

Florida Park Service Volunteer Handbook



Winter 2011 Revision

Florida Park Service Volunteer Handbook

Table of Contents

Chapter 1

Mission of Florida Park Service	1
Florida Park Service History	2 - 3
Organizational Structure	4
Purpose of this Handbook	5

Chapter 2

Volunteering is Important to the Florida Park Service	6
Volunteer Benefits & Recognition	7 - 10
Worker's Compensation	11
Reporting an On-The-Job Injury/Illness	11

Chapter 3

Responsibilities and Expectations	12
Florida Sexual Predator Registry	12
Why Must a Volunteer Keep Time Records?	13
Volunteer Time Records	13
Volunteer Responsibilities	13 - 14
Schedule	14
Volunteer ID Cards	14 - 15
Special Volunteer Annual Pass	15 - 16
Uniforms	16 - 19
Uniform Accessories	20
Volunteer Camping Policy	21 - 22
Safety	22
Equipment and Resources	23

Chapter 4

Orientation	24
Training	24
Park Management	24
Volunteer Rights	25
Communication	25
Performance Reviews	25
Policies	26

Appendix

Contact Information

Special thanks go to all of the volunteers and district staff for their support and contributions to this handbook.

Chapter 1

Mission

The mission of the Florida Park Service is *to provide resource-based recreation while preserving, interpreting, and restoring natural and cultural resources.*

Public service is the central theme of every Florida Park Service endeavor. High standards of management and service are the Florida Park Service trademark. Quality resource-based outdoor recreational experiences assure that Florida's state parks will continue to serve as major tourist destinations, thereby contributing significantly to the State's economy.

The accomplishment of this mission requires a great degree of organizational pride and employee dedication. The traditional "Florida Park Service Team" concept ensures success.

In dealing with the various tasks and duties assigned to the Florida Park Service, we categorize everything we do into what is called the Big Five – Administration, Maintenance, Protection, Resource Management and Visitor Services. Though each of these areas is distinct, they are also inter-related in the execution of our daily undertakings.

The Florida Park Service is the first two-time Gold Medal winner honoring the nation's best state park service. The National Gold Medal Award for Excellence in Park Recreation Management is presented by The American Academy for Park and Recreation Administration in partnership with the National Recreation and Park Association.

Volunteers with Florida State Parks should be proud of this accomplishment and know that without their assistance, this kind of recognition would not be possible.



Florida Park Service History

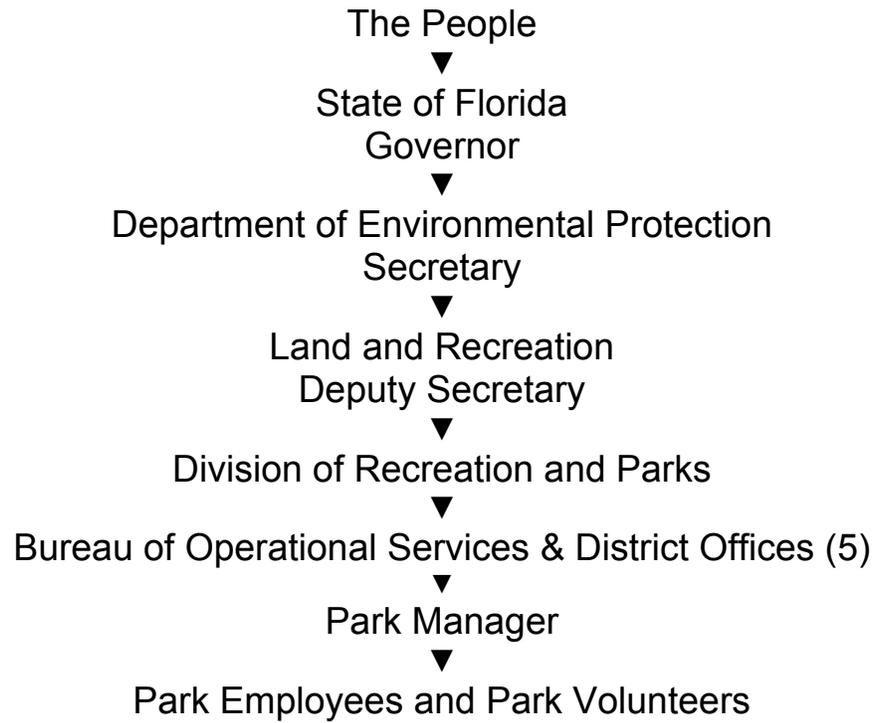
The following are representative portions of a sequence of events leading to the establishment and development of the Division of Recreation & Parks as it exists today:

