

## INTRODUCTION TO GOODWILL-SUNCOAST

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**Thank you** for your interest in volunteering with Goodwill. Our mission is to help people achieve their full potential through the dignity and power of work. This mission is accomplished through employment services, training programs and affordable housing. The sale of donated and new goods at Goodwill stores enables the agency to offer a variety of employment and training services, promote self-sufficiency, and contribute to community conservation through recycling.



**A Half Century of Helping People:** Goodwill-Suncoast was founded in October 1954 in downtown St. Petersburg. We began by assisting a handful of people with disabilities to gain work skills and paychecks. Now we help thousands of people overcome a variety of barriers through our employment programs, five subsidized apartment buildings, training centers for adults with developmental disabilities, and rehabilitative community corrections facilities. To support these services, Goodwill-Suncoast operates 16 retail stores and three outlet stores.

**89% of Goodwill-Suncoast's operating budget is devoted to our programs and services.** On an average year, we serve 75,000 people and place 15,000 people in jobs in the community. We are headquartered in St. Petersburg and provide services to people in 10 counties – Pinellas, Pasco, Hillsborough, Polk, Hernando, Marion, Citrus, Sumter, Levy and Highlands counties.

## BASIC VOLUNTEER INFORMATION

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**Volunteer Role:** *(please refer to the position description for additional information)*

Individuals who are sixteen years or older are eligible to volunteer with Goodwill. Volunteers help us fulfill our mission of putting people to work; whether you are sharing talents and expertise with jobseekers or teaching life skills to those seeking self-sufficiency. When an individual or a team volunteers with us, the benefits are immediately felt. Volunteers provide resources, time and expertise that we wouldn't otherwise have. Regardless of your volunteer activity, please realize that your time and effort leaves a lasting impact on those you serve. You are making a difference in someone's life. Thank you!

**Volunteer Opportunity: Non-profit to Non-profit Goodwill Volunteer**

Description of Duties: Works together with other Goodwill volunteers to help other non-profit agencies with onetime special projects in the name of Goodwill.

Scope of Responsibility: As a Non-profit to Non-profit Goodwill Volunteer you will work with other non-profit agencies that need help with special projects. These

agencies may not have the number of people necessary to complete a project in a timely fashion so our Goodwill Volunteers would give them a hand.

**Volunteer Opportunity:** BookWorks – Story Reader Or Sorter/Cleaner

**Story Reader**

Description of Duties: Encourages literacy by reaching out to pre-school children where books and reading may not be part of the child's environment.

Scope of Responsibility: Read to children at Head Start centers or waiting rooms of clinics, or welfare-to-work offices; presenting each child with a personalized book of their own to take home.

**Sorter/Cleaner**

Description of Duties/Scope of Responsibility: Sorts, cleans and prepares donated children's books for BookWorks Story Readers.

**Volunteer Opportunity:** **Clerical Assistant Volunteer**

Description of Duties/Scope of Responsibility: Works under the direct supervision of a Goodwill employee to assist with special projects; receiving training in specific pre-determined tasks.

**Volunteer Opportunity:** **e-Volunteering**

Description of Duties: This is a work from home position revolving around internet research and/or document creation.

Scope of Responsibility: e-Volunteers work independently on projects and are responsible for sending an email to [scott.coursen@goodwill-suncoast.com](mailto:scott.coursen@goodwill-suncoast.com) at the START of every volunteer session and an email, with an attachment of the work in progress, at the END of every volunteer session. Projects are assigned, as mutually agreed, according to the interest and skill level of each individual volunteer.

**Volunteer Opportunity:** **Goodwill Assisted Living Volunteer**

Description of Duties: Interacts and socializes with persons living in assisted living facilities (individuals that may not have any family) while representing Goodwill.

Scope of Responsibility: Socializes and interacts with individuals or groups in assisted living facilities. Some of the activities include: reading, playing games (such as cards), bingo, art and crafts, helping to write letters, taking them outside for fresh air or just talking.

