each accident
B. an amount equal to the applicable limits of liability of any other collectible insurance; or
C. an amount equal to the minimum limit of liability required under the motor vehicle financial responsibilities laws of the state in which the accident occurs.

It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.

Exclusions to Excess Automobile Liability Insurance - A complete listing of the exclusions is in the policy details at www.cimaworld.com.

IV. Commonly asked questions

- My car was damaged in an accident while I was volunteering; will you cover my deductible for the repairs?
  No. The coverage is for liability claims only. There is no coverage for damage to your car.

- I have medical bills related to an accident while I was volunteering. Who do I send the bills to?
  The accident medical plan pays in excess of any other health insurance coverage you have. Send all of the bills to your current health insurance company. If not everything is paid, follow the instructions below for filing a claim.

- I see that the policy provides excess protection if I cause bodily injury or property damage. What if there is an allegation of sexual misconduct or sexual abuse?
  The policy does not provide protection in the event of a criminal proceeding, but it may provide protection in the event of a civil proceeding. You would be entitled to a defense against an allegation of sexual abuse or sexual misconduct under the volunteer liability contract. However, the policy would not defend or indemnify you if you admitted wrongdoing, or if the allegations against you proved true.

- How do I file a claim?
  For any type of claim, you first need to see your volunteer coordinator. If you have an accident claim, you will need a "proof of loss" form (available at our Web site www.cimaworld.com.) Both you and the coordinator must complete the form and send it to CIMA. Keep a copy for your records. Submit your bills to any existing medical insurance plan first. Once you have their "Explanation of Benefits" form(s), send those to CIMA at the address shown on this brochure, along with a copy of your "proof of loss" form. For a claim against you alleging that you caused bodily injury or property damage while volunteering, contact your volunteer coordinator immediately. Provide as much detail as possible about the incident, and obtain any police reports. Your coordinator will then pass this information to CIMA along with a statement that you were volunteering at the time of the incident.

Further Questions?

Visit our Web site, www.cimaworld.com. We have copies of the policies along with additional information concerning the extent and the limitations of these policies.

This brochure is for general description purposes only. It does not amend, modify or supplement any insurance policy. Consult the actual policy for details regarding terms, conditions, coverage, exclusions, products, services and programs which may be available to you.

About Volunteers Insurance Service:

This insurance program is provided by Volunteers Insurance Service Association, Inc. (VIS), a risk purchasing group formed and operating pursuant to the Liability Risk Retention Act of 1966 (25 USC 3901 et seq.). VIS's Articles of Incorporation, Financial Information, and a list of the members of VIS's Board of Directors are available to VIS Members upon request.

Plan administered by:

THE CIMA COMPANIES, INC.
2760 KILLARNEY DR., SUITE 202, WOODBRIDGE VA 22192
TELEPHONE 703.739.9300, 800.468.4200 FAX 703.739.0761
E-MAIL Volunteers@cimaworld.com WWW.CIMAWORLD.COM

Page 2 of 2 (Rev. 1/2014)
IMPORTANT CLARIFICATION

We previously informed you of a change to the combined excess liability policy coverage (excess automobile liability and volunteer liability) for the July 1, 2014 to July 1, 2015 policy period, which read:

This notice affects your combined excess liability policy coverage (excess automobile liability and volunteer liability) for the July 1, 2014 to July 1, 2015 policy period.

Effective July 1, 2014, Section I – Coverage A. Insuring Agreement, No. 2, item a. of the Combined Excess Liability policy will be amended to read:

a. The “bodily injury”, “property damage” or “personal injury” arises out of the performance of the insured’s volunteer service on behalf of the “named organization”.

Coverage for your volunteers will only be provided for claims that occur during their volunteer assignment. There is no longer coverage for claims that occur when the volunteer is on the way to or from their volunteer assignment.

Below is further important clarification:

The policy changes that will take effect July 1, 2014 will not affect the “accident insurance” portion of the plan. The “accident insurance” will continue to provide coverage for the volunteers from their homes to the volunteer stations and back.

The only types of coverage affected by the upcoming change are the “volunteer liability” and “excess automobile liability” coverages, which as a result of the change, will no longer insure the volunteers from their homes to their volunteer stations, and back. Coverage will still be provided during their assigned volunteer duties.
4) Limited Mileage Reimbursement

Depending upon the availability of funds, the Retired and Senior Volunteer program can provide reimbursement for transportation costs to and from your approved volunteer station location.