- 1872** First National Park created, "Yellowstone"
- 1899** Legislature created a commission to select a site and raise funds for the Olustee monument
- 1909** Olustee acquired by State
- 1915** Legislature gave one and one-half sections of land in Dade County to the Florida Federation of Women's Clubs to be maintained as a public park. It was called Royal Palm State Park and is now a part of Everglades National Park
- 1933** Civilian Conservation Corps (CCC) created by the Federal Government to employ young men to improve state owned properties
- 1935** Legislature authorized the Board of Forestry to set up a Department of State Parks
- 1941** Agency name changed to Board of Forestry and Parks that had jurisdiction over the Florida Forest Service and the Florida Park Service. These two branches were both answerable to the State Forester and Parks Executive who was the agency's administrative head
- 1945** The Legislature authorized the Florida Park Service to operate ... "by and under the exclusive supervision of the Board using the funds specifically appropriated for park purposes". The Florida Park Service now had its own executive head under the Board and was on equal footing with the FFS
- 1949** Basic enabling act--Chapter 258 (commonly referred to as the "Collins Bill") created the Florida Board of Parks and Historic Memorials
- 1953** Annual visitation tops 1 million
- 1963** Outdoor Recreation and Conservation Act provided for the Outdoor Recreation Development Council and set up the Land Acquisition Trust Fund
- 1969** Governmental consolidation and reorganization created the Division under the Department of Natural Resources

- 1972** Annual visitation tops 10 million
- 1993** The Departments of Environmental Regulation and Natural Resources were merged into the Department of Environmental Protection
- 1994** Annual park revenue tops 21 million
- 1999** Florida Park Service is honored with the National Gold Medal Award for excellence in park management by the National Recreation and Parks Association
- 2005** Florida Park Service is honored for the second time with the National Gold Medal Award for excellence in park management and becomes the nation's first two-time Gold Medal winner
- 2005** Volunteers contributed more than 1 million hours of time to the Florida Park Service for the first time
- 2010** Annual visitation tops 20 million
- 2010** Volunteers contributed nearly 1.3 million hours of time to the Florida Park Service

Today, the Florida Park Service manages 160 state parks spanning more than 700,000 acres of Florida's natural environment, including 100 miles of beaches, eight National Historic Landmarks and 39 sites on the National Register of Historic Places. From swimming and diving in rivers and springs to birding and fishing or hiking and riding on natural scenic trails, Florida's state parks offer year-around outdoor activities for all ages. Battle reenactments and Native American festivals celebrate Florida's unique history, while art shows, museums and lighthouses offer a window into Florida's cultural heritage.

Organizational Structure



Purpose of this Handbook

The purpose of the Florida Park Service Volunteer Handbook is to provide volunteers (YOU!) with a guide to the Florida Park Service Volunteer Program. Individual parks have varied volunteer programs and procedures; refer to that Park Manager or volunteer coordinator for specific information on the park volunteer program.

We also want to take this time to say thank you for volunteering. We know that you are engaged in this activity to make a difference and to ensure that we preserve our precious natural and cultural resources. Thank you for any and all assistance you provide.

Volunteers help to preserve

...the Real FloridaSM

Chapter 2

Volunteering is Important to the Florida Park Service

Volunteers provide a much-needed work force to enhance overall Florida Park Service operations. The history of park volunteerism is long standing. In 1977, an official volunteer program was formalized when the Florida Legislature provided workers' compensation coverage and liability protection to volunteers working in state agencies. A volunteer is a person who performs work for the Florida Park Service under a current, signed Volunteer Application and Volunteer Agreement, and provides this service free of charge.

The Florida Park Service provides volunteers an opportunity to work in areas such as resource management, environmental education/interpretation, and with other volunteers through recruitment and management. Opportunities for volunteer service are as diverse as the parks themselves! Additionally, volunteer involvement creates a better understanding of state parks and develops a meaningful bond between the local community and the park. Volunteering with the Florida Park Service is an opportunity to help the State of Florida preserve our natural and cultural heritage for future generations. Volunteers are state park ambassadors.

