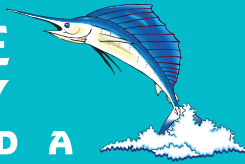


ST. LUCIE  
COUNTY  
FLORIDA



# VOLUNTEER HANDBOOK

Updated March 2019

# Introduction

Welcome Volunteers,

On behalf of St. Lucie County Board of County Commissioners and residents of St. Lucie County (SLC), we would like to thank you for your commitment to servicing our community. The talents, hard work and dedication you bring forth will not only impact the community, but inspire others to value St. Lucie County as a Sharing, Loving and Caring place to be. For many years, volunteers have been a valuable resource to St. Lucie County. With your service, we can continue to fulfill the St. Lucie County volunteer mission:

**“ To provide exceptional service as community leaders and to help promote the success, growth and development of St. Lucie County. ”**

You are an essential part of the success and future of our community. We strive to provide all volunteers with the necessary tools and information to succeed in all aspects of their experience because your success is our success. This

handbook is provided to illustrate our expectations, inform you about the volunteer policies and procedures and be as a tool guide for a paramount experience. The most inspiring part about our volunteers is that although they vary in age, background, skill set and life experiences, they all share one common goal and that is dedicating their valuable time and efforts in the growth of the community, making St. Lucie County the best place to be. Welcome to the St. Lucie County Volunteer Team!



Sincerely,

Howard Tipton  
County Administrator



St Lucie County Board of County Commissioners

2300 Virginia Avenue • Fort Pierce, FL 34982

772-462-1100 [www.stlucieco.gov](http://www.stlucieco.gov)

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## 9 Benefits of Volunteering with St Lucie County



**Helping  
others**



**Bring people  
together**



**Build life  
experiences**



**Take on  
new challenges**



**Promote personal  
growth and  
self-esteem**



**Make a  
difference!**



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# 9 Benefits of Volunteering with St Lucie County *(continued)*



**Gain professional experience**



**Develop emotional stability**



**Encourage civic responsibility**



# Rights & Responsibilities

## Volunteer Rights

- ▶ To offer your thoughts and suggestions
- ▶ To have all service hours documented on file, upon request
- ▶ To attend orientation, training and be provided access to necessary tools to complete all tasks given
- ▶ To work in a healthy and safe environment
- ▶ To be assigned an opportunity worthwhile according to your skillset and interest
- ▶ To be recognized for contributions made to enhance the County
- ▶ To be informed of the policies and procedures for your designated department



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# Rights & Responsibilities *(continued)*

## Volunteer Responsibilities

- ▶ To be a reliable team player that serves the volunteer mission
- ▶ To be honest and trustworthy
- ▶ To notify your department in regards to leaving the organization
- ▶ To be accountable for your actions on site and off site
- ▶ To report any issues that may be potential safety hazards to the community
- ▶ To follow all policies and procedures for both the County and department
- ▶ To be respectful to all residents of the community, staff and other volunteers
- ▶ To conduct yourself as a community leader and support other team members
- ▶ To perform to the best of your abilities at all times



# Volunteer **Guidelines**

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## Training and Orientation

All volunteers will receive a general introduction to St. Lucie County from the appropriate supervisor. They may also receive instructions from another designated staff member to provide them with the information and skills necessary to perform their volunteer duties. Within 30 days of the start date, all volunteers will be required to attend a volunteer orientation offered by the Human Resources department.

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## Supervision

Each volunteer will have a clearly identified supervisor who will provide day-to-day guidance and of work assignments. The supervisor is also available for consulting and support, should there be any questions or concerns about what is to be accomplished. We encourage each volunteer to ask questions at any time and to report any problems or concerns to their immediate supervisor.



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# Volunteer **Guidelines** *(continued)*

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## Recording Hours

Volunteers are required to record their hours accurately. St. Lucie County is very interested in collecting the number of hours our volunteers contribute each year. These statistics are used for many positive purposes.

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## Attendance and Punctuality

St. Lucie County depends upon its volunteers to work the hours as discussed and scheduled with the supervisor. Should tardiness, absenteeism or an emergency prohibit a volunteer from meeting his/her commitment, the supervisor must be notified. If a volunteer lapses within a 90 day time period, background information must be initiated for a resubmission and reviewed by the Human Resources department in order to volunteer again with the County.

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## Dress Code

As representatives of St. Lucie County, volunteers are responsible for presenting a positive 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.



# Policies & Procedures

## Code of Conduct

The success of the County is contingent on volunteers operating as a unified team. Volunteers are to be respected and respectful of each other. When disputes arise, volunteers are expected to address differences and conflicts in a professional manner through the proper chain of command.

Volunteers of the St. Lucie County Board of County Commissioners should strive to meet public expectations for excellence by providing high quality services, demonstrating sound stewardship of resources, acting with integrity and displaying fair treatment and respect for all.

Volunteers have a duty to conduct themselves with honesty and trustworthiness and to demonstrate accountability and compliance with state and federal laws and County policies and procedures.

Volunteers should employ good judgment and refrain from committing acts of improprieties and avoid even the appearance of an impropriety.

## Confidentiality

Access to confidential records is restricted to Board of County Commissioners staff. All County related business or information overheard or entrusted to a volunteer needs to stay confidential.

## Media Relations

Only employees of the County are authorized to provide information to the Media. Incoming media calls or visits should be automatically transferred to the supervisor in charge.

## Drug Free Work Place

The County strives to provide a safe work environment and to encourage personal health. In regards to this, the County considers the abuse of drugs and/or alcohol to be an unsafe practice. Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol into the facility under any circumstances.

