

ST. LUCIE COUNTY

VOLUNTEER

POLICIES AND PROCEDURES

MANUAL



2300 Virginia Avenue

Fort Pierce, FL 34982

(772) 462-1546

St. Lucie County Human Resources Department

Volunteer Policies and Procedures Manual

Section 1 – General Volunteer Policy

1. a Utilization of Volunteers

St. Lucie County is best served by the active participation of its citizens in all aspects of community life. Through involvement in civic, environmental and special event activities, as well as recreation, our citizens of all ages learn more about their County while forming strong bonds with one another. To this end, St. Lucie County accepts and encourages the involvement of volunteers within all appropriate programs and activities. All staff members, as well as others in leadership roles are encouraged to assist in the creation of meaningful and productive roles for volunteers.

1. b Definition of “Volunteer”

Any person, who of his or her own free will provides goods or services, to the County with no monetary or material compensation.

A “volunteer” must be officially registered and/or enrolled by St. Lucie County prior to performance of the task. Volunteers shall not be considered as “employees” of St. Lucie.

A “volunteer” is generally anyone 16 years and older.

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1. c Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance, structure and direction to staff and volunteers throughout the volunteer process. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. St. Lucie County reserves the right to change any of these policies at any time and to expect adherence to the changed policy.

1. d Scope of Volunteer Policies

Unless specifically stated, these policies apply to all non-elected and non-appointed volunteers in all programs and projects undertaken on behalf of St. Lucie County, and to all sites of operation.

1. e Scope of Volunteer Involvement

Volunteers may be utilized in many programs and activities of St. Lucie County and serve at appropriate levels of skill as determined by the Volunteer Coordinator or designee.

A scope of volunteer service description will be provided to every individual outlining the general policies and procedures for volunteering. As appropriate, some volunteer positions will have an additional

form attached outlining specific duties for that particular job such as bus driver and courtesy desk positions. Each general description will include:

- a. The general responsibilities of volunteers
- b. Timesheet and recording reporting
- c. Reporting and supervision responsibilities
- d. Training and orientation prior to performing work
- e. Personal protective equipment required.

14-15 year old minors may only volunteer to function as a junior “program counselor/instructor assistant” in programs for younger children. In this role, the junior assistant would never have sole responsibility for overseeing, directing, or monitoring the children program participants. They could assist with directing or instructing recreational activities, but would never be left alone with the children participants or assigned any direct responsibility over the children participants.

1. f Safety and Welfare of Volunteers

Of paramount importance is the safety and welfare of volunteers. Accepted common sense standards of behavior will be outlined prior to the performance of volunteer tasks/assignments. Supervisors should seek training in basic First Aid and preferably CPR. In the event of an injury, appropriate first aid is to be given, and the supervisor is to immediately complete an accident report and submit a copy to the Coordinator on site. Access to telephone and/or radio communication should be available at all events and work parties.

All minor volunteers are to be directly supervised by an adult. No power tools are to be used by minor volunteers – anyone under the age of eighteen.

1. g Screening of Volunteers

All volunteers are required to complete a Volunteer application. Volunteers may be required to submit to drug screening in accordance with the County Personnel Policies and Procedures and may be subject to background screening including driving record checks, reference checks, direct background investigation, and criminal investigation checks as may be required for the position. These checks will be filed and may be renewed every year for those on-going volunteers whose jobs require these types of checks. Volunteers who refuse permission to conduct these checks or who fail to submit the required information will not be accepted for placement.

St. Lucie County shall provide a copy of the response from the various checks performed on the prospective volunteer upon request.

1.h Position of Special Trust

– A position or duty, designated as a special trust position due to one of the following:

- a. The position is physically located in a sensitive location,
- b. The position’s duties involve access to confidential information, records, or files and the ability to access and alter or destroy the confidential information,

- c. The employee/volunteer is depended upon for continuity of information resources imperative to the operations of the Agency and its mission,
- d. The position's duties involve providing care to or working with children, the developmentally disabled, or vulnerable adults for 10 hours or more per month,
- e. The position's duties involve using, reviewing, or accessing a child's personal information, or
- f. The position is one in which a momentary lapse in attention could result in injury or death to another person. Persons who occupy these positions are subject to a security background check, including finger printing and may include a drug screen, as a condition of employment.

