

GREATER ST. CLOUD AREA

# RSVP

Retired and Senior Volunteer Program  
**VOLUNTEER HANDBOOK**

Serving Benton, Sherburne and  
Stearns Counties in Minnesota

St. Cloud Office  
320-255-7295

Sherburne County Office  
763-635-4505 or 1-877-560-7787



RSVP means to respond, and that is exactly what you are doing as a member of the Retired and Senior Volunteer Program—you are responding to community needs. On behalf of the Staff and Advisory Council of the Retired and Senior Volunteer Program, we welcome you to the program.

I recently heard someone say, *“Everyone is gifted and valued. Share your gifts and you will increase their value both to yourself and others.”*

Thank you for sharing your gifts of time and talents. We look forward to making your volunteer experience enjoyable, worthwhile and meaningful.

Sincerely,

*Lisa J. Braun*

Lisa J. Braun, RSVP Director

## Mission Statement

To engage men and women, age 55 and better, in meaningful volunteer service that strengthens the well-being of both self and community.

## History of RSVP

- Originated in 1965 as part of the Older Americans Act.
- Started as a pilot project in Staten Island, New York as SERVE – Serve and Enrich Retirement through Volunteer Experience.
- SERVE’s success led to the creation of the Retired and Senior Volunteer Program as a national program in 1971.
- In 1973, the Greater St. Cloud Area RSVP began when the City of St. Cloud wrote and received a grant from ACTION, the National Volunteer Agency.
- In 1973, RSVP—along with two other Older American Volunteer Programs (OAVP), the Foster Grandparent Program and the Senior Companion Program—was transferred to the Domestic Volunteer Service Act.
- In 1993, RSVP and the other OAVP programs were renamed as the National Senior Service Corps (NSSC) and became part of the Corporation for National and Community Service (CNCS).

## Services of RSVP

- Empower and support volunteers to help meet community needs
- Be a bridge between the volunteer and agencies utilizing volunteers
- Advocate for productive aging

## Community Involvement

- 1,248 active RSVP volunteers
- 159,342 hours of service to local communities
- 190 community or human service agencies benefit from the services of RSVP volunteers. These sites include licensed health care facilities, non-profit agencies and government entities.

## Funding Sources

RSVP is a national, non-profit organization sponsored locally by the City of St. Cloud. Funding sources include:

- Corporation for National and Community Service (Federal)
- Minnesota Board on Aging (State)
- Sherburne, Benton and Stearns Counties
- Cities of Elk River, Sartell, Sauk Rapids, St. Cloud, St. Joseph, St. Joseph Township, and Waite Park
- United Way of Central Minnesota, Sherburne County Area United Way
- Private donors from community businesses and service organizations
- RSVP volunteers

## Funding Uses

- **Administrative Support:** salaries, benefits, office supplies and equipment
- **Volunteer Support:** optional mileage reimbursement, insurance, recognition, and orientation

## RSVP Volunteer Benefits

*There is no cost to belong to RSVP or to receive benefits.*

### **Personal volunteer enrollment/orientation/placement:**

The enrollment process allows our staff to understand your interests and commitment preferences, in order to place you in a volunteer assignment that is most rewarding and meaningful for you!

### **Annual volunteer recognition**

**Optional mileage reimbursement:** RSVP volunteers driving themselves or using public transportation are eligible for reimbursement. This benefit is an option to help volunteers with the cost of transportation to and from their volunteer site (not including miles driven as part of the volunteer assignment, ie: meals on wheels delivery route). A 20 mile per day limit applies. Reimbursements are made twice a year and rates vary. Reimbursements totaling less than \$5.00 in a year will not be reimbursed.

### **Supplemental accident and liability insurance\***

- Medical Indemnity
- Accidental Death and Dismemberment Coverage
- Personal Liability
- Excess Automobile Liability

*\*Volunteer liability insurance only covers RSVP volunteers during the time of their volunteer service.*

## RSVP Timesheets

There are many reasons RSVP volunteers are required to complete the timesheets after each shift at a volunteer agency:

- **Documenting volunteer service for legal purposes:** Timesheets serve as essential legal records of volunteer service for accident, personal liability and excess automobile liability insurance and legal representation.
- **Optional mileage reimbursement:** To receive this benefit, RSVP timesheets must be completed and signed by the volunteer and agency supervisor each month.
- **Maintaining active volunteer status:** Service hours documented on RSVP timesheets indicate that a volunteer is an active member. Active volunteers are placed on the mailing list for newsletter distribution and recognition.
- **Follow-up with agencies:** Timesheets allow RSVP to provide information to volunteer agencies, funding sources, volunteers, and members of the community at large.
- **Most importantly, timesheets demonstrate the value of RSVP volunteer contributions.**




