

RSVP and The Volunteer Center

It is my pleasure to take this opportunity to welcome you to RSVP and The Volunteer Center.

There exists today, perhaps more than ever before, a tremendous need for volunteers in many of the non-profit community agencies throughout Rutland County. Volunteers are needed to share their experience, time, and expertise with others. RSVP/VC has many opportunities to offer you. Together we can work to build a better life for our community. Through you gifts of time and talents, you are sharing a precious gift - YOURSELF!

This handbook was written for you, the volunteer, as a part of your orientation to our program. We hope you will take the time to read the information, and then feel well prepared to begin your volunteer assignment. Please feel free to openly share any hesitations or concerns with us so that we can respond to you in a helpful manner. RSVP/VC exists to serve YOU, its volunteers. We are here to work with you.

Our main office is located on the second floor of the Dana School Bldg., 39 East Center Street, Rutland, VT 05701.

Please call us at 775-8220 Monday - Friday from 8AM until 4PM. We also can be reached through Email at RSVPRUTLND@aol.com. Visit our website at www.volunteersinvt.org We also have an answering machine for when we are not in the office, and ask that you leave your name and number so we can return your call.

Enjoy your volunteer work!

*Nan M. Hart
Director*

*Jerry Weil
Program Developer*

*Michele Dauphinais
Volunteer Coordinator
Coordinator*

*Patricia Facey
Office and Community*

SPECIAL PROJECTS

Special projects, a component of RSVP/VC, have been developed to attract volunteers who are looking for a unique challenge and to respond to well defined community needs where there might be gaps in service. Volunteers will be recruited to participate in projects such as the Rutland County Reads or the Bone Builders Programs which are implemented and managed out of our office. Other projects may relate to the arts and humanities, to business, to the environment, and to other areas of interest. Special projects will also focus on forming coalitions to help meet the needs of the community. RSVP special projects staff will meet with local organizations to try to develop creative ways to solve community problems using special project volunteers.

WHAT IS A VOLUNTEER STATION?

Volunteer Station is a term we use to refer to a non-profit organization that has a written agreement with RSVP/VC to provide volunteer assignments for you. RSVP/VC works with over 100 organizations in Rutland County. For a complete list of stations stop by our office or give us a call. Each volunteer station has a station supervisor who will provide you with orientation and training for your particular work assignment and will be our regular contact person at the station. He/She will provide you with information about how you can be most helpful and in return, will listen and attempt to accommodate your needs as a volunteer. The relationship that develops between a volunteer and his/her station supervisor is an ongoing process of understanding and caring that enables you to grow and work together.

STATION RESPONSIBILITIES

- *To provide safe working conditions for RSVP volunteers.*
- *To provide orientation and training.*
- *To collect and submit volunteer's hours.*
- *Not to displace a paid worker with a volunteer.*
- *To assist when possible with transportation arrangements.*
- *To provide meals to volunteers at no cost, when possible.*
- *To recognize the achievement of RSVP volunteers and identify them as RSVP volunteers.*

WHAT IS RSVP/VC?

RSVP is an invitation to serve. It is a national program designed to provide opportunities for persons 55 and older who continue to remain actively involved in the life of their community. The aim is to develop specific volunteer opportunities that utilize the particular skills and interests of each individual volunteer with an eye to what needs to get done in the community.

The Volunteer Center has the same mission but places people under 55 and is a local initiative with no federal or national funding source.

Depending upon the area in which you live, a volunteer coordinator will be responsible to stay in contact with you after you are assigned to your volunteer station, to ensure your satisfaction with your assignment. If any changes are needed to help you become more comfortable or to enable you to upgrade your volunteer work allowing for greater personal growth, your coordinator will assist you.

WHO CAN JOIN RSVP/VC?

Anyone with a desire to get involved in service to their community is eligible to be an RSVP/VC volunteer. There are no educational, income or experience requirements, nor any barriers to citizenship, race, creed, nationality, or political affiliation. There are NO dues or membership fees, or meetings to attend.

WHAT RSVP/VC OFFERS YOU

- *A personal interview and assessment of your skills.*
- *On going follow-up and support by your coordinator.*
- *Three types of free supplemental insurance while you volunteer: personal injury; personal liability, excess automobile.*
- *Limited transportation assistance if needed.*
- *Free meal, if you volunteer during a mealtime and the organization has meal facilities.*
- *Annual recognition events.*
- *Social interaction and a chance to meet new people.*
- *An opportunity to learn new skills.*
- *Quarterly newsletter.*
- *Referral information.*
- *The opportunity to annually evaluate your volunteer assignment.*
- *Changes in your volunteer work whenever you want.*

YOUR RESPONSIBILITIES AS AN RSVP VOLUNTEER

- *To identify yourself as an RSVP volunteer.*
- *To cooperate with your volunteer station supervisor, especially regarding confidential information.*
- *To conduct yourself in a professional manner.*
- *To avoid unsafe tasks, such as heavy lifting and advise your station supervisor of unsafe conditions.*
- *To report all incidents regarding personal injury to your station supervisor and RSVP promptly.*
- *To notify the RSVP office of change in address, telephone, marital status, or volunteer assignment.*
- *To notify the RSVP office if there are problems that are not able to be resolved with your station supervisor.*
- *To notify the volunteer station if you are not able to work.*
- *To "sign in" when you volunteer so that your time is recorded.*

WHY DO WE NEED YOUR VOLUNTEER HOURS?