In accordance with section 110.1127(1), F.S., positions that are designated to be positions of special trust or are sited in sensitive locations, are subject to Level 2 background screening pursuant to section 435.04, F.S. All current employees, contracted employees, and applicants seeking employment or volunteering in special trust positions are required to submit to a Level 2 background screening, including fingerprinting, prior to beginning duties as a volunteer or as a condition of employment or contract award regardless of their age.

Section 2 – Rights and Responsibilities

2. a Maintenance and Records

A system of records will be maintained on each volunteer with St. Lucie County, including dates and hours of service, positions held, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Coordinator in a timely and accurate manner. Volunteer personnel records shall be accorded the same confidentiality as County personnel records.

2. b Timesheets

Individual volunteers are responsible for the accurate completion and timely submission of timesheets. Volunteers must also sign in when beginning service and sign out when service is completed for that day on the appropriate forms.

2.c Hours of Work for Minors:

Minors 14 and 15:

When public school is in session, minors may work a maximum of 3 hours per day on school days and up to 8 hours per day on Saturday, 8 hours on Sunday and 8 hours on non-school days, when a school day does not follow. Remember these daily times are options as this age group is able to work only 15 hours per week (seven day period). They may work between the hours of 7 a.m. and 7 p.m. but may not work during public school hours.

When school is not in session, June 1st through Labor Day, 14 and 15 year old minors may work up to 8 hours each day and 40 hours per week between the hours of 7 a.m. and 9 p.m.

Minors 16 and 17:

When public school is in session, minors 16 & 17 may not work before 6:30 a.m. or after 11 p.m. or for more than 8 hours per day, when school is scheduled the following day, nor during the hours that school is in session. These hour limitations do not apply on non-school days when a school day does not follow, during non-school weeks, and during summer vacation.

When school does not follow the next day, such as Friday, Saturday, and other days that precede a holiday, minors 16 and 17 may work until their shift is completed. Example: A minor begins work on Saturday at 6:00 p.m. and the shift ends at 1:00 a.m. Sunday morning. This is not considered a violation of the regulation that minors may not work before 6:30 a.m. when school is scheduled the following day, because the minor is completing his Saturday shift, and not beginning a work shift before 6:30 a.m. on Sunday.

Minors, age 16 and 17, may work no more than 30 hours per week when school is in session. However, during the summer vacation and non-school weeks they may work unlimited hours.

Minors are NOT permitted to work during normal school hours unless they are enrolled in a school-to-work experience program, career education or other program declared exempt by the state, or have received a partial waiver.

BREAKS:

Minors are not permitted to work more than four hours without a 30-minute, uninterrupted meal break. This applies throughout the year.

DAYS:

Minors are not permitted to work more than six consecutive days in one week. This applies throughout the year.

2. d Confidentiality

Access to confidential records is restricted to Board of County Commissioners staff. All County related business or recreation program participant information overheard or entrusted to a volunteer needs to stay confidential. It is not to be talked about among other volunteers, participants, friends, or family.

2. e Work Site

Prior to the enrollment of any volunteer, the site supervisor shall establish an appropriate worksite. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties. Volunteer work sites are subject to the same safety requirements as are all County work sites.

2. f Dress Code

As representatives of St. Lucie County, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and

performance of their duties. Volunteers are to be identified as such through wearing nametags and may be provided with shirts to be worn at times they are on their work site.

2. g Absenteeism

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers shall inform the supervising staff member and/or Coordinator on site as far in advance as possible so that alternative arrangements may be made.

2. h Right to Reject Services/ Termination

St. Lucie reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. Participation in any volunteer position of St. Lucie County shall be open to any individual and no individual shall be discriminated against based upon race, color, religion age, sex, national origin or physical, mental or sensory handicap, or on the basis of any other characteristic protected by law. Grounds for rejecting services may include, but are not limited to: unsatisfactory background check, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of County equipment or materials, mistreatment of clients or co-workers, failure to abide by County policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

2. i Resignation

Volunteers may resign from volunteer service at any time. It is requested that volunteers who intend to resign provide advance notice of departure and a reason for this decision to the Volunteer Coordinator.

Section 3 – Recruitment and Training of Volunteers

3. a Staff Requests for Volunteers

Requests for volunteers shall be submitted in writing complete with a description of duties needed to be performed and a requested timeframe. The recruitment of volunteers is enhanced by creative and interesting jobs.

