



VOLUNTEER HANDBOOK

Carroll County Retired & Senior Volunteer Program (RSVP)

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Locally sponsored by North Conway Community Center, North Conway, NH

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Table of Contents

Carroll County Retired & Senior Volunteer Program (RSVP)	1
Welcome to RSVP!	1
Mission Statement	1
Vision Statement 2	
Our Goal for Our Volunteers	1
What Is RSVP?	2
Who Can Be A RSVP Volunteer?	2
Enroll In RSVP	2
What Do the RSVP Volunteer Do?	2
Getting Registered	3
Reporting Hours	3
RSVP Fits Your Schedule	3
RSVP Volunteer Benefits	4
Insurance	4
Mileage Reimbursement	4
Recognition	4
Email Notification	4
RSVP Volunteer Responsibility	5
Summary of RSVP Volunteer Benefits	5
Special Volunteer Projects	5
RSVP Advisory Council	5
Grievance Policy	6
What Is a Volunteer Station	6
A Brief History of RSVP	6-7
Thank You for Joining RSVP!	8

WELCOME TO RSVP!

Thank you for joining RSVP of Carroll County New Hampshire. We appreciate your generosity in sharing your time and talents, and we look forward to linking your skills with the needs of Carroll County. Rest assured that your experience, knowledge, wisdom, skills and time will be appreciated greatly by community agencies and programs.

MISSION STATEMENT

Carroll County Retired & Senior Volunteer Program (RSVP) has a dual purpose of engaging persons 55 and older in volunteer services to meeting critical community needs and to provide a high-quality experience that will enrich the lives of RSVP volunteers.

VISION STATEMENT

Carroll County RSVP is an organization of senior volunteers of diverse backgrounds dedicated to improving their communities through volunteerism.

OUR GOAL FOR OUR VOLUNTEERS

Our goal for you is that we provide a variety of opportunities so that you may have a meaningful experience as you give of your time. At the same time, you will be enhancing the quality of life for others in our community.

Serve Your Community. Join RSVP.

WHAT IS RSVP?

The Carroll County Retired and Senior Volunteer Program (RSVP) provides volunteer opportunities for persons 55 years of age or older. RSVP enriches the lives of older adults through significant community service. RSVP encourages her volunteers to bring their lifetime of talents, experiences, skills and hobbies to help improve our communities.

WHO CAN BE AN RSVP VOLUNTEER?

Anyone 55 years of age or older who is willing to help our community through volunteer service is eligible. There are no restrictions based on income, race, education, experience, gender, disabling conditions, religion, national origin, employment history or political affiliation. We make a conscious effort is made to recruit volunteers who reflect the diversity and richness of our communities.

ENROLLMENT IN RSVP

To be an active RSVP volunteer you must have a registration form filled out and on file at your local RSVP office. An RSVP registration form can be picked up at the RSVP office, 53 Technology Lane, Conway, NH 03818 or you can call the RSVP at 356-9331. A registration form is included in this Handbook. Visits to the RSVP office are recommended. This gives the new volunteer and RSVP staff a chance to meet and learn about each other.

WHAT DO THE RSVP VOLUNTEERS DO?

RSVP volunteers are volunteers in the truest sense of the word, giving of their time freely without pay, just to make our world a better place. RSVP volunteers have the opportunity to pick and choose where they wish to give their time, from working with children in schools to helping the Office of Homeland Security.

Volunteers contribute an average of four hours per week- a figure that reflects the dedication of RSVP volunteers. We do not require a minimum number of service hours. You decide the hours and days that you want to volunteer. We value whatever contribution of time you can spare, and we will tailor the assignment to fit your need.

GETTING REGISTERED

Prospective volunteers are invited to contact the RSVP office to arrange for a personal interview or request a registration/information packet. An RSVP staff member will schedule a visit to the RSVP office or arrange a phone interview or a meeting at a location convenient to the prospective volunteer.