Importantly, volunteers help the Florida Park Service perform its agency mission. Thus, volunteers in the Florida Park Service become part of a team of field employees, administrators and policy makers. As team members, volunteers assist and provide services that could not be otherwise accomplished. The objective of volunteer service is to expand our ability to provide quality service, professionalism, support and stewardship without increasing the cost to visitors and tax payers.

Volunteer Benefits and Recognition

Recognition is extremely important because volunteers do not receive any money for their work. Frequent follow-up and praise of work goes a long way toward creating job satisfaction. Media coverage is also a key to a successful program. A certificate of appreciation may be presented to individuals and organizations for their support. Park Managers are encouraged to seek other ways to provide recognition beyond these standards.

Hours of service recognition pins shall be presented to each volunteer who has contributed hours to the Florida Park Service beginning when that volunteer contributes their first 100 hours. The volunteer will then receive recognition pins at 250, 500, 1,000 contributed hours of service. Thereafter, volunteers will receive pins in 1,000-hour increments.

Boy Scouts and Girl Scouts

Any Boy Scout, Explorer or Girl Scout unit whose members provide at least 250 hours of service to Florida State Parks shall be presented a special scout service ribbon and each participating unit member shall receive the special unit citation patch. This will include participation by Girl Scouts in the Girl Scouts U.S.A. Statewide Adoption Program and Camp-A-Round Program.

Any Boy Scout, Explorer or Girl Scout who performs six hours of volunteer service to Florida State Parks shall receive the scout service patch. The benefits of volunteering in Florida Park Service include training, recognition, and workers compensation. Other advantages include the volunteer ID card and the volunteer pass as well as educational opportunities and experiences.

Annual Volunteer Recognition

The Florida Park Service and the Friends of Florida State Parks, Inc. recognizes volunteers annually. A statewide recognition event will take place, or a District-wide celebration will take place annually. Details will be provided to volunteers well in advance of the event.

Friends of Florida State Parks Recognition Program

The Annual Volunteer Recognition Program is sponsored by the Friends of Florida State Parks. Awards are given to the Volunteer of the Year, Volunteer Team of the Year, Youth Volunteer of the Year, Citizen Support Organization of the Year, Citizen Support Organization Project of the Year, and Special Event of the Year. Applications for the Recognition Program are accepted the first of every year.

Irene DeLaby Award

The Irene DeLaby Award recognizes volunteers who have contributed 10,000 hours to the Florida Park Service. Park management submits nominations, with volunteers receiving recognition at the Annual Volunteer Recognition Program. Recipient volunteers will be recognized on a plaque displayed in the Division Director's office.

Take Pride in America

Presented annually, the Take Pride in America® National Awards recognize individuals and groups for outstanding stewardship projects or awareness efforts involving federal, state, and local lands and waters. Winners are chosen by a selection committee, and they are invited to an awards ceremony in Washington, DC.

Nominated projects and efforts must embody the goals of Take Pride in America, which are to:

- Instill in the public an appreciation for and awareness of federal, state and local lands; facilities; and natural and cultural resources, and
- Encourage an attitude of stewardship and responsibility in caring for these lands, facilities, and resources.

The awards program is open to individuals and public and private groups that have contributed to the protection or enhancement of America's public lands. These include public parks, forests, grasslands, reservoirs, wildlife refuges, cultural and historic sites, local playgrounds, and other recreation areas.

For all award categories, nominations must reflect actual, measurable accomplishments achieved through volunteer service. To be eligible,

projects must be “on the ground” activities, rather than advocacy in any form. For more information visit their website at www.takepride.gov.

Opportunity to Join a Citizen Support Organization (Friends Group)

Volunteers have the opportunity to support Florida Park Service Citizen Support Organizations (Friends Groups). Friends Groups are nonprofit support organizations that provide individual parks with funds, grants, and other resources. Friends Groups also host special events as well as educational and outreach programs. Contact your Park Manager for information about your park’s Friends Group.

