



Retired Senior Volunteer Program
811 W. Jericho Turnpike, Suite 103W, Smithtown, NY 11787
(631) 979-9490, Ext.13 Fax: (631) 979-9235



www.rsvpsuffolk.org

From Our
Hands



To Your
Home

www.facebook.com/rsvpsuffolk

cccp.coordinator@gmail.com

COMMUNITY COMPUTER CONNECTIONS PROGRAM

Guidelines for Agency Personnel requesting computers for their clients

1. Case manager, social worker or other professional staff from your agency must complete the standard Excel computer request form on behalf of your client, save it for your records and submit via e-mail to cccp.clientrequest@gmail.com. Please follow the instructions on the form and only save using the “button” on the form. This will allow the (safely!) embedded macro to check the form.
2. If a client requests a laptop (which is rarely available) please indicate that in the box that states “special hardware or software request”.
3. **All applications must contain a home or cell phone number for the applicant, regardless of where the equipment is going to be delivered.**
4. We are not able to provide Microsoft Office on our computers. Instead we provide OpenOffice which has a word processing program and a spreadsheet program, both of which function in a manner similar to the MS programs of Word and Excel.
5. Approval of the request will be made by RSVP Staff based on the financial need of the client. Except in unusual cases, deliveries will be scheduled in the order of the date the request form was submitted.
6. If the client or a member of the household is a veteran, please indicate that on the form, in the designated check box.
7. Because of volunteer limitations, it is much easier (and quicker) for us to deliver computers to an agency (in which case, social workers or case managers would install the equipment) rather than to individuals. If delivery for your request is to be to a client’s home, you are asked to justify this. Depending on the specific situation, delivery to individuals might take some time. Please inform your client of this waiting time.
8. Please ask your client to prepare space and a sturdy surface for the equipment located near a power source.
9. For those cases where computer is to be delivered to the agency, please designate an individual (if not the social worker/case manager) responsible for accepting the equipment. This person will sign a form acknowledging receipt of the equipment, **with a clear indication of the name of the client to whom this equipment must be given.** After it is signed, retrieve the form and send this ‘agency form’ to the RSVP office, attn: Irene.
10. When a computer is ready, a volunteer will call you to make delivery arrangements. In some cases, where delivery is to be made to a client’s home, we might choose to contact the client directly – please note on the request form if this is not acceptable. This is especially important if you need to inform the volunteer about any special circumstances (about the client, family, **communication challenges (such as non-English speaking)**, or the building or neighborhood). If necessary for safety or other reasons please arrange to have someone accompany the volunteer.
11. Please notify your client that **under no circumstances should a volunteer be left alone in a room with a minor. An adult must always be present.**

12. CCCP does not provide printers.
13. To report malfunctioning equipment please call RSVP at 631-979-9490 x 13. Any questions, please contact RSVP at 631 979-9490 x13 or email cccp.office@gmail.com.

With your cooperation, we will continue to provide computers to hundreds of families on LI who would otherwise not be able to afford them. Thanks for your help.