



Volunteer Administrative Manual

(VAM)

Effective: July 17, 2007

THE VOLUNTEER PROGRAM ADMINISTRATIVE MANUAL

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VOLUNTEER ADMINISTRATIVE MANUAL

INTRODUCTION

VOLUNTEER PROGRAM MISSION STATEMENT

The mission of the Pinellas County Volunteer Program is to assist in accomplishment of county government activities by the utilization of citizen volunteer support and to facilitate community well-being through employee volunteer support of a selected number of charitable events and social support programs.

PURPOSE OF THIS MANUAL

This manual is intended for the use of Pinellas County staff and volunteers involved in the administration and management of volunteers under the jurisdiction of Pinellas County. It is provided as a reference source for legal and administrative issues. It does not provide technical guidance or direction related to a department's administration of the program.

HOW TO USE THIS MANUAL

The Volunteer Administrative Manual (VAM) is intended to be published as both a hard copy and electronically on the Volunteer Services website. It is a work in progress. Revisions will be forwarded to assigned volunteer administrators as they occur and will be posted to the website. Volunteer administrators, coordinators and department representatives will be notified by e-mail of revisions. Current policies will be listed in the front of the manual. In case a question arises as to the most current policy or procedure, please contact the Volunteer Services Division.

PINELLAS COUNTY VOLUNTEER SERVICES DIVISION

The purpose of the Pinellas County Volunteer Services Division is to promote, recruit and place citizen volunteers in county government and facilitate the involvement of Pinellas County government employees in community events and projects.

The primary functions of the division are to: 1) establish and maintain consistent countywide administrative operational policies and procedures that promote the use of volunteers, 2) assist departments in the recruitment and placement of volunteers for positions and projects as individuals and groups through public notices and media, 3) develop efficient volunteer performance management strategies and techniques that support the county government mission, and 4) manage the employee community involvement program.

POLICY REVIEW AND APPROVAL

All Volunteer Services policies are reviewed and approved by the County Attorney and Risk Management. This includes changes and updates.

VOLUNTEER PROGRAM MANAGEMENT STRUCTURE

The Pinellas County Volunteer Program is under the jurisdiction of the Pinellas County Board of County Commissioners. Overall direction of the program is under the direction of the county administrator with day-to-day management being the responsibility of the director of the Communications Department. Normally, the assistant director has operational responsibility for the Volunteer Services Division within the Communications Department.

The Volunteer Services Division is staffed by the volunteer services manager, program coordinator and division secretary who are responsible for countywide administrative management of the program.

Department directors and managers are responsible for appointment of staff members to serve as volunteer site coordinators. Departments with large numbers of volunteers may have assistant volunteer site coordinators for separate divisions. Direction of actual volunteer activities is the responsibility of staff members designated as volunteer supervisors. Departments will provide the names of designated volunteer site coordinators to the volunteer services manager. All such designated individuals are required to complete a volunteer site coordinator training and orientation given by the Volunteer Services Division at their office at 333 Chestnut Street, Clearwater.

VOLUNTEER CATEGORIES

County volunteers are administratively classified according to the following chart. Specific position titles and position descriptions are developed within the departments and approved by the Volunteers Services Program with the approval of Risk Management. All volunteer position descriptions must be approved by the department director prior to being submitted.

VOLUNTEER CATEGORIES

TYPE	DESCRIPTION	REQUIREMENTS
<p><u>Long-Term or Regular-Service Volunteer:</u> a person engaged in specific voluntary service activities on an ongoing or continual basis</p>	<ul style="list-style-type: none"> • May work with children, handle money and work independently • May be licensed to operate county vehicles and equipment • Works less than 120 hours per month not to total more than 1,440 hours per year • Workers' compensation provided by the county 	<ul style="list-style-type: none"> • Volunteer Position Description form required • Must complete Volunteer Application form • Department prepares Volunteer Placement Status form • Must attend orientation, including Risk Management guidelines • Must submit to background check/fingerprinting – LiveScan • Photo ID issued • Must keep Volunteer Daily Log (kept at respective department)
<p><u>Short-Term or Occasional-Service Volunteer:</u> a person who offers to provide a one-time or occasional voluntary service</p>	<ul style="list-style-type: none"> • Provides support for specific events or limited tasks • Works less than four months continuously and not to exceed 320 hours per year • Workers' compensation provided by the county 	<ul style="list-style-type: none"> • Volunteer Position Description form required • Must complete Short-Term Placement Commitment form(individual or group) • Must be supervised continuously by staff or long-term volunteer • Must keep Volunteer Daily Log (kept at respective department)
<p><u>Candidate Volunteer:</u> a person who has applied to become a long term volunteer</p>	<ul style="list-style-type: none"> • Covered by the same provisions as a short-term volunteer 	<ul style="list-style-type: none"> • Has applied to become a long-term volunteer • Has provisional status • Has not completed volunteer orientation
<p><u>Youth Volunteer:</u> a minor person between 12 and 17 years of age who is engaged in a limited task related to an educational or learning project</p>	<ul style="list-style-type: none"> • Performs tasks for a specific county element connected to an educational project 	<ul style="list-style-type: none"> • Volunteer Position Description form required • Is between 12 and 17 years old • Parent's, Guardian's or Legal Custodian's Permission form required • Requires director's approval of youth participation • Must keep Volunteer Daily Log (kept at respective department)
<p><u>Service Learning Volunteer:</u> a high school youth who is engaged in an academic learning project with a county department</p>	<ul style="list-style-type: none"> • Works as part of a program organized in coordination with high school guidance counselors within Pinellas County's school system • Work plan must be prepared prior to implementation of tasks and minimum number of hours required • Assignment may extend for more than one school year 	<ul style="list-style-type: none"> • Volunteer Position Description form required • Must comply with Pinellas School Board directives • Evaluation and timesheets required • Parent's, Guardian's or Legal Custodian's Permission form required • Must keep Volunteer Daily Log (kept at respective department)
<p><u>Intern:</u> a high school student working on an academic assignment related to a high school's activity</p>	<ul style="list-style-type: none"> • Works under the direct supervision of a teacher at a high school • Length of service varies • Normally an unpaid position with the county 	<ul style="list-style-type: none"> • Volunteer Position Description form required • Parent's, Guardian's or Legal Custodian's Permission form required for students younger than 18 • Must have an academic institution's approval to participate • Evaluation and Volunteer Daily Log required (kept at respective department)
<p><u>Intern :</u> a college or university student working on an academic assignment related to a college career experience</p>	<ul style="list-style-type: none"> • Works under the direct supervision of a college instructor • An unpaid position with the county. (Paid interns are not covered within these guidelines.) 	<ul style="list-style-type: none"> • Volunteer Position Description form required • Must be processed as a long-term volunteer, If student is older than 18 and Internship is more than 80 hours • Parent's, Guardian's or Legal Custodian's Permission form required for students under 18 • Must keep Volunteer Daily Log (kept at respective department)

