

# VOLUNTEER VOICE

A newsletter by and for Pinellas County government volunteers.



October 2014

We're on the web at [www.pinellascounty.org/volunteer](http://www.pinellascounty.org/volunteer)



**"LIKE"** us on Facebook!

## Our Volunteers Enjoy Service to Others

*Survey cites a variety of reasons including interest in local history, exercise and the desire for on-the-job training*

Volunteer Services appreciates all that our volunteers do and we intend to support you every way we can. We always want to know how we can improve our service. One way to find out how we can serve you better is by the Volunteer Satisfaction Survey which we conducted last July.

149 of you completed the survey. We thought you'd like to know what we learned.

Most of our volunteers reside right here in Pinellas County (71.9%) and over 10% live in nearby counties. Nearly 17% of our volunteers live in other states and even Canada.

**Q.** Would you recommend volunteering here to family and friends?

**A.** 98% said yes.

**Q.** How long have you been a Pinellas County volunteer?

**A.** Nearly all of our respondents have made a long term commitment to volunteering with Pinellas County government. 52% 1-5 years; 31% over 5 years; and 18% 1 year or less.

**Q.** What did you hope to gain when you first started?

**A.** 89% "Feel I am making a contribution to the community; 52% "Learn new things"; 52% "Use my skills"; and 42% "Meet new people." You volunteer here because you enjoy it! You cited interest in local history, the environment, opportunities to get exercise, helping others, and obtaining the on-the-job experience to help in your education or job-seeking as prime motivators.



Click icons/page numbers to view

## INSIDE

# 2

Adopt a Pond  
Courthouse Ambassadors

# 3

Volunteer Opportunities  
Events

Continued, page 2

Survey cont. from page 1

**Q.** To what extent have your expectations been met?

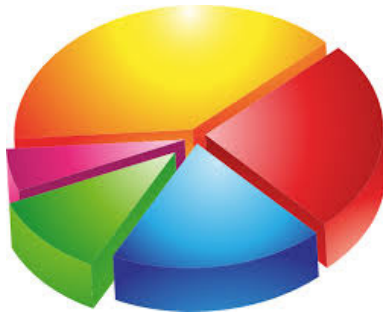
**A.** 75% feel their expectations have been met while just under a quarter of the respondents indicated their expectation had been only partially met. 3% indicated their needs had not been met at all.

**Q.** How useful have the following been in helping you carry out your role?

**A.** 74% "Support from staff"; 69% "Support from other volunteers"; 63% "Supervisor support and direction"; and 31% "Milestone awards/incentives."

We're encouraged by how you use our communication pieces. 91% read the *Volunteer Voice* regularly or occasionally. 67% visit the Volunteer Services website. Social media (Facebook, Twitter and Pinterest) is used by almost half – 46%.

We heard from some volunteers that they were not able to participate in the online survey. We're working to ensure that there are additional options for the annual survey next year. We want to hear from everyone who'd like to tell us how we're doing.



## PINELLAS ROOTS



**Q.** Can you guess the location of this early Pinellas County dock?

Answer on page 3

## ADOPT-A-POND PROGRAM



The Adopt-A-Pond program partners with citizens to increase the functionality of their stormwater ponds to achieve benefits such as: improved water quality, habitat restoration, drainage improvement, flood protection, and increased environmental stewardship. Participants in the Adopt-A-Pond program work together to improve their communities by designing, implementing, and maintaining a 5-year plan for their stormwater ponds. Activities can include invasive plant removal, native plantings, pond cleanup events, and neighborhood outreach and education.

For more information on the Adopt-A-Pond program please review the Adopt-A-Pond Policies and Application. Visit <http://www.pinellascounty.org/environment/watershed/adopt-a-pond.htm>

## Be a Courthouse Ambassador



Courthouse Ambassadors Susan and Bob Tuttle

Pinellas County is in search of friendly people to be part of the Courthouse Ambassador volunteer program. Located in the lobby of the courthouse at 315 Court Street in Clearwater, Ambassadors are well trained as information representatives to meet the needs of citizens, provide directions and assist with questions concerning County departments.

