



Commonwealth of Massachusetts  
**COUNTY OF NORFOLK**  
Office of the County Commissioners  
**RSVP VOLUNTEER PROGRAM**

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Commissioners  
Francis W. O'Brien, Dedham, Chairman  
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RSVP Director  
Lillian Hartman

# **Norfolk County RSVP**

## **Volunteer Program**

*Your Invitation to Respond to Your Community!*

### *Member Handbook*

**Locally Sponsored by the Norfolk County Commissioners**  
**Federal Funding by Corporation for National and Community Service**

# Welcome to Norfolk County RSVP

**Our Mission: Creating strong, connected communities by optimizing the capacity of people age 55+ to work for the common good.**

## **What is RSVP?**

Norfolk County RSVP is a community service program for volunteers who are 55 and over. RSVP works with municipal, non-profit, and healthcare agencies to recruit and match volunteers with programs that meet community needs.

RSVP receives federal grant funding through the Corporation for National and Community Service and is locally sponsored by the Norfolk County Commissioners.

RSVP recruits volunteers, assesses their availability and skills, and then matches the interests, skills, and experience of the individual with the best volunteer placement. Over 250 RSVP members are serving over 40 public and non-profit organizations in Norfolk County. RSVP provides training and recognition to motivate and show appreciation for our members.

Programs include: Elementary Reading and Tutoring, Inmate Pre-Release Mentoring Program, Food Pantries, Meals on Wheels, Veterans Support and Transportation, and other volunteer efforts designed to meet community needs.

An RSVP member may choose to serve in volunteer positions that fall outside of the key initiative areas. Our goal is to help each RSVP member find a meaningful volunteer placement that matches and fulfills individual goals, interests, skills, and schedule.

## **Become an RSVP Member**

**Persons with 55+ years of life experience are eligible to be an RSVP member.**

1. Contact RSVP and request an application.
2. Return your completed, signed application to our office.
3. If you are already volunteering at one of our stations, we will alert the station that you have joined RSVP.
4. If you are looking for a new volunteer placement, we will contact you to arrange an in-person or phone interview to discuss your interests, skills, and schedule, and share current volunteer opportunities with you. When you have selected a position or positions that appeal to you, we arrange an interview at the volunteer station.
5. Volunteer positions require a criminal records background check. This will be addressed by RSVP or the station before you begin to volunteer.

## **Membership Status**

RSVP members complete an application and are successfully placed in a volunteer position with an RSVP Volunteer Station. There is no restriction based on education, income, or professional experience. Members maintain an updated membership form and regularly submit volunteer service hours. A member may choose to inactivate or close his or her membership at any time.

### **Membership Status**

**Active RSVP members:** Maintaining an updated member information sheet and regularly reporting service hours.

**Inactive RSVP members:** Suspending service and reporting due to illness, or other needs.

**Closed RSVP membership:** An RSVP member's membership may be closed for any of the following conditions:

***Reporting fewer than the minimum number of hours of service:*** An RSVP member who reports no hours of service during a year does not meet the minimum requirements for maintaining membership unless in an inactive status.

***Failure to maintain updated member information:*** In order to best serve RSVP members and to remain in compliance with funding agencies, RSVP member information sheets will be updated regularly. An RSVP member who does not respond to repeated requests for an update may have the membership closed.

***Member requests to close membership.***

## **Volunteer Separation From Service**

RSVP may separate an RSVP member for cause, including, but not limited to, extensive or unauthorized absences, misconduct, or inability to perform assignments or accept supervision. The Volunteer Station may request the removal of an RSVP member at any time and the RSVP member may withdraw from service at the Volunteer Station or from RSVP at any time. Confidential discussion of individual separations among RSVP staff, Volunteer Station staff, and the RSVP member are used to clarify the reasons, resolve conflicts, or arrange placement with another Volunteer Station.

If a volunteer is separated from service involuntarily, they can appeal with the RSVP Director to discuss jointly with their station, begin a new placement, or become inactive with RSVP.

## **Fair Labor Policy**

RSVP volunteers and staff are prohibited from engaging in any activity which would otherwise be performed by an employed worker or which would supplant the hiring of or result in displacement of employed workers or impair existing contracts for services. RSVP volunteers and staff may not include labor or anti-labor related activity.

## **Volunteer Fee for Service**

RSVP volunteers are prohibited from receiving a fee for service from service recipients, their legal guardian, or members of their family or friends and neither RSVP nor any station may request or receive compensation from the beneficiaries of RSVP volunteers.

## **Volunteer Engagement in Religious, Sectarian, or Political Activities**

Volunteer Stations are prohibited from assigning RSVP volunteers to conduct or engage in religious, sectarian, or political activities. While on duty, RSVP volunteers and staff are prohibited from participating in electoral activities, voter registration, voter transport to polls, and efforts to influence legislation. RSVP volunteers and staff may not give religious instruction, conduct worship services, or engage in proselytizing as part of their duties.