<p><u>Volunteer Group Agreement:</u> a project performed by youth such as a Boy Scout troop or private school group</p>	<ul style="list-style-type: none"> • Involves a group activity for minor youth • Group provides liability insurance 	<ul style="list-style-type: none"> • Volunteer Position Description form required (private schools) • Volunteer agreement and attached roster required • Proof of insurance certificate required • Reviewed by Risk Management, the county attorney and the county administrator • Faculty members must supervise student activity
<p><u>Public School Agreement:</u> a project performed by Pinellas County public school students</p>	<ul style="list-style-type: none"> • Involves group activity for minor youth who are students at a county public school. 	<ul style="list-style-type: none"> • Must use Pinellas County Schools/Pinellas County Government Educational project Guidelines form in lieu of volunteer group agreement • School must provide waiver form signed by parents of students • Faculty members must supervise student activity
<p><u>Employee Volunteer:</u></p> <ul style="list-style-type: none"> • a county employee who volunteers within another county department • a county employee who participates in events such as Day of Caring and charitable fund-raising events 	<ul style="list-style-type: none"> • Provides assistance similar to citizen volunteers • Special provisions apply for charitable events and Day of Caring (Contact the Volunteer Services Division for additional information) 	<ul style="list-style-type: none"> • Must be a full-time county employee • Must complete an orientation and background check if performing long-term volunteer functions • May not volunteer in the department in which they are employed
<p><u>Tutor/Mentor:</u> an employee volunteer who assists a Pinellas County school student either as a specific academic assistant or long-term counselor to the student</p>	<ul style="list-style-type: none"> • Provides academic guidance to Pinellas County school students • Is authorized one-hour administrative leave with pay and reasonable travel time 	<ul style="list-style-type: none"> • Must be a full-time county employee • Department approval required • Mentors must attend special orientation
<p><u>4-H Afterschool Volunteer:</u> an employee volunteer who works with a small group of children (ages 8-12) in an existing after-school program</p>	<ul style="list-style-type: none"> • Provides help in developing important life skills, such as knowledge of good nutrition and fitness, as well as enjoying various fun/craft projects • Is authorized one-hour administrative leave with pay and reasonable travel time 	<ul style="list-style-type: none"> • Must be a full-time county employee • Must pass a <i>clean sheet</i> background check • Department approval required • Must attend special training
<p><u>AARP Enrollee:</u> an individual sponsored by AARP working with the county to gain job experience</p>	<ul style="list-style-type: none"> • Not part of the county volunteer program, however is administered by the Volunteer Services Division, completes a background check and is furnished a county ID card 	<ul style="list-style-type: none"> • See AARP enrollee guidelines
<p><u>Material Donor:</u> a person who provides funds, materials, employment or opportunities for clients of county government without receiving monetary or material compensation</p>	<ul style="list-style-type: none"> • Not administered by the Volunteer Services Division 	
<p><u>Court Mandated Community Service:</u> a person performing work to reduce court sentence</p>	<ul style="list-style-type: none"> • Not administered by the Volunteer Services Division • Person in program is sometimes incorrectly referred to as court-ordered volunteer 	

<p><u>501(C) 3 Organization</u> <u>Volunteers:</u> a group that provides assistance to county departments for specific projects</p>	<ul style="list-style-type: none">• Not administered by the Volunteer Services Division• Members may also be county volunteers• Agreement with county recommended• Examples: Friends of Brooker Creek, Gulf Beaches Historical Society, etc.	
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VOLUNTEER POLICIES

GENERAL

The following are basic policies that apply to all categories of volunteers.

Volunteers:

- Perform duties within the rules set by the responsible administrator.
- Perform tasks assigned by their supervisor and approved by the responsible administrator.
- Must maintain strict confidentiality concerning any information to which they may have access within their volunteer duties.
- May not use information generally unavailable to the public and obtained by reason of their volunteer positions for the personal benefit of themselves or others.
- Who participate in the same physical labor that requires a health screening for regular employees, will need a health screening performed by a physician.
- Must be 18 years of age or older, except youth volunteers who must have adult supervision by a long-term volunteer or a Pinellas County employee.
- Shall sign in and out, either electronically on VSP5 or in the Volunteer Daily Log. This record is maintained by all departments or facilities to record volunteer names, dates, hours of service and tasks assigned.
- Will receive ID cards from their department upon completion of orientation and a successful background check.
- Who are regular-service volunteers must attend a county volunteer orientation and must pass a background check.
- Who are public officers/employees may not volunteer to perform services in their own department.
- Must read and agree to abide by the county's Substance Abuse Prevention Program.

