

# Volunteer Handbook



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# WELCOME MESSAGE



Dear Volunteer,

Welcome to the St. Petersburg College Titan Family!

On behalf of the college community and the Board of Trustees, I want to thank you for giving your time and talents to help our students reach their highest potential.

At SPC, we're committed to making sure every student has the resources needed to be successful. That's why your service is so important. What you bring to the table – your expertise, your guidance, your support – truly impacts the lives of our students as they work toward their goals.

In serving our students, you are serving our community as a whole. I applaud your commitment to our community and I hope that you find fulfillment in knowing that you are changing lives for the better through your volunteer work at SPC.

Sincerely,

A handwritten signature in cursive script that reads "Tonjua Williams".

Tonjua Williams  
President, St. Petersburg College

## MISSION STATEMENT

SPC's Volunteer Services aims to build a bridge connecting SPC students with community service organizations through education, advocacy and awareness. We are also committed to assisting SPC departments college-wide by providing continuous support in recruiting and retaining dedicated volunteers who value student success at SPC!

**IMPORTANT NOTE:** *All volunteer members are expected to carefully read and comply with the policies and procedures outlined in this handbook.*

# GENERAL INFORMATION

## Contact Information

### Campus Address

Midtown Campus  
Cecil B. Keene, Sr. Student  
Achievement Center  
1048 22<sup>nd</sup> St. S.  
St. Petersburg, FL 33712  
Room 103

### Mailing Address

Attn: Volunteer Services  
P O Box 13489  
St. Petersburg, FL 33733-3489

### Telephone and Fax

P: 727-341-4303  
F: 727-341-3502

### Email and Web Address

Email: [volunteer@spcollege.edu](mailto:volunteer@spcollege.edu)  
Website: <http://www.spcollege.edu/friends-partners/work-with-spc/volunteer>

## Forms

All volunteer-related forms can be found on our website in the *Find Forms* section.

## SPC ID Badge

SPC provides a photo identification badge for volunteers. Requests must be initiated by a department supervisor. Only actively participating members (who are **not** a current student or staff member of SPC) will be allowed to obtain a badge. Badges are to be worn during the course of your volunteer assignment(s) and must be surrendered to your department supervisor after completion or upon dismissal.

## Benefits

Improving the lives of others, exploring new hobbies and meeting interesting people are several reasons to volunteer at St. Petersburg College.

Additional benefits available to active, official SPC Volunteers:

### On-the-job Training

Volunteers have the opportunity to acquire or enhance professional/personal skills while performing meaningful service within our departments college-wide.

### **Award Recognition**

Volunteers who have submitted timesheets will receive a *Certificate of Appreciation*. Members will be invited to an annual celebration held during National Volunteer Week in April.

### **Letter(s) of Recommendation**

Requests for a letter of recommendation must be directed and handled by a department supervisor, as he/she is best suited to conduct a thorough review of the volunteer's service.

### **Breaks**

Scheduled breaks must be discussed and determined by your immediate supervisor. Typically, a 15-minute break is granted for volunteers who work at least a three or four hour shift. Those working five hours or more are encouraged to take at least a 30-minute lunch or dinner break as appropriate.

### **Accessibility**

Buildings with multiple floor levels have elevators and restrooms which are wheelchair accessible. Disability parking is marked at campus site locations. A valid, state-issued handicap parking permit must be obtained to utilize disabled parking places. Per the Department of Highway Safety and Motor Vehicles (DHSMV), the permit must be hung on the rear view mirror of any vehicle used to transport the disabled person(s). Requests for special accommodations should be discussed with your department supervisor.

### **Parking & Transportation**

Volunteers must park in designated areas marked for visitors only, unless instructed otherwise by a supervisor. An exception to this rule is if a volunteer is enrolled as a student and has obtained a valid student parking decal. The College does not provide reimbursement for commuting to/from an assignment or for offsite parking.

## Campus Map

1. **Tarpon Springs Campus**  
600 Klosterman Road  
Tarpon Springs, FL 34683
2. **Clearwater Campus**  
2465 Drew Street  
Clearwater, FL 33765
3. **EpiCenter**  
13805 58th Street N  
Largo, FL 33760
4. **Veterinary Technology Center**  
12376 Ulmerton Road  
Largo, FL 33774
5. **Seminole Campus**  
9200 113th Street N  
Seminole, FL 33772
6. **Health Education Center**  
7200 66th Street N  
Pinellas Park, FL 33781
7. **St. Petersburg/Gibbs Campus**  
6605 Fifth Avenue N  
St. Petersburg, FL 33710
8. **SPC Downtown**  
244 Second Avenue N  
St. Petersburg, FL 33701
9. **SPC Midtown**  
Douglas L. Jamerson, Jr. Midtown Ctr.  
1300 22<sup>nd</sup> Street S  
St. Petersburg, FL 33710  
  
