



## Contact Information

**Julie Spivack, Director**  
**Janet Adair, Volunteer Coordinator**  
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**Email:** [csvp@crpd.org](mailto:csvp@crpd.org)  
**Website:** [www.crpd.org/csvp](http://www.crpd.org/csvp)  
**Office hours:** Monday-Friday  
9:00am-4:00pm



## HANDBOOK



# Welcome to Conejo Senior Volunteer Program (CSVP)

It is always exciting to welcome a new volunteer! You have joined a powerful group of adults age 55 and over who use their life experiences and skills to meet local community needs.

Through your service, you will meet new people and gain new experiences as you share your talents in our community. This handbook has been compiled to acquaint you with the CSVP program. Please review the handbook, and let us know if you have any questions. CSVP Staff contact information is on the back of this handbook.

Thank you for embracing this opportunity to use your skills and abilities to make a difference in our community. We consider it a privilege to serve with you.

Sincerely,  
Julie Spivack, Director

## CSVP Facts and Figures

Currently, more than 1,000 active CSVP volunteers provide 180,000 plus hours at more than 65 local non-profits, schools, and healthcare agencies. Using the industry standard rate of pay, CSVP volunteers save the community over \$5,000,000 annually!

Conejo Recreation and Park District (CRPD) has administered and funded the CSVP program, formerly known as RSVP since 1972.



## Retirement and/or Leave of Absence

If possible, we request that volunteers wishing to retire or take a Leave of Absence, notify their agency liaison at least **four weeks** ahead of their departure date. Providing sufficient notice will allow the agency liaison to find a replacement for the position.

The experiences and insight you have gained as a volunteer are valuable to the agency where you have worked and CSVP. We therefore request that you also notify the CSVP office about your plans so that CSVP can conduct an exit interview in order to evaluate the program. With your help, we can continue to provide the greatest level of satisfaction and service.

## Dismissal

A volunteer may be dismissed at any time. Although the staff will ordinarily work with a volunteer to correct work performance deficiencies, some actions may result in immediate dismissal. A volunteer may also be dismissed for failure to pass any required physical exam or background check as required by the Volunteer Partner Agency. A volunteer who feels his/her dismissal is unjustified may file a grievance as set forth in the Complaint Resolution Policy summarized below.

## Complaint Resolution

CSVP encourages discussion between volunteers and supervisors. You are encouraged to bring problems or concerns to the person who serves as your volunteer coordinator and to resolve them informally.

If your informal discussions do not resolve your concern, we request that you contact the CSVP Director and discuss the concern or problem. In some situations the CSVP Director will ask you to write down the complaint in order to fully review and resolve the situation. You will receive a response within five working days of giving the CSVP Director the written complaint.

If you are not satisfied with the response of the CSVP Director, you may take your written complaint to the Conejo Recreation and Park District GACC Recreation Supervisor and/or Recreation Special Activities Manager who will communicate with you and respond in writing.

## **Gifts**

Although we anticipate that our clients are appreciative of the services and programs provided by CSVP volunteers, under no circumstances shall volunteers accept fees, personal gratuities, or tips from clients. If offered, donations may be made to Conejo Senior Volunteer Program.

## **Confidentiality**

CSVP volunteers may learn personal or sensitive information about clients, donors, or agencies with whom they work. This information, as well as the identification of the clients, is to be held in strict confidence. Inappropriate use of confidential information is sufficient grounds for termination from the assigned agency and may be grounds for separation from CSVP.

All volunteers must abide by the policies of their assigned agencies regarding Internet and Email communication. You may be required to sign a statement that declares your understanding of the agency's policy with regards to technology.

Volunteers should have no expectation of privacy while using available technology at their assigned agency as all the equipment is subject to scrutiny and review. Failure to comply with agency policies could result in termination and possible criminal actions. Please respect the fact that your access and use of technology is a privilege granted to you by your assigned agency.

## **Conflict of Interest/Prohibited Activities**

CSVP volunteers must be aware that outside obligations, financial interests, or employment may result in a conflict of interest and could affect the objectivity of their volunteer involvement. Volunteers should avoid situations that create a conflict of interest, potential conflicts, and relationships that may be perceived as such. CSVP volunteers are not permitted to be involved in political or religious activities while on their volunteer duty.

The City of Thousand Oaks provides free office space and budget assistance for CSVP.

