



VOLUNTEER HANDBOOK

A GUIDE FOR YOUR VOLUNTEER JOURNEY

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Dear Volunteer,

Welcome to the Campbell County RSVP Volunteer Program!

You have joined an organization that over the years has attained an outstanding reputation for having wonderful volunteers and excellent customer service. All of the credit goes to our many volunteers who have continuously shared their talents and time with the Central Virginia community through this volunteer program. It is our hope your volunteer experience will be just as enjoyable and rewarding.

This Volunteer Handbook is to provide answers to many questions you may have about the Campbell County Retired and Senior Volunteer Program (RSVP). It covers policies and procedures and the responsibilities of staff, stations, and volunteers. You are responsible for reading the volunteer handbook and adhering to the RSVP policies and procedures. If anything is unclear, please call and discuss the matter with our RSVP staff. In the event that any of the information included in the Handbook changes; the changes will be printed, distributed, and posted to our web site. Our policies are to make sure you as a volunteer are safe and can continue to enjoy your volunteer experience.

The personal satisfaction gained from a job well done is the number one reason people enjoy volunteering. Career advancement, community service, and enjoying the company of others are additional benefits your involvement may bring you. Aside from our wonderful volunteers, our RSVP staff is also dedicated to doing its part to assure you a satisfying volunteer experience.

RSVP staff extends to you our personal best wishes for your success and happiness as a volunteer for Campbell County RSVP and look forward to working with you.

Sincerely,

Campbell County RSVP Staff

Purpose of This Handbook

This handbook has been created to inform you about our Campbell County RSVP philosophy, practices, and policies. Although no handbook can answer every question we have attempted to cover major points of volunteering with us. If you have questions regarding your volunteer experience, you are encouraged to discuss them with our Campbell County RSVP Staff. Through our person-to-person contact we can get to know one another, express our views and work together successfully.

About RSVP

Mission Statement

The mission of Campbell County RSVP is to respond to priority community needs by providing meaningful and purposeful volunteer opportunities for persons 55 and over.

Purpose & Goals

Under the authority of the Domestic Volunteer Service Act, the Corporation for National and Community Service provides grants to qualified agencies and organizations for the dual purpose of engaging persons 55 and older in volunteer service to meet critical community needs; and to provide a high quality experience that will enrich the lives of volunteers.

RSVP promotes the engagement of older persons as community resources in planning for community improvement and in delivery of volunteer services. Achievement of RSVP's purpose is facilitated by coordination of the resources of the Corporation, the RSVP sponsor, and the community to fulfill the goals of RSVP:

- (1) Develop a variety of opportunities for community services for older people willing to share their experience, abilities, and skills for the betterment of their community and themselves.
- (2) Ensure that volunteer assignments are made consistent with the interests and abilities of the volunteers and the needs of the community served.
- (3) Ensure that volunteers are provided needed orientation, in-service instruction, individual support and supervision, and recognition for their volunteer service.
- (4) Provide reasonable opportunity for community and volunteer involvement and support in development, operation, and appraisal of the RSVP project.
- (5) Develop local support to supplement available Federal sources and ensure that program expenditures are incurred at the lowest possible cost consistent with the effective operation of the project, as required by the Corporation's legislation.

- (6) Cooperate with agencies and organizations involved in the fields of aging and voluntarism.
- (7) Develop a sound, locally controlled senior volunteer program with continuing community support.

National History

The Administration on Aging launched RSVP in 1971, allowing retired persons in America to continue leading active lives while contributing to the needs of the community in a meaningful way. Eleven projects were started in the summer of 1971. By 1974 there were 666 projects nationwide. In 1988, RSVP had grown to 750 projects supported by federal funding.

In 1993, RSVP became part of the Corporation for National & Community Service (CNCS), which is a federal agency. CNCS was created to meet the needs of the United States and to encourage citizens to give full or part-time service regardless of age.

Local History

In 1972 the Campbell County Board of Supervisors approved an RSVP grant proposal from the Campbell County Recreation Department. The program was started and after the first year a senior center program was developed to go hand-in-hand with the RSVP Program. In 2003 RSVP was switched from the Recreation Department to a newly created department; Youth, Adult and Community Services, which continues to sponsor RSVP. On average, the RSVP Program maintains a volunteer force of over 210 individuals.

