

Volunteer Handbook



Central Florida Community College August, 2009

Produced by P. L. Glennon,
Coordinator, Benefits
Central Florida Community College
CFCC - Human Resources

Table of Contents

TABLE OF CONTENTS	II
ORGANIZATION INFORMATION	1
WELCOME	1
CFCC HISTORY	1
CFCC VISION STATEMENT.....	2
CFCC MISSION STATEMENT.....	2
CONTACT INFORMATION	2
ORGANIZATIONAL CHART	ERROR! BOOKMARK NOT DEFINED.
GENERAL INFORMATION.....	4
BENEFITS	4
BREAKS AND MEALS	4
DISABILITY ACCESS	4
IDENTIFICATION	4
PARKING PERMIT	4
SITE LAYOUT OCALA CAMPUS.....	5
SITE LAYOUT CITRUS CAMPUS.....	5
VOLUNTEER AGREEMENT	6
VOLUNTEER RIGHTS	6
VOLUNTEER RESPONSIBILITIES	7
VOLUNTEER STANDARD OF CONDUCT	7
RULES AND REGULATIONS.....	7
DRESS CODE	7
DRUG AND ALCOHOL RULES	7
SMOKING ON CAMPUS	7
SAFETY PROCEDURES	8
ACCIDENT REPORTS.....	8
EMERGENCY PROCEDURES.....	9
SAFETY CONTACTS.....	9
SUPERVISION	9
TRAINING.....	10
VOLUNTEER JOB OPPORTUNITIES.....	10
VOLUNTEER HOURS.....	10
CONFLICTS.....	10
GRIEVANCES AND SUGGESTIONS.....	10
TERMINATION	11

Organization Information

Welcome

The use of volunteers in the workplace is important for the operation of Central Florida Community College. 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 Central Florida Community College (CFCC). 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 you and welcome you as a volunteer.

CFCC History

Central Florida Junior College was established in 1957 as a comprehensive, public, community junior college serving the state of Florida and, specifically, the counties of Citrus, Levy and Marion. Instruction began in the fall of 1958 to a group of 320 students in temporary facilities at the Marion County Vocational School. Central Florida Junior College and Hampton Junior College merged on July 1, 1966. (Opened in the fall of 1958, Hampton Junior College was one of the first black, two-year colleges in the state.)

To accurately reflect the character and purpose of the college, its name was changed to Central Florida Community College on July 1, 1971.

The Ocala Campus was established on a 60-acre tract of land donated by the Atlantic Realty and Investment Company and the City of Ocala. The attractive, wooded complex is located on State Road 200, west of downtown Ocala and east of Interstate Highway 75.

In 1974, another 60-acre tract adjacent to the western edge of the campus was added. In 1994, a 20-acre site adjacent to the southern edge of the campus was obtained from the Marion County School Board, and the CFCC Foundation, Inc,

purchased a 17-acre tract immediately north of the campus to provide a college residence facility (College Square), and to allow for future expansion.

In 1995, renovation began on the vacated College Park Elementary School on land adjoining the eastern side of the campus. Later that year, the Public Service Division and Criminal Justice Institute were moved to the newly-renovated buildings in 1996, several Health Occupations Division programs, along with college support operations, relocated to this site. The CFCC University Center opened in 2002.

The Bronson Center in Levy County opened in January 1982 on a 20-acre site a mile and a quarter east of Bronson on Alternate U.S. Highway 27. The Levy County Center was relocated in November 1993 to Chiefland.

The Citrus County Campus opened in the fall of 1984 at the Lecanto Joint Use Facility. A new freestanding campus opened in the fall of 1996, located on 88 acres in Lecanto in central Citrus County. With continuing growth, the college is able to offer a variety of courses to students in Citrus County. CFCC's Hampton Center opened in 1996 at the site of the former Florida State Fire College in west Ocala.

CFCC Vision Statement

Energetic, purposeful, creative, Central Florida Community College promotes learning in an open, caring, inclusive environment which encourages individual and community development inspired by shared values of integrity, service, responsibility and dignity.

CFCC Mission Statement

Central Florida Community College offers accessible, affordable, high-quality educational opportunities. In a climate that nurtures excellence, Central Florida Community College provides undergraduate instructional and awards associate degrees; prepares students for careers requiring professional and vocational training; encourages student success through a variety of support services; and promotes the economic, social and cultural development of the community.

