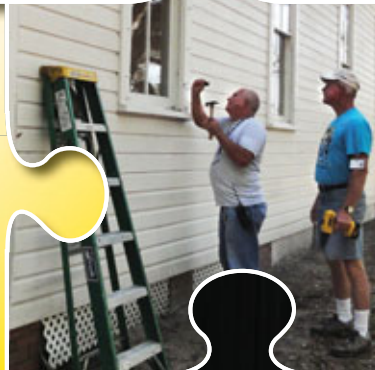
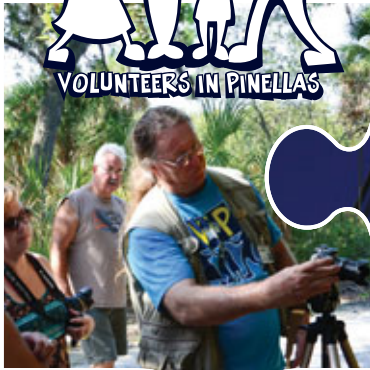




# HANDBOOK

EXPECT TO MAKE A DIFFERENCE!

EXPECT TO MAKE A DIFFERENCE!



MAKE NEW FRIENDS Carry On Traditions  
Share Your Knowledge ASSIST OTHERS  
Gain Work Experience Explore Your Interests Intern  
HELP THE ENVIRONMENT Make Connections  
Network Learn About Government





# THANK YOU *for becoming a* VIP - *Volunteer In Pinellas!*

Now more than ever our community needs partners to help provide quality service to fellow citizens and maintain the level of service we all expect.

You are our partner. We want to match your interests, needs and abilities with volunteer opportunities in the county. Where will you fit in? We'll help you find your best fit.

There's something for everyone. Our volunteer corps is a diverse mix of individuals and groups of all sizes. Our VIPs span a variety of ages, occupations and backgrounds, and have a multitude of skills.

Once you are placed, your supervisor will hold a personal or group orientation to review department policies and procedures. Training will be provided if required.

Volunteers may be subject to a background check depending on their assignment.

Volunteers under the age of 18 will have adult supervision and must have a signed and notarized parental consent form on file.



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### ***Volunteer Services Program Mission Statement***

*The mission of the Pinellas County Volunteer Services program is to PROMOTE, RECRUIT and PLACE citizen volunteers in their county government and FACILITATE the involvement of Pinellas County employees in community events and projects.*

## PINELLAS COUNTY GOVERNMENT DIRECTOR OF HUMAN RESOURCES

Dear Volunteer,

As a Pinellas County volunteer, you join a special group of people dedicated to serving fellow citizens. It is with great pleasure that I welcome you to our volunteer team and thank you, in advance, for the outstanding personal contributions you will make.

There are a number of different volunteer opportunities within Pinellas County. Our volunteers do not replace employees; rather, these efforts add support for county departments and expand services to the public. Volunteers span a variety of ages, come from diverse ethnic backgrounds and have a multitude of skill levels. But each has one thing in common – they care about the community.

Pinellas County's Volunteer Services was founded in 1992 and today is more than 4,500 volunteers strong. Its success is due to the dedication of volunteers like you who unselfishly give your time, energy and love. You are very important to the success of Pinellas County. Most importantly, you are making a difference in your community!

We recognize that your time is very valuable, and I am proud you chose to spend it helping your community and neighbors. Thank you again for giving your time.

Sincerely,



Peggy Rowe  
Director, Human Resources  
Pinellas County Employment & Volunteer Services



## PINELLAS COUNTY VOLUNTEER RIGHTS AND RESPONSIBILITIES

### *Your rights as a volunteer*

You have the right to be a volunteer regardless of your race, financial status, sex or age.

You have the right to a competent and thorough interview and an assignment appropriate to your interests, background and abilities.

You have the right to know and learn about the department's policies, programs, people and plans. You also have the right to receive orientation, ongoing training and supervision.

You have the right to offer suggestions and to be heard.

You have the right to an evaluation of your performance. You also have the right to help evaluate the program you serve.



### *Your responsibilities as a volunteer*

Be a dependable team player, supporting your volunteer group and staff. It means to work well with the public, keep an open mind, and be flexible and willing to learn and try new things.

Be honest and clear during the initial interview about your interests, skills, expectations and availability.

Be aware of the agency's purpose and the requirements and expectations of your assignment. You may be entrusted with confidential information. It is your responsibility to respect and maintain that confidentiality.

Be dependable, reliable and follow policies and procedures. Discuss what you like and don't like about your position with your supervisor. Participate in training and accept the guidance and direction of your supervisor. If you must be absent, notify your supervisor as far in advance as possible.

## 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...

- ...Assist in providing open and accessible government by 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 we encounter through our volunteer service.*
- ...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 or personal bias.*
- ...Use county funds and resources efficiently, including materials, equipment and 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.*
- ...Represent responsible government, acting at all times to merit public confidence in ourselves and Pinellas County.*

## BENEFITS OF BEING A VIP

You may join the Pinellas Federal Credit Union by presenting your volunteer badge.

You may use the county's Fitness Center (in Clearwater) by presenting your volunteer badge and attending a short orientation.

You are eligible for training opportunities through the county's Human Resources Department.



### Work Experience and Networking

Pinellas County is pleased to partner with college and high school students to provide our workforce-of-tomorrow valuable and practical work experience. Students and other job seekers have found volunteering to be a valuable networking tool as well.

