



Volunteer Volusia Handbook

Welcome!

Welcome to Volunteer Volusia! We appreciate your willingness to share your time and talents with Volusia County government.

Our volunteers are a valuable resource for County staff and residents. By volunteering, you will not only help your fellow Volusians, but you will also strengthen our workplace and promote community involvement.

Our volunteers do not replace employees; rather, your efforts will provide support for County departments and allow us to enhance our services to the public. Here's how it works: After you've been accepted as a volunteer – you've submitted an application, interviewed with your chosen department and passed a background check – the next step is to find the best fit for your skills and schedule. Let us know what you are interested in - we have a wide variety of volunteer opportunities available in locations throughout the County. Once you have been placed in a position, your duties will be clearly defined and you'll receive training, orientation and supervision.

This handbook will help you have the best possible experience as a volunteer. It answers frequently asked questions and provides information about our organization, our policies and your role as a volunteer. Your volunteer supervisor can also answer your questions, but please feel free to contact the Volunteer Coordinator in Human Resources anytime you may need assistance.

By participating in our volunteer program and learning about local government, you can help shape the future of Volusia County and transform lives and neighborhoods. Thank you for choosing to make a difference, and we look forward to working with you!

Sincerely,
The Volunteer Volusia Team

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Volunteer Responsibilities

The following basic policies apply to all categories of volunteers.

- ❖ Follow the County's policies and procedures. These include the County's no harassment policy, workplace safety procedures and others which are included in this handbook.
- ❖ We depend on you! Please be on time and available until the end of your scheduled shift. If you will be late, can't work or must leave work early, please notify your supervisor as soon as possible.
- ❖ You must sign in and out so that your volunteer hours are recorded.
- ❖ Wear neat and clean attire, appropriate to your assigned duties and location.
- ❖ Maintain the confidentiality of any information to which you have access in connection with your volunteer assignment.
- ❖ Treat fellow volunteers, employees and customers with courtesy. Remember, you are the face of the County while volunteering.
- ❖ Respect the space, privacy and belongings of other volunteers and employees.
- ❖ Take care of County property. All County property, including computers, tools, supplies, materials, etc., provided to perform your job assignment must remain on site and should be used for business-related purposes only.
- ❖ Let us hear from you! We welcome your constructive suggestions for improvement.



The department you volunteer with may have additional policies, procedures and guidelines depending on your assignment, and your supervisor will review them with you.

Our Responsibilities to Volunteers

As a Volusia County volunteer, you are now part of a special group of people who care about their community and are working to make life better for residents and visitors. We want you to feel welcome and appreciated, and to that end, we will:

- ❖ Identify a volunteer assignment that fits your skills, interests and schedule.
- ❖ Provide adequate orientation, training and supervision.
- ❖ Clearly define your duties and your reporting/supervisory structure.
- ❖ Provide a clean and safe work environment with adequate equipment and supplies to enable you to do your volunteer assignment.
- ❖ Involve you as a valuable and active team member and include you in department functions and training.
- ❖ Treat you with respect and courtesy.
- ❖ Maintain an open door policy and allow you to provide feedback and/or express concerns.



We want volunteering to be a positive experience, so please be honest and clear about your interests, skills, expectations and your availability to work. We hope you will be flexible and willing to learn new things.

You can request a transfer to another volunteer position if you decide you would like an assignment that

interests you more or that you feel more comfortable doing. Simply speak to your department's volunteer supervisor.

County Policies and Procedures

As a volunteer, you represent Volusia County government. Please become familiar with and abide by the County's policies and procedures.

Background Screening

To ensure the safety and security of residents, County staff and volunteers, a consistent, countywide background screening procedure has been implemented for all new employees, leased employees, interns and volunteers, including advisory board applicants.

This screening includes, but is not limited to, checks of employment history; local and national criminal background records/information; sex offender registry; verification of addresses; and motor vehicle driving record pursuant to section 435.03, F.S., Level 1 screening standards.

Level 2 screenings are performed on those volunteers who work *supervised* with at-risk populations, and includes all checks listed above as well as an out of state criminal background check and a Florida Department of Law Enforcement check.

After the background screening has been satisfactorily completed, the applicant may be accepted for volunteer service.

Drug, Alcohol, and Tobacco-Free Workplace

Drug, alcohol and tobacco use is prohibited inside all County facilities, including County-owned property and vehicles. Smoking is permitted in designated smoking areas located outside County buildings.

Volusia County's drug-free workplace policy prohibits volunteers from:

- ✓ The unlawful manufacture, sale, distribution, possession, or use of controlled substances including alcohol on County property or in County-supplied vehicles.
- ✓ The use of alcohol during breaks or lunch periods.
- ✓ The use of alcohol while off duty wearing a County uniform with a County logo or a County ID.
- ✓ Any violation of the Federal Drug-Free Workplace Act of 1988.
- ✓ Volunteers who are convicted of any drug- or alcohol-related offense, including pleas of no contest, are obligated to inform Volusia County Volunteer Services within five days of the said conviction or plea. Failure to comply with this regulation may result in termination of your volunteer service.

No Harassment Workplace

Volusia County does not tolerate verbal or physical harassment of volunteers, employees or members of the public. The term "harassment" includes, but is not limited to, slurs, jokes, cartoons, and offensive verbal, graphic, and physical conduct relating to an individual's race, color, sex, religion, national origin, citizenship, age, or disability.