## **Reporting Hours**

RSVP members report service hours on a monthly basis, on either group or individual time sheets or through online reporting. By tracking volunteer hours, we show the community and our funders the service RSVP members contribute. It is one of the ways we measure RSVP members' impact on the community and helps us recognize our members' commitment and effort. Time sheets provide necessary documentation for transportation reimbursement, and are provided to our insurance company if an accident occurs while an RSVP member is volunteering.

- Time sheets ***must be signed*** or submitted electronically by the Station Supervisor.
- Time sheets must be submitted to RSVP no later than the 7<sup>th</sup> of the following month.

A time sheet (which you may photocopy as needed) is attached to this handbook.

## **Benefits for RSVP Volunteers**

**Personalized support:** RSVP provides support to arrange meaningful volunteer positions that match your goals, interests, and schedule. Individuals who already volunteer at one of our Volunteer Stations may become an RSVP member at any time. To find the right volunteer opportunity, RSVP staff conducts interviews to evaluate your volunteer goals, suggest volunteer opportunities, and facilitate a first meeting with the Volunteer Station. An RSVP volunteer who wishes to find a new placement for any reason should contact the RSVP staff who will help connect you to another opportunity.

**Professional development:** RSVP works with volunteer stations to create leadership positions for RSVP members, and RSVP members are invited to participate in trainings and workshops that support service, including early childhood development, exercise and nutrition, literacy, mentoring, and more. As RSVP develops in response to changing ideas of volunteerism and retirement, we add more professional opportunities for career and personal development.

**Advisory Committee:** Contact for comments/ideas or request to join if you'd like to shape the future and events of RSVP. Names in bold are staff for the programs listed, others are volunteers.

NAME	PARTNER SITE	EMAIL	PHONE
Chickie Abdallah	Interfaith Social Services (Quincy)	<a href="mailto:cgaquincy@comcast.net">cgaquincy@comcast.net</a>	781-479-2142
William Aitken	Dedham Veteran Services Officer	<a href="mailto:waitken@dedham-ma.gov">waitken@dedham-ma.gov</a>	781-751-9265
Holly Brazel	American Red Cross (Dedham)		617-942-7067
Mary (Dolly) Colella	Interfaith Social Services (Quincy)		617-471-4668
Joanne Damish	Walpole Council on Aging	<a href="mailto:jdamish@verizon.net">jdamish@verizon.net</a>	508-668-1036
Jayne Davis	HESSCO Nutrition Programs	<a href="mailto:jdavis@hessco.org">jdavis@hessco.org</a>	781-784-4922
Shirley Dunlap	Interfaith Social Services (Quincy)	<a href="mailto:sshirleymt@aol.com">sshirleymt@aol.com</a>	617-698-1811
Donald Gosselin	Riverdale School (Dedham)	<a href="mailto:Kaax37@gmail.com">Kaax37@gmail.com</a>	781-329-1276
Iva Hayes	Norfolk County RSVP (Dedham)	<a href="mailto:ivahayes@msn.com">ivahayes@msn.com</a>	508-785-3047
Claire Howsberger	Frederick C. Murphy School (Weymouth)	<a href="mailto:chowsb@comcast.net">chowsb@comcast.net</a> ;	781-335-6125
Patricia Hyman	Norwood Hospital		781-575-1279
Bettyanne Lang	Interfaith Social Services (Quincy)	<a href="mailto:bettyannelang@comcast.net">bettyannelang@comcast.net</a>	781-335-2267
Dorothy Leonard	Greenlodge School (Dedham), Meals on Wheels		781-329-9125
Florence Preisler	Riverdale School (Dedham)	<a href="mailto:flormurpreis@msn.com">flormurpreis@msn.com</a>	781-326-4119

**Group Impact on the Community:** Joining Norfolk County RSVP adds your service to the efforts of other people volunteering time and energy to improve and strengthen the community. As a group, we are better able to effect needed change.

**Social Networking:** RSVP-sponsored workshops, training, and recognition events connect you to a network of like-minded peers.

**Mileage Reimbursement:** Mileage reimbursement is an optional benefit. Eligible miles are mileage incurred in a volunteer's travel to and from their home to their volunteer site. Norfolk County RSVP reimburses at the rate of \$.30 per mile up to a maximum of \$30.00 or 100 miles per month. In order to receive mileage reimbursement, you must submit a valid copy of your driver's license to the office. If you do not drive, you may receive reimbursement for alternative travel expenses (such as taxi, train or bus fares) to and from your volunteer site. Checks are sent the month after the end of each quarter (please see schedule below). Mileage reimbursement checks are not taxable, but you cannot deduct the same miles as a charitable expense on your tax return.