**Please request travel reimbursement ONLY is the cost of transportation would otherwise prevent you from volunteering.**

**Mileage Reimbursement limits:**

- .20 per mile
- Maximum of $20.00 per month

**Mileage Processing:**

- Mileage will be processed quarterly in October, January, May, and July
- A minimum of $20.00 is required to process a check

**Limitation:**

- Due to limited funding, there is a cap on the total amount of mileage reimbursements that can be approved and processed each quarter. If more requests than funding are received, the reimbursements will be approved by rank of volunteer service area:
  - Primary impact area first
  - Secondary impact area next
  - Other service areas last

Due to the Federal audit requirements the RSVP Program must follow, if a member would like to request approval for mileage reimbursement by:

1. Contacting the RSVP Program Manager to schedule a meeting at the RSVP office (Beginning June 1, 2014)

2. Complete an application for mileage reimbursement that includes an attestation of financial need, and a mapquest mileage calculation for allowable reimbursement

3. Upon approval for the 2014-2015 program year (beginning July 1, 2014) you will receive a letter with a reimbursement form.

   a. ALL required information and signatures must be on the forms.
   b. Forms must be submitted the deadline.

**NO mileage can be reimbursed beginning July 1, 2014 without a pre-approval application and letter from the RSVP Program Manager.**

July 1, 2014 – June 30, 2015
Retired and Senior Volunteer Program of Muskegon County

July 1, 2014 – June 30, 2015

RSVP Volunteer Station Locations

**Primary Impact-based Service**

<table>
<thead>
<tr>
<th>&quot;Legacy of Literacy RSVP&quot;</th>
<th>150 volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>K-5 Literacy</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PHASE I: SY 2014—2015 Implementation</strong></td>
<td></td>
</tr>
<tr>
<td>1. Muskegon Heights Public Schools (50 Positions)</td>
<td></td>
</tr>
<tr>
<td>2. Muskegon Area Public Schools (75 Positions)</td>
<td></td>
</tr>
<tr>
<td>3. Shelby Public Schools (25 Positions)</td>
<td></td>
</tr>
<tr>
<td><strong>PHASE II: SY 2015—2016 Implementation</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PHASE III: SY 2016—2017 Implementation</strong></td>
<td></td>
</tr>
<tr>
<td><strong>School Sites</strong>: TBD</td>
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</tr>
</tbody>
</table>

**Secondary Impact-based Service**

<table>
<thead>
<tr>
<th>&quot;Allies for Health RSVP&quot;</th>
<th>70 volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health &amp; Food Security</strong></td>
<td></td>
</tr>
<tr>
<td><strong>1. Food Distribution—Providing Services</strong> (35 Positions)</td>
<td></td>
</tr>
<tr>
<td>2. <strong>Distributing Health Information / Education</strong> (27 Positions)</td>
<td></td>
</tr>
<tr>
<td>3. <strong>Developing &amp; Maintaining Community Gardens</strong> (8 Positions)</td>
<td></td>
</tr>
</tbody>
</table>

**Other Service Areas**

<table>
<thead>
<tr>
<th>Cultural Heritage (72 Positions)</th>
<th>80 volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Frauenthal Center for the Performing Arts</td>
<td></td>
</tr>
<tr>
<td>2. USS LST 393</td>
<td></td>
</tr>
<tr>
<td>3. Muskegon Heritage Museum</td>
<td></td>
</tr>
<tr>
<td>4. USS Silversides Submarine Museum</td>
<td></td>
</tr>
<tr>
<td>5. Milwaukee Clipper</td>
<td></td>
</tr>
</tbody>
</table>

| Ambassadors of Service RSVP (8 Positions) | |
|------------------------------------------| |
| 1. Supporting Volunteer Management Capacity Building & Training Literacy Volunteers (8 Positions) | |

**JOIN US AND CELEBRATE NATIONAL SERVICE:**

April: Mayors Day and County Administrator Day Honoring National Service

May: **Senior Corps Week**: celebrating Foster Grandparents, Senior Companions, and the Retired and Senior Volunteer Program

May: Annual RSVP Member Recognition Lunch

05/18/2015
A. Advisory Board Roles and Responsibilities

The purpose of the RSVP Advisory Board is to assist in matters affecting the planning, funding and public relations of the Retired and Senior Volunteer Program of Muskegon and Oceana Counties.

The RSVP Advisory Board is made up of key individuals from the community in the focus areas of the grant project who have a passion for volunteerism and the goal of building local capacity for impact-based volunteering.

The RSVP Advisory Board meets four times per year and assists in both appeal resolution and program evaluation.