



Volunteer Handbook

Table of Contents

TABLE OF CONTENTS
ORGANIZATION INFORMATION	1
WELCOME	1
GENERAL INFORMATION	2
BENEFITS	2
BREAKS AND MEALS	2
DISABILITY ACCESS.....	2
PARKING PERMIT.....	2
CONTACT INFORMATION	2
SITE LAYOUT OCALA CAMPUS	3
SITE LAYOUT CITRUS CAMPUS	4
VOLUNTEER AGREEMENT	5
VOLUNTEER RIGHTS	5
VOLUNTEER RESPONSIBILITIES.....	5
VOLUNTEER STANDARD OF CONDUCT.....	5
RULES AND REGULATIONS	6
DRESS CODE.....	6
DRUG AND ALCOHOL RULES	6
SMOKING ON CAMPUS.....	6
SAFETY PROCEDURES.....	6
ACCIDENT REPORTS	7
EMERGENCY PROCEDURES.....	7
SAFETY CONTACTS.....	7
SUPERVISION	8
TRAINING.....	8
VOLUNTEER JOB OPPORTUNITIES.....	8
VOLUNTEER HOURS.....	8
CONFLICTS	8
GRIEVANCES AND SUGGESTIONS	8
TERMINATION.....	9

Organization Information

Welcome

The service of volunteers in our workplace is important for the operation of College of Central Florida. You permit our budget to be stretched beyond what it would otherwise cover, helping to offer more and varied services.

As a volunteer, you broaden the perspective of the community at large, and help the public understand what we do at CF. As a volunteer, you may be sharing your vast knowledge, skills and experiences — offering extra hands and minds where they are needed on this campus.

Whatever your background — a retired professional, a person in between jobs, student in training, a homemaker wanting to “make a difference,” a concerned and caring citizen — together we can make and achieve our goals.

You are an important part of a quality education team and are expected to comply with all college policies and procedures. It is extremely important that you be committed to your volunteer assignment. It is our objective to help you be a successful member of the team, with the result of a rewarding experience.



*We appreciate your help
and
welcome you as a college volunteer!*

General Information

Benefits

Volunteers relinquish all claims to compensation for services rendered at the time of initial staffing. In donating their services and time, they are ineligible for any benefits afforded a regular (paid) employee with the exception of passes or discounts to college activities and use of the college library during the period of their services as available.

Breaks and Meals

Volunteers working a three-to four-hour shift take a 15-minute break. This is arranged through the supervisor. Those working five hours or more may take a 30-to 60-minute lunch or dinner break as appropriate, again scheduled through the supervisor. You are encouraged to join regular staff members at these times.

Disability Access

- Buildings and rest rooms have disability access.
- Buildings have elevators.
- Disability parking is available near each building. You MUST display handicap parking permit issued by the state.
- Discussions about special accommodations may be held with the college equity officer.