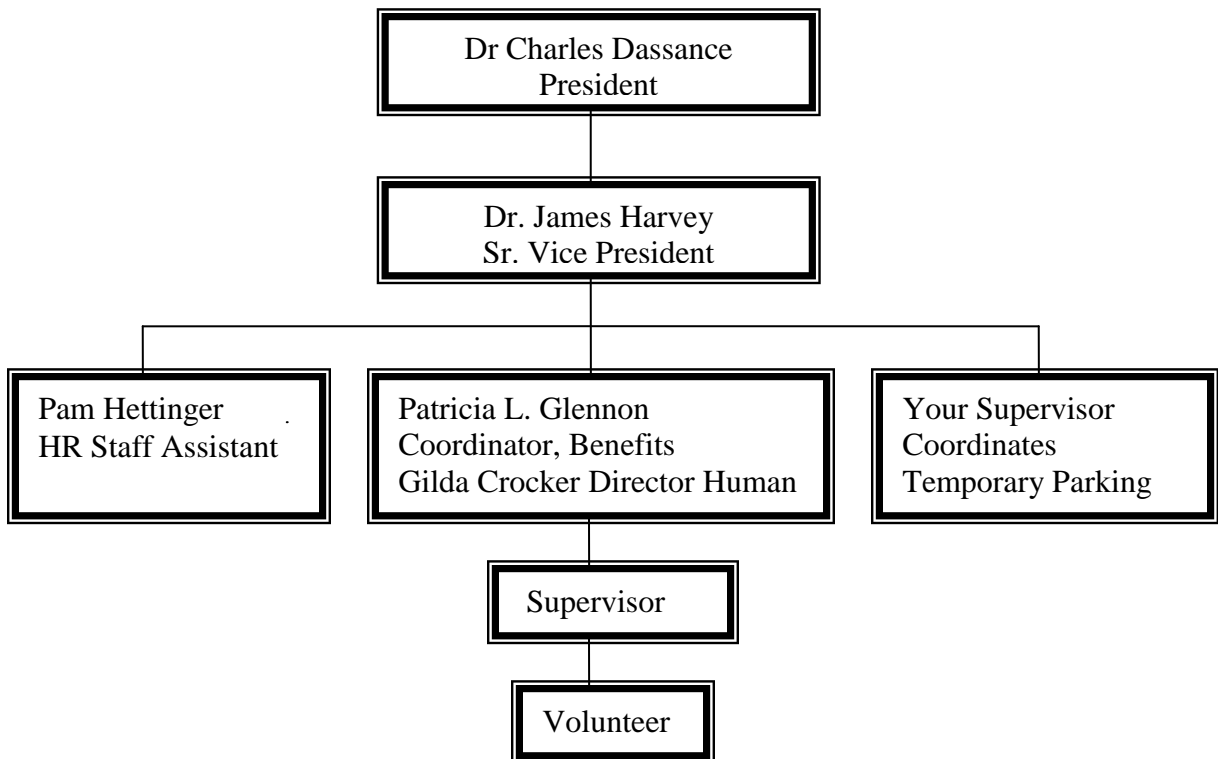
Contact Information

Patricia L. Glennon..... Coordinator, Benefits.....(352) 854-2322 x 1291
Pam HettingerH. R. Staff Assistant..... (352) 854-2322 x 1570

Your immediate supervisor should also provide a phone number to contact him or her.

Organizational Chart

Central Florida Community College Volunteers



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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 these following exceptions, on an as-available basis, **during the period of their service only:**

- Passes or discounts to area tourist attractions
- Passes or discounts to college activities
- Use of the college library

Breaks and Meals

Volunteers working a 3 to 4 hour shift take a 15-minute break. This is arranged through your supervisor. Those working 5 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 available near each building. You MUST display Handicap Parking Permit issued by the state
- Discussions about special accommodations may be held with Kimberley Smith, Coordinator, Equal Access Services Building 5, Room 205B extension 1580