Harassment also includes unwelcome sexual advances, unwelcome requests for sexual favors, unwelcome or offensive touching, and other unwelcome verbal, graphic, or physical conduct of a sexual nature.

If you believe that you are being harassed by an employee, another volunteer or a citizen, please document the incident and notify your supervisor or manager immediately. If you are not comfortable bringing a harassment complaint to your immediate supervisor or another manager, contact the County's Human Resources Division or the County Attorney's Office.

Supervisors and managers have been instructed to take immediate action and give proper and serious attention to complaints regarding any form of sexual, other unlawful harassment or intimidation. Please do not assume the County or your manager is aware of your problem. You must bring your complaint to our attention so that it can be resolved as soon as possible.

Non-County Business Activities

Volunteers are not allowed to conduct business other than their regular County volunteer duties during working hours. Approaching fellow volunteers or employees in the workplace regarding personal activities, organizations or causes, regardless of how worthwhile, important or benevolent, can create unnecessary apprehension and pressures. Volunteers also may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause in the workplace.

Reporting an Accident or Injury

All accidents, injuries, equipment damage and safety hazards that occur on the job must be reported to your supervisor without delay no matter how minor they may seem.



If you are injured or involved in an accident while volunteering, stop the activity that caused the injury/accident, seek first aid or medical attention if necessary and immediately notify your supervisor. If the injury is a medical emergency, call 9-1-1 immediately.

If you are unable to reach your supervisor, contact the division/

department manager or director.

This is critical because your supervisor must complete an incident report and submit it to the County's Risk Management Office within 24 hours of the accident. You should not resume the activity until treatment has been provided and your supervisor has approved your return to work. Volunteers who become unable to work because of an illness or injury must inform their supervisor as soon as possible.

Additional Safety Guidelines

Volunteers may not carry firearms while performing volunteer service on behalf of Volusia County government.

Volunteers will not be permitted to operate County equipment without proper licensing, certification or approved training, or without obtaining prior written approval from the County's Risk Management Office.

When personal protection equipment is required, the volunteer must either provide his/her own equipment or be properly equipped and trained in its use by the department prior to engaging in any such work. If a volunteer's personal property is damaged while the volunteer is serving in an authorized volunteer status, the County will not be responsible to reimburse for the damage.

Use of County Vehicles

Driving by volunteers, if permissible, will be addressed in a separate policy. Generally, volunteers are not permitted to drive County vehicles and cannot use their personal vehicle in the performance of their work.

Removal from Volunteer Services

Volunteer placements are not permanent and may be terminated at any time by the County or the volunteer. A volunteer may be released from an assignment, if he/she fails to meet basic standards of professionalism set by the County and considered essential for performance. Examples of conduct that may result in termination include poor attendance or attitude, difficulty with volunteer duties and violating volunteer program or department policies.

If you are resigning or unable to perform a volunteer assignment for an extended period of time, please give your volunteer supervisor as much notice as possible. Volunteers who are inactive for more than one year may be required to reapply and will be subject to a background check.

Frequently Asked Questions

Q. How do I apply?

Complete an application on our volunteer website, volunteer.volusia.org. Once you've submitted it, a volunteer coordinator from the department you've asked to work in will contact you to discuss your interests and skills. Prospective volunteers must pass a background check (the cost is covered by the County) and view an online orientation before they can start volunteering.

Q. How much time am I required to commit to volunteering?

It depends on you and your assignment. Some volunteers work scheduled hours on a daily, weekly or monthly basis. Others volunteer for a specific event. We will work hard to accommodate your schedule.

Q. Where can I volunteer?

Volusia County has many different volunteer opportunities located in every area. You can view more information about various volunteer opportunities including their locations on the volunteer.volusia.org website.



Q. How do I find the right volunteer assignment?

Tell us what you are interested in when you apply. You can also suggest a volunteer role.

Q. What kind of training will I receive and how long will it take?

All volunteers receive support and training from County staff. The amount of training varies depending on your assignment.

Q. What about internships?

Volusia County offers a limited number of paid and unpaid internships for students currently enrolled full-time in a college or university. For more information, see the Human Resources webpage on Volusia.org.

Q. I have to fulfill court-ordered community service hours. Can I do that with you?

Volusia County government does not accept court-ordered community service volunteers.

Q. Why do I need to report my volunteer service hours?

Your volunteer service hours are an indication of the impact you make in our community. County government uses these numbers to show the collective impact of volunteerism. For example, in previous years library volunteers throughout the County have worked more than 55,000 hours. That's the equivalent of 26-1/2 full-time employees!

Q. What if I don't like my assignment?

We want you enjoy volunteering with us. If your current assignment does not appeal to you, let us find you another area of service.

Q. Are there any rewards for volunteering?

Our volunteers tell us the work is rewarding in and of itself. Other benefits include meeting new people and making friends, learning new skills, and helping the community. County departments also hold special events throughout the year to recognize and thank volunteers.

Q. Can my son/daughter volunteer?

Youth volunteers are welcome to apply if they are at least 16 years old. Applicants who have not yet reached age 18 must have the **written consent** of a parent or guardian prior to volunteering. Volunteer work assigned to minors will comply with all appropriate safety and child labor law requirements.

Contact Information



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