3. b On-the-Job Training

St. Lucie County will provide adequate instruction and, where necessary, training to ensure all workers perform a task properly and safely, and provide individual volunteers with adequate knowledge of County rules and requirements. Personal protective equipment should be provided by the County, if necessary, and is required to be worn when necessary to complete the work assigned. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the positions and the capabilities of the volunteers. Experienced volunteers may be included in the design and delivery of volunteer orientation and training.

Those staff that will be in a supervisory capacity for volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them. The Department Volunteer Coordinator shall assist with training as needed.

Section 4 – Supervision and Evaluation of Volunteers

4. a Volunteer/Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of St. Lucie County, with each having a complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

4. b Staff Volunteer Management Training

An orientation on working with volunteers will be provided to all staff. In-service training on effective volunteer utilization may be provided to those staff members who are highly involved in volunteer management.

4. c Staff Involvement in Volunteer Evaluation

Supervising staff shall be involved in all evaluation and work assignments of volunteers with whom they are connected.

4. d Lines of Communication

Volunteers are entitled to all information pertinent to the performance of their work assignments except that information which the County deems to be confidential. Lines of communication operate in both directions, and exist both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the performance of their duties.

Volunteers and their supervisors are responsible for regular communication with the Volunteer Coordinator. The Volunteer Coordinator shall be informed of any substantial change in the work or status of a volunteer and shall be consulted in advance of any corrective action.

Section 5 – Volunteer Support and Recognition

5. a Informal Recognition

Thank you letters, e-mails and/or verbal thanks are to be given to all volunteers as appropriate. All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple “Thank You” to a concerted effort to include volunteers as full participants in program decision-making and implementation.

Approved By: _____ **Date:** _____
Ceretha Leon – Director, Human Resources Dept.

St. Lucie County Human Resources Department

Volunteer Policies and Procedures Manual

Department must provide the applicant with the following:

I. Volunteer Job Descriptions

- Volunteer Scope of Service Description

II. Injury/Accident Report Form

- This form needs to be completed and turned into your supervisor or the Volunteer Coordinator in the event you sustain an injury/accident while volunteering.

III. Timesheets and Sign-in Forms

- Volunteer Sign-in Form- Volunteers need to sign in on this form when beginning work.
- Volunteer Activity Assumption of Risk, Waiver, and Release for Adults – This form is to be completed by all volunteers working on projects in the parks or at special events.
- Volunteer Activity Assumption of Risk, Waiver, and Release for Minor Children – This form is to be completed by all parents of volunteer minor children working in the parks or at special events.



ST. LUCIE COUNTY BOCC

VOLUNTEER AGREEMENT

Name of Volunteer: _____ D.O.B.: _____

Address: _____ City: _____ State: _____ ZIP: _____

Phone No.: _____

Volunteer Position: _____ Location: _____

Department Supervisor: _____

Dates Suitable to Volunteer: _____

As a St. Lucie County Volunteer, I agree to:

- (1) Arrive on time to my work place.
- (2) Sign in on the log sheet each day and give to my Supervisor.
- (3) Be courteous to staff, members of the public, and other volunteers.
- (4) Comply with St. Lucie County policies and procedures.
- (5) Work in a safe manner with regards for the safety of others.
- (6) Immediately report all accidents or personal safety incidents to the assigned staff Supervisor or to the Director of Volunteer Services.
- (7) Notify my Supervisor and the Volunteer Office when I no longer wish to volunteer.

HOLD HARMLESS AGREEMENT

Further, in consideration for being granted permission to work as a volunteer or to permit my minor child to volunteer, I, the undersigned, shall protect, hold free and harmless St. Lucie County BOCC, including its employees and agents, from any and all claims of any kind and from all liability, penalties, costs, losses, damages, expenses, claims, or judgments (including attorney's fees) resulting from my death or injury of any kind to myself, which injury, death or damage arises out of or is in any way connected to my work as volunteer to St. Lucie County BOCC.