VOLUNTEER SELECTION AND PLACEMENT

VOLUNTEER POSITIONS

All county volunteers must be assigned to a defined position. This position is documented on the Volunteer Position/Project Guidelines form. This form contains administrative details about the position. The three essential items of information are:

- Position Description
- Safety Requirements
- Position Requirements

The final position guideline must be signed by the department director, Risk Management and the Volunteer Services Manager.

PLACEMENT INTERVIEWS AND ORIENTATION SCHEDULING

All long-term volunteer candidates **must** have a placement interview with a department representative prior to placement and assignment. If it is determined that the candidate is acceptable as a county volunteer, the site coordinator will prepare a placement form and arrange an orientation date for the volunteer

Prior to scheduling a volunteer for orientation a placement form must be provided to the Volunteer Services Division along with the volunteer's application form and required information entered into the volunteer electronic database (VSP5).

ORIENTATION

All potential long-term volunteers must attend a county orientation conducted by the Volunteer Services Division. These orientations are open **only** to candidates that have been interviewed by a site coordinator and entered into the VSP5 data system. At this time candidates will be assigned an ID number.

The orientation will consist of a review of county legal, safety and administrative policies and procedures that impact volunteers. Information on county organization and activities will also be provided. The volunteer will be fingerprinted for the mandatory background check and an ID photo will be taken. The county pays for the fingerprint and background check.

Volunteers whose positions will involve working with children may not volunteer until the background check results have been received. Volunteers in other positions may begin duties as short-term volunteers, at the discretion of the department director.

BACKGROUND CHECKS

All long-term Pinellas County volunteers are required to complete a Florida Department of Law Enforcement/Federal Bureau of Investigation (FDLE/FBI) background check including fingerprinting prior to assignment. It is important to note that we recognize that there are some long-term volunteers in the system who have not been fingerprinted. As we reassign these long-term volunteers we will run a background check on them so as to methodically catch up with any who have not gone through the process previously. If a current volunteer requires fingerprinting, it is the responsibility of the department to coordinate fingerprinting with the Volunteer Services Division.

County volunteer background checks require fingerprinting and are forwarded to the FDLE and FBI. Normally it takes from three to ten days to receive the results. If the print is not accepted the volunteer candidate will be required to be fingerprinted a second time.

REVIEW OF ADVERSE BACKGROUND INFORMATION ON CANDIDATES

The review process for determining the suitability of an individual as a long-term volunteer, when adverse information has been received from the FDLE, is described below. This information is commonly referred to as an ident.

PROCESS

1. Background check is conducted by Volunteer Services. Results are obtained from the FDLE and FBI. If check proves no adverse information, volunteer site coordinator is notified and individual is authorized to begin assignment immediately.
2. If FDLE report returns an ident, Volunteer Services begins the following review process:
 - a. Confirmation is obtained from Justice and Consumer Protection as to completeness of information and whether the ident was only an arrest or resulted in a conviction. Date of the action and final disposition is also determined.
 - b. The volunteer's application and FDLE waiver are reviewed to determine if the arrest was acknowledged.
 - c. If a conviction is listed for a felony, crimes of violence, or abuse of children, the applicant will be ineligible to volunteer.

- d. For all other charges, the information will be reviewed by the following departments:
- Employee Relations to determine compatibility with personnel policy and procedures.
 - County Attorney to determine the legality of allowing the individual to be accepted as a long-term volunteer.
 - Risk Management to determine if risk is appropriate.
 - Director of the department in which the applicant wishes to serve to make the final determination as to the acceptability of the volunteer if the applicant meets the personnel and legal criteria.
3. If the applicant is accepted, Volunteer Services will follow procedures described in (1) above.
4. If unacceptable, the respective department will notify the applicant that his/her volunteer service has been denied.

VOLUNTEER COMMITMENT AGREEMENT

At the end of their orientation, volunteers are required to sign a commitment agreement which is kept on file. This agreement is in effect the volunteer's agreement with the county. The following points are contained in this agreement:

- The volunteer knows how to report volunteer injuries and understands that injuries incurred while volunteering for Pinellas County government, may be covered by workers' compensation.
- The volunteer has read and understands the county's Anti-Harassment Policy.
- The volunteer has read and understands the county's Substance Abuse Prevention Program and agrees to abide by it.
- The volunteer irrevocably consents to and authorizes the use and reproduction of any and all photographs and/or videotape recordings taken of him/her, for any purpose whatsoever, without compensation. All photographic images shall constitute Pinellas County's property, solely and completely.
- The volunteer agrees to abide by the Volunteer Service Program's policies and procedures and those of the county agency to which assigned. The volunteer will abide by the Volunteer Position/Project Guidelines, will perform assigned duties to the best of his/her ability, and will comply with the directions of supervisors.

VOLUNTEER MANAGEMENT

ASSIGNMENT AND TRAINING

Once a volunteer completes orientation he or she will be assigned to a specific position within a department. The volunteer site coordinator or supervisor will ensure that proper training is given as to the duties of that position, expected work schedule, safety procedures to be followed and county administrative guidelines that apply. Special attention will be paid to health and safety issues that may impact the position. Note that it is possible for a volunteer to volunteer at more than one site.

SIGN-IN AND SIGN-OUT DOCUMENTATION

All long-term volunteers are required to sign in and sign out when performing duties for the county. This may be done either electronically (VSP5) or utilizing a log sheet and turning it in to the volunteer site coordinator.

PERFORMANCE AND DISCIPLINE

As representatives of the county, volunteers are expected to maintain a suitable level of behavior and appearance. Volunteers are expected to comply with all county policies and procedures. Additional standards may be established by the departments as long as they do not conflict with county directives.