RSVP STAFF- Past & Present

RSVP Directors

Mary Walker Fletcher

Margaret Jones

Nancy Jones

Tammy Blair

Lynne Burnham

Taryn Anthony

Nicole Booker

RSVP Full-Time Coordinators

Nancy Jones Rita Disher Kay Watson Tammy Blair
Angie Shepherd Joy Jenkins Lynne Burnham

RSVP Administrative Assistants

Margaret Jones Nancy Jones Rita Disher Judy Long
Betty June Yates Felicia Williams Samantha Johnson Christine Pickett Rhonda Morgan*

RSVP Van Drivers

Rosalyn Burnette Josie Holdren Annie Younger*

RSVP Part-Time Coordinators in 1970'S

Betty Pfilier Betty Rogers Rae Keel
Lynne Burnham Jo Booth Joan Crane

*indicates current position holder

What You Can Expect From RSVP

As a volunteer for the Campbell County RSVP, you can expect:

- To receive a clear and specific job description.
- To be given assignments according to your skill, interests, availability, and training.
- To be trusted with confidential information if needed to carry out assignments.
- To be given appropriate formal and informal expressions of appreciation and recognition.
- To receive orientation, training, and supervision for the jobs you accept and know why you are being asked to do a particular task.

- To have your time used well, due to planning, coordination and cooperation of RSVP staff.
- To discuss any problems with RSVP staff, and receive prompt attention to any concerns.
- That volunteer records will be kept documenting your volunteer experience including positions held, training, evaluations and commendations.
- That your individual rights will be respected and that all volunteers will be treated with courtesy and consideration.
- To have appropriate work space, including consideration of physical disabilities.
- To have all things done in a spirit of friendliness and cooperation.

What RSVP Expects from You

Your first responsibility is to know your duties and perform them in a prompt, correct, and pleasant manner. Second, you are expected to cooperate with RSVP staff, RSVP Volunteer Station staff, and your fellow volunteers while also maintaining a good team attitude. Your interactions with all of these groups, as well as the public, will affect the success of your volunteer experience. Consequently, whatever your position, you have an important assignment; to perform every task to the very best of your ability. The result will be greater personal satisfaction for you and improved services from our program.

This handbook offers insight on how you can perform your best and exceed RSVP's expectations. We are dedicated to providing an environment where you can discuss any problem or ask any question of the RSVP Program Manager or other county staff. We expect and encourage you to voice your opinions and contribute your suggestions to improve the quality of RSVP. We work as a team, so do not hesitate to communicate your feelings.

Remember, you help to maintain a safe and pleasant volunteering condition that RSVP worked hard to create. RSVP needs your help in making each volunteering day enjoyable and rewarding. Your experience is very important to us.

Record-Keeping

Record keeping and reporting systems must be in compliance with the Corporation requirements. Campbell County RSVP has the following process in place:

1. RSVP has a hard copy time sheet which reflects the volunteer's dates of service, hours of service, personal miles, volunteer activities, volunteer stations and the number of people you provided service to. By their signature they are attesting to the records accuracy and truth.
2. Some stations are provided with group time sheets and are signed off by the station supervisor as being accurate.

3. Those volunteers using e-mail, electronically sign their hours and this is verified by RSVP staff, and signed off on. Emails are printed and placed with the hard copy time sheets. The volunteer's e-mail address is listed in the RSVP Reporter.
4. Hours are calculated and entered into the RSVP Reporter by RSVP staff. Files are electronically maintained. Hard copy time sheets are filed within the office for one year and then placed in storage for 7 years. The county has a system in place to destroy records at the appropriate date.
5. The official time records are housed in the RSVP Director's file cabinet for one year and then moved to locked storage in the bottom of the County Office Building.

Volunteering Policies

Absences and Tardiness

Volunteers are expected to be reliable in the performance of their volunteer duties. Volunteer attendance is expected to be dependable and punctual.

If you are unable to report to volunteer, or if you will arrive late, please contact your Volunteer Station Supervisor as soon as possible. Please give the Supervisor as much time as possible to arrange for someone to cover your position.

