



# Volunteer Handbook & Policy Manual

## TABLE OF CONTENTS

A MESSAGE FROM OUR EXECUTIVE DIRECTOR .....	3
WELCOME TO ST. PETERSBURG FREE CLINIC VOLUNTEER PROGRAM! .....	4
ABOUT ST. PETERSBURG FREE CLINIC.....	5-6
HELPFUL INFORMATION .....	7
EIGHT ESSENTIAL PROGRAMS.....	8
VOLUNTEER OPPORTUNITIES .....	9-10
POLICIES, PROCEDURES, & GUIDELINES FOR VOLUNTEERS .....	11-18
SPFC VOLUNTEER CODE OF ETHICS AND DEDICATION.....	19
FAQ.....	20

## A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Dear Volunteer,

For over 47 years, St. Petersburg Free Clinic has provided food, shelter, health care and other assistance to our neighbors in need, only because caring people like you have been willing to volunteer to work hand in hand with our staff. Your volunteer service makes a huge difference to us as an organization, but more importantly to those we serve who come to us when there is nowhere else to go.

So, on behalf of the Board of Directors, staff, and especially our patients, clients and residents, I thank you for your giving spirit and your willingness to give of your time. We simply couldn't do it without you!

Sincerely,



Beth A. Houghton

## WELCOME TO ST. PETERSBURG FREE CLINIC VOLUNTEER PROGRAM!

Welcome New Volunteer!

Welcome to St. Petersburg Free Clinic's Volunteer Program. Thank you tremendously for joining our family of over 450 volunteers who share their time with us daily, weekly, monthly, and yearly.

The purpose of this handbook is to help you become a better and well-equipped St. Petersburg Free Clinic volunteer. It was prepared to give you some essential information about our organization, programs, and volunteer program policies and expectations. The handbook has been organized by topic to help you find information you need easily. It will also share with you the benefits you will receive as a valued volunteer.

Please refer to this handbook to help answer any questions you may have. Of course, you are also encouraged to talk with your program supervisor and the Coordinator of Volunteers if you have any questions about the content of this handbook and/or our Volunteer Program. Please note that we reserve the right to modify or update the policies in this handbook without prior notice.

Thank you for giving your time and talents to help our neighbors in need. We hope that you find volunteering with St. Petersburg Free Clinic a positive and rewarding experience!

Most Sincerely,



Kaitlyne Silvers

Coordinator of Volunteers & Special Events

kaitlyne.silvers@stpetersburgfreeclinic.org

727-821-1200 x114

## **ABOUT ST. PETERSBURG FREE CLINIC**

### **Our History**

St. Petersburg Free Clinic was founded in May, 1970 by Warner “Butch” Anderson, a senior psychology major at the University of South Florida, and his friend, Dr. Linda Shaffer, who practiced at Mound Park Hospital. They were concerned that thousands of people in the area were not receiving adequate medical care. The public clinics that cared for the poor had been closed and while Medicare and Medicaid were designed to help the needy, many physicians in St. Petersburg refused to participate, citing the red tape involved and the low payments they received.

Over the years, the Free Clinic recognized needs and introduced services, some of which became independent: Community Action Stops Abuse (CASA); the New Life Birthing Center, which is now part of Pinellas County Health Department; and a Clearwater branch of the Free Clinic established in 1971 which operated under our umbrella until becoming separately incorporated in 1977. The Suncoast Food Bank (now St. Petersburg Free Clinic Food Bank), began in April, 1981; the Women’s Residence, a transitional residence for homeless women, opened in 1989; and Beacon House, a transitional residence for men was incorporated into St. Petersburg Free Clinic in 1997; and the Family Residence opened in 2013.

### **Our Mission**

St. Petersburg Free Clinic is a caring organization helping to meet basic, unserved human needs through resources, volunteers, and advocacy. We provide temporary assistance for families and individuals in need of the basics of food, shelter, health care, limited financial assistance, and referral information.

### **Our Values**

The St. Petersburg Free Clinic believes in the potential of each individual and the right of each individual to be treated with dignity and respect. The Free Clinic believes in the strength and abilities of volunteers to share knowledge, resources, and a spirit of caring with those in need. In addition, the Free Clinic believes that those in need also have strengths and abilities that can be utilized to help themselves and others. The atmosphere at the Free Clinic is one of cooperation, honesty, responsibility, credibility, safety, and positive resourcefulness. Other values include compassion, understanding, the ability to listen, wellness, effectiveness, and dedication to mission. The St. Petersburg Free Clinic believes there is a place for everyone, those who care and those in need of care.

