



AmeriCorps
Seniors

RSVP

VOLUNTEER HANDBOOK



AmeriCorps Seniors RSVP is a national organization sponsored locally to serve Benton, Sherburne, Stearns, and Wright Counties.



Funded by:

- AmeriCorps
- Benton County
- Central Minnesota Community Foundation
- Cities of St. Cloud, St. Joseph, St. Joseph Township, Sauk Rapids and Waite Park
- Great River Energy
- Minnesota Board on Aging
- Sherburne County

Along with local community business, foundations, service organizations and individuals.

**AmeriCorps Seniors
RSVP Team**
Tauna Quimby,
Program Coordinator
Heather Brooks,
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Jennifer Wucherer,
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We welcome you!

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

Our Goals: To promote positive and healthy aging
To meet critical community needs with the help of RSVP volunteers.

Our Vision: To serve as a bridge between volunteers and human service organizations.

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.

What is AmeriCorps Seniors RSVP?



AmeriCorps Seniors RSVP is a national program of AmeriCorps along with the Foster Grandparent and Senior Companion Programs. RSVP pairs adults age 55+ with organizations facing local, regional, and national challenges.

Partner Organizations serve the needs in the local community with the help of volunteers.

RSVP Volunteers choose how, where, and when they want to serve.

Our story

In 1973, the Greater St. Cloud Area RSVP began when the City of St. Cloud wrote and received a grant from ACTION, a National Volunteer Agency.

Today our local RSVP serves over 1,000 volunteers and supports 150+ partner organizations in Benton, Sherburne, Stearns, and Wright Counties. Our community partners include non-profit organizations, licensed health care and government entities.



Program Overview

When you decide to pursue a volunteer opportunity, we'll introduce you to the agency partner and assist you in getting involved.

Each time you volunteer, you'll sign in so your service hours will be tracked (and record your mileage if you're applying for reimbursement).



At any time, your Program Coordinator is here to help. Throughout your time with RSVP we'll be here to check in, provide you with assistance, say thanks, and introduce you to new opportunities when it's right for you. New opportunities are regularly posted and available on our website at www.ci.stcloud.state.mn/rsvp.

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

AmeriCorps Seniors volunteers report better health and longevity having served their community. Additional benefits include:



Personalized Experience – Our staff will connect you to volunteer opportunities that meet your interests and availability. It's important to us that you have positive and worthwhile opportunities that foster community connections and make a difference. You choose when, where, and how you serve through RSVP.

Optional Mileage Reimbursement: We can help with the cost of transportation to and from your volunteer assignments through our optional mileage reimbursement program (up to 20 miles per day). Twice a year we add up your miles and send reimbursement checks out. The amount we can pay “per mile” may vary each period, as it is calculated based on current funding.

While RSVP is unable to reimburse you for miles driven *during* your volunteer assignment, some of our agency partners do offer reimbursement. RSVP volunteers are exempt from paying taxes or having benefits impacted from volunteer reimbursements.



Volunteer Recognition

Your gift of time and experience is valuable! We show appreciation in heartfelt ways, such as: a birthday greeting, a friendly visit, and sometimes even small gifts and appreciation events.



Accident & Liability Insurance (during service)*:

Our RSVP program pays for and provides Accident and Liability insurance to cover you while you are volunteering. In case of injury or accident while you are volunteering, first seek assistance, then notify the RSVP offices about the incident. An example of our accident reporting form is included within your folder.

*Please refer to Volunteers Insurance Service Association, Inc brochure for details.

Your Volunteer Rights

Please talk to a member of our AmeriCorps Senior RSVP team if you feel that any of your volunteer rights are being violated at any time during your service.

You have a right to:

- Have an enjoyable and worthwhile assignment.
- Change, take on, or decline any ongoing or one-time volunteer opportunity presented by RSVP staff.
- Be treated with respect, appreciation, and recognition.
- Orientation, training, and supervision with feedback.
- Express dissatisfaction or concerns to RSVP staff related to a volunteer placement or RSVP.
- Say no to donation requests from volunteer agencies.
- Ask questions about the volunteer position or the organization, including mission, services, and funding.
- Request your service documentation information from the RSVP office.
- Utilize the steps in the RSVP Grievance Procedure to express dissatisfaction related to RSVP. (See page 7)
- Appeal an RSVP membership termination decision within seven days of the action. (See page 7)
- Volunteer regardless of race, color, gender, national origin, age (must be 55+ for RSVP membership), marital status, status with regard to public assistance, familial status, sexual orientation, or disability.



RSVP Senior Friendship Circle (SFC) members gather for fellowship.
Leading an SFC group is just one of many volunteer opportunities available through RSVP.

When You Volunteer ...