Cecil B. Keene, Sr. Student Achievement Ctr.  
1048 22nd Street S  
St. Petersburg, FL 33712
10. **Allstate Center**  
3200 34th Street S  
St. Petersburg, FL 33711



# VOLUNTEER AGREEMENT

Participants agree to the following terms outlined below through the submission of an electronic volunteer application and acceptance to St. Petersburg College's Volunteer Program:

## Volunteer Code of Conduct

- As a volunteer, I shall adhere to the same principles that professionals within St. Petersburg College and partnering organizations are subject to, in all events I willingly participate. Services provided to students or staff will always be rendered on college premises or at a place approved by college officials.
- I understand that, while building new personal and social relationships are a key benefit to volunteering, any inappropriate behavior or attention directed at students, staff, other volunteers, or the general public will not be tolerated. Further, I understand that any conduct which is intimidating or offensive, or creates a hostile work or educational environment, is unacceptable and will result in the loss of volunteer privileges.
- I will maintain strict confidentiality with regard to all sensitive and private matters. I will not disclose confidential information belonging to, or obtained through St. Petersburg College with any person, including relatives, friends, and business/professional associates, unless SPC has authorized disclosure. I will refrain from leaving confidential information contained in documents or on computer screens in plain view. Upon separation of my volunteer service, I will return all documents, papers and other materials that may contain confidential information. Failure to adhere to this policy will result in discipline, up to and including separation of service with St. Petersburg College.
- I will perform my duties to the best of my ability, adhere to volunteer handbook guidelines, follow the directions of my supervisor(s), meet time commitments, and provide at least 24 hour notice to the supervisor/Volunteer Services so that alternative arrangements can be made in the case of my absence.
- I realize that my contribution to the college is significant and important. I agree not to create the expectation of receiving any compensation, material benefits or future employment from any agency or the college.
- I will do my best to work with a positive attitude, and be trained according to the standards and practices of the organization.



# VOLUNTEER RESPONSIBILITIES

## Time & Attendance

Volunteer commitment and attendance is vital to the successful operation of each department within St. Petersburg College. We understand that unforeseen circumstances may arise and if you are unable to complete an assignment, please provide at least a 24-hour notice to a direct supervisor or Volunteer Services.

Volunteers must check in and out during the course of their assignment. Department supervisors will discuss proper protocol during orientation.

Members can view all documented time via their online volunteer account at [myvolunteepage.com](http://myvolunteepage.com). Time that is not verified by a department supervisor will be considered “courtesy hours” and is the sole responsibility of the volunteer.

Every minute recorded extends a volunteer active status for a year.

## Profile Update

Keeping a valid email on file allows you to stay abreast of important volunteer news. Volunteers can update their contact information easily through the [myvolunteepage.com](http://myvolunteepage.com) profile account.

If you do not have computer access, contact a department supervisor or Volunteer Services for assistance.

## Voluntary & Involuntary Withdrawal

Based on Board Procedure, P6Hx23-2.024, the college is not obligated to accept volunteer services and reserves the right to reject volunteer service accepted at any time, with or without cause.

Volunteers who chooses to end his or her assignment are encourage to provide a verbal or written notice as soon as possible. We respectfully request that volunteers refrain from frequent absenteeism that generates schedule conflicts and service gaps.

If a volunteer fails to notify Volunteer Services or a direct supervisor in advance, future participation may be adversely affected.

Volunteer members who have not submitted hours for a year or more will be involuntarily withdrawn from the program. Volunteer Services will send prior notification via email and/or regular mail to the volunteer’s last known address on file.

## **Reapplying**

If a volunteer returns after being withdrawn from the program, he/she will be required to reapply and successfully pass the background screening process again.

## **Reassignment**

A Volunteer Services staff member will be available and willing to find an alternative position, if a volunteer deems his/her assignment to be unsuitable. Please contact the office at 727-341-4303 or [volunteer@spcollege.edu](mailto:volunteer@spcollege.edu) to submit a request for reassignment.

# **VOLUNTEER ELIGIBILITY**

## **Background Screening**

Individuals with a prior criminal conviction may not be considered for volunteer service.

### **Personal Information Collected**

To obtain a thorough background search, Volunteer Services must collect personal identifiable information such as a social security number and date of birth. Human Resources and Volunteer Services will make every effort to keep this information private and secured. Volunteers release St. Petersburg College and all such parties from all liability for any damage that may result from furnishing such information.

## **Age Requirement**

Candidates must be 16 years of age or older to apply and participate within the Volunteer Program.

### **Parental Consent Form**

Applicants under the age of 18 must have a Parental Consent and Release Form on file before starting any assignment. This form must be signed by a parent or legal guardian who has the right to grant permission for participation. It will remain effective for the duration of their assignment(s).

## **Court-ordered Community Service/Internship**

Volunteer Services does not accept participants who are attempting to satisfy court-ordered community service hours or internship requirements.