Departments are encouraged to provide volunteers with explicit expectations of required performance and to review levels of performance to ensure that quality work is recognized and rewarded and that inferior work is corrected and improved.

TRANSFERS AND RESIGNATIONS

Circumstances may arise in which volunteers need to change their status. If their schedule should change and they can no longer volunteer in their current assignment, they should contact their supervisor or volunteer site coordinator. It may be that another volunteer position will fit their new circumstances.

If a problem should arise in their volunteer assignment, we encourage volunteers to try and work it out together with the department staff. If the problem still cannot be settled, they are encouraged to contact the volunteer services manager who can serve as a liaison and provide various options to improve the situation for all involved.

TERMINATIONS

The county reserves the right to dismiss a volunteer at any time based on operational requirements and/or performance issues.

REASONS FOR DISMISSAL

The following is a list of major reasons supervisors may feel the need to dismiss a volunteer based on performance issues:

- Attendance problems – is frequently absent, arrives late and/or leaves early.
- Poor attitude – may be cynical, “passes the buck” when something unpleasant happens, cannot accept suggestions or criticism, is negative to the public or other employees, socializes too much with other workers or visitors.
- Difficulty with volunteer duties – has to be supervised too much of the time, does not follow instructions when given, fails to recognize errors or problems, takes no initiative.
- Failure to follow volunteer program policy or department rules.

RESPONSE TO UNFAVORABLE VOLUNTEER BEHAVIOR

In the event of unfavorable performance of duty or behavior of a volunteer, the following steps shall be taken:

- The volunteer site coordinator or supervisor shall immediately respond to the situation. Depending on the circumstances, the volunteer may be suspended temporarily until a final disposition can be made. County policy is to err on the side of caution and concern for public interest.
- An investigation shall be made as to events and circumstances and a report made to the department director with a copy to the volunteer services manager.
- Based on the information provided, the department director, in coordination with the volunteer services manager, will make one of the following dispositions of the situation:
 - ◆ If it is determined that no adverse action occurred, the volunteer will be returned to active status.
 - ◆ If minor infraction of policy or procedure is determined to have occurred, the volunteer may receive a warning and return to duties, or be transferred to another position. Volunteer Services will be contacted prior to final determination. An entry will be made in the volunteer’s record.
 - ◆ If a major infraction occurred, the volunteer will be terminated from the program. Volunteer Services will be contacted prior to final determination. An entry will be made in the volunteer’s record.
 - ◆ The volunteer may be terminated from the program without further action.
 - ◆ The department may refer the situation to Volunteer Services for further review and action.

RECOGNITION

One of the most important elements in effective volunteer management is recognition of achievements both of individuals and groups. The county has several formal programs for achieving this recognition. Among these are:

PARTNERS IN PUBLIC SERVICE AWARDS

These are annual awards given in February. Departments are asked to nominate individual volunteers and volunteer groups in December. From those nominations, each Assistant County Administrator, the Director of Public Works and the Director of Utilities chooses one individual and one group from the nominees received from departments under their jurisdiction. The nominees and winners are honored and given a gift at their department volunteer recognition ceremonies and the winners are presented with a certificate signed by the Chairman of the Board of County Commissioners.

APPRECIATION CERTIFICATES

These are awarded at the departmental level. A graphics request may be made through the Communications Department.

VOLUNTEER SERVICE PINS

To further show our appreciation to volunteers who have made a long-term commitment to Pinellas County and have been with us one year or longer, Volunteer Service Pins are available. Pins represent one, five, ten, fifteen, twenty and twenty-five years. Departments should keep track of their volunteers' anniversary dates and when they reach these milestones, send a request for the appropriate pins. Some departments may have a special time of year to recognize their volunteers, and it may be more appropriate to present the pins then instead of on the volunteers' anniversary dates. If the department anticipates needing a large quantity of pins, please notify the Volunteer Service Program about three months in advance of when pins would be presented to the volunteers.

LIFETIME ACHIEVEMENT AWARD

Individuals may be nominated for outstanding lifetime volunteer achievement provided to Pinellas County, including retiring volunteers. Volunteer service must have been done under the direction of a government department served by the Pinellas County Volunteer Service Program. This may also be a way to memorialize a volunteer. The nominations will be judged based on the impact the volunteer has had on their department.

RECOGNITION WITHIN THE DEPARTMENT MANAGEMENT PROCESS

Certificates, pins and special ceremonies are tried and true but, simple things mean so much. A thank you or taking your volunteer to lunch says, "We appreciate you." However, the most meaningful recognition should come from within the department management process.

- Share the vision or the ultimate goal of the department with your volunteers.
- Include them in creating and participating in the plan to achieve that goal.
- Volunteers should then work side-by-side with paid staff and receive ongoing direction.
- Finally, include volunteers when assessing and celebrating the successful completion of the plan – when the vision becomes reality.

SAFETY AND LOSS CONTROL PROGRAMS/PROCEDURES

RISK MANAGEMENT GUIDELINES FOR USING VOLUNTEERS

- (1) Volunteers must attend a volunteer orientation, which will include the right-to-know, workers' compensation and safety information.
- (2) Volunteers must be trained for the jobs they will do, including the safety aspects.
- (3) When personal protection equipment is required for the position, the volunteer must either provide his/her own or be properly equipped by the department and trained in the use of the equipment prior to engaging in any such work.
- (4) Volunteers must not be knowingly exposed to any unnecessary danger or hazards in the workplace and must not perform any functions requiring a license or certification unless they have a current license or certification to do so.
- (5) Volunteers are permitted to operate a county motor vehicle only after successful completion of training as required by Pinellas County's Department of Risk Management. Upon notification of a department's request for a particular volunteer to serve in a position requiring driving, Risk Management will initiate a review of the individual's Florida driver's license to verify the volunteer meets all the requirements listed above and has an acceptable record. Volunteer Services and the requesting department will be notified of the results of each review and the level at which each volunteer is certified.