## Every RSVP volunteer has the right to:

- Volunteer regardless of race, color, sex, national origin, age (must be 55 or over to join the program) marital status, status with regard to public assistance, familial status, sexual orientation, or disability.
- An appropriate, enjoyable and worthwhile assignment.
- Change or take on additional assignments.
- Decline any ongoing or one-time volunteer opportunities presented by RSVP staff.
- Be treated with respect, appreciation and recognition.
- Orientation, training and supervision with feedback.
- Know as much about RSVP and the volunteer agency as possible including its benefits, staff, policies and programs.
- Have regular contact with RSVP staff.
- Express dissatisfaction or grievance related to RSVP or a volunteer agency to the RSVP staff, or the Volunteer Support Committee of the RSVP Advisory Council.
- Decline donation requests from volunteer agencies.
- Review their RSVP file, with at least 24 hours notice.



## Every RSVP volunteer has the responsibility to:

- Be prompt, dependable and reliable as a volunteer. Notify the agency supervisor of necessary absences as far in advance as possible.
  - Fill out the timesheet every time you volunteer. Avoid recording volunteer hours on RSVP timesheets which are spent performing religious or political activities.
  - Inform RSVP staff and your agency supervisor of address, telephone, or e-mail changes.
  - Wear an RSVP or agency name tag while volunteering.
  - Inform the agency supervisor of any accidents or injuries incurred while volunteering.
  - Comply with the RSVP Termination Policy, which states that volunteers may be terminated at any time by agency partners and/or RSVP. Grounds for termination may include, but are not limited to:
    - Breach of confidentiality.
    - Physical, mental or emotional inability to serve.
    - Incompatibility with agency partners and/or RSVP staff.
    - Offensive behavior, sexual harassment or workplace violence.
    - Consumption of illegal drugs or alcohol immediately prior to or during volunteer assignments.
  - Adhere to all policies of the volunteer agency.
  - Temporarily discontinue service at a volunteer agency in the event of an employee strike.
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## RSVP Contact Information

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**[www.ci.stcloud.mn.us/RSVP](http://www.ci.stcloud.mn.us/RSVP)**  
**email: [rsvp@ci.stcloud.mn.us](mailto:rsvp@ci.stcloud.mn.us)**

### **St. Cloud Office**

Whitney Center  
1527 Northway Drive, St Cloud, MN 56303  
Phone: 320-255-7295  
Fax: 320-650-3463

### **Sherburne County Office**

Elk River Senior Center  
413 Proctor Avenue, Elk River, MN 55330  
Phone: 763-635-4505 or Toll Free: 1-877-560-7787

RSVP, sponsored by the City of St. Cloud, is committed to creating and maintaining a workplace atmosphere that is free of discrimination, harassment, and/or offensive behavior based on an individual's race, color, creed, religion, sex, national origin, pregnancy, age, disability or sexual orientation.

Upon request, accommodations will be provided to allow individuals with disabilities to participate in all RSVP services, programs and activities.



## RSVP Volunteer Agencies

200 Orphanages Worldwide  
AARP Tax Aide Program - Elk River  
AARP Tax Aide Program - St Cloud  
All Saints Academy  
Alzheimer's Association  
American Red Cross Sherburne County  
American Red Cross St. Cloud  
Angels On Main  
Arlington Place  
Avon Food Shelf Inc  
Becker Area Senior Center  
Becker Food Shelf  
Benton County Parks Department  
Benton County Sheriff's Office  
Big Brothers Big Sisters of Central MN  
Big Lake Community Food Shelf  
Big Lake Public Library  
Boys & Girls Club Eastside  
Boys & Girls Club Roosevelt  
Boys & Girls Club Southside  
Brookdale Sterling House  
Sauk Rapids  
CAER Center  
Catholic Charities Administration  
Catholic Charities Emergency Services  
Catholic Charities Youth Transitional House  
CentraCare Health-Monticello - Hospital  
Central MN Adult Basic Education  
Central MN Foster Grandparent Program  
Central MN Habitat for Humanity  
Central MN Habitat for Humanity Restore  
Central MN Re-Entry Project  
Central MN SCORE  
Child Care Choices  
City of Elk River Administration  
City of Elk River Parks and Recreation  
City of Sartell Police Dept  
City of Sauk Rapids  
City of St Cloud Admin/ Granite City Days  
City of St Cloud Human Resources  
City of St Cloud Park & Recreation Dept  
City of St Cloud Planning Department