A registration form can be filled out either during the visit or mailed to the office. RSVP will contact the new member upon receiving and reviewing a completed and signed registration form (*See Appendix 1*). When the prospective volunteer is accepted into the RSVP program, a brief orientation about RSVP will be given by phone or in person and the available volunteer opportunities will be discussed. Once the new member chooses the jobs of interest to him or her, the RSVP staff will assist in coordinating with the community agency or program for an appointment to discuss job openings. Volunteers are under no obligation to accept any position unless they wish to do so. The volunteer calls the RSVP office to confirm his or her decision regarding the prospective volunteer job.

Please keep the RSVP office informed of any changes in your phone number, address and your ability to serve as a volunteer.

REPORTING HOURS

Volunteers report their hours on a monthly basis. As an RSVP volunteer you are responsible for making sure RSVP receives your hours at the end of each month. Many volunteers serve more than one station. Crediting hours to different groups is perfectly OK. So, if you are a part of several groups, support them by reporting your hours faithfully on your monthly time sheet.

RSVP needs to know about all your hours because these records prove to the community and the nation that persons 55 and older are making a difference.

RSVP FITS YOUR SCHEDULE

RSVP strives to maintain flexibility in the scheduling of assignments. There is no minimum number of service hours required. However, an RSVP volunteer must serve and report at least one hour every three months to be considered a member of RSVP. Assignment hours vary according to the needs of the agencies, but you may select an assignment that suits your schedule. We realize that you may have planned to do things during retirement that might conflict with your volunteering. If you want to travel, work or alter your schedule because of conflicting commitments, just notify your station or the RSVP office.

We can find a volunteer opportunity that is tailored made just for you.

RSVP VOLUNTEER BENEFITS

Insurance:

As an enrolled RSVP volunteer, you are covered by personal liability, accident, and excess automobile liability insurance at no cost to you. This insurance applies when you are performing your assignment as an RSVP volunteer, and while on your way to and from your volunteer station. This insurance coverage is secondary to the coverage you already have.

Mileage Reimbursement:

Personal car mileage reimbursement for medical transport volunteer drivers is provided, if requested by volunteer driver.

Personal car mileage reimbursement for RSVP drivers enrolled in RSVP's Meals on Wheels Driver Program is provided, if requested by volunteer driver. Mileage is **only paid** from driver's place of residence to RSVP's Meals on Wheels Stations and from the point of last delivered meal to driver's place of residence. Mileage reimbursement is **not paid** for mileage driven during the delivery of meals. Maximum mileage per month eligible for mileage reimbursement is 200 miles /month.

Please reference previous section "GETTING REGISTERED" to be eligible for Mileage Reimbursement.

Recognition:

Each spring RSVP hosts an annual volunteer recognition day to honor all our dedicated volunteers who lend their time, talent, and voice to make a difference in our communities.

Website:

RSVP's website (www.carrollcountyrsvp.org) contains information on volunteer opportunities and helpful information. RSVP volunteers are encouraged to submit articles for publication in on the website.

Email Notification:

RSVP keeps in contact with their volunteers through email. Messages are sent to volunteers via email to help keep them informed of upcoming volunteer opportunities and other events of importance in the community.

RSVP VOLUNTEER RESPONSIBILITY

RSVP will ask each volunteer to observe the following principles while performing any volunteer assignment:

- Volunteer assignments are important to the volunteer station, RSVP and the public.
- Please perform the duties to the best of your ability, observe the days and hours agreed upon, cooperate with staff and other volunteers, and follow the policies set forth by the volunteer station.
- If a problem should arise regarding the assignment, speak with the station supervisor and/or someone at the RSVP office.
- Please inform your station or RSVP office if you cannot report to your assignment, will be late, or must leave early. We all realize that emergencies and confliction commitments will arise.
- If, while working at your volunteer assignment, you encounter confidential information concerning the volunteer station, its employees, and/or the people it serves, you must maintain the confidentiality of that information.
- You are responsible for reporting all your hours to the RSVP office at the end of each month. Time sheets should be mailed by the 5th of the following month.