Once cleared by Risk Management for a position involving driving responsibilities, volunteers must be trained and certified on any piece of equipment called for in the position guidelines before being allowed to operate a county vehicle or piece of equipment independently. Training may be completed by the department director's designated representative or in conjunction with Fleet Management's training program if the necessary coordination is accomplished between departments.

Risk Management has established four categories of certifications for volunteers who are asked to operate vehicles within the scope of their position guidelines. Volunteers in all four categories are required to have a valid Florida driver's license:

- Volunteers using county-owned ATV's, utility vehicles, mowers, golf carts or other non-registered motorized equipment, strictly within the confines of an enclosed piece of county property, such as a park, or within a specific address.

- Volunteers using county-owned sedans, vans, pick-ups or other registered motorized vehicles, strictly within the confines of an enclosed piece of county property, such as a park, or within a specific address.
- Volunteers using registered county-owned motorized vehicles, not only on county property, but also on public roads (limited to within a 25 mile round-trip from the county facility at which they volunteer).
- Volunteers whose driving duties include transporting passengers, regardless of whether or not it takes place strictly on county property. This will be restricted to county-owned vehicles with a capacity of less than 15 passengers.

Volunteers who have not been properly certified to Risk Management's satisfaction must not operate county equipment, regardless of what the position guidelines might say. Each successive certification must be completed in advance of the volunteer's independent operation of county equipment under those specific conditions. Volunteers will not be certified to operate county-owned commercial motor vehicles (buses, etc.).

Operations involving the transportation of children as passengers shall never be done without at least two adults in the vehicle, at least one of whom shall be a county employee. This restriction applies regardless of whether the employee or the volunteer is driving and regardless of the number of under-age passengers in the vehicle.

Once trained and certified, volunteers will be subject to a monthly review by Risk Management of their Florida driver's license. The standards for the monthly review will be the same as for the initial review above, and any unacceptable driving record will result in the volunteer's loss of county driving privileges. The volunteer has the responsibility to notify their volunteer site coordinator of any moving infraction within three business days but no later than the next volunteer opportunity.

- (6) The operation of equipment shall be permitted only at such time that the volunteer has demonstrated the ability to operate the equipment and has successfully completed training and testing by Risk Management, Fleet Management and/or any other appropriate Pinellas County authority.

REPORTING AN INJURY OF A VOLUNTEER

If a volunteer is injured while performing their assigned task:

- The supervisor shall be notified immediately.
- The supervisor and volunteer must complete a First Report of Injury form and submit the form to Risk Management within 24 hours.
- Even if the volunteer does not think medical attention is needed, the First Report of Injury form must be completed. If the volunteer should require medical attention at a later date, step one would be to contact the supervisor for assistance in selecting an authorized treating medical provider at that time.

REMEMBER, except in an emergency, the volunteer must receive medical care from an authorized provider. If you have questions regarding this policy, please contact Risk Management.

- **DO NOT MISS MEDICAL APPOINTMENTS.** If the volunteer cannot attend a medical appointment, they must give the medical provider at least 24 hours notice and advise the supervisor of the changes. Failure to comply with this requirement could jeopardize their benefits.

Risk Management staff is available to assist regarding any questions you may have regarding a work-related injury. Volunteers may contact Risk Management as well at (727) 464-3664.

WORKERS' COMPENSATION FOR VOLUNTEERS

Volunteers may be eligible for workers' compensation medical benefits only, in accordance with Chapter 440, Florida Statutes. If an injury occurs, the volunteer site coordinator must be notified immediately. The volunteer site coordinator will direct the volunteer to a facility to receive prompt medical attention. While it is important that our volunteers receive appropriate medical care, responsibility for payment of medical bills will be determined by Risk Management. For additional questions regarding Workers' Compensation, contact the Risk Management staff at (727) 464-3664.

THE HAZARD COMMUNICATION STANDARD/RIGHT-TO-KNOW LAW (29 CFR 1910.1200)

Introduction

Volunteers have a right to know about exposure to hazardous/toxic substances in the workplace. The County will provide volunteers with information about the hazardous/toxic substances with which they work, and train volunteers in safe handling practices and emergency procedures.

This handout is an overview of the regulations concerning chemical safety. It is not intended to cover all the technical aspects involved. Additional information is available by contacting:

Pinellas County Risk Management Department
400 South Fort Harrison Avenue, 3rd Floor
Clearwater, FL 33756
(727) 464-3664

Definitions

Hazardous/Toxic Substance: Any chemical substance or mixture in a gaseous, liquid or solid state that can cause harm to humans or the environment.

Material Safety Data Sheet (MSDS): A document containing information about the properties and hazards of a hazardous/toxic substance. The information will include the chemical identity of the substance, physical and health hazards, the means by which the chemical may gain access to the body, safe handling and use, emergency and first aid procedures, and control measures.

Under the law, manufacturers, importers and distributors of hazardous/toxic substances are required to prepare and provide MSDSs to their purchasers.

County Responsibilities

It is the county's responsibility to:

- Identify and list the hazardous chemicals in the workplace.
- Obtain MSDSs and labels for all hazardous chemicals in the workplace.
- Develop and implement a written hazard communication program.
- Communicate hazard information to volunteers through labels, MSDSs, and formal training programs.

Any county department which produces, uses or stores hazardous/toxic substances in the workplace is required to:

- Post a notice, approved by the Risk Management Department, informing workers and volunteers of their rights under the law.
- Obtain and maintain for a period of 30 years, the required Material Safety Data Sheet (MSDS) for each hazardous/toxic substance present.
- Make the MSDSs available upon request to an employee or volunteer within five working days.
- Provide instruction to volunteers, within their first 30 days of employment or volunteer assignment, and at least annually thereafter, on the nature and effects of those hazardous/toxic substances with which they work.
- Advise volunteers of their right to obtain information from outside sources.
- Notify the local fire department of the location and names of certain hazardous/toxic substances present in the workplace.

