

## PROCEDURE

<b>Series:</b>	<b>HR-Recruitment &amp; Selection</b>	<b>COA: HR 3.05, 5; RPM 2.01; TS 3.05 CFOP: 60-17</b>
<b>Procedure Name:</b>	Volunteers	
<b>Procedure Number:</b>	HR 2221	
<b>Reviewed Date:</b>	12/1/15, 4/16/2024	
<b>Revision #/Date:</b>	(1) 4/25/13 (2) 8/11/2014, (3) 7/3/2019, (4) 10/7/2025	
<b>Effective Date:</b>	3/09	
<b>Applicable to:</b>	Family Partnerships of Central Florida (FPOCF) Staff as Volunteers	
<b><u>PURPOSE:</u></b>	FPOCF may utilize volunteers to serve in direct or non-direct service roles. In these instances, the agency ensures that the volunteer has a clear understanding of the roles and responsibilities of filling this volunteer role. All volunteers will also submit to a Level II background screening to include a criminal background search, submission to the Florida Department of Law Enforcement and local background screening and will be drug screened.	

**References:** GOV202, GOV203, RQ505, OP1026, HR 2209 Background Screenings, HR 2219 Volunteers in Direct Service

### Definitions:

**Volunteer:** An individual who elects to offer time, services, expertise, and/or knowledge on his or her own time to perform work-related activities for the agency and/or to staff agency sponsored events or activities. An individual employed through the Senior Community Service Employment Program (SCSEP) for retraining and work experience through the local AARP organizations is also considered a volunteer. FPOCF employees may also choose to serve as volunteers for events and activities in support of the agency.

### Volunteers

1. FPOCF has an agreement with local AARP offices. In this agreement, the agency serves as a host agency for eligible individuals who are seeking work experience to gain skills to enter or re-enter the workforce. The individuals must meet the requirements of the program offered through AARP.
2. These individuals are "employees" of the AARP program and provide clerical assistance to FPOCF to include, filing, alphabetizing, copying, preparing mass mailings, reception duty, answering and transferring telephone calls, greeting visitors, and gaining skills utilizing MS office based on their level of interest.
3. These assignments are limited to a certain period and specific weekly maximum hours defined by the AARP program and change based on funding.
4. These "volunteers" complete a volunteer application and are subject to a Level II Background Screening as they provide services in offices where it is possible for them to encounter children and the families we serve.

5. These individuals must also submit to a drug-screening and execute the Affidavit of Good Moral Character and complete required on-line training covering Security Awareness and HIPAA.
6. FPOCF also engages in the services of casual volunteers to assist the agencies with community events and activities. Agency employees may also choose to fulfill this role on a volunteer basis. For non-exempt employees who wish to volunteer their time after normal business hours will complete a volunteer document that clearly indicates the election of the staff member to volunteer their personal time to agency related activities.
7. Casual volunteers may contact the Human Resources Senior Director or event designee who will provide the specific details of the event, and the volunteer role and responsibility. The Human Resources Senior Director or event designee will also indicate the total expected hours of volunteer time and track the volunteer activities by individuals and events. All volunteers for events or activities will be provided with the name and contact information of the lead person for the event.
8. Casual volunteers who work at our events or activities are identified on a documented list by event and covered under the agency's volunteer insurance program for accidents or injuries that may be sustained by serving in this role at the event or activity. These volunteers are required to submit to the required Level II background screening process.

NOTE: Casual Volunteers will be screened per F.S. 39.001. Casual Volunteers assisting on an intermittent basis for less than 10 hours per month need not be screened if always in the line of sight of a person who has been screened.

9. The agency has established a formal volunteer program which continues to evolve. Volunteer orientation meetings are conducted to provide information on both the agencies and those they serve as well as information on the events and activities that will require regular volunteers. All volunteers will complete a Volunteer Application which requests information on the hours the individual is available as well as on what types of volunteer activities the individual has an interest in.
10. Based on the individual's areas of interest, if there is mutual interest in pursuing a volunteer relationship the individual will be required to complete the necessary background screening and Security Awareness and HIPAA on-line trainings. All volunteers are also subject to the drug screening process. This process is initiated by the Human Resources department.
11. The agency may also expand the use of regular volunteers who provide direct service to our service population. This program will include the elements of the regular event of volunteers with the addition of verification of any specific and required certifications or licensures.

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI  
President and Chief Executive Officer  
Family Partnerships of Central Florida

APPROVAL DATE: 11/7/2025