Florida Park Service Contribution	Volunteer Contribution	Benefits & Recognition
State of Florida Statutes		Workers' Compensation
Volunteer Hire		Volunteer Identification Card
Orientation		Ongoing-Provided by Park and District office
Education & Training		Ongoing-Provided by Park and District office
Expenses & Support		Parks authorized to expend funds to offset volunteer expenses, e.g. travel & supplies
	Significant Contributions	Certificate of Recognition
	100 hours	Volunteer ID Card Endorsement & Hours Served Tab Rider
	250 hours	Hours Served Tab Rider
	500 hours	Hours Served Tab Rider & Volunteer Annual Pass
	Every 500 hours after the initial contributed 500 hours	Volunteer Annual Pass
	1,000 hour and every 1,000 hours thereafter	Hours Served Tab Rider
Annual Volunteer Recognition		To be determined
Irene DeLaby Award	10,000 hours	Presented at a time to be determined

Workers' Compensation

Volunteers are covered under Florida Workers' Compensation Law when volunteering with the Florida Park Service. Additionally, volunteers are protected from personal liability claims for any actions involving their volunteer services. Guidelines and coverage is outlined in the Chapters 110.504, 768.1355, and 440, Florida Statutes.

To receive this coverage, a volunteer must complete and submit to the park a Volunteer Agreement Form. Information in this handbook about Workers' Compensation for volunteers in the State of Florida is merely a summary. More information can be found on the Florida Division of Workers' Compensation website: <http://www.myfloridacfo.com/WC/>. The Florida Park Service workers' compensation insurance carrier is the Florida Department of Financial Services. Workers' Compensation claims should be initiated through the park where the volunteer is serving.

Reporting An On-The-Job Injury/Illness

Please refer to the *Workers Compensation Procedures For Reporting On-The-Job Injury/Illness/Death* document at the following website: <http://www.dep.state.fl.us/admin/Personnel/files/WCInfoReportingProcedures.pdf>

Volunteers are responsible for reporting all accidents/injuries as soon as possible to his/her supervisor or the supervisor on duty and request first aid or medical treatment if needed. The following information provides specific reporting instructions:

- In the case of a medical emergency, call 911.
- The supervisor should immediately contact OptaComp at (877) 518-2583 to report the claim, even if the incident is not an emergency.
- Whenever possible, the injured volunteer should be present with the supervisor when the claim is reported. The OptaComp triage nurse will assess the volunteer's medical needs and direct and facilitate the medical treatment.
- If the volunteer is in need of immediate treatment and unable to reach a supervisor, the volunteer may call OptaComp directly, at (877) 518-2583, to report the accident/injury and arrange for medical treatment. The volunteer must report the accident/injury to his/her supervisor as soon as possible after receiving approved medical treatment.

Chapter 3

Responsibilities and General Expectations

Professionalism: Professionalism is expected. The Florida Park Service is a service agency. It is essential that volunteers understand the role of Florida Park Service staff and volunteers in providing positive and friendly public service.

Accurate Service Records: It is crucial that each volunteer keep accurate records of his or her contributed time. Recorded time must be kept on official time sheets and/or on the Volunteer Time Log, indicating the amount of time contributed and type of work conducted.

Youth Volunteerism: The Florida Park Service welcomes and encourages volunteers under the age of 18 to participate in a variety of volunteer opportunities. Youth volunteers under the age of 18 must obtain parental permission before volunteering at State parks. Check with individual parks for varying policies pertaining to youth volunteering.

Florida Sexual Predator Registry

Prior to appointing or employing a person to work in a park, whether for compensation or as a volunteer, a search of the state's sexual predators and offender's registration information maintained by the Florida Department of Law Enforcement shall be conducted.

All new employees (including OPS) and all new regular service volunteers as well as all new AmeriCorps members, shall have a check conducted of the Florida Department of Law Enforcement's Sexual Predator Registry. A record of this search, whether positive or negative, will be maintained in the employee's (including OPS) or volunteer's personnel file and will be included in the employee's employment package to be maintained in the employee's official personnel record. A copy may be maintained at the park for post audit purposes.

It is the policy of the Division to deny appointment or employment to any person who is listed in the Department of Law Enforcement's Sexual Predator Registry. This policy applies to all original appointments affecting

any candidate for employment or volunteer placement and promotions, demotions, and reassignments of current employees or volunteers. Returning seasonal volunteers shall be subject to this required check prior to commencing their placement in a park.

