



**New Opportunity to Serve**  
*Helping Others is Good Medicine!*

More than 500 volunteers provide vital support to Mary Greeley Medical Center (MGMC), across a wide variety of adult volunteer support areas. Here are some ways that you can help support MGMC and the patients in their care.



**ICCU Information Desk** (Shifts M-F call for specific hours): This volunteer directs visitors and families to other areas; and serves as a check point for patient visits. The main contact is with family members and staff. Volumes vary with this assignment so it is great for those volunteers willing to provide clerical support or read when volumes are not high.

**North Information Desk** (Friday 9am—12pm and 12pm—4pm:) This volunteer is the first person to greet many patients and visitors to the medical center. It requires very good customer service. Volunteers direct visitors to patient rooms and other areas of the medical center, and answer questions.

**West Information Desk** (Tuesday 12pm—2:30pm and Friday 9:30am—12pm): This volunteer is the first person to greet many patients and visitors to the medical center. It requires very good customer service. Volunteers direct visitors to patient rooms and other areas of the medical center, and answer questions.

For more information, please call RSVP at 515-292-8890

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**WELCOME New Arrivals to Central Iowa RSVP**

Marlys Barker, Nevada  
Beth Engels, Story City  
Mary Lohr, Ames  
Cynthia (Cindi) Ohl, Story City

Rhonda Ostrem, Story City  
Lana Ragaller, Story City  
Steve Reisetter, Ames



**HAPPY HOLIDAYS...**

from the staff at Central Iowa RSVP. Santa knows you are all on the “nice” list so to celebrate we have a small expression of our appreciation for the priceless gift you share... your time.

**Best wishes for a joyful holiday  
and a blessed 2024!**

**Your 2024 stick-on calendar is available!**

**\*Since you receive an e-newsletter, please stop by one of the offices to pick up your calendar. OR—give us a call and we will be happy to mail it to you!**



**EDUCATIONAL SERVICES** — *Helping youth succeed academically*



Working to re-engage volunteers in education-based assignments in 22-23, the number of students served increased by 35% over the previous year, restoring many previously suspended (due to COVID-19) school-based assignments and developing new partnerships. RSVP Pen Pal volunteers also continued to write and send cards and letters of encouragement to isolated residents of several care facilities and to hospice patients. This assignment (born out of COVID) continues to grow and is an important way for RSVP volunteers to help reduce the impact of isolation among some of our most vulnerable citizens.

***RSVP Literacy Partners  
(Pen Pals and Reading Buddies)***

A total of 367 RSVP volunteers (4,551 hours) were matched one-on-one or in small groups with 626 elementary/middle school students as pen pals or reading tutors. Volunteers helped students learn important letter writing skills and developed a relationship through the mail with a caring adult from another generation (pen pals). They also helped students improve reading skills by serving as Reading Buddies and Tutors. Partners: Schools - Gilbert, Roland-Story, South Hamilton, SE Webster-Grand, St. Edmond's (Fort Dodge), St. Thomas Aquinas (Webster City), Stratford, Webster City, West Marshall, and Raising Readers in Story County.



**HEALTHY FUTURES** — *Helping citizens stay healthy and maintain control of their well-being*

***RSVP Volunteer Driver Program***

**RSVP VOLUNTEER  
DRIVER**

36 Story County  
RSVP volunteer  
drivers (1,389  
hours) served 68

Story County residents, providing safe and reliable transportation to and from essential services, with priority given to older adults needing rides to medical appointments. Volunteers used their own vehicles to provide 704 round trips and drove 21,092 miles. (In a survey conducted in June, 2023, over 97% of client respondents indicated that having this service is an important factor in helping maintain their independence and overall health/well-being).



Thank you and congratulations to all of our Transportation Program drivers and grocery delivery volunteers, recipients of a 2023 Governor's Group Volunteer award! You are fantastic!

***RSVP BASE  
Fitness Program***

*Balance, Agility, Strength, and Endurance*

A total of 23 RSVP volunteers in Webster and Hamilton Counties (1,228 hours) facilitated this free fitness program at 16 locations for 307 seniors. BASE focuses on increasing healthy exercise habits that positively impact the well-being of the participants. Partners: Webster City Parks & Recreation Dept; McFarland Clinic Physical Therapy Dept; Leah Feltz Fitness.

"I was recently hospitalized for three weeks. I can't tell you how weak I became during this time. I am so very thankful that I was doing the BASE program before this all happened! I truly believe that having been involved in BASE has helped tremendously in my recovery. I'm getting stronger every day. The PT gave me exercises to do every day that are basically the same as we do in class, with a few variations. I highly recommend the BASE program to everyone!" - Memory Iles, Athens Woods BASE Exercise Class Leader

BASE Outcomes: 85% reported improved overall health as a result of BASE; over 72% reported somewhat or a lot of improved balance; 82% reported either somewhat or a lot of improved range of motion.