Volunteers Rights

Volunteers have the right to:

- Know the hazardous/toxic substances present in the workplace.
- Obtain a copy of the Material Safety Data Sheet for any hazardous/toxic substance to which they may be exposed.
- Refuse to work with a hazardous/toxic substance if not provided a copy of the MSDS for that substance within five working days after submitting a written request to the supervisor.
- Receive instruction on the hazardous/toxic substance which must include:
 - The chemical and common names of the substance (with certain disclosure limitations for trade secrets).
 - The location of the substance in the workplace.
 - Proper and safe handling practices.
 - First aid treatment and antidotes in case of overexposure.
 - The adverse effects of the substance.

- Appropriate emergency procedures.
 - Proper procedures for clean-up of leaks or spills.
 - Potential for flammability, explosion and reactivity.
 - The rights of volunteers under all applicable laws.
- Obtain further information on the properties and hazards of toxic substances from outside sources.
 - Protection against discharge, discipline or discrimination for having exercised any of these rights.

GENERAL COUNTY POLICIES

PINELLAS COUNTY VOLUNTEER STATEMENT OF ETHICS

We, the volunteers of Pinellas County, as providers of public service and, in order to inspire confidence and trust, are committed to the highest standards of personal integrity, honesty and competence.

To this end we will:

- Provide open and accessible government, giving courteous, responsive service to all citizens equally.
- Accept only authorized compensation for the performance of our duties and respectfully decline any offers of gifts or gratuities from those with whom we do business.
- Disclose or report any actual or perceived conflicts of interest.
- Comply with all laws and regulations applicable to the county and impartially apply them to everyone.
- Neither apply nor accept improper influences, favoritism and personal bias.
- Use county funds and resources efficiently, including materials, equipment and our time.
- Respect and protect the privileged information to which we have access in the course of our duties, never using it to stir controversy, to harm others or for private gain.
- Recognizing that government must serve the best interests of all citizens, we stand as representatives of responsible government, acting at all times to merit public confidence in ourselves and Pinellas County.

SUBSTANCE ABUSE PREVENTION PROGRAM

It is the responsibility of volunteers to adhere to the following sections of the Pinellas County Substance Abuse Prevention Program and Anti-Harassment Policy presented in the Pinellas County Employee Personnel Manual 2003 and reproduced below in the same way as required by employers. References to employee found in this reproduction shall not change the status of volunteers.

It is your responsibility to become familiar with and abide by the county's Substance Abuse Prevention Program. This program encourages an employee to seek help through the Employee Assistance Program for a drug or alcohol problem before it affects job performance. If your job duties require a valid commercial driver's license, you are also subject to the requirements of the Department of Transportation's Federal Highway Administrative Regulations. These requirements have been incorporated into the county's Controlled Substance and Alcohol Use Testing Policy for county commercial vehicle drivers. Copies of this policy are available from your supervisor.

Within the guidelines of the Substance Abuse Prevention Program, an appointing authority or supervisor, who is of the opinion that reasonable suspicion exists that an employee is under the influence of alcohol or drugs while on duty or representing the county in an official capacity, will request the employee undergo a test of his or her blood or urine. Employees who submit to a test shall not normally be subject to discharge the first time they are found in violation provided they enroll in the Employee Assistance Program. The Pinellas County Substance Abuse Prevention Program prohibits employees from:

- Use, possession, manufacture, distribution, dispensation or sale of illegal drugs or drug paraphernalia on county property or in county-supplied vehicles.
- Use, possession, manufacture, distribution, dispensation or sale of illegal drugs off county property during working and non-working hours.
- Testing positive for alcohol or drugs under the provisions of the substance abuse testing procedures in conjunction with a reasonable suspicion, as defined in Section III of the Substance Abuse Prevention Program publication.
- Use of alcohol during breaks or lunch periods.
- Use of alcohol off duty while wearing a county uniform with county insignia.
- Refusing to consent to alcohol or drug testing when requested by management.
- Interfering in any manner with specimen collection procedures.
- Refusing to sign a statement agreeing to abide by the county's Substance Abuse Prevention Program.
- Any violation of the Federal Drug Free Workplace Act of 1988.

ANTI-HARASSMENT POLICY

It is the policy of Pinellas County to provide a work environment which is free from verbal or physical conduct that unreasonably harasses, disturbs or interferes with an employee or volunteer's work performance or that creates an intimidating, offensive or hostile work environment.

All county employees or volunteers are expected to avoid any activity which harasses or disrupts the work of their coworkers, subordinates or the general public. Any verbal or physical conduct which harasses another worker, subordinate, or members of the general public with whom employees or volunteers may have contact, because of that person's race, national origin, religion, sex, disability, pregnancy, age or military status is prohibited.

In particular, sexual harassment is strictly forbidden, including harassment of members of the same sex. Sexual harassment in the workplace is a violation of Title VII of the Civil Rights Act of 1964. Any sexually harassing or offensive conduct, whether by managers, supervisors, employees, non-employees or volunteers who enter the county's workplace, is prohibited. Such prohibited conduct includes, but is not limited to:

- Unwanted physical contact or offensive conduct of a sexual nature, including flirtations, advances or propositions.
- Verbal harassment about an individual's sex, sexual interest or orientation, sexual innuendos, and offensive jokes or descriptions of personal sexual conduct.
- Demeaning, degrading or insulting comments about a person's physical appearance.
- Displaying in the workplace photos or other materials which are demeaning, insulting, intimidating or sexually suggestive.
- Demeaning, insulting, sexually suggestive or otherwise offensive written, recorded, telephonic or electronically transmitted messages.