### **Volunteer Opportunity: Goodwill Volunteer Sewing Group**

Description of Duties/Scope of Responsibility: Sews items for Goodwill Volunteer Programs, such as lap throws, scarfs, book bags or stuffed animals, which are delivered to children in our BookWorks Program, to veterans in assisted living or on hospice, and to the local children's hospital. Materials may be donated by the volunteer or by a third-party.

### **Volunteer Opportunity: In-Kind Donations Volunteer**

Description of Duties: Works with local businesses to encourage them to donate goods and/or services to Goodwill that can be used for client activities, fundraising raffles and auctions.

Scope of Responsibility: Contacts previous in-kind donors via mail, email and phone to secure donations. Assists Goodwill staff in identifying prospective new in-kind donation opportunities and contacts new prospective donors. Promotes opportunities through contacts in the community. Writes thank-you notes.

### **Volunteer Opportunity: Landscaping Volunteer**

Description of Duties/Scope of Responsibility: Weeding, mulching, pruning, planting at any one of Goodwill-Suncoast's locations. If you are looking for an opportunity to make an immediate difference...this is for you. Join us to make Goodwill's housing developments and training centers more beautiful places to live and work.

### **Volunteer Opportunity: Social Activities Facilitator**

Description of Duties: Facilitators lead a group of residents or clients in a special activity that provides social interaction, education or entertainment. Supplies may be provided by the volunteer, by Goodwill or may be received from a third-party donor.

Scope of Responsibility: Volunteers are activity leaders for a group of participants within a Goodwill housing unit or life skills development center. Projects are assigned, as mutually agreed, according to the interest and skill level of each individual facilitator.

### **Volunteer Opportunity: Special Event Volunteer**

Description of Duties: Helps out as needed at fundraisers, community events, job fairs and other activities that are either hosted by Goodwill or supported by Goodwill. Duties may include setting up/tearing down, distributing food/drinks/goodie bags/promotional items, registration, oversight of a particular area or other activities as mutually agreed upon.

Scope of Responsibility: Special Event Volunteers typically work within a team with direction from a team leader or through detailed written instructions. Projects are assigned, as mutually agreed, according to the interest and skill level of each individual facilitator.

**Volunteer Opportunity: Military Veteran Volunteer**

Description of Duties/Scope of Responsibility: Veterans helping other veterans. Interacts and socializes with veterans in assisted living facilities and the Veterans Hospital while representing Goodwill. Activities may include reading, playing games (such as cards), helping to write letters, taking them outside for a walk or fresh air or just talking.

In addition to the above noted opportunities you might also chose to volunteer in our **Life Skills Development program**. This program is designed to provide each participant with experience and training that will support their participation in valued roles and routines in their community, including volunteering, job exploration, accessing community resources and self-advocacy. The overall goal of the program is to support each individual in achieving the highest possible degree of independence and control in their daily life.

Services provided in Life Skills Development emphasize training in personal care, daily living, communication, mobility/travel, decision-making, social skills, and job readiness skills. The goal is to assist individuals in moving to a less restrictive environment, to include supported employment whenever possible.

The individuals participating in this program are 22 years of age and older, with a developmental disability. The program is available at six Goodwill locations, including our Gandy Center, in Pinellas Park, Ocala, Lakeland, the St. Petersburg Skyway location, and the Clearwater Center. In addition, “satellite” or “enclave” work sites are also available at a number of Goodwill retail, donation, and outlet store locations.

Program hours are generally Monday through Friday from 8:00-9:00 am to 2:45 pm; however, hours may vary depending on the location of the program. For individuals who are training in a Goodwill Outlet Store the days and hours may include weekends.

The program supports individuals in gaining a variety of skills that could help them in their daily life. One way this is done is by working on different jobs, in which individuals are paid. Some of the other areas of instruction and/or training that individuals may be involved in are:

- Basic academic skills, including math, reading, money recognition, etc.