- Be prompt, dependable and reliable.
- Record service hours each time you volunteer and always sign for transportation reimbursement.
- Contact organization supervisor if you're unable to serve as scheduled.
- Inform RSVP of address, telephone or e-mail changes.
- Wear an RSVP or agency name tag.
- Inform the agency supervisor of any accidents or injuries that happen while volunteering.
- Decline all compensation/gifts from a service recipient or anyone affiliated with a service recipient.
- Adhere to all policies/procedures of the volunteer placement site and RSVP rules. Avoid any action which would result in termination from service to the site or RSVP. Grounds for termination as a member of RSVP may include, but are not limited to:
 - Breach of confidentiality
 - Offensive behavior, sexual harassment, or workplace violence
 - Consumption of illegal drugs or alcohol immediately prior to or during volunteer service
 - Breaking the law*(A copy of our full Termination Policy is available on page 7.)*
- Avoid recording RSVP service time for any of the following:
 - Political activity
 - Duties which would displace a paid employee or impair an employee contract
 - Religious instruction, conducting worship services, or engaging in proselytization*(A copy of our full Prohibited Activities is available on page 7.)*



Additional Information and Disclosures

RSVP Grievance Procedure

Step 1: Any volunteer dissatisfaction or grievance related to the RSVP program may be directed to the RSVP Director within seven days of the occurrence. The RSVP Director will respond to the volunteer within ten calendar days.

****If grievance is toward RSVP staff, then the grievance may be taken directly to the Volunteer Support Committee of the RSVP Advisory Council (Step 2).***

RSVP Prohibited Activities

While acting as an RSVP volunteer:

- An RSVP volunteer may not receive a fee for service from service recipients, their legal guardian, members of their family, or friends.
- RSVP volunteers may not engage in any political activity, such as voter registration, voter transportation to polls, electoral activities, and efforts to influence legislation.
- RSVP volunteers may not perform duties which would be performed by an employed worker, supplant the hiring of an employed

Step 2: If the grievance has not been settled at Step 1, the volunteer may present in writing within ten calendar days after receiving the response of the RSVP Director to the Volunteer Support Committee of the RSVP Advisory Council. The Volunteer Support Committee of the RSVP Advisory Council will respond to the volunteer within ten calendar days.

worker, duties which result in displacement of an employed worker or impair existing contracts for service.

- RSVP volunteers may not participate in any labor or anti-labor organizations or related activity, including employee strikes at their volunteer service site.
- RSVP volunteers must not provide religious instruction, conduct worship services or engage in proselytization.

RSVP Termination Policy

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 service
- Extensive and unauthorized absences

If an RSVP volunteer 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.

RSVP volunteers who are terminated by RSVP may appeal the decision within seven days of the termination notice to the RSVP Director. If such an appeal is requested, the RSVP Director will call a meeting of the RSVP Volunteer Support Committee of the RSVP Advisory Council within ten days 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 make a final determination within ten days if the termination should be final.

Data Practices Advisory

Some or all of the information that you are asked to provide on the Volunteer Enrollment Form is classified by state law as either private or confidential. Our purpose and intended use of this information is for statistical, funding, referral, follow up, recognition, and publicity purposes.

You are not required to provide this information, but if you choose not to you may not be able to volunteer through AmeriCorps Seniors RSVP.

Other persons or entities who are authorized by law to receive this information are funding sources, granting agencies, volunteer station coordinators, and RSVP staff members or interns.

Our Partners

We are proud to partner with, and provide volunteer services to, some of the best service organizations in the area, including:

