

Volunteer Handbook



SPC St. Petersburg
College

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THANK YOU MESSAGE

As a SPC volunteer, you provide our visitors, students and staff with an everlasting gift, *time*. Your service is priceless and highly appreciated by St. Petersburg College.

Please read each section of this handbook carefully, as all members are expected to comply with the policies and procedures outlined in this handbook.

Your contribution plays an integral part as a team member of this organization.

Many thanks,

SPC Volunteer Services

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!



GENERAL INFORMATION

CONTACT INFORMATION

Campus Address

SPC Downtown Campus
Foundation Office
244 Second Avenue N
4th Floor
St. Petersburg, FL 33701

Mailing Address

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

Telephone

Phone: 727-341-3302

Email and Web Address

volunteer@spcollege.edu
<https://www.spcollege.edu/friends-partners/work-with-spc/volunteer-at-spc>

FORMS

All volunteer-related forms can be found at <https://www.spcollege.edu/friends-partners/work-with-spc/volunteer-at-spc> under the **Forms** Tab.

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. A volunteer badge provides access to library privileges and admittance to many college events. Check with your department supervisor for designated locations (i.e. Security Office, Learning Commons, etc.) and operating times.

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:

Dental Hygiene Clinic

The Dental Hygiene Clinic is located at 7200 66th St N, Pinellas Park, FL 33781 and offers limited preventative dental services. Nominal fees are charged. Payments can be made by cash and check only. Call 727-341-3668 to schedule an appointment.

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.

GENERAL INFORMATION

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.

DISABILITY ACCESS

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 rearview mirror of any vehicle used to transport the disabled person(s). Requests for special accommodations should be discussed with your department supervisor.

PARKING

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.



GENERAL INFORMATION

CAMPUS LOCATIONS

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**
1048 22nd Street S
St. Petersburg, FL 33712
10. **Allstate Center**
3200 34th Street S
St. Petersburg, FL 33711



VOLUNTEER AGREEMENT

Upon approval and acceptance into the volunteer program, participants agree to adhere to the following Code of Conduct:

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 student 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 may result in the loss of volunteer privileges.
- I will maintain strict confidentiality with regard to all sensitive and private matters.
- I will perform my duties to the best of my ability, follow position guidelines and 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.

Full Name of Volunteer

Signature

Date

VOLUNTEER RESPONSIBILITIES

TIMESHEET GUIDELINES

A Digital Volunteer Timesheet must be submitted to a department supervisor immediately after your last assignment day in each month. Please submit a separate timesheet for each service month online through the BetterImpact volunteer support tracking system.

Digital Volunteer Timesheets can be located at <https://app.betterimpact.com/Login/Login>.

PROFILE UPDATE

Volunteers can update their contact information easily through the myvolunteerpage.com profile account. Keeping a valid email on file allows you to stay abreast of important volunteer news.

If you do not have computer access, please contact our office immediately and alert a staff member of any recent changes.

VOLUNTARY/INVOLUNTARY WITHDRAWAL

If you are unable to continue or complete an assignment, provide at least 24 hour notice to the department supervisor or Volunteer Services.

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.

We value all feedback, for it contributes to our organizational growth and development. Former volunteer members can share past experiences by completing a brief Exit Interview survey. The survey is located on our website and can be submitted anonymously.

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 727-341-3302 or 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.

DRUG AND ALCOHOL

St. Petersburg College is committed to assuring that the workplace is drug-free. Alcohol and drugs are prohibited on our campuses.

SMOKING

SPC has designated areas for smokers. Smoking is prohibited in buildings and entranceways. Smokers should check with their supervisor or any SPC employee to locate acceptable areas.

SEXUAL HARASSMENT/ GRIEVANCES

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.

Sexual Harassment 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.

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, the director of EA/EO/Title IX Coordinator at 727-341-3261; by mail at P.O. Box 13489, St. Petersburg, FL 33733-3489; or by e-mail at 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.

REPORTING 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/EMERGENCY CONTACTS

Daniel Barto, Director of Collegewide Security Services, 727-341-3051

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

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

Heartfelt 
THANKS
TO OUR VOLUNTEERS!