I have read and understand the above and agree to all of it:

Volunteers Signature: _____ Date: _____

If a Minor (Under 18) Parent or Legal Guardian must also sign:

Parent Name (Print): _____ Signature: _____

Relationship to Minor: _____ Date: _____

Volunteers Application Approved By:

Signature: _____ Date: _____

Print Employees Name: _____ Position: _____

THIS AREA FOR OFFICE USE ONLY

Name of individual to be screened: _____
Department requesting screening: _____
Department contact name: _____
Department contact phone number(s): _____
Is this applicant a Specialist? _____

DO NOT EMAIL COMPLETED PAGES –

Deliver ONLY via Inter-Department Mail, In Person, or Fax to St. Lucie County Human Resources 772-462-2361



Non-Employment Position Application

(To be used for Volunteer Applicants and/or in conjunction with
Specialist, Capstone or other non-employment agreements)

In order to obtain information to protect our office and the citizens we all serve, certain personal information from you must be obtained. Your social security number will be obtained solely for the purpose of fulfilling duties and responsibilities as prescribed by law and include:

- To follow the guidelines set forth by the U.S. Citizen and Immigration Service
- To initiate and process applicant or employee background checks

PLEASE PRINT CLEARLY

First Name: _____ **Last Name:** _____

Street Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Email Address: _____

Phone #: _____ **States of Residence** (past 5 years): _____

In case of emergency, please contact:

Name: _____ **Phone:** _____

Employment

Current Employer Name & Address: _____

Dates of Employment: _____

APPLICATION CERTIFICATION

I hereby certify that all of the facts and information listed on the application are true and complete. I understand that any false, incomplete or misleading information given by me on this application is sufficient cause for rejection. I also understand and agree that any such false, incomplete or misleading information discovered on this application at any time after I am placed may result in termination of the agreement.

I hereby authorize the County to investigate all statements contained in this application. I authorize agencies listed to give the County all information they may have, personal or otherwise, and release all such parties from any liability which may allegedly arise from furnishing such information to the County, including, but not limited to, any liability of defamation or invasion of property.

If I enter into an agreement, I understand that such an offer will be conditioned upon satisfactory results of a background investigation. I further understand that my agreement is at the discretion of the Board and the agreement can be terminated, with or without cause or notice, at any time, at the option of either the County or myself.

I certify that I have read, understand and agree with the above:

Applicant Signature: _____ **Date:** _____

Print Name: _____

If a Minor (Under18) Parent or Legal Guardian must also sign:

Signature: _____ **Date:** _____

Parent/Guardian Name (Print): _____

Relationship to Minor: _____



PRIVACY POLICY ACKNOWLEDGEMENT FORM

I acknowledge that I have received a copy of the privacy policies from the Florida Department of Law Enforcement and the Federal Bureau of Investigation, which describe the exchange of information where criminal record results will become part of the Care Provider Background Screening Clearinghouse.

I understand and agree that I will read and comply with the guidelines contained in the privacy policies.

Employee/Contractor Name (Printed): _____

Employee/Contractor Signature: _____

Date: _____

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

NOTICE FOR APPLICANTS SUBMITTING FINGERPRINTS WHERE CRIMINAL RECORD RESULTS WILL BECOME PART OF THE CARE PROVIDER BACKGROUND SCREENING CLEARINGHOUSE

NOTICE OF:

- **SHARING OF CRIMINAL HISTORY RECORD INFORMATION WITH SPECIFIED AGENCIES,**
- **RETENTION OF FINGERPRINTS,**
- **PRIVACY POLICY, AND**
- **RIGHT TO CHALLENGE AN INCORRECT CRIMINAL HISTORY RECORD**

This notice is to inform you that when you submit a set of fingerprints to the Florida Department of Law Enforcement (FDLE) for the purpose of conducting a search for any Florida and national criminal history records that may pertain to you, the results of that search will be returned to the Care Provider Background Screening Clearinghouse. By submitting fingerprints, you are authorizing the dissemination of any state and national criminal history record that may pertain to you to the Specified Agency or Agencies from which you are seeking approval to be employed, licensed, work under contract, or to serve as a volunteer, pursuant to the National Child Protection Act of 1993, as amended, and Section 943.0542, Florida Statutes. "Specified agency" means the Department of Health, the Department of Children and Family Services, the Division of Vocational Rehabilitation within the Department of Education, the Agency for Health Care Administration, the Department of Elder Affairs, the Department of Juvenile Justice, and the Agency for Persons with Disabilities when these agencies are conducting state and national criminal history background screening on persons who provide care for children or persons who are elderly or disabled. The fingerprints submitted will be retained by FDLE and the Clearinghouse will be notified if FDLE receives Florida arrest information on you.