Dates of Service and Enrollment

Your date of enrollment is your official start date. The date you state your intent to resign is your official ending date. When you enroll you will be asked to verify your age is 55 years or older. If you have a photo ID, RSVP would prefer to copy it for the record. Your file will be annually updated to assure the information remains correct.

Timesheets

Timesheets are required of all volunteers. As a federally funded program, we are required to maintain records of the hours of service given by RSVP volunteers. Tracking volunteer hours also helps us to tell the story of how important volunteers are and how our society thrives on the knowledge and experience of persons 55 and older. Your hours give a description of where you, the volunteer, are being most helpful in strengthening our local community.

Timesheets are provided by the RSVP office. You must sign and date all of your timesheets and send them to the RSVP office by the 5th of each month.

Background Checks and Fingerprinting

To assist in the process of appropriate volunteer placement, RSVP may access public criminal records for any registered volunteer. A volunteer who works with vulnerable populations, such

as those under 18 years of age, those over 60 years of age and those who are disabled, may be required to have a criminal background check and be fingerprinted. This is required by the Corporation for National & Community Service.

Confidential Information

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. Your volunteer service with RSVP assumes an obligation to maintain confidentiality. As a volunteer, you may be privy to information that is confidential in nature. Such information cannot be shared with your family, friends, or acquaintances. Volunteers may be asked by their volunteer station to sign a confidentiality agreement. Compliance with that agreement may be a condition of being able to volunteer at that station.

Customer Relations

The success of RSVP depends upon the relationship between volunteers, RSVP staff, RSVP volunteer station staff, and the public. Regardless of your position, you are an RSVP ambassador.

Here are several things you can do to help give the public a good impression of RSVP and Campbell County:

- Act competently and deal with the public courteously and respectfully.
- Communicate pleasantly and respectfully with other volunteers, RSVP staff, and volunteer station supervisors.
- Follow up on requests promptly, provide business-like replies to inquiries, and perform all duties in an orderly manner.
- Take pride in your volunteer service and enjoy doing your best.

Benefits of RSVP Membership

As an RSVP volunteer, you are part of a large group of citizens with the same interests and goals. This group proudly works together to solve problems, improve the quality of life, and impact positive change in our community. Additional benefits include:

- A large variety of volunteer service opportunities and on-going support and assistance in your volunteer work.
- Free supplemental liability insurance coverage while on assignment.
- Mileage reimbursement of up to fifty (50) miles for travel to/from RSVP-related volunteer work and stations.

- Annual recognition events and gifts.
- RSVP newsletter.
- The chance to meet new RSVP friends.

No Cost Supplemental Insurance from RSVP

RSVP provides supplemental insurance coverage to all registered members, at no cost to the member. This coverage is effective during your involvement in RSVP-related volunteer activity for volunteers active and reporting each month. This policy does not take the place of your private insurance policy. It is a supplement to your personal insurance, designed to eliminate out-of-pocket expense for volunteer-related accidents.

Coverage includes:

- Excess accident: Covers personal injuries you receive during RSVP related volunteer activity. Coverage includes medical treatment, hospitalization, and dental and eyeglass repair as a result of an accident.
- Accidental Death/Dismemberment: Covers loss of limb, sight or life as a result of an RSVP related activity. Loss of life benefit will be paid to your designated beneficiary.
- Personal liability: Protects you from personal injury, bodily injury or property damage liability claims arising out of your performance as an RSVP volunteer, and provides for legal defense if necessary.
- Excess Automobile Liability: Protects you from bodily injury or property damage claims arising as a result of using your personal vehicle in connection with RSVP-related volunteer activity. Note: This coverage does not provide benefits for physical damages to your vehicles.

Driving and Your Personal Safety

RSVP volunteers who drive their own vehicle to and from volunteer assignments, and/or serve as a volunteer driver, are required to keep in effect the minimum automobile liability coverage required by state law. If you have an accident while driving during your volunteer assignment, or while serving as a volunteer driver, it is required you contact the RSVP office as soon as possible. The volunteer supplemental accident and automobile insurance coverage provided free of charge by RSVP to registered members is only valid when you carry the minimum automobile liability coverage required by state law.