# VOLUNTEER GUIDELINES

## Dress Code

Standard business casual attire should be followed, unless instructed otherwise. Apparel with vulgar language or inappropriate logos are not allowed.

## Alcohol, Drugs, & Tobacco

St. Petersburg College is committed to assuring faculty, staff, students, community and university partners, and visitors to our campuses experience a safe and healthy environment. We are a drug-free and tobacco-free institution. The usage of alcohol and drugs are strictly prohibited on all campuses. For additional information, please refer to Board of Trustees College Procedures P6Hx23-2.02 & P6Hx23-1.37.

## Sexual Harassment

We take great pride in ranking on Tampa Bay's Top 75 Workplaces 2012 and providing a friendly working environment to our employees as well as volunteers. However, SPC is prepared to handle complaints that may arise if a volunteer feels he/she has been treated unfairly. Complaints of sexual harassment should be promptly reported to a campus administrator or the EA/EO Director.

**Defined:** Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, sexually-related jokes, and display of pornographic literature in the workplace.

Sexual harassment constitutes discrimination on the basis of sex and is a violation of college rules. The college shall not tolerate such conduct. Personal or social relationships are discouraged as is inappropriate attention with students, staff or instructors. Volunteers are considered as staff under the harassment policy for the duration of their assignment under SPC Sexual Harassment Policy 6HX23-2-010, Section V.

## Grievances

Volunteer Services is available to address any questions or concerns from our **STARS**. Volunteers are encouraged to interact with a department supervisor prior to contacting the volunteer department. If a fair and equitable agreement cannot be reached, Volunteer Services will serve as a neutral party to hear both viewpoints. The goal of this process is to resolve any conflicts and restore a positive working relationship with all involved parties.

## Equal Opportunity

Please recognize St. Petersburg College's Equal Opportunity Statement as follows:

*The Board of Trustees of St. Petersburg College affirms its equal opportunity policy in accordance with the provisions of the Florida Educational Equity Act and all other relevant state and federal laws, rules and regulations. The college will not discriminate on the basis of race, color, religion, sex, age, national origin, marital status, sexual orientation, gender identity, genetic information, or against any qualified individual with disabilities in its employment practices or in the admission and treatment of students. Recognizing that sexual harassment constitutes discrimination on the basis of sex and violates this Rule, the college will not tolerate such conduct. Should you experience such behavior, please contact Pamela Smith, EA/EO Director at 727-341-3259; by mail at P.O. Box 13489, St. Petersburg, FL 33733-3489; or by e-mail at [eaao\\_director@spcollege.edu](mailto:eaao_director@spcollege.edu).*

## SAFETY PROCEDURES

St. Petersburg College takes its employees and volunteers safety seriously. We ask that all members approach any noticeable hazards with extreme caution and assist in preventing workplace accidents. It is imperative that persons at every level stay involved in safety by reporting all incidents immediately, no matter how minor. It is the responsibility of supervisors to implement, enforce and communicate safety guidelines within their department. Safety equipment and protective clothing should be worn wherever necessary.

## Emergencies & Accidents

### Workers Compensation

Volunteers are covered by the college's workers compensation insurance during their service assignment. All members must promptly report all accidents or illnesses, to a supervisor or his/her designee, within 24 hours. It is imperative that you provide specific details to avoid any delay in processing. Supervisors shall complete an Accident-Incident Report immediately after being notified by a volunteer of a job-related accident.

### Emergency Evacuation

Emergencies include fire, explosion, hurricanes, civil defense and/or unforeseen emergencies. Whenever the emergency alarm sounds, all persons are to use the nearest Fire Exit as posted at each building site and proceed 100 feet away from the campus site; unless instructed otherwise by college personnel. Please dial 9-1-1 and report any life-threatening circumstances. Subsequently, notify a supervisor, campus representative or safety representative of the immediate danger.

## Safety & Security Contacts

Daniel Barto, Director of Safety & Security, 727-341-3051

Diana Wright, Director of Facilities Services, 727-341-3288

Kara Schrader-Smith, Risk Management Coordinator, 727-341-3080

## THANK YOU MESSAGE

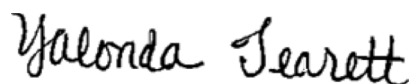
Greetings,

Thank you for becoming one of St. Petersburg College's finest **STARS** (Supporter Taking Action in Responding to SPC needs)!

As a SPC volunteer, you provide our visitors, students and staff with an everlasting gift, *time*. Time that is not taken for granted, yet cherished when offices run more efficiently and students' success rates increased because of the countless hours donated to labs, tutoring centers, Palladium Theatre, Leepa-Rattner Museum of Art, etc.

Your contribution is undoubtedly priceless and an integral part of SPC's accomplishments.

With sincere appreciation,



Yalonda Tearett  
Coordinator, Volunteer Services

**IMPORTANT NOTE:** *All volunteer members are expected to carefully read and comply with the policies and procedures outlined in this handbook.*