

ITEM(S) TO BE CONSIDERED UNDER:

Consent Item Old Business New Business Other

FOR COUNCIL MEETING DATED:	February 8, 2010
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STAFF MAKING REQUEST:	Patricia H. Keatts, Town Clerk Stacey B. Sink, Deputy Clerk
BRIEF SUMMARY OF REQUEST:	<p>During the regular Council meeting of December 14, 2009, Council was presented a proposed volunteer program for the front reception desk at the Rocky Mount Municipal Building. Mrs. Keatts and Mrs. Sink were tasked by Council to present more detail of the program for Council to review and consider for approval during the regular Council meeting of February 8, 2010.</p> <p>Attached is a memorandum to the Mayor and Town Council from Mrs. Keatts and Mrs. Sink outlining the requested information from Council.</p>
ACTION NEEDED:	Approval or denial of starting the Retiree & Student Volunteer Program (RSVP) for the front reception desk at the Rocky Mount Municipal Building.

Attachment(s): Yes

FOLLOW-UP ACTION: (To be completed by Town Clerk)	GIVEN TO (DEPT. HEAD) (To be completed by Town Clerk)
COMPLETED ACTION: (To be filled in by Town Clerk) (To be completed by Department Head)	GIVEN TO TOWN CLERK: (To be completed by Department Head)
DATE COMPLETED AND ACTION TAKEN:	DATE GIVEN TO TOWN CLERK:

MEMORANDUM

DATE: February 1, 2010

TO: Mayor & Town Council

FROM: Patricia H. Keatts, Town Clerk
Stacey B. Sink, Deputy Clerk

RE: Retiree & Student Volunteer Program
Rocky Mount Municipal Building Front Reception Desk

During the regular Council meeting of December 14, 2009, Council was presented a proposed volunteer program for the front reception desk at the Rocky Mount Municipal Building. We were tasked by Council to present more detail of the program for Council to review and consider for approval during the regular Council meeting of February 8, 2010.

Attached are supporting documents for the volunteer program, which is proposed (upon Council approval) to be called "Retiree & Student Volunteer Program", or RSVP. The attached documents include:

- Draft letter to be sent to League of Older Americans and area churches
- Application Procedure & Guidelines
- Application Form
- Release of Information Form for Background Check Authorization
- Confidentiality Information Agreement

The RSVP would be open to retirees, students in a program that promotes volunteerism, or individuals looking to volunteer their time, talents, and abilities to help promote the Town in a positive image. A thorough background check would be conducted to make sure individuals being considered for the volunteer program would not have any criminal background. Once an individual has become a volunteer through the RSVP, a confidentiality information agreement will need to be signed, and they will go through an orientation process by one of the volunteer coordinators, which would be conducted by either one of us.

Since the article regarding a proposed volunteer program for the Town was printed in *The Franklin News-Post*, we have been approached by several retired citizens that were very much interested in this type of program.

If Council approves such a program, please be assured that it will be closely monitored to make sure everything is in place to promote the Town in a very positive way.

/phk/sbs

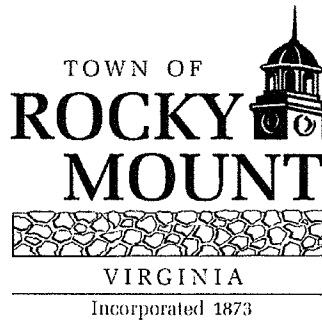
Attachments

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TOWN COUNCIL
Steven C. Angle, *Mayor*

Posey W. Dillon Roger M. Seale
Jerry W. Greer, Sr. Robert W. Strickler
John H. Lester Gregory B. Walker

Stacey B. Sink
Deputy Clerk

Patricia H. Keatts
Town Clerk

DRAFT

(DATE)

(To be sent to League of Older Americans and area churches)

Dear Valued Volunteer:

The Town of Rocky Mount is looking for **GREAT** volunteers! This exceptional volunteer position is for those who would like to take the opportunity to expand their expertise in a way that will enhance their volunteerism experience within the Town of Rocky Mount, as well as be a **great asset for their community**.

The Town of Rocky Mount is offering volunteers an opportunity to be a team player and support personnel for a front desk volunteer job that will not only greet and direct the public coming into the Municipal Building, but also allow them to use their talents and abilities to be a vital and valuable member of the Town of Rocky Mount.

We appreciate the knowledge and skills that volunteers bring to a work place, and we are excited that you would consider lending your invaluable expertise to the Town.