## Funding

Over 80% of the funds that support St. Petersburg Free Clinic come from private philanthropy. The generosity of our community, and the crucial support of our volunteers, makes our work possible. Please see our Impact Report for more details about our funding!

Dollar Value of a Volunteer Hour: **\$23.56** per hour <sup>1</sup>

## Hope Begins With You

St. Petersburg Free Clinic is a 501(c)(3) nonprofit organization with only 41 staff members. We rely on over 450 volunteers each month to help us serve more than 100,000 people annually through our eight essential programs. Volunteers help raise awareness for the mission, vision, and values of the Free Clinic. They dedicate thousands of hours each year, freely sharing their knowledge, experience, and expertise to change lives with help and hope. **Volunteers make a difference and hope begins with you.** Without the help of volunteers, we would not be able to help our neighbors in need.

In addition to your orientation and training, we hope this handbook will provide you with information that will deepen your interest and commitment to becoming a Free Clinic volunteer.

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<sup>1</sup> (Independent Sector, 2016)

## HELPFUL INFORMATION

### SPFC Directors

Beth Houghton, Executive Director  
Debbie Sokolov, CFRE, Director of Development  
Julie Bostick, CFRE, Director of Annual Giving  
Linda Champion, Director of Finance  
Gina Ruiz, Director of Communications

Shaina Bent, Director of Food Programs  
Cindy Burnham, Director of Women's Residence  
Dawn Bannister, Director of Family Residence  
Milly Taylor, Director of Beacon House  
Susan Easter, Director of Health Center

### SPFC Contact Information

#### **Main Office:**

863 3<sup>rd</sup> Avenue North, St. Petersburg, FL 33701 | 727-821-1200

#### **Health Center:**

863 3<sup>rd</sup> Avenue North, St. Petersburg, FL 33701 | 727-327-0333

#### **We Help Services:**

863 3<sup>rd</sup> Avenue North, St. Petersburg, FL, 33701 | 727-823-3471

#### **Virginia & David Baldwin Women's Residence:**

814 4th Avenue North, St. Petersburg, FL 33701 | 727-821-3894

#### **Beacon House:**

2151 Central Avenue, St. Petersburg, FL33713 | 727-823-5780

#### **Family Residence:**

431 11<sup>th</sup> Avenue South, St. Petersburg, FL 33701 | 727-492-9604

### Office Hours & Holiday Schedule

Monday-Friday: 8:30AM-5:00PM

Saturday-Sunday: CLOSED

SPFC will be CLOSED on the following days according to our 2016-2017 Fiscal Year Holiday Schedule:

- 11/24/16, 11/25/16
- 12/23/16, 12/26/16
- 1/1/17, 1/16/17
- 2/20/17
- 5/29/17
- 7/4/17
- 9/4/17

## EIGHT ESSENTIAL PROGRAMS



### We Help Services

We Help Services provides emergency food and financial assistance.

### Community Kitchen

The Community Kitchen serves a meal six nights a week to anyone in the community.

### Jared S. Hechtkopf Community Food Bank

The Food Bank collects and distributes food in our community.



### Virginia & David Baldwin Women's Residence

The Women's Residence provides a supportive, transitional shelter for 50 homeless women.

### Beacon House

Beacon House provides a safe, transitional shelter for up to 32 single, homeless men.

### Family Residence

The Family Residence houses 14 homeless families while they work towards independence.



### Health Center

The Health Center provides health care for adults 18-64 years old without insurance.

### Dental Clinic

The Dental Clinic provides uninsured adults with dental hygiene, fillings, and extractions.

## WHAT OUR VOLUNTEERS SAY

Based on our 2017 Volunteer Satisfaction Survey:

- ✓ 100% of volunteers agree they are doing significant and important work volunteering with the Free Clinic.
- ✓ 100% of volunteers say the staff at the Free Clinic makes them feel that their role and time is important, valuable, and appreciated.
- ✓ 100% of volunteers agree that the Free Clinic is a great place to volunteer and they would recommend the Free Clinic to a family member, friend, or colleague.