- How to plan, prepare and cook nutritious meals.
- How to stay fit, including exercise and nutrition.
- How to take care of oneself, such as caring for clothing (laundry), personal hygiene, how to be healthier, etc.
- Interviewing skills.
- Beginning computer skills.
- Developing work tolerance skills.
- Assistance with referrals to vocational rehabilitation and any other social and/or community resources.
- Decision-making/choices and self-advocacy.
- How to get along with others.
- Community activities such as shopping, volunteering, recreational and sporting events.
- Horticulture, including silk flower arranging, planting, weeding and landscaping.
- Communication, such as sign language, augmented speech devices, etc.
- Art projects for recreation and/or resale.
- Customer service, which may include training in candy and flower sales.

Life Skills Development is currently offered at a number of different locations. The main headquarters is located at:

10596 Gandy Boulevard  
 St. Petersburg, Florida 33702-1422  
 St. Petersburg: (727) 523-1512  
 Toll-Free: (888) 279-1988  
 TDD: (727) 579-1068

### **Other Locations**

Skyway Services  
 3010 22<sup>nd</sup> Avenue South  
 St. Petersburg, FL 33712  
 (727) 423-5314

Pinellas Park Services  
 7601 Park Boulevard  
 Pinellas Park, FL 33781  
 (727) 541-6205

Clearwater Center Services  
 16432 US 19 North  
 Clearwater, FL 33764  
 (727) 608-2660

Indian Rocks (Donations)  
 12018 Indian Rocks Road  
 Indian Rocks, FL 33774  
 (727) 450-1300

Lakeland Services  
 3033 Drane Field Road  
 Lakeland, FL 33811-3035  
 (863) 701-1351

Ocala Services  
 2920 W. Silver Springs Blvd.  
 Ocala, FL 34475  
 (352) 629-0469

Some of the volunteer opportunities are also available at our **G.I.S. Housing sites**, which provide affordable, HUD-subsidized, accessible apartments from the Tampa Bay area to Ocala, Florida and include:

**Freedom Village I** – Established in 1979, this is an 89-unit apartment community with one- and two-bedroom apartments. The facility features spacious grounds, a covered patio area for cookouts, a large community room for social events and an accessible computer lab for resident use. Freedom Village I offers affordable housing to low-income elderly and people with physical disabilities and is located at:

7700 66th Street North,  
Pinellas Park, FL 33781  
Phone: (727) 541-6620 or 547-1422  
Fax: (727) 544-8917  
TTY: (727) 579-1068

**Freedom Village II** – Within a stone's throw of Tampa Bay, this 40-unit apartment community provides affordable housing to people who are disabled and of low income. In addition to a full-time service coordinator on staff, residents enjoy two outdoor decks for recreational activities and have access to a computer lab during office business hours. Freedom Village II is located at:

5002 S. Bridge Street  
Tampa, FL 33611  
Telephone: (813) 831-6988  
Fax: (813) 831-6819; TTY: (727) 579-1068

**Freedom Village III** – This is a 40-unit apartment community located on a scenic, wooded lot where residents enjoy barbecues on a spacious wooden deck, bird watching and feeding squirrels. The facility has a beautiful community room, accessible computer lab for residents' use and a service coordinator on staff. Freedom Village III provides affordable housing to people with physical disabilities and low income. Freedom Village III is located at:

1167 Turner Street  
Clearwater, FL 33756  
Telephone: (727) 443-6799  
Fax: (727) 447-1026; TTY: (727) 579-1068

**Heritage Oaks of Ocala** – This apartment community is ideally located on five tranquil acres in Paddock Park, a community that includes residential, shopping and medical facilities. This 72-unit apartment community offers residents a spacious community room, computer lab and a beautiful sunroom out back. Heritage Oaks of Ocala provides affordable housing to the low-income elderly. In addition, a percentage of the units were designed to meet the needs of individuals with physical impairments. Heritage Oaks of Ocala is located at: 2820 SW 34th Street  
Ocala, FL 34474  
Telephone: (352) 854-1515  
Fax: (352) 854-5051; TTY: (727) 579-1068