Any of the above-listed activities or offensive behavior based upon an individual's race, national origin, religion, disability, pregnancy, age or military status is also prohibited.

If harassment is experienced:

- 1) Document the incident by writing such details as date and time of incident, where it occurred, who was present, what was said and done, and witnesses to the incident.
- 2) Report the incident orally and/or in writing to your supervisor, department head, appointing authority, Personnel Department or Pinellas County Office of Human Rights.

Violations of the county's Anti-Harassment Policy may result in discipline up to and including termination.

VOLUNTEER BENEFITS

Long-term volunteers are entitled to the following benefits:

- Volunteers may join the Pinellas County Federal Credit Union by presenting their I.D. cards.
- Volunteers may use the county's fitness center by presenting their I.D. card and attending an additional orientation.
- Volunteers are eligible for training opportunities through the county's Personnel Department. These classes could help make volunteer experience more effective and enjoyable. Your supervisor and the volunteer program coordinator can provide information on classes. This information is published in the yearly Training Resource Catalog. Volunteers can attend classes on a space-available basis.
- Volunteers will be reimbursed for mileage (at the same rate as employees) when volunteer duties require necessary and approved travel. This reimbursement will be the responsibility of the respective department in which one volunteers.
- If a volunteer is on disability, public welfare, special education programs or any other kind of public assistance, they may be eligible to be reimbursed for travel to and from the workplace. In those cases, volunteers who possess the PSTA Special Citizen Photo ID Card may be eligible for reimbursement based on approval of their department representative and the approval of the volunteer services manager. If payment is authorized, it will be at the PSTA reduced fare. Volunteers will be reimbursed after they produce a travel log indicating dates and the to/from destination

YOUTH VOLUNTEERS

ELIGIBILITY AND GUIDELINES

Individuals between 12 and 17 years of age are eligible to participate in county programs as youth volunteers.

Activities of youth volunteers will be covered by a Project Guidelines Description form prepared by the Volunteer Services Division. Activities not listed on this form are not authorized for youth volunteers to perform.

REQUIREMENTS TO VOLUNTEER

Requirements for participation as a youth volunteer are:

- Completion of a youth application form signed by the youth and the parent or guardian.
- Selection of one of the following options by the department for permitting youth volunteers:

Option #1: The parent or legal guardian must be present on each occasion that the youth is working as a county volunteer.

The parent or legal guardian is required to sign a Youth Participation Form to record the time services are performed.

Option #2: The parent or legal guardian must present a signed and notarized Parental Consent Form as found on the county internet site.

The parent or legal guardian is required to sign a Youth Participation Form to record the time services are performed.

Youth volunteers are covered by workers' compensation and will be entered into the volunteer database.

CHILDREN YOUNGER THAN 12 YEARS of AGE

Children younger than 12 years of age are not eligible to participate as county volunteers and their time will not be entered into the volunteer database. They may, however, accompany a parent or guardian performing duty as a county volunteer with the permission of the department or division director. The accompanying parent or guardian must sign a Waiver of Liability and Hold Harmless Agreement and a notarized Parental Consent Form. The child is not covered by workers' compensation.

It is suggested that departments develop education programs for children in this age group that would enable them to learn skills that would prepare them for volunteer service when they become older.

QUALIFICATIONS OF SUPERVISORS OF YOUTH VOLUNTEERS

All individuals whether, staff or volunteer, who supervise youth activities must have completed a background check and be approved by the department director. Only volunteers who are classified as long-term volunteers may supervise youth.

It is strongly recommended that any individual involved in supervision of youth be given appropriate training in techniques and methods for performing this duty.

GROUP VOLUNTEERS

The county supports the use of group volunteers in support of its activities. These groups may represent civic organizations, corporations, youth groups and academic institutions.

General policy for volunteer groups follows the policy for individuals. A Volunteer Position/Project Guideline form must be prepared in advance for all group activities. Control of the group is the same as that of a short-term or casual volunteer. The group activity must be supervised by a county staff representative. In some circumstances, the liability responsibility is assumed by the group and they must provide proof of insurance. In certain instances where the group has entered into a long-standing arrangement to provide services for the county, a Memorandum of Understanding may be required. Generally any agreement with a group must go through several departmental review channels depending on the type of agreement.

The following represent types of group volunteers:

ADULT GROUP VOLUNTEERS

These groups normally consist of volunteers from an organization such as a corporation or nonprofit institution. All of the participants are adults over 18 years of age. Normal practice is for this type of group to sign in using the group short-term volunteer form. These volunteers are covered by workers' compensation.

YOUTH GROUP VOLUNTEERS

This type of group represents civic and academic organizations that perform activities for the county. A contract agreement signed by the county administrator is required from these groups. Normally it takes at least ten working days to complete the approval process for these groups. The organization is required to furnish a certificate of insurance. Non-Pinellas County scout groups and private schools are under this category of group volunteers.

PINELLAS COUNTY BOY SCOUT GROUPS

In 2005, the county and Gulf Coast Boy Scout Council 89 entered into an agreement to facilitate projects at county facilities. This oversight agreement allows departments to implement projects with approval of the department director, Risk Management and the Volunteer Services Division. Projects in this category can be processed in two to five working days.

PINELLAS COUNTY SCHOOL GROUPS

An agreement similar to the Boy Scout agreement is in effect with the Pinellas County School Board and applies to all public schools within the county. Under this arrangement a standard form is utilized to approve a project with the department, Risk Management and Volunteer Services approving for the county and representatives of individual schools approving for the school board. The county processing portion of this agreement usually takes from two to five working days.