If you are interested in joining the Town of Rocky Mount's volunteer program, please contact either one of use. We look forward to hearing from you soon!

Sincerely,

Stacey B. Sink
Deputy Clerk
(540) 483-0907

Patricia H. Keatts
Town Clerk
(540) 483-7660

TOWN OF ROCKY MOUNT
RETIREE & STUDENT VOLUNTEER PROGRAM
(RSVP)

APPLICATION PROCEDURE & GUIDELINES
FOR FRONT DESK GREETER
ROCKY MOUNT MUNICIPAL BUILDING
345 DONALD AVENUE
ROCKY MOUNT, VIRGINIA

1. The front desk greeter volunteer program for the Town of Rocky Mount, Virginia (herein referred to as "Town") is designed for someone who is a retiree, student in a program that promotes volunteerism, or an individual looking to volunteer their time, talents, and abilities to help promote the Town in a positive image.
2. It is recommended that the applicant have a general knowledge of the Town.
3. A completed "Town of Rocky Mount, Virginia Retiree & Student Volunteer Program (RSVP) Application" must be submitted to the Town volunteer coordinator(s).
4. A criminal background check will be conducted on the applicant.
5. Once a volunteer applicant has been approved to volunteer as a front desk greeter for the Town, an orientation by the Town volunteer coordinator(s) will be given, at which time, a "Confidentiality Information Agreement" will need to be signed.
6. Volunteer duties for the Town front desk greeter will include:
 - *Main function* is to greet and direct the public coming into the Rocky Mount Municipal Building to appropriate departments, and to include answering telephones when necessary.
 - *Secondary function* is to assist other departments when necessary. These functions will take place at the front desk reception area. Functions are to include:
 - copying
 - assisting with calendar updates
 - assisting with mailings
 - sorting incoming mail

**TOWN OF ROCKY MOUNT, VIRGINIA
RETIREE & STUDENT VOLUNTEER PROGRAM (RSVP) PLACEMENT
FOR RELEASE OF INFORMATION FORM FOR
BACKGROUND CHECK AUTHORIZATION**

TO WHOM IT MAY CONCERN:

I hereby authorize any investigator or duly accredited representative of the Rocky Mount Retiree & Student Volunteer Program (RSVP) coordinator(s) bearing this release, or a copy thereof, to obtain any information from occupational background entities, schools, criminal justice agencies, or individuals relating to my activities. The information may include, but is not limited to: academic, achievement, performance, attendance, personal history, disciplinary, and conviction records. I hereby direct to you to release such information upon request of the bearer. I understand that this information released is for official use by the Town of Rocky Mount, Virginia and may be disclosed to such third parties necessary in the fulfillment of official responsibilities.

I hereby release any individual, including records custodians, from any and all liability for damages of whatever kind or nature which at any time result to me on account of compliance, or any attempts to comply with this authorization. Should there be any questions as to the validity of this release, you may contact me as indicated below.

(Print Name) _____

Signature: _____ Date: _____

DATE OF BIRTH: _____

SOCIAL SECURITY NUMBER: _____

CURRENT ADDRESS: _____

CONTACT TELEPHONE NUMBER: _____

(Furnishing the requested information is voluntary on my part, but failure to provide all or part of the above information may result in denial of RSVP application.)

**TOWN OF ROCKY MOUNT, VIRGINIA
RETIREE & STUDENT VOLUNTEER PROGRAM (RSVP) PLACEMENT**

CONFIDENTIALITY INFORMATION AGREEMENT

As a volunteer through the Retiree & Student Volunteer Program (RSVP) of the Town of Rocky Mount, Virginia, you may at some time be entrusted with certain responsibilities, privileges, or information, and from time to time, you may encounter or have access to information that is sensitive or confidential in nature (which will be outlined during your orientation process).

As a volunteer through the RSVP of the Town of Rocky Mount, Virginia, your responsibilities include taking reasonable steps to protect confidential information you may encounter.

Any unauthorized access, modification, destruction, or disclosure of confidential information is a violation of this agreement and may result in the immediate termination of your volunteer position with the Town of Rocky Mount, Virginia.

By signing below, I acknowledge that I have read and understand the information above. I understand that failure to comply with this agreement may result in the immediate termination of my volunteering with the Town of Rocky Mount, and that as an agent for the Town of Rocky Mount, information regarding my failure to comply with this agreement will be shared with my volunteer coordinator(s).

Printed Name

Signature

Date

Witness

Date