**Heritage Oaks of Palm Harbor** – This is a 94-unit apartment community and is Goodwill’s newest effort to bring affordable housing to the elderly in Pinellas County. The facility is conveniently located near shopping and businesses near the intersection of Alderman Road and U.S. Highway 19. All of the apartments are one bedroom, sized to meet the needs of an exclusively elderly community. The facility features a separate computer lab for residents and a beautiful community area and lobby. Heritage Oaks of Palm Harbor provides affordable housing to the low-income elderly. In addition, a percentage of the units were designed to meet the needs of individuals with physical impairments. Heritage Oaks of Palm Harbor is located at: 2351 Alderman Road  
Palm Harbor, FL 34683  
Telephone: (727) 787-0792  
Fax: (727) 787-0898; TTY:  
(727) 579-1068

## **BASIC VOLUNTEER INFORMATION CONTINUED**

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**Scope of Supervision:** Volunteers are not responsible for supervising employees or clients. You will be provided with the name of one or more Goodwill employees who will be available at your volunteer site to answer questions, accept injury/accident reports, respond to safety incidents and provide leadership in case of emergency.

**Logistics:** You may park in any parking place that is available and convenient in the public parking lot. Please wear comfortable, business casual attire that would be appropriate for any professional business setting.

**Restrooms:** Restrooms are located in various places throughout the building and since you will probably be volunteering in different locations the closest restrooms will be pointed out to you when you are given a specific assignment. All restrooms are free of barriers; however please let staff know if you experience any difficulties.

**Schedule and Time Commitment:** Most volunteer assignments are scheduled Monday through Friday, between the hours of 8am and 5pm. You will be provided with a specific schedule based on your particular assignment.

**Benefits:** Volunteers are eligible to receive a written evaluation of their performance and a formal printout of volunteer hours upon request.

## **SAFETY GUIDELINES**

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**Safety is everyone's business!** By being careful you may prevent accidents to yourself or others. If you see any unsafe condition, please notify the manager onsite immediately. Below are some of the safety practices Goodwill expects everyone to follow:

- Read and become familiar with the posted evacuation diagrams in your area.
- Observe "NO SMOKING" signs.
- Keep work areas clean and aisles, walkways and emergency exits free from obstacles and clutter.
- Never wear open-toed and/or open-heel shoes in a warehouse, contract and/or processing area.
- Pay attention to any vehicles that may be around you, including forklifts, while in the parking lot and processing areas.
- Wear personal protective equipment when required, such as goggles, gloves, back support, aprons, etc.
- Ensure safety guards are used on all machinery.
- Lift with your legs, not your back.
- Combustible liquids must be kept in proper storage locations.
- Participate in safety training that may be available through your assignment.

**Injury/Accident Reporting:** If you should injure yourself in **any way**, even a cut on the finger, you must report this to the onsite manager **immediately** so that you get prompt medical attention....do not wait until tomorrow! An accident form will be filled out and given to the Risk Management department so that actions can be taken, if necessary, to prevent the accident from happening again. Remember, you can prevent injuries to yourself and others by being aware of safe working procedures and conditions.

**First Aid Supplies:** First aid kits are available at each Goodwill location, are OSHA approved and available for use by individuals trained in first aid practices and procedures. First aid kits are also available in all vehicles used to transport clients.

**Fire/Emergency Plans and Procedures:** Fire prevention is the responsibility of everyone! Because of the seriousness of a fire and other natural disasters such as severe weather storms like a tornado or hurricane and the possibility of losing power, emergency drills are not only important but also required. Some types of emergencies, such as a fire, require us to leave the building while others require us to seek safety in a secure room away from windows and flying debris. Practicing the different types of emergencies so that you know what to do is extremely important and therefore may be held frequently depending on your assignment. It is important to know when to leave the building and when you should not. For example, when there is a fire the alarm will sound and the emergency lights will flash, meaning you must begin to evacuate or leave the building immediately. You will be told what to do ahead of time as the onsite manager will explain the procedures to you and will show you where the closest exit is from the building, where the safe room is located, and what to do in the event of a medical emergency.

**Drug-Free Workplace:** Goodwill-Suncoast is committed to providing a safe, productive and healthy place for employees, program participants and volunteers. Individuals working, visiting or volunteering at Goodwill are **not allowed** to have, sell, make, distribute, dispense or use unauthorized alcoholic beverages, non-prescribed drugs, controlled substances or illegal or illicit drugs while on any Goodwill property or during work, training or volunteer assignment.

