

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

- 1,203 active RSVP volunteers
- 149,085 hours of service to local communities
- 186 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
- Donations from community businesses, foundations, service organizations and individuals

Funding Uses

- Administrative Support: salaries, benefits, office supplies and equipment
 - Volunteer Support: optional mileage reimbursement, insurance, recognition, and orientation
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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, take on, or 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.
- Express dissatisfaction or concerns related to RSVP or a volunteer placement to the RSVP staff.
- Decline donation requests from volunteer agencies.
- Review their RSVP file, with at least 24 hours notice.
- RSVP volunteers who are terminated by RSVP may appeal the decision within seven days of the termination notice. If such an appeal is requested, the RSVP Director will call a meeting of the RSVP Volunteer Support Committee of the RSVP Advisory Council to hear the concerns of the volunteer regarding the termination. The Volunteer Support Committee may also gather information from others responsible for the termination to determine if the volunteer was treated fairly in the process. The Volunteer Support Committee will determine if the termination should be final.

Every RSVP volunteer has the responsibility to:

- Be prompt, dependable and reliable.
 - Record service time each time you volunteer.
 - 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.
 - Adhere to all policies of the volunteer placement site.
 - Decline all compensation from a service recipient or anyone affiliated with a service recipient.
 - Avoid any action which would result in termination from all service through RSVP. Grounds for termination as a member of RSVP may include, but are not limited to:
 - Breach of confidentiality
 - Misconduct
 - Physical, mental or emotional inability to serve
 - Failure to accept supervision
 - Offensive behavior, sexual harassment or workplace violence
 - Consumption of illegal drugs or alcohol immediately prior to or during volunteer assignments.
 - Extensive and unauthorized absences
- If a member of RSVP has taken an action which is grounds for termination, the steps in the termination process will be as follows, unless the action is so egregious that it requires immediate termination:
- **Oral reprimand documented in the volunteer's file.**
 - Written reprimand, signed by the volunteer, which will be placed in his/her file.
 - Termination of the individual as an RSVP member.
- Avoid recording RSVP service time for any of the following:
 - Political activity (*including voter registration/transportation or efforts to influence legislation*);
 - Duties which would be performed by an employed worker, result in displacement of an employed worker or impair existing contracts for service (*RSVP volunteers must temporarily discontinue service at a volunteer agency experiencing an employee strike*);
 - Providing religious instruction, conducting worship services, or engaging in proselytization.

RSVP Contact Information

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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

See final pages for a comprehensive list
of Partner Agencies at which RSVP
volunteers served in 2016.

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	Catholic Charities Administra-	City of Waite Park	D 728 Metro North ABE
AARP Tax Aide Program -	tion	City of Waite Park Police	D 728 Parker Elementary
Sherburne County	Catholic Charities Emergency	Dept.	D 728 Salk Middle School
AARP Tax Aide Program - St	Services	Clearwater Public Library	D 728 Westwood Elementary
Cloud	CentraCare Monticello	Communication Center	D 728 Zimmerman
All Saints Academy - St Cloud	Central MN Adult Basic	Country Manor Apartments	Elementary
All Saints Academy - St Joseph	Education	Country Manor Health Care	D 742 Administration
Alzheimer's Association	Central MN Council on Aging	Center	D 742 Clearview School
American Red Cross St Paul	Central MN Foster Grand-	Cross Center	D 742 Discovery School
American Red Cross St. Cloud	parent Program	CSB/SJU Fine Arts Program-	D 742 Kennedy School
Angels On Main	Central MN Habitat For	ming	D 742 Lincoln School
Anna Marie's Alliance	Humanity	D 47 Mississippi Heights	D 742 Madison School
Arlington Place	Central MN Habitat for	Elementary	D 742 North Jr High
Avon Food Shelf Inc	Humanity Restore	D 47 Pleasantview Elementary	D 742 Oak Hill School
Becker Area Senior Center	Central MN SCORE	D 47 Rice Elementary	D 742 Talahi Community
Becker Food Shelf	City of Elk River Administra-	D 47 Sauk Rapids Rice	School
Becker Public Library	tion	Community Ed	D 745 Albany Area Schools
Benton County Human	City of Elk River Parks and	D 47 Sauk Rapids Rice High	D 748 Oak Ridge Elementary
Services	Recreation	School	D 748 Pine Meadow
Benton County Sheriff's Office	City of Sartell	D 47 Sauk Rapids Rice Middle	Elementary
Big Brothers Big Sisters of	City of Sartell Police Dept	School	D 748 Sartell High School
Central MN	City of Sauk Rapids	D 51 Foley Elementary	D 748 Sartell Middle School
Big Lake Community Food	City of St Cloud Admin	D 51 Foley Schools	D 748 Sartell St Stephen
Shelf	City of St Cloud Human	Administration	Community Ed
Big Lake Public Library	Resources	D 727 Liberty Elementary	DNR St. Cloud
Boys & Girls Club Eastside	City of St Cloud Park &	School	Elk River Activity Center
Boys & Girls Club Roosevelt	Recreation Dept	D 728 Elk River Community	Elk River Area Chamber of
Boys & Girls Club Southside	City of St Cloud Planning	Ed	Commerce
Brookdale Sauk Rapids	Department	D 728 Elk River ECFE	Elk River Public Library
CAER Food Shelf	City of St Cloud Wastewater	D 728 Elk River High School	Fairview Home Care and
		D 728 Meadowvale Elemen-	Hospice
		tary	Fairview Northland Medical
			Center