## DISASTER SERVICES, PUBLIC HEALTH & SAFETY—*Keeping our communities safe and prepared*

### *Volunteer Management for Emergencies serving Story County*

In a natural disaster, public health or safety emergency, RSVP volunteers staff a **volunteer reception center**, facilitating the intake and management of community volunteers willing to help in a local disaster or emergency. RSVP volunteers are also prepared to fill several roles in the implementation of **public health clinics**, and a **tip hotline** in the event of a missing and/or abducted child/person.

**Partners:** Story County Emergency Management, Story County Public Health (MGHHHS) and Story County Sheriff's Office. *There were no activations during this fiscal year but trainings were held to keep volunteers prepared to respond. (15 volunteers—78 hours)*

### *Fraud Fighters: RSVP Volunteers Working to Take a Bite Out of Crime*



One in three Americans ages 65 and older are scammed, losing over \$36 billion annually to financial exploitation, criminal fraud and caregiver abuse. In partnership with the Iowa Insurance Division, trained RSVP volunteers are serving as "Fraud Fighters", conducting presentations to educate community members (primarily targeting seniors and retirees) and provide prevention tips to avoid common frauds and scams. **A total of 7 presentations were conducted in 2022-2023 by 6 RSVP volunteers sharing important fraud prevention information to 224 individuals.**

## FOOD SECURITY—*Helping others have reliable access to enough affordable, nutritious food*



Central Iowa RSVP volunteers are doing their part to address the needs of those struggling with food insecurity. RSVP volunteers made a difference in addressing hunger by helping at local food pantries, stocking free neighborhood food pantries, providing home delivered meals, helping deliver commodity food boxes to families and individuals in need, maintaining community gardens (with produce donated to local shelters and food pantries), and providing assistance at hot meal programs and fresh markets. **Working with 11 local partners, 124 RSVP volunteers served 4,181 hours addressing food insecurity in 2022-2023.**



## GROWING! *RSVP/Heartland Services Grocery Delivery Program*



In 2021, Central Iowa RSVP began a new program addressing hunger through a partnership established with Heartland of Story County. Working together with Heartland Outreach staff, the RSVP grocery delivery service utilizes RSVP volunteers to pick up and deliver groceries to homebound seniors. Clients are registered and screened by HSS while delivery volunteers are recruited and vetted by RSVP. **In 2022-2023, 29 RSVP volunteers served 361 hours and drove 5,146 miles to deliver food and staples from local grocery stores to 14 Story County residents, making 274 grocery deliveries.** In addition, RSVP enlists the skills of a dedicated volunteer who provides weekly ordering assistance to individuals who have challenges with online ordering.

## CAPACITY BUILDING—*Providing diverse volunteer recruitment and placement support that supplements or enhances the existing services of 56 public, non-profit, and health care agencies (not reflected in other sections of this report).*

### **OTHER COMMUNITY PRIORITIES**

**ENVIRONMENTAL STEWARDSHIP**—(Conservation centers, trail maintenance, city/community garden spaces, Reiman Gardens)

**OTHER EDUCATION**—(Library services, museums, art, pre-school assistance, extension, other school-based activities)

**HOUSING/FINANCIAL**—(Rep. payees, agencies meeting housing and financial needs, shelters)

**MEDICAL**—(Serving at local medical/senior care facilities, blood drives, substance abuse prevention/support, hospice)

**OTHER PUBLIC, NON-PROFIT SUPPORT**—(Thrift store help, clerical, special events/projects, senior service agencies)

**264 RSVP volunteers served 11,117 hours providing capacity building services to area non-profits**

**Business Office**  
503 Elm Avenue  
Story City, IA 50348  
515-733-4917

**Ames Office**  
110 Crystal Street,  
50010  
515-292-8890

**Marshalltown Office**  
2608 S. 2nd Street,  
50158  
641-752-0279

For RSVP staff contact information, including email addresses, please call one of our offices or visit the staff page of our website:

[www.rsvpvolunteer.org](http://www.rsvpvolunteer.org)

Facebook:  
[www.facebook.com/rsvpcentraliowa](http://www.facebook.com/rsvpcentraliowa)

## 2023 RSVP Advisory Council Members

Nancy Long - Chair, Gilbert  
Marlys Barker, Nevada  
Nic Briseno, Ames  
Deb Grove, State Center  
Marsha Hegland, McCallsburg  
Diana Schwendinger, Ames  
Gaylan Scofield, Story City  
Doni Sheldon, Marshalltown  
Jeff Sodt, Nevada  
Roe Welker, Marshalltown

**Find us. Follow us.**  
**Like us. Love us.**



**AmeriCorps**  
Seniors



United Way of Story County



Marshalltown Area  
United Way



**DON'T FORGET TO STOP BY ONE OF OUR OFFICES TO PICK UP YOUR "THANK YOU" GIFT. OR, GIVE US A CALL AT ONE OF THE OFFICE LOCATIONS LISTED ABOVE AND WE WILL HAPPILY MAIL A CALENDAR TO YOU!**