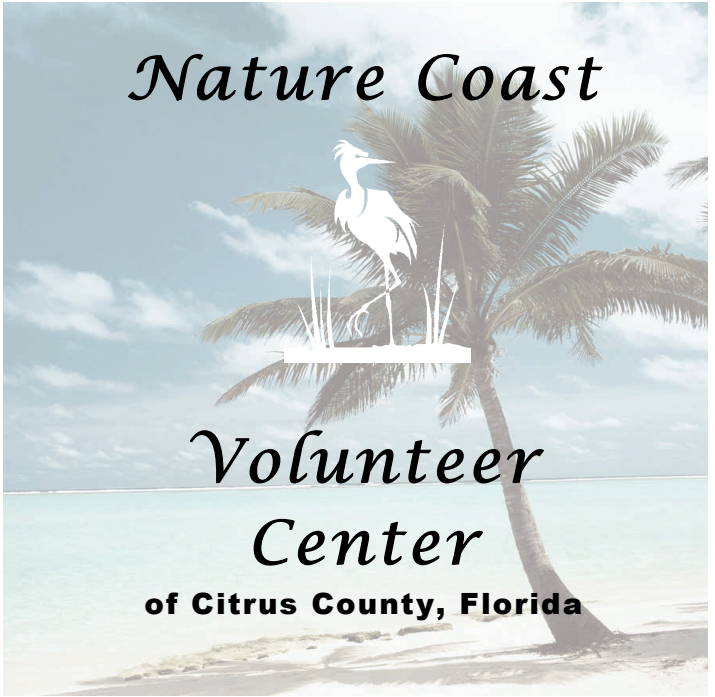


*Nature Coast Volunteer Center*  
Citrus County Resource Center  
2804 W. Marc Knighton Ct., Key #4  
Lecanto, FL 34461-8334



*Nature Coast*

*Volunteer  
Center*

**of Citrus County, Florida**

# VOLUNTEER HANDBOOK



GENERATED BY

POINTS OF LIGHT  
INSTITUTE



## Nature Coast Volunteer Center

2804 W. Marc Knighton Ct., Key #4  
Lecanto, FL 34461-8334

Phone: 352-527-5950 - Fax: 352-527-5951  
Hours of operation: M - F 8 AM to 5 PM  
E-mail: [ncvc@bcc.citrus.fl.us](mailto:ncvc@bcc.citrus.fl.us)  
[www.naturecoastvolunteercenter.org](http://www.naturecoastvolunteercenter.org)

Dear Volunteer:

Welcome to Nature Coast Volunteer Center of Citrus County! It is our hope you will find volunteering to be a satisfying and rewarding experience. We are confident that your hours of service will be of value and benefit to your community.

This handbook contains information on the history, mission, and benefits of the Nature Coast Volunteer Center, (NCVC) and highlights some of the volunteer opportunities available to you. Please refer to it as a useful reference as you begin your volunteer experience.

We appreciate your interest in volunteer service and are here to help make your volunteer experience meaningful and productive. We look forward to getting to know you and are available for assistance. Please do not hesitate to call or come by the NCVC office any time.

Sincerely,



Joanna Castle  
RSVP Project Director  
Phone: (352) 527-5952

**When you volunteer you are giving something back to your community by lending a helping hand to people and organizations.**



**What you may not realize is that volunteering also benefits you as an individual.**



**There are many good reasons to get involved in the community, including learning something about yourself.**

**THANK YOU FOR VOLUNTEERING!**



**Identification:**

NCVC encourages all volunteers to wear their NCVC name badges obtained at the Opportunity Links Orientation, while volunteering. We encourage and appreciate volunteers sharing information about their service and the Nature Coast Volunteer Center with others. Some volunteer sites may require further identification and will make their policies known to potential volunteers.

**Communication:**

Please feel free to contact us about any updates, suggestions, or concerns regarding your volunteer service. We are available for in-person consultation, an appointment is recommended.

*Address:*

Nature Coast Volunteer Center  
2804 W. Marc Knighton Court, Key #4  
Lecanto, FL 34461-8334

*E-mail:* [ncvc@bocc.citrus.fl.us](mailto:ncvc@bocc.citrus.fl.us)

*Telephone:* 352-527-5950

*Fax:* 352-527-5951

Periodically volunteer satisfaction surveys are distributed so we may learn more about your volunteer accomplishments. These are typically designed to allow for your anonymity and sometimes offer a reward or gift.

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***These forms are available online at: [www.naturecoastvolunteercenter.org](http://www.naturecoastvolunteercenter.org)***

- Volunteer Application
- Hours Report (3 months)
- Volunteer Position Description
- Short & Sweet Volunteer Form

## GENERAL INFORMATION

### *Mission*

**The goal of the Nature Coast Volunteer Center is to enhance the quality of services to citizens of Citrus County through the dedicated efforts of volunteers of all ages.**

### *Program Description/History*

The Nature Coast Volunteer Center, established in 2000, serves as an umbrella organization to support volunteer activities throughout Citrus County.

The goal of NCVC is to expand services to the citizens of Citrus County and provide a rewarding volunteer experience. Volunteers are offered special event, short term, or ongoing positions within a variety of local nonprofit organizations and agencies. Volunteer benefits include recognition events, awards and quarterly newsletter.