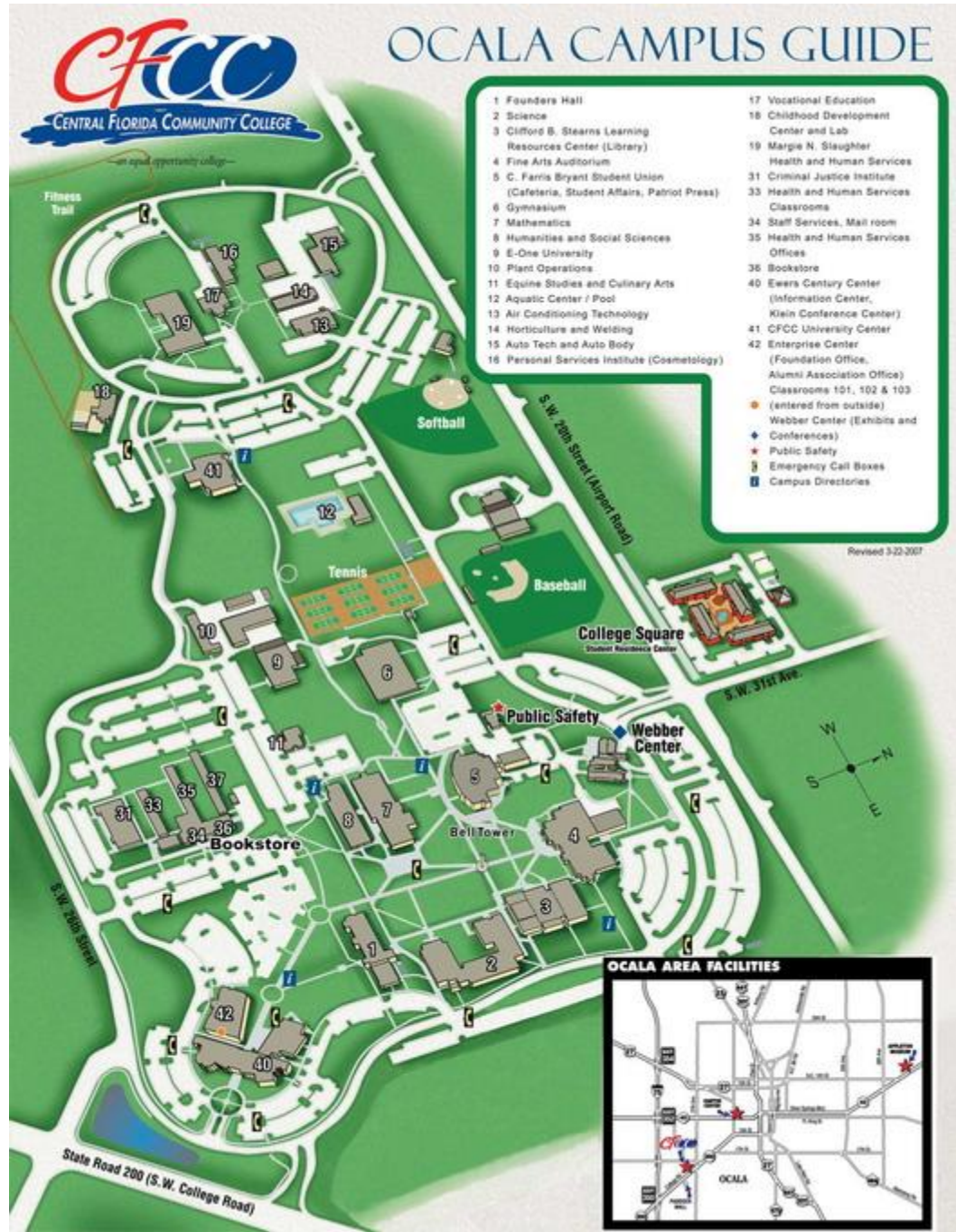
Identification

Each person will be provided with a **nametag** with “Volunteer” designation so that you can be properly identified in the work place. The badges or nametags should be turned in to the supervisor upon completion of your assignment.