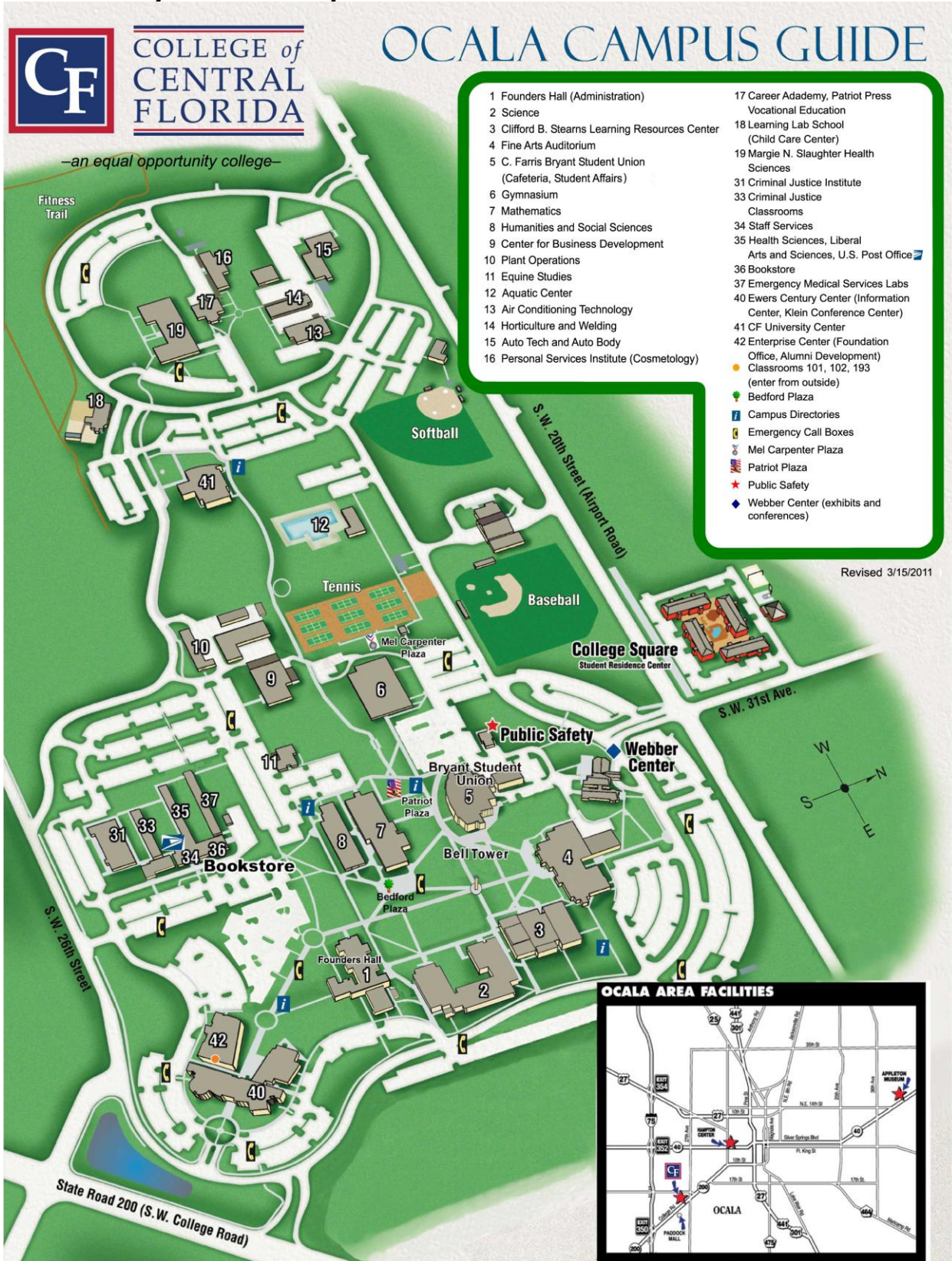
Parking Permit

Temporary volunteer parking permits are good for the duration of your accepted assignment. Your supervisor issues the parking permit. You must park in the designated areas (student parking white lines); report parking difficulties to Public Safety, located adjacent to the Bryant Student Union building. Exception to this procedure is when a volunteer is enrolled as a student. A student parking sticker is acquired at the time of registration.