\*\*\*

*“I started last year and immediately felt welcome and involved. Another volunteer worked directly with me until I knew the ropes. Very busy. I always feel needed and appreciated.”*

*“What I enjoy most is meeting the women and hearing their stories and the way they are working towards independence. It’s nice to know the women sincerely appreciate the volunteers.”*

*“What I enjoy most is working with positive, caring, dedicated volunteers and staff. Seeing happy faces of people receiving food.”*

*“It is me who should be thanking you for giving me the opportunity to help. I can see you are very important to this community. I wish there were more organizations like yours.”*

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## VOLUNTEER OPPORTUNITIES

Available opportunities are updated at [www.stpetersburgfreeclinic.org](http://www.stpetersburgfreeclinic.org). As a rule of thumb, our opportunities for individuals require regular (weekly to monthly) availability and groups (up to 25 individuals) are offered on a monthly, one-time, or seasonal basis. All available opportunities are determined by the time commitment of the volunteer or group, the size of the group, and the availability of opportunities. Please note that volunteer opportunities are filled on a first-come, first-serve basis. Not all opportunities will be available at all times.



# 2017 Volunteer Opportunities

## We Help Services/Food Bank

Pantry Packer  
 Client Interviewer  
 Front Desk/Intake  
 USDA Food Packers (group)  
 Hearty Homes Food Packers (group)  
 Food Sorters (individual/group)  
 Pack-A-Sack (group)

## Health Center

Medical Records Clerk  
 Medical Records Assistant  
 Intake Assistant  
 ARNP  
 Nurse  
 Physician  
 Community Outreach/Education  
 Health Education Assistant

## Beacon House

### Men's Residence

Sandwich Makers (group)  
 Workshops/Presenters

## Virginia & David Baldwin

### Women's Residence

Clothing Boutique  
 Women's Mentor

## Family Residence

Saturday Morning Activities  
 Sunday Evening Activities

## Other

Administration  
 Medical Equipment Closet



For more information or questions about our volunteer program, please visit [www.StPetersburgFreeClinic.org](http://www.StPetersburgFreeClinic.org) or contact Kaitlyne Silvers, Coordinator of Volunteers and Special Events, at [kaitlyne.silvers@stpetersburgfreeclinic.org](mailto:kaitlyne.silvers@stpetersburgfreeclinic.org) or 727-821-1200 x114.

\*Please note that most volunteer opportunities are during normal business hours and are subject to availability\*

## POLICIES, PROCEDURES, & GUIDELINES FOR VOLUNTEERS

These policies, procedures, and guidelines are meant to be helpful, but are not all inclusive. If an employee or volunteer has any questions about the appropriateness of certain behavior, he/she should consult his/her supervisor. If, for whatever reason, the result of this consultation is not satisfactory, the employee or volunteer should consult the Executive Director, or if not satisfactory, request a meeting with the Board Chair or Executive Committee.

### Eligibility Requirements

- ✓ **Length of Commitment:** The SPFC asks that all volunteers (with the exception of groups) commit a minimum of 3-6 months to volunteering on a consistent basis.
- ✓ **Age Requirement:** The minimum age for volunteers in all areas of the SPFC is 16 years of age. The parent or legal guardian must sign a liability release form for the minor. On occasion exceptions are made for youth volunteers younger than 16 years of age; when the parent or legal guardian will be present and monitoring the minor for the entire volunteer activity.
- ✓ **Student Volunteers:** High school and college students are welcome to complete their required community service or engagement hours at the Free Clinic, at the discretion of the Coordinator of Volunteers and depending on current availability of positions.
- ✓ **Court Ordered Community Service:** The SPFC does not provide court ordered community service hours due to staff capacity.
- ✓ **Clients of the SPFC:** Due to a potential conflict of interest, individuals and their immediate family members (i.e. individuals living in the same home) who are CURRENTLY receiving services from the SPFC, in any program area, may not volunteer with the SPFC within 1 year of receiving services. Former clients are welcome to volunteer at the Free Clinic if they have not received any services in the past year. This policy is at the discretion and approval of the Coordinator of Volunteers and Program Directors.