### Recognition

Your talent and time mean a lot to the county and to its citizens. Your contribution is important!

To recognize this we have a reward program based on hours volunteered. For example, after 40 hours we offer you the choice of a VIP baseball cap or visor.

After 100 hours, we offer you a VIP cooler. There are rewards for 500 and 1,000 hours as well.

Additionally, departments give volunteers certificates and lapel pins representing years of volunteer service.

These are just small tokens of our appreciation. We hold regional volunteer appreciation events throughout the year and a countywide celebration during National Volunteer Month. Visit our website

[www.pinellascounty.org/volunteer](http://www.pinellascounty.org/volunteer) and click on **Meet Our VIPs** to view videos of our county-wide celebrations and other stories about our volunteer family.





## DRUG-FREE WORKPLACE POLICY INFORMATION

As a volunteer, you are representing Pinellas County. It is your responsibility to become familiar with and abide by the county's Drug-Free Workplace Policy (DFWP).

Our DFWP prohibits the use or possession of alcohol and illegal drugs while you are volunteering with Pinellas County. You are required to sign a statement agreeing to Pinellas County's DFWP.

Within the guidelines of the DFWP, an Appointing Authority or supervisor, who is of the opinion that reasonable suspicion exists that an employee/volunteer is under the influence of alcohol or drugs while on duty or representing the county in an official capacity, will request the employee/volunteer to undergo a test of his or her blood or urine.

The Pinellas County DFWP prohibits volunteers 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 DFWP publication.
- Refusing to consent to alcohol or drug testing when requested by management.



- Interfering in any manner with specimen collection procedures.
- Use of alcohol during breaks or lunch periods.
- Use of alcohol while off duty wearing a county uniform with county insignia or a county ID.
- Any violation of the Federal Drug-Free Workplace Act of 1988.

## HARASSMENT POLICY INFORMATION

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

County volunteers are expected to avoid any activity which harasses or disrupts the work of their co-volunteers, coworkers, subordinates or the general public. Any verbal or physical conduct which harasses another volunteer, worker, subordinate or member of the general public with whom volunteers may have contact, because of that person's race, national origin, religion, sex, sexual orientation, 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 or non-employees 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;
- Harassment concerning 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 you experience harassment:***

- Document the incident by writing the date and time of the incident, what was said and done, who was present, where it occurred and witnesses to the incident.
- Report the incident orally and/or in writing to your supervisor, department head, the Appointing Authority, the Human Resources Department or the Pinellas County Office of Human Rights.

Violations of the county's Harassment Policy may result in termination.

## **REPORTING AN INJURY**

If you are injured while performing your volunteer task, call 911 immediately if there is a medical emergency. If an injury is NOT a medical emergency,

- 1) notify your supervisor immediately, and
- 2) call the Company Nurse® Hotline (855) 921-9508.

The hotline is available 24 hours per day, 7 days per week. You will receive instant telephonic first aid advice from a Registered Nurse.

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



### ***Other Guidelines***

Volunteers can operate a county motor vehicle after successfully completing training required by Risk Management. Upon notification, Risk Management will review the Volunteer's Florida Driver License to verify the individual has an acceptable record.

Volunteers must be trained and certified on any equipment before being allowed to operate equipment independently.

When personal protection equipment is required, the volunteer must either provide his/her own or be properly equipped and trained in its use by the department prior to engaging in any such work. Volunteers may not carry firearms while performing volunteer service on behalf of Pinellas County.

For any safety-related questions, contact Risk Management.



## THE HAZARD COMMUNICATION STANDARD/ RIGHT-TO-KNOW LAW

*Important details concerning 29 CFR 1910.1200*



Volunteers are able to learn about exposure to hazardous/toxic substances in the workplace.

County departments will provide volunteers with information about the hazardous/toxic substances with which they work and will train volunteers in safe handling practices and emergency procedures.

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.

## CONTACT INFORMATION



[www.pinellascounty.org/volunteer](http://www.pinellascounty.org/volunteer)

PH: (727) 464-VIPS (8477)

FAX: (727) 453-3121

TDD: (727) 464-4063

400 S. Fort Harrison Ave.

4th Floor

Clearwater, Florida 33756

Pinellas County complies with the Americans with Disabilities Act.

To obtain accessible formats of this document, please call (727) 464-4880/TDD (727) 464-4062.



# EXPECT TO MAKE A DIFFERENCE!

## VOLUNTEERS IN PINELLAS ARE VIPs



# You!

**Keep Records** **Walk Dogs** **History**  
**TV Production** **Inspect Public Buildings**  
**The Court Process** **Environment**  
**Take Photos** **Manage Data**  
**Greet Visitors** **Write Articles** **Document Procedures**  
**Learn About Government** **Do Graphic Design**  
**Mapping** **Emergency Situation Assistance**  
**Community Development** **Laboratory Testing**  
**Airport Ambassador** **Give Surveys** **Distribute Information**  
**Trail Auxiliary Ranger** **Event Assistance** **Handy Maintenance**  
**Organize Records** **History Docent** **Lecture**  
**Landscaping** **Inspect Public Buildings** **Guide Tours**  
**Court House Ambassador** **Museum Assistance**  
**Wildlife Expertise** **Coastal Clean-up** **Ham Radio operator**



Visit us online at  
[www.pinellascounty.org/volunteer](http://www.pinellascounty.org/volunteer)