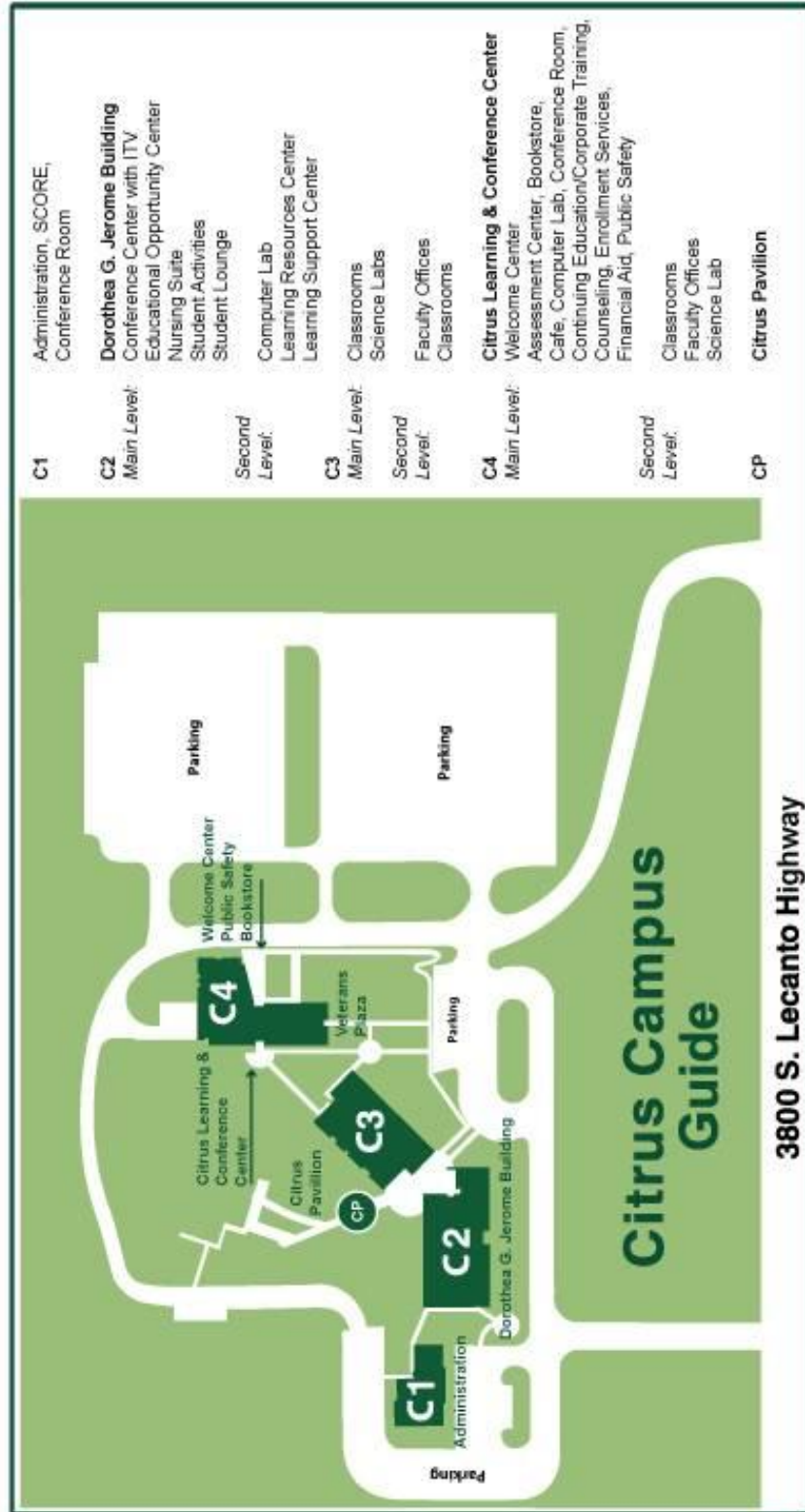
Contact Information

- Office of Human Resources telephone 352-854-2322 ext. 1570
- Your immediate supervisor should also provide a telephone number for the office.

Site Layout Ocala Campus



Site Layout Citrus Campus



C1	Administration, SCORE, Conference Room
C2	Dorothea G. Jerome Building Conference Center with ITV Educational Opportunity Center Nursing Suite Student Activities Student Lounge
Second Level:	Computer Lab Learning Resources Center Learning Support Center
C3	Main Level: Classrooms Science Labs
Second Level:	Faculty Offices Classrooms
C4	Citrus Learning & Conference Center Welcome Center Assessment Center, Bookstore, Cafe, Computer Lab, Conference Room, Continuing Education/Corporate Training, Counseling, Enrollment Services, Financial Aid, Public Safety
Second Level:	Classrooms Faculty Offices Science Lab
CP	Citrus Pavilion

Volunteer Agreement

Volunteer Rights

As a volunteer at **College of Central Florida**, you are entitled to the following rights:

- To be appropriately recognized for your efforts.
- To be provided training, support and supervision when necessary.
- To be treated as a co-worker.
- To be trusted and respected by salaried staff and co-workers.
- To be valued as a person who can make unique contributions.
- To be recognized through appreciation by coworkers and awards.
- To have a clear understanding of the job duties, responsibilities, support person structure, and time commitment.
- To have rewarding, suitable jobs with clear expectations and support.
- To have safety and health risks explained.
- To have your time used wisely.
- To know as much as possible about our policies, people and programs.
- To have proper working conditions.
- To receive prompt response and feedback.

Volunteer Responsibilities

As a volunteer, we ask that you abide by the following ethical standards:

- To be open and honest regarding your intents, goals and skills.
- To accept only realistic assignments and have a clear understanding of the job.
- To carry out duties promptly and reliably.
- To accept the guidance and direction of the support person volunteers.
- To participate in any training required by this organization.
- To abide by the rules and procedures of this organization.
- To voice problems and suggestions for upgrading or changing of volunteer assignments with the appropriate person.
- To be punctual and notify your support person of absences as much in advance as possible.
- Maintain standards of work performance.

Volunteer Standard of Conduct

The college's reputation, accreditation status and government funding are contingent upon maintenance of high standards of conduct.

- Maintain high standard of conduct.
- Abide by the principles and laws concerning confidentiality.

Rules and Regulations

Dress Code

Volunteers at **College of Central Florida** are requested to dress appropriately.

- Standard business and casual wear.

Drug and Alcohol Rules

- CF is a drug-free campus.
- No drugs are allowed on campus.
- No Alcohol is allowed on campus.

Smoking on Campus

- All buildings and entranceways are smoke - free areas.
- Confine your smoking to designated areas on campus.
- Ask your supervisor or any other employee to show you those areas.

Breach of any standard of conduct will result in the volunteer's dismissal from services.

Safety Procedures

Safety and wellness are everyone's business at CF. All employees and volunteers should assist in preventing accidents and in eliminating recognizable workplace and environmental hazards.

It is imperative that persons at every level stay involved in safety by reporting all incidents, no matter how minor. We are all part of the safety team. The concerns for safety are serious enough that an employee or volunteer who witnesses an accident or incident can lose his or her job if it is not reported. It is the responsibility of supervisors to implement and enforce safety regulations.