200 Orphanages Worldwide
AARP Tax Aide Program, Sherburne County
AARP Tax Aide Program, St Cloud
All Saints Academy
Alzheimer's Association
American Red Cross, Sherburne County
American Red Cross, St Cloud
Anna Marie's Alliance
Assumption Community Faith In Action
Avon Food Shelf
Becker Area Senior Center
Becker Food Shelf
Benton County Sheriff's Office
Big Brothers Big Sisters of Central MN
Big Lake Community Food Shelf
Big Lake Public Library
Boys & Girls Club of Central MN, Eastside
Boys & Girls Club of Central MN, Roosevelt
Boys & Girls Club of Central MN, Southside
CAER Food Shelf
Catholic Charities Administration
Catholic Charities Emergency Services
Catholic Charities Senior Dining
CentraCare Home Delivered Meals
CentraCare Hospice Program
CentraCare, Monticello
CentraCare Plaza
CentraCare, St Benedict's Center
CentraCare, St Cloud Hospital
Central MN Adult Basic Education
Central MN Foster Grandparent Program
Central MN Habitat For Humanity
Central MN SCORE
City of Elk River Activity Center
City of Elk River Administration
City of Elk River Parks & Recreation
City of Sartell Administration
City of Sartell Police Dept
City of Sauk Rapids Administration
City of St Cloud Administration
City of St Cloud Parks & Recreation
City of St Cloud Public Works
City of St Cloud Regional Airport
City of St Cloud Wastewater
City of Waite Park Administration
City of Waite Park Police Dept
City of Waite Park Senior Center
Communication Center
Country Manor Health Care Center
Country Manor Woodcrest
Cross Center
ISD 47 Mississippi Heights Elementary
ISD 47 Pleasantview Elementary
ISD 47 Sauk Rapids Rice Community Ed
ISD 47 Sauk Rapids Rice High School
ISD 47 Sauk Rapids Rice Middle School
ISD 51 Foley Elementary
ISD 727 Independence Elementary School
ISD 727 Liberty Elementary School
ISD 728 Elk River Community Ed
ISD 728 Elk River ECCE
ISD 728 Elk River High School
ISD 728 Meadowvale Elementary
ISD 728 Metro North ABE
ISD 728 Parker Elementary
ISD 728 Prairie View Elementary
ISD 728 Salk Middle School
ISD 728 Westwood Elementary
ISD 728 Zimmerman Elementary
ISD 742 Administration
ISD 742 Clearview School
ISD 742 Community Ed
ISD 742 Discovery School
ISD 742 Kennedy School
ISD 742 Lincoln School
ISD 742 Madison School
ISD 742 North Jr High
ISD 742 Oak Hill School
ISD 742 Talahi Community School
ISD 742 Westwood School
ISD 748 Oak Ridge Elementary
ISD 748 Pine Meadow Elementary
ISD 748 Sartell Middle School
ISD 748 Sartell St Stephen Community Ed
DNR St. Cloud
Edgewood of Sartell
Elk River Area YMCA
Elk River Public Library
Fare For All, Elk River
Fare For All, St Cloud
Fare For All, St Joseph
Friends for a Non-Violent World
Friends of Sherburne National Wildlife Refuge
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, Shepherd of Grace
Granny's Closet
GREAT Theatre
Great River Children's Museum
Great River Faith In Action
Greater St Cloud Development Corp
Guardian Angels On Main
Guardian Angels By The Lake
Guardian Angels Care Center
Guardian Angels Club GA
Guardian Angels Elim Home Care & Hospice
Guardian Angels Engel Haus
Guardian Angels Housing
Guardian Angels Riverview Landing
Hands Across the World
Light the Legacy
M Health Fairview, Northland Medical Cntr
March of Dimes
Mid-Minnesota Legal Aid
MOPS Elk River
Oliver Kelley Farm
Open Doors for Youth
Opportunity Matters
Options Inc
Paramount Center for the Arts
Quiet Oaks Hospice House
Reach Up Inc
Resource Training & Solutions
Ridgeview Place Senior Living
Rivers Of Hope
ROCORI Food Shelf
Royal Performance Company
AmeriCorps Seniors RSVP
Salvation Army
Senior Community Services
Senior Dining of Elk River
Senior Dining of Foley
Senior Dining of Kimball
Senior Dining of St Joseph
Senior Dining of Whitney
Senior Dining of Zimmerman
Sherburne County Area United Way
Sherburne County Administration
Sherburne County Attorney's Office
Sherburne County Health & Human Services
Sherburne County Sheriff's Office
Sherburne History Center
Sherburne National Wildlife Refuge
Social Security Administration
St Benedict's Monastery
St Cloud Area Chamber Of Commerce
St Cloud Area Fun Singers
St Cloud Area YMCA
St Cloud HRA
St Cloud Public Library
St Cloud Symphony Orchestra
St Cloud Technical & Community College
St Cloud VA Healthcare System
St Elizabeth Ann Seton Catholic School
St Francis Xavier School
St John's Area School
St Joseph Catholic School
St Joseph Community Food Shelf
St Katharine Drexel School
St Scholastica Convent
Stearns County Emergency Management
Stearns County Public Health
Stearns History Museum
Sterling Park Senior Living
Talahi Senior Campus
Terebinth Refuge
The Gardens at Foley
Treasure Chest
Tri Cap Administration
Tri Cap Transportation
Tri County Humane Society
United Way of Central Minnesota
WACOSA
Whitney Senior Center

Our Service Area has expanded. Hello to Wright County!

RSVP volunteers have served in schools, agencies and non-profits throughout Stearns, Benton, and Sherburne counties since 1973. In 2021, we were granted approval and funding to expand programming and support into Wright County.



Is there a nonprofit, healthcare, or government entity that you think could benefit from partnering with RSVP?



Let us know and we will reach out to them and share the wonderful work of RSVP volunteers helping in our communities.