### Volunteer Onboarding Process

Generally, new volunteers will attend a New Volunteer Orientation, complete paperwork for New Volunteer Placement, and then schedule to begin training in their specific program area. The process for such is listed below:

1. **New Volunteer Orientation:** All new volunteers are required to attend a New Volunteer Orientation prior to beginning their work as a volunteer (see our website for current schedule). During the orientation you will learn more about the history, mission, and vision of the SPFC, receive a tour of our main facility, and learn about the basic knowledge, skills and attitudes needed to perform the specific roles and duties of available volunteer positions. Potential new volunteers will learn about program areas,

volunteer program policies, procedures, and guidelines, and current availability of volunteer positions. Potential new volunteers will also get to ask questions, get any questions/concerns addressed, and complete paperwork should they be ready to commit as a volunteer. Volunteers will also receive a volunteer position description at the New Volunteer Orientation should they decide to pursue a specific opportunity. The Coordinator of Volunteers will use this time to determine if the Free Clinic has an opportunity available that will meet the interests and needs of both the Free Clinic and the volunteer.

*\*Should a potential new volunteer not be available to attend the New Volunteer Orientation, they may request a volunteer interview with the Coordinator of Volunteers.\**

*\*All volunteers MUST complete the Volunteer Application, liability/photo waiver, Affidavit of Moral Character, other necessary forms, and provide a copy of their photo ID PRIOR to completing New Volunteer Placement or Training.\**

2. **New Volunteer Placement:** Once volunteers are ready to commit to volunteering, they are placed in the most suitable position for both the volunteer and the Free Clinic's needs after attending the New Volunteer Orientation. Volunteer interests, abilities, goals, and availability are compared to the needs of the Free Clinic to determine placement. Volunteers should understand that they may be asked to fill or assist with another position by the Program Director or Coordinator of Volunteers after beginning their volunteer position (EX: You are a Pantry Packer in We Help Services but may be asked to help restock We Help pantry shelves on a slower day!).
3. **New Volunteer Training:** The SPFC practices direct instruction training. For the first few days in a position, volunteers are expected to shadow veteran volunteers and staff, asking necessary questions to ensure they are absolutely comfortable with the tasks and duties of the position before working independently. Generally a new volunteer should be completing the tasks and duties of their volunteer position without ongoing assistance by the third shift. SPFC Program Directors, the Coordinator of Volunteers and other volunteers and staff are always available to answer questions or address concerns. Should the new volunteer decide that the position in which they were placed is not a good fit, they should inform both the Coordinator of Volunteers and their Program Director as soon as possible to be reassigned or removed as a volunteer.

### Other Policies & Guidelines

- **Attire:** Appropriate clothes are required for all volunteer positions. It is important to portray a positive image of SPFC. All volunteers are required to wear their lanyard and name badge while volunteering. *SPFC volunteer polo shirts are available with a \$25 donation.*
- **Work Area:** Help to do your part to keep your work area, as well as common areas and the exterior of the building, clean.

- **Supervision:** Volunteers report to the Program Director of the program where they have been placed. Volunteers should check-in with the Program Director upon arrival and dismissal of their shift. In the event the Program Director or other designated staff member is not available, the Coordinator of Volunteers can provide assistance at any time, if needed.
- **Reporting Injuries:** Any accident or injury that occurs while volunteering must be reported to the Program Director or Coordinator of Volunteers **immediately**. Examples of accidents or injuries include slips, falls, scratches or cuts (that break the skin), etc. These incidents should also be reported even if delayed (i.e. if you realize within 24 hours of returning home from your volunteer shift you are in pain or realize an injury you believe to be the result of your volunteer tasks or duties at the Free Clinic). Please note that the Program Director or Coordinator of Volunteers may be required to complete an incident report form with your signature documenting the injury and to ensure we are taking necessary steps to prevent future injuries.
- **Volunteer Shifts:** Volunteer shifts will vary based on the program area where you are placed. The Free Clinic is open Monday-Friday from 8:30AM-5:00PM. Shifts are chosen to ensure we will have enough volunteer support to meet the needs of our clients, staff, and daily operations. Shifts are at least 2 hours, generally 4 hours long either in the morning or afternoon. Volunteers may be requested to change shifts temporarily or permanently to fill vacancies. Weekend and evening shifts may be available based on the program where you are placed.
- **Volunteer Scheduling:** Volunteer hours may be tracked on a sign-in sheet or the Program Director may keep a weekly schedule of their volunteers (hours tracking differs by program area). In order to accurately track volunteer hours, all volunteers must inform the Program Director of any changes to their schedule. Breaks are not guaranteed during any shift; however during slow times with permission from their Program Director volunteers may take a short break in the break room. Volunteers are welcome to change their volunteer shift if there is availability. Volunteers must fill-out the required form or meet with their Program Director or the Coordinator of Volunteers before making the change. We want your volunteer experience to be meaningful for you and helpful to the Free Clinic.
- **Volunteer Updates to Personal Information:** Volunteers are responsible for informing the Program Director AND the Coordinator of Volunteers of any changes in personal information or availability. It is important we keep an up-to-date record for all volunteers. All volunteers are required to attend a refresher orientation and update their files annually. Any volunteer wishing to terminate their volunteer status is asked to notify the Coordinator of Volunteers as soon as possible and complete an exit survey.

