



County of Volusia Volunteer Policy

1. Policy.

The County of Volusia is committed to the principle of volunteerism and recognizes that volunteers are essential to the productivity, efficiency and cost effectiveness of County government. Written procedures ensure opportunities to volunteer are developed; volunteers are suitably screened and trained; supervision is appropriate to the assigned duties; and discussion with volunteers regarding conduct, safety and liability is documented.

2. Scope.

In order to maximize the effectiveness of volunteers, while limiting exposure to risk of both volunteers and the County, the policy set forth in this volunteer administrative manual ("Volunteer Manual") will apply to all County volunteers except those appointed by the Council to advisory boards

3. Volunteer Manual.

This Volunteer Manual and a list of volunteer categories and designations will be maintained by the Human Resources Division and will be available on the County website, Volusia.org.

4. Volunteer Definitions.

- a. "Volunteer" means a person who, of his or her own free will, provides goods or services to any unit of government or to any constitutional County officer without receiving monetary or material compensation. "Regular-Service Volunteer" means a person engaged in specific voluntary service activities on an ongoing or continual basis. Chapter 125.9501-125.9506, Florida Statutes.
- b. "Occasional-Service Volunteer" means a person who offers to provide a one-time or occasional voluntary service.
- c. "Material Donor" means a person who provides funds, materials, employment or opportunities for clients of County government without receiving monetary or material compensation.
- d. "Volunteer" does not include unpaid or paid interns.

5. Procedures.

Department/division directors will designate an employee to coordinate the department's volunteer program, serve as the department's volunteer coordinator and representative on the "Volunteer Volusia County" team.

Each department will provide volunteer opportunity descriptions and contact information regularly to the Human Resources volunteer program coordinator in order to keep the County's program current. Departments shall follow the countywide policy and procedures but may create guidelines from time to time to facilitate their specific business operations. Such guidelines will be provided to the Human Resources volunteer program coordinator to HR for review and approval prior to being published.

- a. Recruitment. Departments shall use recruiting procedures appropriate to the specific program area. The HR volunteer program coordinator will provide templates for the volunteer opportunity descriptions as well as providing additional marketing for those opportunities. The "Volunteer Volusia County" webpage will be created by an approved volunteer management software vendor in conjunction with the Information Technology division and the Human Resources' volunteer program coordinator, who will also work together to maintain and update the webpages. To assist in the initial recruitment and compliance process, potential volunteers will be required to review and agree to the rules on Exhibit A (below) and complete a volunteer application.
- b. Selection. The volunteer selection process is as follows: Once an application has been submitted on Volusia.org, it will be reviewed by the HR volunteer program coordinator and forwarded to the volunteer's chosen division for follow up. An interview will be conducted (in person, by phone, via Zoom, etc.). If selected, a background check will be done. The prospective volunteer's application information and identity will be verified. If the background screening discloses information that indicates the potential volunteer would not fulfill department expectations, the County retains exclusive discretion to reject applicants. The County determines when and whether to recruit, assign and release volunteers.
- c. Online orientation After a prospective volunteer has passed a background check and before beginning training, he/she will be required to complete an online orientation of County policies and procedures.
- d. Training. Volunteers will receive an overview of their volunteer assignment and the volunteer handbook, and will be required to sign for receipt of the same.
- e. Supervision. Volunteers will be supervised as to assignments, work performance, use of equipment and the like. Performance problems will

be corrected, failing which volunteer service will be terminated.

6. Worker's Compensation & Tort Liability for Volunteer Negligence.

Volunteers are provided Worker's Compensation benefits pursuant to the Florida Worker's Compensation statutes in effect at the time of the injury. Volunteers have limited immunity from suit for tort claims pursuant to the Florida statute in effect at the time of the accident.

7. Damage to Volunteer Property.

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.

8. Requirements of Volunteers.

- a) Volunteers must be at least 16 years of age or older. Volunteers younger than 18 must have a parent or guardian sign their application and orientation.
- b) Volunteers will not be permitted to operate County equipment without proper licensing, certification or approved training or without obtaining prior written approval from Risk Management.
- c) Volunteers will not assist with financial transactions.
- d) Driving by volunteers, if permissible, will be addressed in a separate policy.
- e) All volunteers are required to review, complete and agree to the Volunteer Volusia program rules as outlined in the Volunteer Handbook and in the orientation.

9. Authority.

All rights, powers, duties and authority relating to the recruitment, selection, training and supervision of volunteers are vested in the County of Volusia Manager. The County of Volusia Manager may, unless otherwise prohibited by law, delegate the rights, powers duties and authority granted herein to other County of Volusia officials when the County of Volusia Manager deems such delegation as necessary.

10. Amendments.

The policies in this Volunteer Manual may be amended from time to time as deemed necessary or appropriate by the County Manager or his/her designee.

11. Exceptions.

Exceptions to this policy will be considered on a case by case basis, with the support and approval of the HR Volunteer Program Coordinator, Risk Management, the Department's Director and the Deputy County Manager..

Exhibit A

Volunteer Rules to be listed on the online orientation and in the Volunteer Manual

I understand and agree:

1. That submitting this application form does NOT automatically register me as a County of Volusia government volunteer, and that there may be certain qualifications I must meet, including but not limited to a background check and the acceptance of established volunteer policies and procedures before I begin volunteering.
2. I will be subject to a background check during the application process. Some volunteer opportunities may require additional levels of background screening. All regular service volunteer names will be checked against the Florida Department of Law Enforcement's Sexual Predator Registry.
3. I am fully aware of and understand the conditions of the voluntary work that will be performed for the County of Volusia government.
4. My voluntary participation in County of Volusia government volunteer activities does not entitle me to any compensation or other employment benefits.
5. I am not an agent or employee of Volusia County government and I will not represent myself as one to any person, government agency, business or on social media
6. I will be solely responsible for my actions while participating in volunteer activities.
7. I have a responsibility to always conduct myself in an ethical, truthful, and honorable manner when interacting with the public, other volunteers and County employees.
8. I must follow instructions, be courteous and cooperative with citizens, fellow volunteers and employees.

9. I must be reliable, arrive on time, provide notice when departing, record my volunteer time, and if unable to fulfill my volunteer duties provide reasonable notice (preferably 8 hours).
10. I am prohibited from using my position for personal gain or for the benefit of family members.
11. I am prohibited from soliciting or accepting gifts from any person or firm doing or intending to do business with the County or regulated by the County with the intent to influence me in my official duties.
12. I will not assist with financial transactions of any kind.
13. 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.
14. I will act responsibly and not endanger others or myself, nor consume any alcohol or drugs prior to or during my role as a County volunteer.
15. I must adhere to all safety guidelines and rules required by the County.
16. I must immediately stop working and notify my supervisor if I am injured in the performance of my scheduled and documented volunteer activities.
 - If the injury requires medical attention, call 9-1-1.
 - To ensure immediate medical care coordination and support, no matter the severity of injury, volunteers must notify their supervisor immediately.
 - Benefits are afforded to volunteers in accordance with the Florida Workers' Compensation Law.
17. I acknowledge and agree that I can be released from my voluntary participation in the aforementioned activities for any reason or no reason at all without notice; and I am not entitled to any recourse in the event I am released.
18. I hereby give my permission for the County, its departments, divisions, agencies, authorities, districts and the like to use any still photograph or video footage in which I may appear for whatever purpose(s) deemed appropriate and this is done voluntarily and with the understanding there is no remuneration.