The CSVP Advisory Council raises funds for Volunteer Recognition and to support CSVP strategic goals.



Many groups and individuals donate money and goods to specific programs such as the CSVP Boutique, Goebel Café, and the CSVP Free Income Tax Preparation program.

## **Eligibility, Accessibility and Reasonable Accommodation**

CSVP volunteers must be 55 years of age or older when they are initially enrolled into the program. CSVP is committed to equal opportunity for all program participants. Eligibility may not be restricted on the basis of education, income, experience, race, color, national origin (including individuals with limited English proficiency), sex, age, sexual orientation, political affiliation, religion, or on the basis of disability if reasonable accommodation can be made, and if the volunteer is a qualified individual with a disability. Volunteers have the right to file complaints.

## **Sexual Harassment / Unlawful Discrimination**

CSVP and our affiliated partner agencies are committed to providing harassment-free work environments. To this end, CSVP prohibits discrimination that is sexual in nature and harassment that is based upon race, color, religion, gender, sexual orientation, national origin, age, disability, and individuals with limited English proficiency, or any other basis protected by local, state, and federal laws.

Volunteers aware of any instance of sexual or other harassment should report the matter immediately to the station Supervisor and/or the CSVP Director. All complaints will be investigated immediately, and the appropriate parties will be notified of the findings. Under no circumstances will a volunteer alleging any instance of harassment suffer retaliation for making a report.

## Reporting Your Volunteer Hours

CSVP volunteers donate more than 180,000 hours annually to our community. Every hour you work is a very valuable contribution, and we document these hours in order to report the community activities of our CSVP volunteers to our sponsors. All volunteer benefits, including secondary insurance coverage, receiving the quarterly newsletter, and the annual recognition event are available to “active” volunteers. In order for you to remain an active volunteer, the CSVP office must receive your volunteer hours on a regular basis.

Timesheets may be emailed, faxed, mailed, or dropped off at the CSVP office. We appreciate receiving your hours on a quarterly basis (January-March, April-June, July-September, October-December). In recording your hours, you may include your drive time to and from your volunteer assignment. Additionally, hours spent working on your volunteer assignment at your home count as well.

## Change of Status

Your volunteer personnel records are confidential. In order for the CSVP office to provide you with the best service, we need to have your current address, phone, and emergency contact information. We also need to be kept apprised of your volunteer status with your partner agency. Please notify the CSVP office immediately with any change of status in your volunteer assignment or with your personal contact information.

## Safety

Safety depends on the safety awareness of yourself and those around you. Volunteers should always observe the special safety rules applicable to their work area. Our partner agencies will provide for the safety and supervision of CSVP volunteers. In the case of an injury or accident, please notify the CSVP office as soon as possible.

## Badges and Uniforms

At some volunteer agencies, uniforms and/or TB tests may be required. Many CSVP partner agencies have their own name

badges for volunteers to wear while on duty. If interested, CSVP name badges are available in the CSVP office.

## Recognition

Volunteers serving 150 hours or more in a fiscal year (October 1st through September 30th) are invited to an annual recognition event, sponsored by the CSVP Advisory Council. Volunteers may also receive annual recognition thank you cards, phone calls on their birthdays, anniversary service award pins, and certificates of recognition from State legislators. All active CSVP volunteers receive the CSVP quarterly newsletter.

## Free Excess Insurance coverage

Members of CSVP are covered by a FREE Excess Insurance Policy, which covers:

- Excess Accident Medical Coverage (up to \$50,000)
- Excess Volunteer Liability Insurance (up to \$1,000,000)

This is **NOT** primary insurance; this is a free policy that provides an extra layer of coverage above the volunteer’s personal insurance coverage. Coverage is in effect during volunteer service hours.

## Reporting an Injury

Claims must be filed within 60 days of the accident, the sooner the better. To file a claim, contact the CSVP Director who will assist in filling out a “proof of loss” form, which will be sent to the insurance carrier - CIMA. All claims are first paid by the volunteer’s primary insurance carrier. CIMA assists with payment of non-covered co-pays and deductibles.

**All drivers must maintain the minimum automobile liability insurance as required by the State of California.**

For more information, visit [www.cimaworld.com](http://www.cimaworld.com) or obtain a copy of the CIMA brochure from the CSVP office.

## Reimbursement Policy

CSVP volunteers are not provided with cost reimbursements, but some partner agencies do provide reimbursements. Arrangements are made through the agency.