**Safety Standards:** Volunteers are responsible for adhering to all published safety policies as well as the implementation of specific standards that may be assigned. Volunteers are expected to report unsafe conditions and unsafe acts in a reasonably prudent manner. All safety rules and regulations that apply to employees also apply to volunteers in the agency and Goodwill stores/outlets. Volunteers agree to adhere to the following additional guidelines:

- 1) Volunteers who have breathing restrictions including asthma, allergies, etc., will not be assigned to stores, the warehouse and/or book room, unless specifically requested by the volunteer.
- 2) Onsite managers/supervisors will be advised if a volunteer requires special assistance, for example evacuating the building during a fire drill.
- 3) Volunteers who are disabled will be given first preference for tasks, unless other duties are preferred and requested.
- 4) Volunteers will report spills or debris that may cause slippage or accidents.
- 5) Volunteers will observe all common sense safety procedures, including walking (not running), using proper lifting techniques, etc.
- 6) Volunteers will be informed of fire and storm/hurricane procedures in the event these are a threat.

**Hazard Communication and Florida “Right to Know” Law:** Volunteers have a right to know about workplace chemical hazards and will be provided appropriate access to safety equipment and information according to standards adopted under the federal Occupational Safety and Health Act. Goodwill-Suncoast tries to use chemicals of a non-hazardous nature as much as possible to reduce the chemical hazards to which employees, program participants, customers, volunteers and visitors are exposed. All cleaning chemicals approved for use within all Goodwill facilities have been selected and tested to ensure their non-hazardous nature. If you wish to know more about the substances used in your volunteer location, please ask to speak to a staff member in our Risk Management (Safety) department at 727-523-1512.

**Florida Clean Indoor Air Act:** FCIAA was enacted in 1985 by the Florida Legislature to protect people from the health hazards of secondhand smoke and to implement the Florida health initiative in the state constitution. As such, smoking is not allowed at any time in any Goodwill-Suncoast building. Designated smoking areas have been set up for use outside of each building. You will be shown where these areas are located, if needed.

**Abuse, Neglect or Exploitation Reporting:** Any person in the state of Florida who knows or has a reasonable cause to suspect that a child or a vulnerable adult has been, or is being abused, neglected or exploited has a responsibility to immediately report that knowledge or suspicion so that it can be investigated and resolved. This can be done by contacting the Florida Abuse Hotline at 1-800-962-2873 (1-800-96ABUSE).

When a person contacts the Hotline they should be prepared to provide as much information as they can. Even though they might not be able to answer all of the questions they are asked they should still call the Hotline and a counselor will assess the information available to see if the Department of Children and Families should initiate a protective investigation. Although the individual does not have to give their name when they call (they can make the report anonymously), it is very helpful if the investigator can follow up with the individual to clarify any questions that may arise.

If you are being abused or if you need help reporting the abuse of someone else, please ask any Goodwill staff member for assistance. Goodwill staff is required to report suspected abuse, neglect or exploitation within one hour of becoming aware of the situation.

**Infection Control Procedures:** Goodwill staff continually watches for signs and symptoms of infection or illness in order to protect program participants, employees, volunteers, customers and visitors from exposure to contagions. When an individual arrives ill or becomes ill during the day staff will attempt to isolate the individual away

from others until arrangements can be made to have the individual return home. Depending on the symptoms of the individual staff may request that a medical exam be completed by a licensed physician to ensure he or she does not have a communicable or debilitating condition that could have been transferred to others. In some situations, the individual may not be allowed to return to their assignment unless he or she has been cleared to return by his or her treating physician.

In order to prevent illnesses or infections from spreading, good personal hygiene is a must! Washing hands thoroughly after coming in contact with money or dirty utensil's or when going to the restroom should be followed. Hands and fingernails should be clean and well maintained at all times. When coughing and/or sneezing, the mouth should be covered with an arm and not your hand to help prevent germs from spreading. Keeping hands away from your face, in particular your eyes, nose and mouth will help to reduce the likelihood of becoming ill. Although washing your hands frequently with hot, soapy water is the best way to clean and disinfect hands and arms, bottles of liquid hand sanitizer are available in all locations and should be used when necessary.