## Accident Reporting

If a volunteer is injured at work, the accident should be reported to your volunteer coordinator immediately. An accident report must be completed within 24 hours and submitted to the Risk Management/Human Resources Department.

## Workplace Violence

St. Lucie County does not tolerate workplace violence or the threat of violence by any of its employees, volunteers, customers, the public, and/or anyone who conducts business with the County. It is the intent of the County to provide a workplace that is free from intimidation, threats or violent acts.

It is against County policy to possess firearms or other dangerous weapons while at work and/or bring them into County buildings or equipment. Violations of this policy should be reported to Human Resources immediately.

Each incident of violent behavior, whether committed by an employee, volunteer or a third party, must be reported to the Department or Division Management. Management, together with the Human Resources Department, will assess and investigate the incident and take appropriate action. In critical incidents in which serious threat or injury occurs, emergency responders must be immediately notified by calling the 911 emergency line.



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The County will respond to any violence or threatened violence with strong prosecution and disciplinary efforts in close cooperation with law enforcement.

### Discrimination and Harassment Policy

It is the County's policy that all volunteers should enjoy an environment free from all forms of discrimination and harassment prohibited by state and federal law, including but not limited to sexual harassment. The County will not tolerate any form of discrimination or harassment of volunteers by anyone at any level, including department directors, managers, supervisors, other employees, volunteers or the public. In addition, the County will not tolerate sexual harassment of members of the public by any volunteer. Sexual harassment by an employee and/or volunteer of another employee and/or volunteer or a member of the public shall be grounds for disciplinary action.

Volunteers who believe they have suffered discrimination or harassment should immediately report it to their supervisor, or any other member of management. It is the responsibility of all management and supervisory employees to initiate an investigation by contacting the Human Resources Director immediately upon hearing about or seeing any possible incident of discrimination or harassment. Sexual harassment or discrimination by an employee, volunteer or a member of the public shall not be tolerated.

### Use of County Property

The County provides volunteers with equipment and materials necessary to carry out the assigned job duties. It is the volunteer's responsibility to exercise reasonable care in its use, to preserve the life of the equipment and to observe all safety precautions.

Personal use of County-owned vehicles, cell phones, materials, supplies, tools, or other equipment or property is not permitted.

### Use of County Phones

Each time volunteers place or receive a County related phone call, they represent the County. All County volunteers should strive to answer the phone on the first or second ring, identify themselves to the caller, transfer calls carefully, and keep callers on hold only when necessary. Telephone encounters with County customers should leave a lasting impression of courteous, efficient service.

County phones are provided for County business only. Personal use of the phone should be minimal, with only necessary calls being made from the workplace.

### E-Mail and Internet Policy

The County's electronic mail system (email) and internet system may be used only for County business purposes and are subject to disclosure under Florida's public records laws.

Volunteers who misuse electronic mail and/or Internet connection privileges shall be subject to dismissal.

Although confidential passwords are issued, users should be aware that managers are authorized to access a user's computer at any time.

All electronic mail messages are the property of the County. All electronic mail messages and internet use are subject to monitoring by the County.

### Release from Volunteer Service

Volunteers of St. Lucie County can be dismissed for any behavioral or performance misconduct. Failure to adhere to the volunteer handbook policies is cause for immediate release from volunteer service.



# Volunteer **Recognition Program**

St. Lucie County sees the impact you bring forth to the community; therefore, we want to acknowledge you for all of your hard work. Volunteers will be recognized annually for your service to the County and dedicating your time and efforts to help improve the community.

## **St. Lucie County 200 Award**

Volunteers who have completed over 200 community service hours. (This is a one-time award)

## **5 Years of Service Award**

Volunteers who have consistently served our community for five consecutive years.

## **Leadership Award**

Volunteers who have completed over 1000 community service hours. (This is a one-time award)

## **10 Years of Service Award**

Volunteers who have consistently served our community for ten consecutive years.

## **Volunteer of the Year Award**

Each year the volunteer with the most community service hours will receive this award.



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**VOLUNTEERS...**  
**SHARE**  
**LOVE**  
**CARE**



# Frequently Asked Questions

## **As a volunteer, am I able to transfer to a different department?**

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.

## **I am an employee for the County, can I also volunteer?**

Employees may also participate in a volunteer program. This volunteering must be done outside normal work hours. Family of staff can also volunteer. An employee may not volunteer in his/her own department or to perform duties similar to their work duties.

## **Can I volunteer at more than one location?**

Yes. As long as the scheduling for each department does not conflict with the other.

## **Who do I contact in case of emergency?**

St. Lucie County strives to ensure the safety of all volunteers. For County openings or closings and Emergency Information, please call 772-466-2622.

For questions or concerns regarding an Injury, please call Human Resources/Risk Management at 772-462-1546.

For any questions or concerns regarding volunteering, please call our Volunteer Coordinator at 772-462-1548.



# Volunteer Handbook Acknowledgement Form

I hereby acknowledge that I have received and read a copy of the St. Lucie County BOCC Volunteer Handbook.

I agree to uphold and abide by the policies and operating procedures stated therein.

I understand that I will not be compensated monetarily for my volunteer service.

I understand that the St. Lucie County BOCC reserves its right to amend or change this manual at any time.

I understand that I can contact the Volunteer Coordinator if I have any questions regarding the Volunteer Handbook.

Signed on this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Volunteer Coordinator/Designee





“Providing exceptional service as community leaders to the success, growth and development of St. Lucie County.”