



Volunteer Handbook

Hands and Hearts in Government Services





Our mission is to encourage citizens to participate in local government through volunteerism to improve the quality of City services provided in Coral Springs.



Table of Contents

- Our Objectives.....4
- Volunteer Responsibility.....5
- Department Responsibility.....6
- Grievance Procedure.....7
- Automobile Usage.....8
- Tax Deductions for Volunteers.....10

Definition of a Volunteer: A volunteer is an individual who gives freely of their time, talents and services without expectation of any financial compensation. Volunteers make a valuable contribution to the City and its mission to provide high-quality services.

Volunteer Development: We encourage volunteers to improve their level of skill and understanding of city operations. Periodically volunteers may be offered the opportunity to participate in development opportunities while volunteering with the City.

Parameters: In harmony with its mission to provide top-quality service that enhances the quality of life for all who live, work and raise a family in Coral Springs, the City is committed to maintaining a workplace that respects all individuals and is free from discrimination and harassment in any form. The City complies with all federal and state laws. Unacceptable or illegal conduct by a volunteer may result in termination of the volunteer assignment.



Our Objectives

- Enhance services by using volunteers in a cooperative function to supplement the efforts of paid city staff.
- Provide an opportunity for volunteers to increase their skills while sharing their time and expertise with local government.
- Recruit, interview and match qualified volunteers to perform jobs to meet identified needs in each of the city departments.
- Facilitate cost effectiveness in the operation of local government by using volunteers to supplement the work of paid staff.
- Promote citizen understanding of government issues and problems and increase the citizen awareness of city programs.
- Provide a positive experience and environment for both volunteers and paid staff.

"When you are kind to someone in trouble, you hope they'll remember and be kind to someone else, and it'll become like a wildfire."

- Whoopi Goldberg



Volunteer Responsibility

As a volunteer, you agree to:

- Respect the confidentiality of materials, records, and information that you may come into contact with during the course of your volunteer experience.
- Make a commitment to the department for a period of time which will be negotiated at the initial interview. If for some reason you cannot fulfill your commitment, please contact the Volunteer Coordinator.
- Keep accurate records of the time spent volunteering, days and times, and report your total hours at the end of each month to Volunteer Services.
- Perform assignments effectively.
- Report any on-the-job injury immediately to your supervisor. Contact the Volunteer Coordinator as soon as possible.
- Notify your work supervisor if you will not be in as scheduled. Discuss any scheduling conflicts in advance if possible.
- Give adequate notice of job resignation. (Request 2 weeks notice.)
- Dress appropriately for your job assignment.

"Life's most persistent and urgent question is, what are you doing for others?"

- Martin Luther King, Jr.



Department Responsibility

The department supervisor agrees to:

- Provide orientation, training and supervision.
- Evaluate your work and provide constructive suggestions for improvement.
- Provide uniform polo shirt (if appropriate) and ID/access card.
- Write letters of recommendation at your request based on your job performance.
- Provide an alternate plan for assignments and supervision for occasions when the direct supervisor is absent from work.
- Involve you as a departmental team member.
- Appreciate and recognize you for your contributions.
- Inform the Volunteer Services Coordinator of continued absences or any extended vacation or medical leave.

"The only ones among you who will be really happy are those who will have sought and found how to serve."

- Albert Schweitzer

Grievance Procedure

The aim of the Volunteer Program is to maintain cooperative and productive working relationships between volunteers and City employees. Volunteers are urged to discuss any problems, difficulties, suggestions, misunderstandings or concerns with their department supervisor or the Volunteer Coordinator.

If this does not resolve the matter satisfactorily, the existing Grievance Procedure for paid employees will be utilized. The Volunteer Coordinator will be kept informed of all decisions regarding volunteer placement and performance.



"One volunteer is better than ten forced men."
- African Proverb

Automobile Usage

The following guidelines for operating a City vehicle must be followed:

If during the course of your assigned duties as a volunteer you have been authorized to use a City vehicle, you will need to complete an **Authorization to Operate A City Vehicle** form and have it on file with Volunteer Services and Risk Management.

The authority to drive City vehicles will be denied or revoked at any time the volunteer does not possess a valid State of Florida driver's license and may be revoked at any time that documented charges are substantiated of misuse or abuse of a vehicle, or at any time the volunteer's driving records reflects one or more of the following:

- Driving while intoxicated, driving under the influence, driving with an unlawful blood alcohol level, leaving the scene of an accident, or failure to report an accident.
- Medical or legal evidence of alcohol or drug abuse, or any physical impairment that could affect any ability to drive safely.
- Any number of traffic violations/accidents determined to be excessive by the City.





Automobile Usage

The volunteer should be aware and understand that they will not leave Coral Springs city limits in a City vehicle unless authorized to do so by a supervisor. It is also understood that the volunteer must report all traffic violation citations received while driving on business, or any suspension or revocation of the volunteer's driver's license, to a supervisor immediately. Failure to do so may result in disciplinary action.

It is mandatory that all volunteers who intend to utilize their personal vehicle during the course of their volunteer duties maintain a copy of their insurance card on file with Volunteer Services and Risk Management. All State of Florida minimum liability limits must be met for a volunteer to utilize their automobile.

"I have found that among its other benefits, giving liberates the soul of the giver."

- Maya Angelou



Tax Deductions For Volunteers

There are a number of tax benefits available to volunteers. In preparing their tax returns, volunteers may deduct non-reimbursable out-of-pocket-expenses directly related to their volunteer service if they itemize deductions. Examples of types of expenditures include:

- Bus or cab transportation expense
- Parking costs or toll fees
- Telephone bills
- Supplies purchased to perform volunteer duties
- Automobile mileage and expenses for gas
- Any other non-reimbursable out of pocket expense related to volunteer duties

“Risk more than others think is safe. Care more than others think is wise. Dream more than others think is practical. Expect more than others think is possible.”

- Cadet Maxim

Thank you for contributing your time and skills as a Volunteer for the City of Coral Springs. We hope you have an enjoyable volunteer experience. If you have questions about the information in this handbook, please ask your supervisor or feel free to call **Kim Sanecki**, the Volunteer Services Coordinator for the City of Coral Springs at **954-346-4430**.





10000 NW 29th Street
Coral Springs, Florida 33065
CoralSprings.org • 954-344-1000
Volunteer Services • 954-346-4430