Volunteer Month

July, August, September  
 October, November, December  
 January, February, March  
 April, May, June

Reimbursement Month

October 31  
 January 31  
 April 30  
 July 31

Late mileage requests will be considered for reimbursement at the volunteer's request for the current and one previous quarter only.

**Supplemental Accident Insurance:** RSVP provides all volunteers with free supplemental accident insurance while traveling to and from their volunteer site. If you should have an accident while volunteering, please contact the office immediately.

**Annual Recognition Luncheon:** Norfolk County RSVP invites all of our volunteers to join us for our Annual Recognition Luncheon. It includes a wonderful meal, gifts, door prizes and entertainment.

### **RSVP Partner Sites**

RSVP Partners are public agencies, private non-profit organizations, or proprietary health-care agencies or organizations that accept the responsibility for assignment and supervision of RSVP members. Partners sign a Memorandum of Understanding with RSVP outlining the responsibilities of each party and Volunteer Stations provide orientation, in-service instruction, and special training for RSVP members as needed. Partners also capture the volunteer hours and report them monthly to RSVP. RSVP welcomes conversations with local organizations interested in becoming RSVP Partners.

### **RSVP Contact and Staff Information**

Norfolk County RSVP  
614 High Street, Suite 201  
P.O. Box 310  
Dedham, MA 02027-0310

Tel: 781-329-5728  
FAX: 781-326-6480  
Email: [rsvp@norfolkcounty.org](mailto:rsvp@norfolkcounty.org)

**Lillian Hartman, Director:** Veterans programs, media, partnerships, CNCS grant

**Robert Pierson, Recruitment Coordinator:** Veteran programs, outreach, training

**Sally O'Connell, Information Specialist:** Time sheets and mileage reimbursement

Our website has new opportunities, a volunteer application, and an event calendar:  
**[www.norfolkcounty.org/rsvp](http://www.norfolkcounty.org/rsvp)**

### **RSVP Priority Partners**

#### **Elementary Reading and Tutoring**

In 2014-15, RSVP hopes to have 50 active volunteers in public elementary schools providing one-on-one or small group reading and math tutoring for students. Volunteers work with teachers in whatever way they decide together, typically serving one day per week for 2 to 3 hours.

#### **Food Pantries, Meals on Wheels**

In 2014-15, RSVP hopes to have 40 active volunteers at food pantries and 40 active volunteers supporting Meals on Wheels programs in Norfolk County. Pantry work involves collecting donations, stocking shelves, and preparing food bundles for families. Meals on Wheels volunteers prepare lunches in a local kitchen or deliver them to approx. 10 homebound elders per route.

#### **Veterans Support and Transportation**

In 2014, RSVP hopes to have 30 volunteers providing rides to Veterans through the DAV and the RSVP Rides for Veterans program. Another 50 active volunteers knit or crochet afghans for Veterans, serve at VA hospitals, help in local Veterans' agent offices, or mentor Veterans in Norfolk County's Veterans' Treatment Court.

**List of Norfolk County RSVP Partners - June 30, 2014**

Academy Avenue School - Weymouth  
American Red Cross - Dedham  
Avon Council on Aging  
Beth Israel Deaconess Hospital - Milton  
Blue Hills Regional ABE Program - Canton  
Braintree Department of Elder Affairs  
Canton Fire Department  
Dean S. Luce School - Canton  
Dedham Council on Aging  
Dedham Food Pantry  
Donald Ross School - Braintree  
Donovan Elementary School - Randolph  
East Elementary School - Sharon  
Elizabeth G. Lyons School - Randolph  
Ellis Nursing Center - Norwood  
Elm Street School - Walpole  
Father Bills and Mainspring - Quincy  
Frederick C. Murphy School - Weymouth  
Freeman-Kennedy School - Norfolk  
Good Samaritan Hospital - Brockton  
Greenlodge School - Dedham  
HESSCO Elder Services  
Interfaith Social Services - Quincy  
Lawrence W. Pingree School - Weymouth  
Martha Jones School - Westwood  
Martin E. Young School - Randolph

Milton Food Pantry  
Needham Public Health Department  
New England Sinai Hospital - Stoughton  
Norfolk County District Attorney Office  
Norfolk County Probate and Family Court  
Norfolk County RSVP Rides for Veterans  
Norfolk County Sheriff's Office  
Norwood Hospital  
Oakdale School - Dedham  
Old Post Road School - Walpole  
Quincy Community Action Program (QCAP)  
Quincy Council on Aging  
Quincy District Court  
Quincy Medical Center  
Ralph Talbot School - Weymouth  
Riverdale School - Dedham  
Sanger Center for Compassion - Quincy  
South Shore Elder Services  
Tri-Valley, Inc.  
Turner Free Library - Randolph  
VA Boston Healthcare System  
Walpole Community Food Pantry  
Walpole Council On Aging  
West Elementary School - Stoughton  
Weymouth Elder Services