**Incidents Involving Exchange of Bodily Fluids and Substances:** To protect the health and safety of staff, program participants and volunteers, Goodwill-Suncoast will immediately secure a *Consent for Testing* from all individuals involved in those extremely rare situations in which a significant exposure to bodily fluids known to transmit HIV/AIDS and/or Hepatitis B or C has occurred or been reasonably suspected to have occurred. This will only be done, when the incident:

- Occurred during the performance of a volunteer's assignment, or
- While on any property or in any vehicle owned, leased or provided by Goodwill-Suncoast.

Examples of situations in which this applies, include but are not limited to: a human bite in which the skin is broken, needle sticks, contact of an open sore or wound with the blood of another person, and/or when non-consensual sexual relations or sexual relations in which one or more of the parties is not legally competent has taken place. This does not apply to consensual sexual relations between legally competent adults. Staff will explain this in more detail if needed and will be able to answer any questions you may have.

## **OTHER IMPORTANT INFORMATION**

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**Confidentiality:** While volunteering with Goodwill, you may be exposed to conversations or documentation of a sensitive nature. Goodwill complies with HIPAA (Health Insurance Portability and Accountability Act) and the HITECH Act, which serves to ensure the confidentiality of all program participants Protected Health Information

(PHI) from unauthorized viewing, use and disclosure. PHI, including protected health information stored or maintained electronically (ePHI) includes any information that identifies the individual, such as medical, financial, personal information, records, data, etc. In order to safeguard a program participants PHI, volunteers may only look at, use or disclose client information only for reasons necessary to the performance of their assigned responsibilities. Any unauthorized viewing, use or disclosure of such information will provide grounds for termination of volunteer affiliation and potential prosecution under the law. When in doubt as to whether or not information is considered to be PHI, it is your responsibility to discuss the matter with your onsite manager before a violation occurs.

**Rules of Conduct:** In order for Goodwill to safely conduct our business and to protect program participants as well as our employees, customers, visitors and volunteers rules of conduct have been established and are expected from all individuals in the facility. The following actions are examples of rules of conduct infractions that may result in corrective action including suspension, curtailment of service, reassignment or dismissal from your volunteer assignment.

- Threats to the order of the facility at which the volunteer is assigned.
- Actions that threaten the well-being or safety of staff, program participants, other volunteers or recipients of Goodwill's services.
- Discrimination against Goodwill staff, other volunteers or recipients of Goodwill's services on the basis of age, race, spiritual beliefs, sexual orientation, disability, marital, veteran, or socioeconomic status.
- Inappropriate communication with Goodwill staff, other volunteers or recipients of Goodwill's services on the basis of age, race, spiritual beliefs, sexual orientation, disability, marital, veteran or socioeconomic status.
- Failure to perform assigned tasks.
- Failure to follow the directions of an immediate supervisor.
- Failure to be a positive role model for program participants or recipients of Goodwill's services.
- Theft of Goodwill merchandise.
- Excessive tardiness and/or absenteeism.
- Failure to accurately disclose criminal history.

**Code of Ethics:** Volunteers are responsible for being knowledgeable about Goodwill's code of ethics and for conducting themselves accordingly. Ethical conduct is expected at all times in all matters. Volunteers are expected to bring any questions about whether or a not a specific situation presents a potential conflict with this policy to the attention of their onsite manager. Volunteers shall:

- Conduct themselves professionally and in a manner that creates and maintains respect for Goodwill.

- Avoid any action that might result in or create the appearance of adversely affecting the confidence of the public in the integrity of Goodwill.
- Uphold the ethical rules governing their professions (if applicable).
- Not use or possess illegal drugs or narcotics or abuse any drugs or narcotics at any time.
- Not show partiality toward or become emotionally, physically, sexually, or financially involved with program participants, employees or residents.
- Not offer to give any article, favor, or service which is not authorized in the performance of the volunteer's duties.
- Not show favoritism or give preferential treatment to any individual or group over another.
- Not use profanity, obscene, or abusive language when communicating with others.
- Not engage in any conduct that is criminal in nature or which would bring discredit upon Goodwill.
- Not use brutality, physical violence, or intimidation toward others.
- Not possess lethal weapons or weapons which may inflict personal injury in the facility.