- **Parking:** Parking is very limited for all staff, clients and volunteers of the Free Clinic. Volunteers are encouraged NOT to park in the main SPFC lot and rather along the street, in the side spaces ONLY (NOT the front spaces) of the convenience store or at the Bethel AME Church located across the street at 912 3<sup>rd</sup> Ave N. Clients have first availability to the main SPFC lot to ensure there is no delay of care or service. Volunteers should NOT park in the loading zone behind the building near the Food Bank as those spaces are for SPFC trucks and Food Bank staff.
- **Volunteer Communication:** Volunteers will receive a monthly Volunteer E-Newsletter (via email) from the Free Clinic with updates on the volunteer program, SPFC daily operations, events, donations, and client stories. In addition, volunteers will receive email invitations to help out with upcoming events, fundraisers, or one-time project based opportunities. Volunteers may opt out to these email communications by notifying the Coordinator of Volunteers or by electronically unsubscribing
- **Volunteer Appreciation and Recognition:** All volunteers are acknowledged during National Volunteer Appreciation Week in April and sporadically at other times throughout the year, including our monthly Volunteer E-Newsletter. Volunteers are recognized for their years of service with pins for their lanyards. There are monthly volunteer recognitions in each program for volunteers who have shown excellence in their service to our clients. Annually, volunteers from throughout the Free Clinic are honored for their dedication during our yearly Volunteer Appreciation Reception.
- **Volunteer and Staff Relations:** Positive working relationships are essential to the overall effectiveness of our programs. Please, take any personal or program related problems, concerns, criticisms, or suggestions to your Program Director or the Coordinator of Volunteers.
- **Volunteer Discipline/Release:** Volunteers are subject to 3 tiers of disciplinary action as stated, including:
  - Warning Level 1- Volunteer has been notified of the issue, received a disciplinary warning and is permitted to continue working,
  - Warning Level 2- Volunteer has been notified of the issue, received a disciplinary warning and has been asked to take a two week leave of absence.
  - Termination Level 3- Volunteer has received two disciplinary warnings with regard to the same issue, has taken a two week leave of absence and is now being terminated because the issue has not been resolved.
- **Smoking Policy:** The St. Petersburg Free Clinic is a smoke-free workplace. Smoking is permitted in designated areas outside only.
- **PLEASE NOTE:** ALL food, hygiene items, donated items, etc. in the We Help Services pantry, Food Bank, Health Center, and all residences are for our clients ONLY. Volunteers are NOT permitted to take items from programs or eat food from the pantry

for any reason. Doing so may result in immediate dismissal from the SPFC Volunteer Program. Snacks are often available in the volunteer break room. It is the policy of the St. Petersburg Free Clinic that staff and volunteers do not offer clients money, rides or other assistance outside of our services. When you leave the Free Clinic you are acting on your own free will and the Free Clinic is not responsible for any incident that may occur if this policy is ignored.

### Safety Standards and Emergency Procedures

St. Petersburg Free Clinic strives to ensure a safe workplace and therefore, it is the responsibility of each employee and volunteers to help create a safe environment. Please be sure to follow the procedures and guidelines below:

- Work according to good safety practices as instructed and discussed.
- Follow all state and federal safety regulations.
- Refrain from any unsafe act that might endanger oneself, the people we serve or co-workers.
- Use good judgment and common sense in climbing, reaching, moving and lifting items.
- Use all safety devices provided for personal protection.
- Report any unsafe situation, potential hazards, or acts immediately to a Director.
- Know where the flashlight is in your program area for power outages.
- Know where the first aid kit for your program is located in case of emergency.
- **Emergency Office Closure:** The Executive Director or designate may close programs due to inclement weather or other emergencies. Should this occur, every attempt will be made to notify staff and volunteers in advance via telephone and email. If you are unsure if the Free Clinic is closed call the main number at 727-821-1200 and listen to the emergency voice recording. In case of inclement weather or other emergency your safety is the top priority. Do not risk driving or leaving your home. Notify your program directory immediately of your absence.
- **PLEASE NOTE:** By choosing to be a SPFC volunteer you are doing so at your own risk. The SPFC does not expect you to work (i.e. lift, twist, bend, stand, drive, stay past your assigned shift, take on extra shifts etc.) beyond your own physical or mental abilities. You have a right to say no or that you are not able if asked or if a need is implied. The liability/photo waiver you sign as a volunteer releases the SPFC from liability of any kind. If you choose to over extend yourself in any capacity the SPFC has the right to temporarily or permanently release you as a volunteer.