To ensure personal safety while performing your volunteer activity, RSVP encourages the following:

- Wear your seat belt and require all passengers to wear their seat belts at all times.

- Obey all traffic laws.
- Always have your license and insurance verification with you when driving.
- Keep doors locked when driving and while parked.
- Avoid driving when taking medication that causes drowsiness.

Membership Status

If due to extenuating circumstances, such as illness, taking care of a loved one, traveling, or temporarily residing out of the area, you wish to go on inactive status, please contact the RSVP office. We will be happy to note when we can contact you and re-activate your volunteer service. If circumstances warrant you considering withdrawing from RSVP, please let us know. Membership will be terminated if you are inactive for 180 consecutive days.

RSVP Membership Dismissal

A volunteer may be dismissed for the following reasons:

- Misconduct.
- Unsatisfactory performance.
- Breach of confidentiality.
- Inappropriate behavior.
- Willful violation of security or safety rules, or failure to observe safety rules; failure to wear required safety equipment.
- Being intoxicated or under the influence of controlled substances while volunteering.
- Unauthorized possession of dangerous or illegal firearms.
- Theft of property.
- Threatening, intimidating or coercing fellow volunteers, the public, staff, or volunteer station staff.
- Dishonesty, willful falsification, or mis-representation on your volunteer application or other volunteer records.

Disciplinary Action

Unacceptable behavior may lead to immediate dismissal without warning. Depending on the nature of the behavior, it may also be addressed by a verbal warning, followed by disciplinary suspension, and ending in a dismissal. Warnings will discuss the objectionable behavior and consequences of this behavior. You will have the opportunity to explain your actions at the time the warning is issued.

RSVP Internal Grievance Procedure for Volunteers

- Step 1. Discuss with your RSVP Program Manager within 10 working days of the event. If the situation is not resolved to your satisfaction, proceed to step 2.
- Step 2. Discussion with the Director of Recreation within 5 working days of Step 1. If the situation is not resolved, proceed to step 3.
- Step 3. Appeal to the RSVP Advisory Council. If this step is taken, the grievance should be put in writing, contain the specific basis for dissatisfaction and be addressed to the RSVP Program Manager, with a copy mailed to the Advisory Council Chairperson within ten working days of Step 2.
- Step 4. A hearing will be arranged between the volunteer and the RSVP Advisory Council Executive Committee within ten working days of Step 3.
- Step 5. The Executive Committee will formulate a recommendation to the RSVP Program Manager within five working days after the completion of Step 4.
- Step 6. The RSVP volunteer will be notified, in writing, of the final decision within five working days after the completion of step 5.

Equal Volunteering Opportunity

Campbell County RSVP provides equal volunteering opportunity for everyone of age 55 or over, regardless of sex, color, race, creed, national origin, religion, marital status, political belief, sexual orientation, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon the ability to perform the job, as well as dependability and reliability once appointed.

Harrassment

Campbell County RSVP intends to provide a volunteer environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance. Harrassment may include words, signs, jokes, pranks, intimidation, physical contact, or violence. Harrassment of any sort (verbal, physical or visual) will not be tolerated.

Travel Reimbursement

Although many of our volunteers opt not to accept it, as an RSVP volunteer you are eligible for mileage reimbursement at the rate of 0.445 cents per mile up to fifty (50) miles per month. This is a limited reimbursement due to budget cuts. If you decide to accept this benefit, please

call the volunteer office and we will provide you with the forms and pre-stamped envelopes to use in reporting your mileage. In order to receive reimbursement, you must provide your social security number, complete a W9 form, current drivers license information, and ownership information regarding your car and copy of registration.

1. Mileage claims are only for your trips from your home, in your personal car, to your volunteer station and back to your home. Mileage driven for the volunteer agency is NOT eligible for reimbursement from Campbell County RSVP. This reimbursement is a benefit for RSVP volunteers and not for our partnering agencies.
2. Mileage is reimbursed monthly. Mileage reimbursement checks may take up to 6 weeks to process and will be mailed to your home address.
3. Mileage reimbursement policies are subject to change due to a change in funding or administrative decisions concerning this policy.