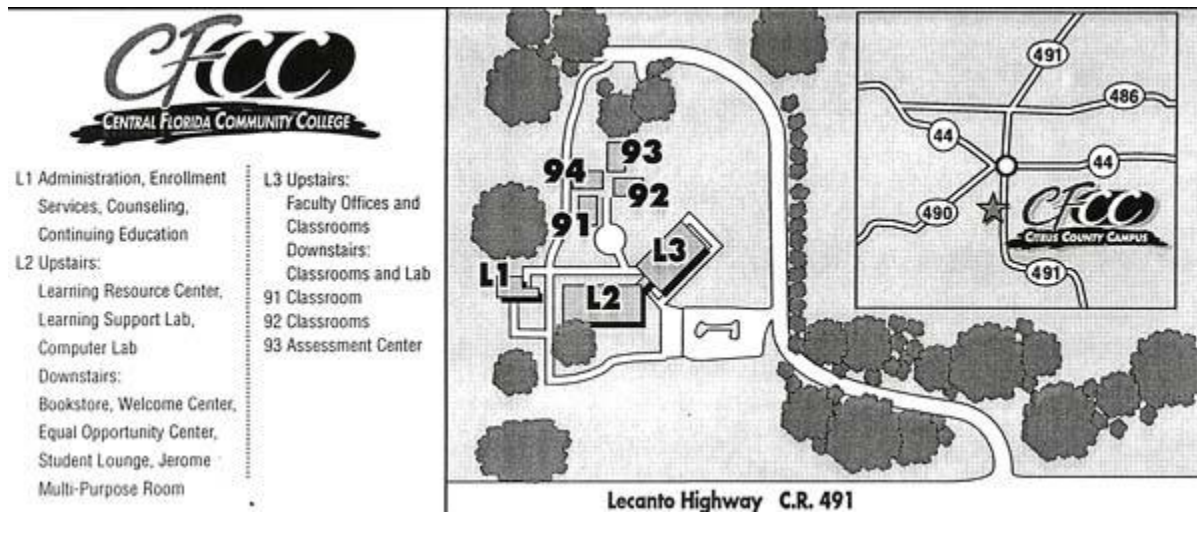
Parking Permit

Temporary Volunteer parking permit good for the duration of your accepted assignment – Permit is issued by your supervisor - you must park in the designated areas (student parking white lines), Parking difficulties should be reported to the Security Office, located adjacent to the Farris Bryant Student Union – Bldg 5. Exception to this procedure is when a volunteer is enrolled as a student. A parking sticker is required, which is paid for at the time of registration for students

Site Layout Ocala Campus



Site Layout Citrus Campus



Volunteer Agreement

Volunteer Rights

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

- To be appropriately recognized for your efforts
- To be given sufficient guidance and direction
- To be given opportunity for promotion and a variety of experiences
- To be heard and to have a part in the planning
- To be informed of agency benefits
- To be kept informed and listened to by salaried staff
- To be provided orientation, training, support, supervision, and evaluation
- To be treated as a co-worker and not just free help
- 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, promotion, and awards
- To have a clear understanding of the job included duties, responsibilities, support person structure, and time commitment
- To have regular evaluation of your volunteer performance
- To have rewarding, suitable jobs with clear expectations and support
- To have safety & 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 quality instruction and continuing education for the job
- To receive enabling funds when needed

- To receive prompt response and feedback

Volunteer Responsibilities

As a volunteer, you are expected to 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 **Central Florida Community College** are requested to dress appropriately.

Drug and Alcohol Rules

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

Smoking on Campus

- All buildings and entrance-ways 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 termination

Safety Procedures

Safety and wellness are everyone's business at CFCC. 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 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 Community College Risk Management Consortium (FCCRMC). FCCRMC 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 hopefully avoid accident or injury.

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 Human Resources. Make sure to include your Social Security Number on the form. The forms are available on the intra-net for your use. Forms are available on the intra-net under Forms – Workers Compensation 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 Human Resources. The Coordinator of Benefits or the campus designee will give you a medical referral form to take to the doctor that CFCC uses for the campus on which you are working. The Coordinator or 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

Mr. Tom Andrews, Plant Operations, extension 1729

Mr. James Fitzsimmons, Security at extension 1242

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Supervision

Training

All volunteers will attend an induction session with their supervisor. The supervisor will determine the training needed to perform the assigned tasks and provide it to the volunteer.

Volunteer Job Opportunities

- Posted with RSVP
- Advertised through RSVP

Volunteer Hours

- Generally ask for a commitment equal to one (1) day a week in a four (4) hour shift
- However, hours may vary depending on position
- Report hours to Volunteer Coordinator, Human Resources, Bldg 1 Room 104 at least monthly on time sheet provided on the CFCC intra-net.
- Forms are due no later than the 5th day of the month for last month
- RSVP volunteers may submit Xeroxed copy of their time sheet to Human Resources

Conflicts

Conflicts between volunteers and regular (paid) employees should be reported to the volunteer's supervisor and, as appropriate, to the Coordinator, Benefits in Human Resources who will take steps to resolve the difficulties. Continued conflict may result in transfer or termination 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 CFCC to encourage volunteers to bring their complaints to the attention of the Volunteer Coordinator and the Human Resources Director, 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 (Coordinator, Benefits, Bldg 1 Room 104D) within ten (10) days of the incident. An Office staff member will investigate the incident and follow up with the volunteer within 5 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 will be set for a follow-up meeting, and all documentation will be signed.
- Termination – The Director of Human Resources and Volunteer Coordinator have authority from the College President to immediately terminate 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 on the job
 - Using/Being under the influence of controlled substances on the job, etc.

Termination

If you decide to discontinue as a volunteer we ask that you notify the Human Resources office, Coordinator of Benefits. He/she will set up an exit interview. Exit interviews help evaluate programs and document the attrition rate of volunteers. The interview is to be scheduled prior to your last day. If this is not appropriate, a telephone interview may be scheduled by calling the Coordinator, Benefits ext. 1291. You will be asked questions such as the following:

- What is your reason for leaving the program
- Were your expectations met
- If not, why not
- Was the staff cooperative
- Can you make suggestions for improving or revising the program
- Describe your rewards and frustrations as a volunteer
- Would you return when and if able
- Have you been satisfactorily recognized for the work performed