Becoming a Courthouse Ambassador is the perfect opportunity to see how the County operates. Volunteers work a four-hour shift one or more days a week during regular operating hours.

Interested participants should contact Alexis Sergeant at [asergeant@pinellascounty.org](mailto:asergeant@pinellascounty.org) or (727) 464-4092.



## Events and Exhibits



11909 125th St. N., Largo. (727) 582-2123  
<http://www.pinellascounty.org/Heritage/>

### Farm City Day

**November 15, 2014 - 10 am - 2 pm**

The Pinellas County Farm Bureau will sponsor a Farm City Day Celebration at Pinellas County's Heritage Village. This is the kickoff event for Farm City Week, celebrated nationally each year during the week leading up to Thanksgiving. It was created to educate citizens about agriculture and to enhance links between rural and urban dwellers. Hands on activities will include making butter and ice cream at the "dairy barn," milking goats, petting chickens and bunnies, and agriculturally themed arts and crafts. **FREE.**

**The Village Post**, Heritage Village's newsletter, can be viewed online by clicking [HERE](#).

## Consumer Corner

Have you ever experienced a consumer-business dispute; such as a defective product, billing error or non-delivery of goods and services that you have been unable to resolve?

When you're confronted with such a problem, the dedicated employees of Pinellas County Justice & Consumer Services are here to assist you. We work to find solutions that restore fairness and ensure legal compliance. Our investigators assist parties in resolving complaints that are civil in nature through an informal mediation process. Violations of consumer protection laws can lead to criminal charges for the offender and possible monetary reimbursement for the victim. In addition, we provide regulatory enforcement for Bingo, Towing, Adult Use, and High Prescribing Health Clinic ordinances. Our Community Outreach Program provides free consumer education presentations, from financial literacy for youth to consumer awareness and ID Theft. For more information about the department, to search a business in our complaint database, or to file a complaint, visit [www.pinellascounty.org/consumer](http://www.pinellascounty.org/consumer) or call us at (727) 464-6200.



### Volunteer Voice

**Guest Editor/Layout - Suzanne Beall, volunteer**

Graphics, layout, editor - Mary Sault  
[msault@pinellascounty.org](mailto:msault@pinellascounty.org) or call (727) 464-5098.

**How to participate:** Send questions, article submissions, upcoming events, photos, or story ideas to the editor.

## More Volunteer Opportunities

Click on the underlined title to view,  
 or email [volunteers@pinellascounty.org](mailto:volunteers@pinellascounty.org)

### Office of Human Rights Certified American Sign Language Interpreter

Clearwater, call 464-8477

### Interns

Various departments, county-wide  
 email [volunteers@pinellascounty.org](mailto:volunteers@pinellascounty.org)

### Clerical

Various departments, county-wide  
 email [volunteers@pinellascounty.org](mailto:volunteers@pinellascounty.org)

### Volunteer Receptionist

Heritage Village, contact Paige at 582-2125 or  
[pnoel@pinellascounty.org](mailto:pnoel@pinellascounty.org)

## Fuzzie finds a home!

While an out-of-state family was vacationing in Tierra Verde, a stray cat approached them and the children fell in love. The father brought kitty to Animal Services - he felt it was the right thing to do. It made the children sad and the Dad would do anything for his kids. Next thing you know, kitty's name is now Fuzzie (pictured) and he lives with his new family in the Chicago area, courtesy of Animal Services and partner **Kids Cat Rescue** who arranged for Fuzzie's flight to Illinois.



HappySWEET  
 VERVEblessingAward  
 Rewarding Witnessed  
 SnappyHappyevents  
 CelebrateEngagedLifeOccasion  
 ALIVEMarriedPublished  
 Fresh Diploma Birth  
 GoodStory

You give your community hours and days of your lives. Let us help you celebrate your life! Send us stories of events or special achievements, with photos if possible, and we'll include them in every issue.

**Pinellas Roots:** The late 1800s photograph on page 2 shows activity at the waterfront dock located at the foot of Cleveland Street in Clearwater.