## Harassment Policy

St. Petersburg Free Clinic does not tolerate harassment of our job applicants, employees, volunteers, customers, or clients. Any form of harassment related to a person's race, color, creed, religion, national origin, sex, age, veteran status, sexual orientation or handicap is a violation of this policy and will be treated as grounds for immediate dismissal from the volunteer program. The term harassment includes, but is not limited to: slurs, jokes, or other verbal, graphic, or physical conduct relating to an individual's race, color, creed, religion, national origin, sex, age, veteran status, sexual orientation, or handicap; sexual advances; requests for sexual favors; and other verbal, graphic, or physical conduct of a sexual nature.

If you feel that this policy is being violated against you or anyone else, or that you or anyone else is being harassed, you must immediately make your feelings known to your immediate supervisor. The matter will be investigated and, where appropriate, disciplinary action taken. If you do not feel that the matter can be discussed with your supervisor, or if you are not satisfied with the way your report has been handled, arrange for a conference with the Executive Director to discuss your complaint. Remember; do not assume that the Free Clinic is aware of the harassment. It is your responsibility to immediately report incidents that you know about.

## Internet/Computer/Phone Usage

Computers and Internet access are provided for employees and volunteers for uses that benefit the agency. The hardware, software and materials developed on the hardware and software are the sole property of St. Petersburg Free Clinic and use by volunteers should follow the same employee policies below:

- The purpose of company-supplied communications resources is to conduct and support company business.
- Users must respect the privacy of others and shall not intentionally obtain copies of or modify files, passwords, or data that belong to anyone else. Users should not represent themselves as someone else by using another's account. No one should forward material without prior consent.
- Users must respect the legal protection provided by copyright license to programs, books, articles, and data.
- No commercial messages, employee solicitations, messages of a religious or political nature are to be distributed using company equipment.
- Users must respect the rights of others and not use language that is abusive, profane, or sexually offensive. Offensive content includes but is not limited to obscene or harassing language or images, racial, ethnic, and sexual or gender specific comments or images or other comments or images that would offend someone on the basis of their religious or

political beliefs, sexual orientation, national origin or age. Activities of an illegal nature will be forwarded to the appropriate legal authorities.

- Users must exercise care in protecting their passwords.
- Time on the communication resources should be relative to your volunteer job or the work of the Free Clinic, not for personal purposes or for outside job.
- Game playing is not acceptable. Shopping, stock trading, fantasy ball playing, etc. are not acceptable. These are leisure time activities to be done outside of work.
- At no time are pornographic or X-rated sites to be accessed. This is grounds for immediate dismissal.

### Representing the SPFC & Social Media Policy

Social media means any facility for online publication and commentary, including without limitation but not limited to blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and complements any existing or future policies regarding media, the use of technology, computers, e-mail and the internet.

Remember that no employee or volunteer is authorized to speak on behalf of Free Clinic other than the Executive Director or Director of Communications unless specifically authorized by one of the two. All uses of social media must follow the same ethical standards, below, that Free Clinic employees must otherwise follow.

- 1. Private Information & Confidentiality:** It's perfectly acceptable to talk about your work with SPFC, share meaningful stories or experiences, and/or have a dialog with the community, but it's not okay to publish confidential information. Confidential information includes things such as unpublished details about Free Clinic clients, patients or donors, software, details of current projects or financial information who/which should not be cited or obviously referenced without their approval. Never identify a patient, client or donor by name without permission and never discuss confidential details relating to a patient, client or donor. It is acceptable to discuss general details about program activity and to use non-identifying pseudonyms for a patient or client so long as the information provided does not make it easy for someone to identify the patient or client.
- 2. Honesty:** Do not comment anonymously, using pseudonyms or false screen names. We believe in transparency and honesty. Use your real name and be clear you work/volunteer for St. Petersburg Free Clinic.
- 3. Controversial Issues:** If you see misrepresentations made about Free Clinic in the media, generally, you should notify the Director of Communications. Avoid arguments online.