### *Value of Volunteerism*

- Volunteerism provides opportunities for the volunteer to share their skills, knowledge, and experience with others.
- Volunteerism provides a chance to explore and develop new interests and skills.
- Volunteerism provides a chance to form new friendships and meet people with similar interests.
- Volunteerism provides significant personal rewards and satisfaction from the services they provide.
- Volunteerism provides a visible and positive impact on the community, inspiring others to get involved.

## *Volunteer Responsibilities*

### **Timesheets:**

NCVC keeps records of volunteer service hours. It is important that an accurate and official record of all volunteer time be kept. Hours reporting assists with demonstrating the value of volunteer service and providing recognition.

Hours can be reported via:

- Web Page: [www.naturecoastvolunteercenter.org](http://www.naturecoastvolunteercenter.org)  
Online hours reporting is available on our webpage. Your first and last name (all one word) is your user ID and your password is volunteer. After you first sign in you will be asked to change your password. Enter your hours online!
- Fax: 352-527-5951
- E-mail: [ncvc@bocc.citrus.fl.us](mailto:ncvc@bocc.citrus.fl.us)
- Phone: 352-527-5950
- Mail: Nature Coast Volunteer Center  
2804 W. Marc Knighton Ct., Key#4  
Lecanto, FL 34461-8334

Hours timesheets can be obtained from the volunteer coordinator at the volunteer station, on our website at: [www.naturecoastvolunteercenter.org](http://www.naturecoastvolunteercenter.org) under forms, or from the NCVC office. Instructions for reporting hours are on the back of the form and in each quarterly newsletter.

## **VOLUNTEERING RIGHTS AND RESPONSIBILITIES**

### ***Volunteer Rights***

Volunteers serve agencies and organizations in a variety of ways through the NCVC program. Volunteers do not replace the paid staff of an organization, but they do provide valuable assistance. Volunteers are not paid for their activities but are entitled to many of the same rights and considerations as paid employees. Some of the rights and considerations a volunteer should expect include:

- The volunteer should be welcomed and made to feel an important part of the agency where they volunteer. The volunteer site should provide an orientation and acquaint the volunteer with the tasks and activities associated with the volunteer work. The volunteer should feel free to request additional orientation and/or training if necessary, in order to successfully perform their volunteer assignment.
- All new volunteers are required to attend Opportunity Links orientation. Opportunity Links is a monthly forum for new volunteers to get acquainted with NCVC staff and learn about policies and benefits. Volunteer managers from other sites are also encouraged to attend to give new recruits a wide array of service opportunities.
- The site or station will provide a safe, healthy working environment for all NCVC volunteers as documented in the Memorandum of Understanding (MOU) that is signed by volunteer station representatives

### ***NCVC Eligibility***

Any person may apply to participate with the Nature Coast Volunteer Center. Potential volunteers must complete a registration form. All volunteers are required to have 24 hours annual volunteer service to remain active.

## **VOLUNTEER PROGRAMS**

### ***Volunteer Program Opportunities***

NCVC strives to provide each volunteer with an experience that will be personally enjoyable and satisfying. The volunteer's own interests, skills and experiences serve as a guide to match the volunteer with various opportunities. There are a variety of organizations and agencies in need of volunteers in Citrus County and NCVC has partnered with a number of them.

### **VOLUNTEER OPPORTUNITIES may include:**

Be a mentor to a child	Senior Companion
Read to/Tutor children	Tax Counselor
Help in the thrift store	Disaster Preparedness
Community Patrol	Provide child advocacy
Greeters	Home Delivered Meals
Hospital Volunteer	Carpentry Work
Receptionist/ Clerical help	Wildlife Volunteer
Adult Literacy	Respite Care

## **VOLUNTEER POLICIES**

### ***Volunteer Sexual and Other Unlawful Harassment Policy***

NCVC is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, including discrimination against race, color, national origin, age, religion, disability, and sexual orientation. Discrimination in any form will not be tolerated. If you experience or witness unlawful discrimination or harassment in your volunteer activities, report it immediately to NCVC staff and/or your volunteer-site supervisor.

### ***Volunteer Separation Policy***

Volunteers may terminate their volunteering at any time for any reason. If a volunteer is considering separation, NCVC asks that you contact our staff, as there may be other volunteer opportunities available.

Under extenuating circumstances, it may be necessary for NCVC to terminate a volunteer from the program. This action would be taken only after all options have been explored and there have been consultations between the volunteer, staff, and other appropriate parties. Should an involuntary separation occur, the volunteer has the right to appeal the decision. A written appeal process is available upon request to any volunteer at any time. The appeal process is available upon request.

## **VOLUNTEER BENEFITS**

### ***Newsletter***

The NCVC newsletter is published quarterly and sent to all volunteers and sites at no charge. The newsletter contains information on volunteer opportunities and activities, scheduled training events, recognition items and reporting forms.

### ***Recognition***

NCVC provides a recognition event each year where volunteers, station representatives, community agencies, and other supporters of NCVC are honored. Volunteers can, and are encouraged to, participate in other forms of recognition which may be provided by their individual volunteer sites.

### ***Education and Certifications***

There are numerous educational opportunities a volunteer can take advantage of to further personal interests. Training and educational opportunities include becoming a mentor to a child, a docent at museums, a Guardian ad Litem child advocate, a court mediator, and a Homeland Security Volunteer Team member, to name a few.

### ***Awards***

Volunteers are eligible for years of service pins when they achieve 5, 10, 15, or 20 years of service. Presidential Service Awards are given to volunteers to recognize those who have served over 4,000 of life time hours.