Campbell County RSVP does not report your mileage to the Internal Revenue Service.

Safety

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all RSVP activities. Please report all injuries, anything which needs repair or is a safety hazard at any volunteer station or venue.

Special Limitations for RSVP Volunteers

1. Volunteers should not engage in nor should grant funds be used for, any of the following activities:
 - Electoral activities.
 - Voter registration.
 - Voter transportation to polls.
 - Efforts to influence legislation.
2. Volunteers should not engage in any activity which would otherwise be performed by an employee or result in the displacement of an employee.
3. Volunteers do not receive a fee for service from service recipients, their legal guardians, members of their family or friends.
4. Volunteers do not give religious instructions, conduct worship services, or attempt to convert others to another opinion or religion.

Responsibilities of an RSVP Volunteer Station

The Sponsor may function as a station, provided that no more than 5% of the total number of volunteers budgeted for the project are assigned to administrative or support positions.

A volunteer station shall undertake the following responsibilities in support of RSVP volunteers:

- (a) Develop volunteer assignments that impact critical human and social needs, and regularly assess those assignments for continued appropriateness.
- (b) Assign a staff member responsible for day to day oversight of the placement of RSVP volunteers within the volunteer station and for assessing the impact of the volunteers in addressing the community needs.
- (c) Obtain a letter of agreement for an RSVP volunteer assigned in-home. The letter of agreement shall comply with all federal, state, and local regulations.
- (d) Keep records and prepare reports as required.
- (e) Comply with all applicable civil rights laws and regulations including reasonable accommodation for RSVP volunteers with disabilities.
- (f) Provide assigned RSVP volunteers with support:
 1. Orientation to station and appropriate in-service training to enhance performance of assignments;

2. Resources required for performance of assignments including reasonable accommodation;
 3. Supervision while on assignment;
 4. Appropriate recognition; and
 5. Provide for the safety of RSVP volunteers assigned to it.
- (g) Undertake such other responsibilities as may be necessary to the successful performance of RSVP volunteers in their assignments or as agreed to in the Memorandum of Understanding, which includes a safety checklist to be completed yearly by either station staff or the RSVP Program Manager.

Nepotism

Persons selected for the project staff positions shall not be related by blood or marriage to other project staff, sponsor staff or officers, or members of the Board of Supervisors, unless there is a written concurrence from the Advisory Council established by the sponsor with notification to the Corporation.

Religion

A sponsor or volunteer station may retain its independence and may continue to carry out its mission including the definition, development, practice, and expression of its religious beliefs, provided that it does not use Corporation funds to support any inherently religious activities, such as worship, religious instruction, or proselytization, as a part of programs or services funded. If an organization conducts such activities, the activities must be offered separately, in time or location, from the programs or services funded by the Corporation.

Labor and anti-labor activity

The sponsor shall not use program grant funds directly or indirectly to finance any labor or anti-labor activity.

FEDERAL POLICIES AND PROCEDURES TO ASSURE COMPLIANCE

Detailed in the following paragraphs are specific policies Campbell County RSVP must enforce to operate its RSVP grant. Volunteer limitations have been briefly outlined in previous pages but the legal limitations are specifically listed as follows:

Political Activities: No part of the RSVP grant shall be used to finance, directly or indirectly, any activity to influence the outcome of any election to public office, or any voter registration activity. No project shall be conducted in a manner involving the use of funds, provision of services or the employment or assignment of personnel in a matter of supporting or resulting in the identification of such project with:

Any partisan or nonpartisan political activity associated with a candidate, or contending faction or group, in an election; or

Any activity to provide voters or prospective voters with transportation to the polls or similar connection with any such election; or

Any voter registration activity, except voter registration applications and nonpartisan voter registration applications and non partisan voter registration information available, employees of the sponsor shall not express preferences or seek to influence decisions concerning any candidate, political party, election issue, or voting decision.