- 4. Representing the SPFC:** If you would like to represent the SPFC online or otherwise publish information online about the SPFC, please consult Director of Communications, Gina Ruiz, at [gina.ruiz@stpetersburgfreeclinic.org](mailto:gina.ruiz@stpetersburgfreeclinic.org) or 727-821-1200 x108 to receive representation requirements, permission, etc. Volunteers may post personal volunteer stories, memories, etc. as long as they do not speak on the behalf of the SPFC or make announcements about operational information, updates, unreleased information, etc. Any questions about this policy should be directed to the Director of Communications. If you would like to host an event on our behalf, please contact Coordinator of Volunteers & Special Events, Kaitlynne Silvers, to complete a 3rd Party Event Agreement Form and relay all necessary information PRIOR to hosting the event.

## **SPFC VOLUNTEER CODE OF ETHICS AND DEDICATION**

St. Petersburg Free Clinic values integrity, compassion and respect and strives to integrate these values into all of its programs. As a SPFC volunteer committed to our mission, vision, and values, I support and will follow the Volunteer Code of Ethics:

1. *I will be loyal to SPFC and seek to abide faithfully by SPFC and Volunteer Program policies, established positions, and decisions of groups and individuals within SPFC that are authorized to make decisions.*
2. *I will represent and seek to serve the best interests of the entire SPFC organization.*
3. *I will show compassion and respect for all clients, staff, and other volunteers of SPFC in all regards.*
4. *While representing SPFC at all SPFC and SPFC-related functions, whether internally or externally, I will always be professional and courteous, even to those who may not share my personal views.*
5. *I will attend meetings and trainings as required for my volunteer position and for the SPFC Volunteer Program. If I cannot attend, I will ensure that I follow up on information that I missed that may impact my direct responsibilities as a volunteer.*
6. *I will actively work to secure new volunteers, donors, and supporters to do SPFC's work. I will speak positively about SPFC.*
7. *I will be respectful of ALL issues within SPFC that are confidential, including but not limited to: client information, donor information, SPFC news and updates, etc. I will not release information to the media or other persons.*
8. *I will promote team work, team spirit, and pride in the organization by working together and cooperating in an effort to promote quality client services and enhance staff and volunteer relationships. I will help fellow staff members and volunteers perform their work when appropriate, share responsibilities, and recognize the achievements of others.*
9. *I will work to the best of my ability on behalf of those who are counting on me, understanding that at times this may mean going beyond my position description.*
10. *I will anticipate and meet the needs of those we serve, be observant, aware of, and react to the individual's needs. The dignity of those we serve is of primary importance.*

## [FAQ](#)

### **Who do I contact if I have questions before I start volunteering or about the volunteer process?**

Please contact the Coordinator of Volunteers.

### **Who do I contact if I have questions AFTER I start volunteering?**

Questions about scheduling or your specific program area should be directed to your Program Director. General questions or issues may be directed to the Coordinator of Volunteers.

### **Can I volunteer just one time?**

Typically, no (unless you are with a group). We have a pool of over 450 volunteers and the length and frequency of commitment policy is very strict.

### **My availability is not consistent, can I still volunteer?**

Depending on the program, most programs at the SPFC ask that you have consistent availability and can be on a recurring, consistent schedule while volunteering with us. With over 450 volunteers, making accommodations to sporadic schedules can be very difficult for us to manage.

### **I can't find parking! What do I do?**

If you cannot find parking, don't panic! Parking is very limited at SPFC for staff and volunteers. Please keep circling until you are able to find a spot. Don't forget about street parking in the surrounding areas!

### **Who do I call if I cannot come in for my assigned shift?**

If you know you are going to be absent for an assigned shift prior to the shift, please let your Program Director know as soon as you know you will be out, but no later than a week in advance. We understand that things happen! If you have an emergency and cannot come in for your assigned shift, please call your Program Director or the Coordinator of Volunteers as early as possible, prior to your shift.

### **What if I am taking a vacation or will be out for a few months?**

Please let your Program Director and/or the Coordinator of Volunteers know you will be out for a length of time, but that you will return. We don't want to mark you as an inactive volunteer if you will be returning!

### **I've been a volunteer for a while but I want to explore other volunteer opportunities at the SPFC. What do I do?**

Please contact the Coordinator of Volunteers to discuss current openings and availability of other volunteer positions.