Fare For All – Elk River,
St Cloud, St Joe
Friends of Sherburne Nat'l
Wildlife Refuge
Friends of the Big Lake
Library
Friends of the Elk River
Library
Friends of the St Cloud
Library
Good Shepherd Apartments
Good Shepherd Memory
Cottages
Good Shepherd Nursing Home
Good Shepherd Senior Expo
Good Shepherd Shepherd of
Grace
Great River Educational Arts
Theatre
Great River Chorale
Great River Faith In Action
Guardian Angels By The Lake
Guardian Angels Care Center
Guardian Angels Corporate
Office
Guardian Angels Elim Home
Care + Hospice
Guardian Angels Housing
Hands Across the World
Heartland Home Health Care
and Hospice
Heritage of Foley
Independence Center, Inc.

Legends at Heritage Place
LSS Refugee Services
Make-A-Wish MN
Milestones
NWRA
Oliver Kelley Farm
Open Doors for Youth
Opportunity Matters, Inc.
Paramount Theatre
Quiet Oaks Hospice House
Reach Up Inc
Recovery Plus
Resource Training and
Solutions
Ridgeview Place
Rivers Of Hope
ROCORI Food Shelf
RSVP
RSVP Falls Prevention
RSVP Reader's Theater
St Cloud
RSVP Warm Fuzzies
RSVP Woodblock and Toy
Project
Rural Stearns Faith in Action
Salvation Army
Senior Dining Administration
Senior Dining Becker
Senior Dining Big Lake
Senior Dining Elk River
Senior Dining Foley
Senior Dining Kimball

Senior Dining Rice
Senior Dining St Joseph
Senior Dining Whitney
Senior Dining Zimmerman
Senior Helpers
Sherburne County Area
United Way
Sherburne County Attorney's
Office
Sherburne County Health &
Human Svcs
Sherburne County Sheriff's
Office
Sherburne History Center
Sherburne National Wildlife
Refuge
Social Security Administration
St Benedict's Center
St Benedict's Monastery
St Cloud Area Chamber Of
Commerce
St Cloud Area Fun Singers
St Cloud Area YMCA
St Cloud Hospital
St Cloud Hospital Home
Delivered Meals
St Cloud Hospital Hospice
Program
St Cloud HRA
St Cloud Public Library

St Cloud Symphony Orchestra
St Cloud Technical and Com-
munity College
St Cloud VA Healthcare Sys-
tem
St Elizabeth Ann Seton Catho-
lic School
St Francis Xavier School
St John's Area School
St Joseph Community Food
Shelf
St Katharine Drexel School
St Scholastica Convent
Stearns County Emergency
Management
Stearns County Jail
Stearns County Public Health
Stearns History Museum
Sterling Park Senior Living
Talahi Senior Campus
Treasure Chest
Tri Cap
Tri County Humane Society
United Cerebral Palsy
United Way of Central Minne-
sota
WACOSA
Waite Park Public Library
Whitney Senior Center
Youth Theatre Workshop