**Conflict of Interest:** A “conflict of interest” is usually a situation in which the best interests of one party is affected by or opposed to the interests of another. In order to make sure that our program participants’ interests are always our first priority, Goodwill staff, board members and volunteers are required to avoid any situation that would result in a real or perceived conflict of interest. Examples include dating or having an intimate personal relationship with anyone who is a program participant; having a business relationship outside of Goodwill with a program participant, a member of a participant’s family, or an agency which provides funding to Goodwill; accepting payment from anyone other than Goodwill for providing a service to a participant; or other situations in which a conflict of interest might occur or be perceived as one. If you have any questions or concerns about a situation such as this, please contact the onsite manager.

**Volunteer Harassment Policy:** It is the policy of Goodwill Industries-Suncoast to provide an environment free of harassment and discrimination. Goodwill will not tolerate any form of harassment based upon an individual’s race, color, religion, sex, age, sexual orientation, national origin, disability, marital status, veteran’s status or other protected status. For these purposes, the term harassment includes, but is not limited to, slurs, jokes, and other verbal, graphic, or physical conduct relating to an individual’s race, color, religion, sex, age, sexual orientation, national origin, disability, or marital status. The term harassment also includes sexual advances, requests for sexual favors and other conduct of a sexual nature. Any volunteer acting contrary to

this policy will be subject to corrective action up to and including separation from their volunteer position. Harassment on the basis of race, color, religion, sex, age, national origin, disability, marital status, veteran's status, sexual orientation, or other protected status is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

**What to do if you are being harassed:**

You should immediately contact the Community Relations Coordinator.

**Whistleblower Policy:** Goodwill will not retaliate against any employee or volunteer who, in good faith raises a complaint, discloses, or threatens to disclose truthful information regarding a suspected violation at Goodwill....Retaliation includes discharge, demotion, suspension, threats, harassment, or any adverse employment action.

## **QUESTIONS OR PROBLEMS**

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It is normal to run into problems or have questions about one thing or another during your volunteer experience. When this happens, please talk with your onsite manager or our Community Relations Coordinator, Scott Coursen (Office: 727-523-1512, ext. 1013; Cell: 727 692-0385).

In addition to receiving a copy of this handbook, you will be provided more in-depth information when you are provided a volunteer assignment. This will include being introduced to other volunteers, staff and if applicable to your assignment, program participants. We will go over other program and services Goodwill has to offer and provide additional safety procedures and practices that may not have been covered in this handbook. We'd also like to know what your expectations are with respect to volunteering with Goodwill.

It is our hope that this handbook will be of use to you as you begin to acquaint yourself with our volunteer opportunities. If you are not satisfied with the volunteer opportunity you have chosen, please let us know so that we can work on identifying another area you may like better. We value your input, so if you think there is something we need to know, something we could do better, or something that you found exceptionally satisfying, please let us know. We want you to enjoy your volunteer experience with Goodwill and hope to have others like you join us.

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# VOLUNTEER TIME SHEET

Please fax updated sheet each Monday to **727-579-0850**. *Thank you!*

**VOLUNTEER NAME:** \_\_\_\_\_

**LOCATION:** \_\_\_\_\_

| DATE   | TIME IN | TIME OUT | HOURS WORKED |
|--|---------|----------|--------------|
|  |         |          |              |
|  |         |          |              |
| <b>SPECIAL ACTIVITY PERFORMED</b>                          |         |          |              |
|  |         |          |              |
| <b>EVALUATION &amp; FEEDBACK FROM STAFF and/or CLIENTS</b> |         |          |              |
|  |         |          |              |
| <b>FEEDBACK &amp; COMMENTS FROM VOLUNTEER</b>              |         |          |              |
|  |         |          |              |