City of Waite Park	D 742 Apollo High School	Friends of the Elk River Library	Quiet Oaks Hospice House
City of Waite Park Police Dept.	D 742 Clearview School	Friends of the St. Cloud Public Library	Reach Up Headstart
Clearwater Public Library	D 742 Discovery School	Good Shepherd Apartments	Reader's Theater St Cloud
Communication Center	D 742 District Administration	Good Shepherd Memory Cottages	Resource Training and Solutions
Country Manor Apartments	D 742 Kennedy School	Good Shepherd Nursing Home	Ridgeview Place
Country Manor Health Care Center	D 742 Lincoln School	Good Shepherd Senior Expo	Rivers Of Hope
Cross Center	D 742 Madison School	Good Shepherd—Shepherd of Grace	ROCORI Food Shelf
CSB/SJU Fine Arts Programming	D 742 Oak Hill School	GREAT (Great River Educational Arts Theater)	RSVP
D 47 Mississippi Heights Elementary	D 742 Parent in Action	Great River Area Faith In Action	RSVP Falls Prevention
D 47 Pleasantview Elementary	D 742 Roosevelt School	Guardian Angels By The Lake	RSVP Warm Fuzzies
D 47 Rice Elementary	D 742 Southside Boys & Girls Club	Guardian Angels Care Center	RSVP Woodblock and Toy Project
D 47 Sauk Rapids Rice Community Ed	D 742 Talahi Community School	Guardian Angels Housing	Rural Stearns Faith in Action
D 47 Sauk Rapids Rice High School	D 745 Albany Area Schools	Hands Across the World	Salvation Army
D 51 Foley Elementary	D 748 Oak Ridge Elementary	Heartland Home Health Care and Hospice	Samaritan Way
D 51 Foley Schools Admin- istration	D 748 Pine Meadow Elementary	Heritage of Foley	Senior Dining Administration
D 726 Becker Community Ed	D 748 Sartell High School	Independence Center, Inc.	Senior Dining Becker
D 727 Big Lake High School	D 748 Sartell Middle School	Legends at Heritage Place	Senior Dining Big Lake
D 728 Elk River Community Ed	D 748 Sartell St Stephen Community Ed	Metro Bus	Senior Dining Elk River
D 728 Elk River ECFE	D748 Sartell St Stephen Early Childhood	Metro North ABE	Senior Dining Elk River Meals on Wheels
D 728 Elk River High School	DNR St. Cloud	Mid-Minnesota Legal Aid-St Cloud Office	Senior Dining Foley
D 728 Elk River Special Services	Elk River Activity Center	MOPS Otsego	Senior Dining Kimball
D 728 Salk Middle School	Elk River Area Arts Alliance	New Beginnings	Senior Dining Rice Meals on Wheels
D 728 Westwood Elementary	Elk River Area Chamber of Commerce	NWRA	Senior Dining St Joseph Meals on Wheels
D 728 Zimmerman Elementary	Elk River Community Theatre	Opportunity Matters, Inc.	Senior Dining Whitney
	Elk River Public Library	Paramount Theatre	Senior Dining Zimmerman
	Fairview Northland Medical Center		Senior Helpers Senior Helping Hands Program

Sherburne County Area United Way	St Cloud HRA
Sherburne County Attorney's Office	St Cloud Math & Science Academy
Sherburne County Bailiffs	St Cloud Public Library
Sherburne County Health & Human Svcs -PH	St Cloud State University
Sherburne County Health & Human Svcs -SS	St Cloud Symphony Orchestra
Sherburne County Sheriffs Office	St Cloud VA Healthcare System
Sherburne History Center	St John's Area School
Sherburne National Wildlife Refuge	St Joseph Community Food Shelf
Sherburne Soil & Water Conservation	St Katharine Drexel School
Social Security Administration	St Scholastica Convent
St Benedict's Center	Stearns County District Court
St Benedict's Center Benet Place	Stearns County Emergency Management
St Benedict's Monastery	Stearns County Jail
St Cloud Area Chamber Of Commerce	Stearns County Public Health
St Cloud Area Fun Singers	Stearns History Museum
St Cloud Area YMCA	Sterling Park Health Care
St Cloud Downtown Council	Sterling Park Senior Community
St Cloud Figure Skating Club	Talahi Care Center
St Cloud Hospital	Treasure Chest
St Cloud Hospital Home Delivered Meals	Tri Cap
St Cloud Hospital Hospice Program	Tri County Humane Society
	United Way of Central Minnesota
	WACOSA
	Waite Park Public Library
	Whitney Senior Center

For a complete list of current volunteer opportunities visit  
[www.ci.stcloud.mn.us/RSVPmenu](http://www.ci.stcloud.mn.us/RSVPmenu)