Safety equipment and protective clothing should be used wherever required. If you are a volunteer in a science lab, the welding program, or any other area requiring safety equipment, do not hesitate to ask for complete information on safety procedures. Precautions must always be taken to protect students and staff from all accidents and injuries.

In accordance with federal laws on exposure to blood-borne pathogens, the college has placed protective personal equipment in strategic areas in every building. Locate the cabinet(s) containing PPE equipment so that you may find it in an emergency.

Accident Reports

The college has liability and worker's compensation insurance through the Florida College Risk Management Consortium. FCRMC requires that volunteers be treated just as employees are treated. Your supervisor must know who you are, what your designation is, what you are responsible for and supervise you in such a manner as to avoid accident or injury.

Administrative Procedure 5.09 for Workers Compensation Claims states the following:

- *Incidents involving students or non-employees are also reported as Liability claims. Liability claims are handled through CF's Purchasing Office.*

Promptly report all job-related accidents or illnesses to your supervisor and the Public Safety Office as soon as the accident happens, or as soon as you have knowledge; in the case of a disease.

Any injury incurred while performing your duties MUST be reported to the supervisor or his/her designee immediately. An accident/incident form MUST BE completed whether or not you need to see a doctor. You are to COMPLETE the form including the names of any witnesses. You sign it and have your supervisor sign it. Then it is sent to CF's Purchasing Office. Make sure to include your Social Security number on the form. The forms are available on the intranet for your use under Forms; Human Resources, Accident & Workers Compensation Forms and include the directions on how and when to complete.

If the injury is such that you need to see a doctor, a second form called a First Notice of Injury must be completed completely and accurately. You and your supervisor sign the form and you (if ambulatory) bring it to CF's Purchasing Office. The director of Purchasing or the campus designee will give you a medical referral form to take to the doctor that CF uses for the campus on which you are working. The campus designee will call the doctor's office to advise that you will be there shortly. Keep one copy of the referral form for future use.

The Florida's Workers' Compensation law covers the college as it pertains to its employees. Volunteers are declared employees (unpaid) for the sole purpose of workers' compensation.

Emergency Procedures

Your supervisor has Emergency Crisis Procedures and Guidelines, which he/she should provide to you.

Safety Contacts

Director of Facilities and Plant Operations @352-854-2232, ext 1219

Manager of Public Safety and Security @ Ext. 1242

Director of Purchasing @ Ext. 1227

Supervision

Training

All volunteer supervisors will determine the training needed to perform the assigned tasks and provide it to the volunteer.

Volunteer Job Opportunities

- posted with the retired and senior volunteer program
- advertised through RSVP
- specific department request
- CF volunteer Web announcement on the CF part-time employment Web page.

Volunteer Hours

- Generally ask for a commitment equal to one day a week in a four hour shift.
- However, hours may vary depending on position.
- Report hours to volunteer coordinator in the office of Human Resources in the Founders Hall, Room 104 at least monthly on time sheet provided on the CF intranet located @ inside.cf.edu.
- Forms are due no later than the fifth day of the month for last month.
- RSVP volunteers may submit photo copy of their time sheet to Human Resources.

Conflicts

Conflicts between volunteers and regular (paid) employees should be reported to the volunteer's supervisor who will take steps to resolve the difficulties. Continued conflict may result in transfer or dismissal of the volunteer. If fault rests with the department itself, the director of Human Resources and Volunteer Services has authority to discontinue the assignment of the volunteer to that area.

Grievances and Suggestions

It is the policy of CF to encourage volunteers to bring their complaints to the attention of their immediate supervisor and the designated volunteer coordinator as appropriate.

If a volunteer has a complaint or feels he/she has been treated unfairly, the problem should be brought to the attention of the Human Resources Office (Human Resources Specialist, Founders Hall, Room 104) within 10 days of the incident. An office staff member will investigate the incident and follow up with the volunteer within five days of receiving the complaint.

- Counseling - Your department supervisor or the volunteer coordinator may wish to meet with you about work performance problems, unsatisfactory behavior, or violation of college or department policies and procedures. Key points will be documented during the discussion such as:
 - what the problem appears to be
 - whether or not you have been counseled on this before, and by whom
 - your comments

- solutions or action plan for improving the situation, with a time frame for correction of the problem
- a date for a follow-up meeting, and all documentation signed
- Termination – The director of Human Resources and the immediate volunteer supervisor have authority from the college president to end the services of the volunteer should counseling not prove effective or if there is sufficient cause to require instant dismissal due to violation of college policy. Examples for reasons for immediate dismissal are:
 - theft
 - drinking or drug paraphernalia on the job
 - using or being under the influence of a controlled substance on the job, etc

End of Service or Dismissal

If you decide to discontinue your service as a volunteer, we ask that you notify your immediate supervisor. The supervisor will contact the Human Resources office regarding the change in status via email.