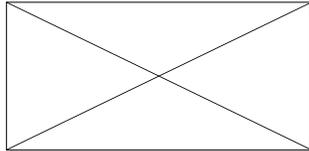
It is very important that RSVP/VC knows how much time you spend volunteering at your station because:

- 1. The federal government requires us to keep track of your time spent volunteering as a means of assessing our performance.*
- 2. It indicates that you are an active RSVP/VC volunteer and thus allows you to participate in RSVP/VC recognition events, etc.*
- 3. It provides proof that you were volunteering in case of an insurance claim.*
- 4. It allows us to share with other funders quantitative data which they require.*
- 5. It provides information to our legislators about the types of volunteer work and numbers of hours of service. This information assists them in deciding the amount of federal monies appropriated for all RSVP projects in the U.S.*
- 6. It helps RSVP promote seniors as active contributing members of their communities. This helps to dispel the myths held by some that people who are older are useless, a drain on society, and have nothing to contribute. We know that couldn't be farther from the truth but collecting hard data helps RSVP to tell the true story of today's seniors.*

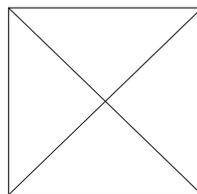
The RSVP Advisory Council is made up of members selected from the community at large. The Council includes Volunteer Station representatives, volunteers, and other interested community members. We encourage and invite your participation on the council. The Council's role is to keep abreast of what is being accomplished at RSVP/VC, to offer advice to RSVP/VC staff, to advocate for RSVP/VC in the community at large, and to assist staff with certain activities, in particular, the annual Recognition Events.

RSVP/VC-Part of the Community Care Network/Rutland Community Programs

RSVP/VC is sponsored by Rutland Mental Health Services, Inc. and is part of the Rutland Community Programs division. As such, we are part of the Community Care Network and are members of a large family of programs designed to improve the health status of our community, be it physical or mental through human and health care services.



RSVP/VC is also a proud member of our local United Way.



GRIEVANCE PROCEDURES

RSVP/VC recognizes that not all volunteer assignments are without problems. At times, problems may arise that cannot be resolved by talking. The grievance procedure provides an RSVP volunteer with a means of presenting grievances without fear of reprisals. The volunteer can request a grievance meeting with the RSVP/VC coordinator after discussing the problem without satisfactory resolution with the volunteer station supervisor. The coordinator will try to find an acceptable resolution. If the volunteer still feels his/her needs have not been met, a meeting can be requested with the RSVP/VC Director. If an acceptable resolution is not reached at this level, the volunteer may request, in writing, a meeting with the Rutland Community Programs Board of Directors. The decision of this Board is final.

IMPORTANT NOTICE RELATIVE TO INSURANCE COVERAGE

In order to minimize risks associated with volunteering, all non-profit agencies that utilize RSVP/VC volunteers have signed an agreement to be an RSVP/VC station. These agreements are kept on file in our office and updated annually.

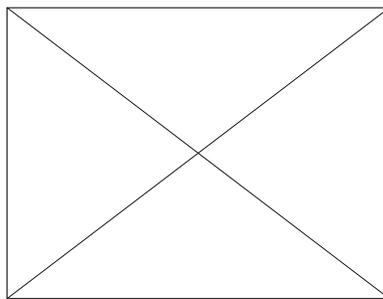
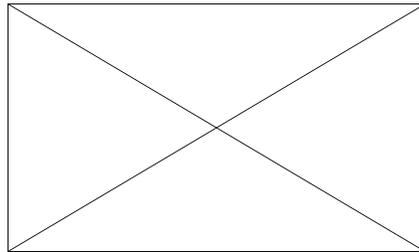
While volunteering at these designated stations, your RSVP/VC insurance is in effect. At times you may want to take on additional work aside from your RSVP/VC work. Under these circumstances you will not be covered by RSVP/VC insurance unless we are notified by you and the station understands you are volunteering there as an RSVP/VC volunteer.

This is for your protection. We ask that you please adhere to this procedure.

HANDICAP ACCESSIBILITY

Title V, Section 504 of the Rehabilitation Act of 1973 (as amended) prohibits discrimination against disabled persons in all programs, services and activities receiving federal funds. It is a policy of the National Corporation for Community Service that its programs and activities be available and usable by individuals with disabilities

Rutland County



Volunteer Handbook

***RSVP/VC is located at:
39 East Center Street
Rutland, VT 05701***

***(802) 775-8220
FAX: (802) 775-8221
Email: RSVPRUTLND@aol.com
Website: www.volunteersinvt.org***

***RSVP, The Senior Companion Program, and
The Foster Grandparent Program are all part
of the National Senior Service Corps, a
division of the Corporation for National***

Service.

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