EMPLOYEE VOLUNTEERS

GENERAL POLICY

County employees may volunteer for activities under the following conditions:

- Employees may volunteer for activities in another department when off duty.
- Employees may participate in an authorized one-on-one basis in community outreach programs on an administrative leave status.
- Employees may participate when off duty for a group representing the county in charitable fund-raising events.

EMPLOYEES VOLUNTEERING IN ANOTHER COUNTY DEPARTMENT.

Policies for employees volunteering within the county are governed by the Fair Labor Standards Act. In order to avoid legal problems that might occur when an employee wishes to volunteer, the following parameters must be met. The volunteer activities must be in a totally different department. Additionally, no coercion can be involved such as a supervisor “requesting” the service. The employees themselves must express the desire to volunteer. They cannot be assigned. The volunteering must take place during off-duty hours; the employee cannot volunteer during regular hours without being paid.

ONE-ON-ONE COMMUNITY OUTREACH PROGRAMS

Community outreach opportunities are ways for county employees to give back to the community. The county administrator authorized administrative leave in September 2003 for the programs listed on the next page.

Employees can only participate in one administrative leave activity at a time. For example, if an employee is currently enrolled as a tutor or mentor and is using one hour of administrative leave a week, he or she will not be permitted to register for the Junior Achievement Program. However, they may choose to switch programs throughout the year, maintaining one program at a time.

Reasonable travel time is at the discretion of the department director. It is recommended that employees participate in a program that is close to their work location or on their way to or from the work location.

Employees may volunteer in other venues than those listed below and approved by the administrator, but must take personal leave in order to do so.

AUTHORIZED COMMUNITY OUTREACH PROGRAMS

Tutor/Mentor Program

This award-winning program matches employees who can give an hour each week of their time during the school day to a child who needs a caring adult to make a difference in his or her life.

Junior Achievement

Junior Achievement (JA) volunteers teach young people about business, economics and the free enterprise system. Volunteers teach JA classes in Pinellas County schools in grades kindergarten through twelve during school hours. A brief training session is held.

4-H Afterschool Program

Employees help children ages eight through twelve learn about topics such as nutrition, gardening and budgeting as a 4-H Afterschool volunteer. Individuals in this program must complete a county background check administered by Volunteer Services.

Big Brothers/Big Sisters

Employees may only participate at school-based locations. Big Brothers/ Big Sisters (BBBS) of Pinellas County, Inc. places volunteers in their school-based mentoring program. Mentors visit their Little Brother or Little Sister once a week for an hour of activities, including reading, talking, playing games or working on homework. The focus of the program is on improving the reading, literacy and social skills of the child. An interview and a background safety check are required along with a one-hour training.

Day of Caring

For the past 12 years, the *Day of Caring* has been a single-day event in August to kick off the United Way of Tampa Bay's fundraising campaign. In 2006 the process changed to October and projects were scheduled for Wednesday, midweek. Pinellas County employees have always been very supportive of the United Way effort! By volunteering with a United Way-funded agency, Pinellas County employees gain firsthand experience with nonprofit agencies serving our county as well as learning more about the true value of their United Way contributions.

As part of the county administrator's commitment to United Way, all employees in departments under his jurisdiction who participate in the Day of Caring are permitted administrative leave for the one day they volunteer in a designated facility. Employees must have their supervisor's permission to participate in the Day of Caring and must register with Volunteer Services. Employees may participate on their own time at United Way sites not approved as Pinellas County designated Day of Caring sites.

CHARITABLE EVENTS – EMPLOYEE VOLUNTEERS

Community Participation/Fundraising:

Pinellas County employees may participate in several charitable fundraising events throughout the year as representatives of the county. Most of these events are in the form of walks. Time off to attend kick-off meetings relating to the event is given at the department director's discretion. The day of the events, which are usually held on Saturdays, is on the employees' own time. The following are some of these events.

Heart Walk

The annual *Tampa Bay Heart Walk* takes place each November at Raymond James Stadium in Tampa.

Sickle Cell Walkathon

A Path to a Cure is the name of the Sickle Cell Anemia Walkathon. This event is generally held on a Saturday in October from 8 a.m. until noon at Lakewood High School in St. Petersburg.

Making Strides Against Breast Cancer Walk

Make Strides Against Breast Cancer is a 5K noncompetitive walk on a Saturday in late October in North Straub Park in downtown St. Petersburg.

REFERENCES

- Pinellas County Safety Manual and Guide to Loss Control
- The Fair Labor Standards Act (FLSA)
- The Hazard Communication Standard/Right-to-Know Law: 29 CFR 1910.1200
- University of Florida IFAS Extension: Selecting Volunteers and Establishing Safe Environments
- Pinellas County: The Volunteer Handbook, 2007
- The Pinellas County Substance Abuse Prevention Program
- The Pinellas County Anti-Harassment Policy
- A Manual of General Information for Employees of Pinellas County, Florida

APPENDICES

EVENT SUPPORT ASSISTANCE POLICY

Various special events are sponsored by county departments that require additional volunteers on a one-time basis. Volunteer Services does not maintain a poll of volunteers specifically available to assist with these events, however, they will assist with recruiting short-term volunteers from other departments and the general public.

In addition, as support for the event, Volunteer Services will:

- Design a flyer for the event in PDF format so it can be shared and used by the event coordinator and will send via e-mail or put on disc if the coordinator wishes to make posters, etc.
- E-mail flyer with all information for contacting the event coordinator to employees countrywide requesting volunteers
- Send flyer and e-mail to county bulletin board group for posting at all county distribution sites.
- Send flyer and information inviting county commissioners to attend the event.
- List the event on the county website.
- Attend the event and take pictures, if available.
- Send pictures and information after the event to Pinellas Pen for inclusion in an upcoming issue.