The sponsor shall not use grant funds in any activity for the purpose of influencing the passage or defeat of legislation or proposals by initiative petition, except:

In any case in which a legislative body, a committee of a legislative body, or a member of a legislative body requests any volunteer in, or employee of such a program to draft, review or testify regarding measures or to make representation to such legislative body, committee or member; or

In connection with an authorization or appropriations measure directly affecting the operation of the RSVP Program.

Nondisplacement of employed workers. An RSVP volunteer shall not perform any service or duty or engage in any activity which would otherwise be performed by an employed worker or which would supplant the hiring of or result in the displacement of employed workers, or impair existing contracts for service.

Compensation for service. An agency or organization to which CNCS (Corporation for National & Community Service) volunteers are assigned or which operates or supervises any CNCS

program, shall not request or receive any compensation from CNCS volunteers or from beneficiaries for services of CNCS volunteers.

This section does not prohibit a sponsor from soliciting and accepting voluntary contributions from the community at large to meet its local support obligations under the grant; or, from entering into agreements with parties other than beneficiaries to support additional volunteers beyond those supported by the Corporation grant.

An RSVP volunteer station may contribute to the financial support of the RSVP Program. However, this support shall not be a required precondition for a potential station to obtain RSVP volunteers.

If a volunteer station agrees to provide funds to support additional RSVP volunteers or pay for other support costs, the agreement shall be stated in a written Memorandum of Understanding. The sponsor shall withdraw services if the station's inability to provide monetary or in-kind support to the project under the memorandum of understanding diminishes or jeopardizes the project's financial capabilities to fulfill its obligations.

Under no circumstances shall an RSVP volunteer receive a fee for service from service recipients, their legal guardian, members of their family or friends.

Labor and anti-labor activity. The sponsor shall not use grant funds directly or indirectly to finance labor or anti-labor organization or related activity.

Fair labor standards. A sponsor that employs laborers and mechanics for construction, alteration, or repair of facilities shall pay wages at prevailing rates as determined by the Secretary of Labor in accordance with the Davis-Bacon Act, as amended, 40 USC 276a.

Nondiscrimination. A sponsor or sponsor employee shall not discriminate against an RSVP volunteer on the basis of race, color, national origin, sex, age, religion, or political affiliation, or on the basis of disability, if the volunteer with a disability is qualified to serve.

Religious Activities. An RSVP volunteer or member of the project staff funded by the corporation shall not give religious instruction, conduct worship services or engage in any form of proselytization as part of his/her duties.

A sponsor or volunteer station may retain its independence and may continue to carry out its mission, including the definition, development, practice and expression of its religious beliefs, provided it does not use corporation funds to support any inherently religious activities such as worship, religious instruction, or proselytization, as part of the programs or services funded. If an organization conducts such activities, the activities must be offered separately in time or location, from the programs funded under this part.

Nepotism. Persons selected for project staff positions shall not be related by blood or marriage to other project staff, sponsors or Board of Supervisors members, unless there is a written concurrence from the Advisory Council with notification to the Corporation.

All of the provisions above are required regulations concerning the RSVP grant. All must be complied with by the staff, volunteer stations, and RSVP volunteers.

Campbell County RSVP

Attention: Program Manager

P.O. Box 369

Rustburg, VA 24588

Office: (434) 332-9570

Fax: (434) 332-9593

Email: rsvp@campbellcountyva.gov



Receipt and Acknowledgment of Campbell County RSVP Handbook for Volunteers, Volunteer Stations, and Staff

The Volunteer Handbook is an important document intended to help you become acquainted with RSVP. This handbook will serve as a guide to your service to your community; it is not the final word in all cases. Individual circumstances often call for individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the Campbell County RSVP Handbook.

- I have received and will read a copy of the Campbell County RSVP Handbook. I understand the policies, rules, and benefits described within it are subject to change at the discretion of RSVP at any time.
- I further understand that my volunteer agreement is terminable at will, either by me or the county of Campbell RSVP Program, regardless of the length of my volunteer service.
- I am aware that during the course of my volunteering, or serving as a volunteer station confidential information may be made available to me. I understand information must not be released within or outside the county premises or property.
- I understand that my signature below indicates that I have read and understood the above statements and have received a copy of the Campbell County RSVP handbook.

Volunteer Signature

Date

RSVP

Lead With Experience