Your Social Security Number (SSN) is needed to keep records accurate because other people may have the same name and birth date. Disclosure of your SSN is imperative for the performance of the Clearinghouse agencies' duties in distinguishing your identity from that of other persons whose identification information may be the same as or similar to yours.

Licensing and employing agencies are allowed to release a copy of the state and national criminal record information to a person who requests a copy of his or her own record if the identification of the record was based on submission of the person's fingerprints. Therefore, if you wish to review your record, you may request that the agency that is screening the record provide you with a copy. After you have reviewed the criminal history record, if you believe it is incomplete or inaccurate, you may conduct a personal review as provided in s. 943.056, F.S., and Rule 11C8.001, F.A.C. If national information is believed to be in error, the FBI should be contacted at 304-625-2000. You can receive any national criminal history record that may pertain to you directly from the FBI, pursuant to 28 CFR Sections 16.30-16.34. You have the right to obtain a prompt determination as to the validity of your challenge before a final decision is made about your status as an employee, volunteer, contractor, or subcontractor.

Until the criminal history background check is completed, you may be denied unsupervised access to children, the elderly, or persons with disabilities.

The FBI's Privacy Statement follows on a separate page and contains additional information.

US Department of Justice
Federal Bureau of Investigation
Criminal Justice Information Services Division



PRIVACY STATEMENT

Authority: The FBI's acquisition, preservation, and exchange of information requested by this form is generally authorized under 28 U.S.C. 534. Depending on the nature of your application, supplemental authorities include numerous Federal statutes, hundreds of State statutes pursuant to Pub.L. 92-544, Presidential executive orders, regulations and/or orders of the Attorney General of the United States, or other authorized authorities. Examples include, but are not limited to: 5 U.S.C. 9101; Pub.L. 94-29; Pub.L. 101-604; and Executive Orders 10450 and 12968. Providing the requested information is voluntary; however, failure to furnish the information may affect timely completion or approval of your application.

Social Security Account Number (SSAN). Your SSAN is needed to keep records accurate because other people may have the same name and birth date. Pursuant to the Federal Privacy Act of 1974 (5 USC 552a), the requesting agency is responsible for informing you whether disclosure is mandatory or voluntary, by what statutory or other authority your SSAN is solicited, and what uses will be made of it. Executive Order 9397 also asks Federal agencies to use this number to help identify individuals in agency records.

Principal Purpose: Certain determinations, such as employment, security, licensing, and adoption, may be predicated on fingerprint based checks. Your fingerprints and other information contained on (and along with) this form may be submitted to the requesting agency, the agency conducting the application investigation, and/or FBI for the purpose of comparing the submitted information to available records in order to identify other information that may be pertinent to the application. During the processing of this application, and for as long hereafter as may be relevant to the activity for which this application is being submitted, the FBI may disclose any potentially pertinent information to the requesting agency and/or to the agency conducting the investigation. The FBI may also retain the submitted information in the FBI's permanent collection of fingerprints and related information, where it will be subject to comparisons against other submissions received by the FBI. Depending on the nature of your application, the requesting agency and/or the agency conducting the application investigation may also retain the fingerprints and other submitted information for other authorized purposes of such agency(ies).

Routine Uses: The fingerprints and information reported on this form may be disclosed pursuant to your consent, and may also be disclosed by the FBI without your consent as permitted by the Federal Privacy Act of 1974 (5 USC 552a(b)) and all applicable routine uses as may be published at any time in the Federal Register, including the routine uses for the FBI Fingerprint Identification Records System (Justice/FBI-009) and the FBI's Blanket Routine Uses (Justice/FBI-BRU). Routine uses include, but are not limited to, disclosures to: appropriate governmental authorities responsible for civil or criminal law enforcement, counterintelligence, national security or public safety matters to which the information may be relevant; to State and local governmental agencies and nongovernmental entities for application processing as authorized by Federal and State legislation, executive order, or regulation, including employment, security, licensing, and adoption checks; and as otherwise authorized by law, treaty, executive order, regulation, or other lawful authority. If other agencies are involved in processing this application, they may have additional routine uses.

Additional Information: The requesting agency and/or the agency conducting the application investigation will provide you additional information pertinent to the specific circumstances of this application, which may include identification of other authorities, purposes, uses, and consequences of not providing requested information. In addition, any such agency in the Federal Executive Branch has also published notice