SUMMARY OF RSVP VOLUNTEER BENEFITS

- Opportunities for community involvement
- Knowing you are needed and are making a difference
- Annual recognition luncheon, including service award presentations
- Free accident and Liability insurance while volunteering
- Chance to meet new friends
- Opportunity to engage in new activities and learn new skills
- No dues or membership fees

SPECIAL VOLUNTEER PROJECTS

We realize that many volunteers want to serve their community but do not have a lot of spare time. Many agencies need help with special events and do not entail a long-term commitment. If you would like to assist with short-term volunteer projects, please inform the RSVP office they will contact you when these assignments become available.

RSVP ADVISORY COUNCIL

The RSVP Advisory Council meets on the first Thursday of each month to advise and assist the RSVP operation. Its functions include planning volunteer recognition events, evaluation and future direction of the RSVP program. All meetings except for executive sessions are open to the public. For additional information, contact the RSVP Director, 603-356-9331 or mary.ccrsvp@gmail.com.

GRIEVANCE POLICY

RSVP 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. A volunteer can request a grievance meeting with the RSVP 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 Director. If an

acceptable resolution is not reached at this level, the volunteer may request, in writing, a meeting with the Executive Director of Carroll County RSVP. The decision of this of the Executive Director is final.

WHAT IS A VOLUNTEER STATION?

Any place a RSVP volunteer works is called a station. Any public or private non-profit organization or health care agency's eligible to become an RSVP volunteer station. Each station must have signed or be willing to sign a Memorandum of Understanding (MOU) with the RSVP office. A MOU establishes working relations, cooperation and communication between the volunteer station and RSVP. Volunteer stations provide volunteers with supervision and materials necessary to work effectively. They also explain the job assignments, answer questions and sign the volunteer timesheets. RSVP volunteers do not replace paid staff at a station. No one at a volunteer station will ask you to do anything that the staff is unwilling to do.

A BRIEF HISTORY OF RSVP

RSVP is rich in history, both local and national. Nationally, RSVP's roots extend to the White House Conference on Aging, 1961, which noted the value of useful activity for seniors. This conference led to the passage of the Older Americans Act of 1965, which brought new programs for seniors such as the promotion of multipurpose senior centers throughout the nation. In 1969, an amendment to the Older Americans Act created the Retired Senior Volunteer Program (which later was renamed the Retired & Senior Volunteer Program to reflect the growing number of seniors who are still in the workforce but want to volunteer too). Nationally, RSVP was launched in the spring of 1971 under the auspices of the Administration on Aging (AOA). In July 1971, RSVP was transferred from AOA to ACTION, the Domestic Volunteer Agency. This reflected a growing focus on the value of senior volunteers to the community. Eleven RSVP projects were started in the summer of 1971. In 1974, the Volunteer Action Center was approved as a sponsor for RSVP in the Quad Cities, Iowa and Illinois, and remained its sponsor for two decades. In 1994, ACTION was merged into the Corporation for National Service, which administers AmeriCorps/VISTA, Learn and Serve, and Senior Corps. RSVP became part of the Senior Corps, along with Foster Grandparents and Senior Companions. RSVP continues to be administered by the Corporation for National and Community Service today.

Locally in 1971, Carroll County RSVP was created with support from Tri County CAP RSVP (Coos, Grafton and Carroll Counties) to continue the work of the Older Americans Act in creating programs for retirees. RSVP creates unique programs matching the diverse talents of volunteers with the specific critical needs of the nonprofit community. In 1974 Carroll County RSVP separated from Tri County CAP and presently their sponsoring agency is the North Conway Community Center. Currently there are 370 volunteers serving 46 stations in Carroll County. The number of stations and volunteers in Carroll County continue to increase each year.

Carroll County Retired & Senior Volunteer Program (RSVP)

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Website: carrollcountyrsvp.org

Thank you for Joining RSVP! Your Experience, Your Knowledge, Your Wisdom, Your Skills and Your Time will be Greatly Appreciated. Invite a Friend to Join RSVP Today!