Why Must A Volunteer Keep Time Records?

Volunteers have become an integrated part of the Florida Park Service public service delivery system. Accounting for volunteer contributed time helps the Florida Park Service determine personnel costs for maintaining state parks. Contrary to common belief, the contributions of volunteers are not used to reduce staff and budgets. In fact, the tracking of volunteer time allows the agency to exhibit the need for more staff and increased budgets to the State of Florida's governing bodies.

The Florida Park Service requires an accounting of all volunteer contributed service hours. Volunteer benefits, awards and recognition are linked to the number of hours contributed at a park or parks. A summary of recognition and benefits is found in the "Volunteer Benefits and Recognition" chart (see page 10). Please note that parks vary in their method of recognition, often times utilizing creative alternatives to this Florida Park Service standard.

Volunteer Time Records

The Park Manager or designee provides to you the Volunteer Time Record Sheet and Volunteer Time Log. The Volunteer Time Record is filled out on a monthly basis. The Park Manager or appointed volunteer coordinator will explain to you the procedure for turning in your forms.

Volunteer Responsibilities

As a volunteer, you must take the following responsibilities seriously, and adhere to them while volunteering in Florida State Parks.

- Represent the Florida Park Service in a professional manner
- Follow the park's policies and guidelines and understand its organizational structure
- Seek and accept guidance and support needed to complete assignments
- Work as a team with paid staff and respect mutual roles

- Be reliable in fulfilling assignments
- Do a quality, professional job
- Respect access to information, facilities and equipment and other park property
- Attend and participate in training sessions and regular volunteer meetings
- Provide adequate notice of absence
- Make a good faith effort to resolve differences and problems
- Care for park resources and be a steward for park resources
- Work safely and smartly
- Make a significant contribution to Florida State Parks
- Abide by all rules, regulations and policies that govern the Florida Park Service (a list is on page 26).

Schedule

Volunteer work hours, duties and responsibilities will be clearly communicated by the Park Manager or designee. It is important that as a volunteer, you arrive on the days and times agreed. If you cannot arrive at the scheduled time, you need to call in advance so that appropriate arrangements can be made.

Volunteer ID Cards

As a volunteer you will be given a Volunteer ID Card once you sign a Volunteer Agreement. The Volunteer ID Card is to be carried by you at all times while in the park. A volunteer ID card shall be issued to all regular service volunteers by the unit in which they volunteer. This card shall expire on December 31 of each year and new ones will be issued to all park volunteers who continue as regular service volunteers. Please note that Volunteer ID card use may vary from park to park.

The volunteer ID card shall be returned to the park by the volunteer upon termination of their status as a volunteer at that park. Campground hosts and volunteers will turn their ID card in when they are terminating their volunteer involvement at a park, even when moving to volunteer at another state park. In larger parks, employees and law enforcement personnel may not know all active volunteers. The Volunteer ID card identifies you.

Regular service volunteers and their families may be admitted to the park where they are currently serving as a volunteer for the purpose of recreational use, after they have contributed a minimum of 100 hours to that park. Admission to the park shall be upon presentation of a valid volunteer ID card, which has been endorsed for free admission by the Park Manager. Each park shall maintain a current roster of those volunteers who meet the above criteria. The free admission endorsement may be renewed annually provided that the volunteer has contributed 100 additional hours during the period following the date of the prior endorsement and before the renewal endorsement is approved. No more than one endorsement shall be made in a calendar year. All hours used toward this admission must be contributed at the park where the volunteer is admitted.

Special Volunteer Annual Pass

A Special Volunteer Annual Pass may be issued to volunteers who have contributed a minimum of 500 hours to one or more Florida State Parks. This pass shall be issued to the volunteer by the Bureau of Operational Services upon request by the volunteer.

The Special Volunteer Annual Pass will be valid for a period of one year from the date of issue and shall be recognized by all parks, the same as the Annual Family Entrance Permit and be valid for full admission to Homosassa Springs State Wildlife Park. It is not valid for other special user fees charged at some state parks.

Park volunteers are responsible for initiating the request for this pass. The volunteer shall complete a Request for a Special Volunteer Annual Pass Form and submit this form to the Bureau of Operational Services for processing. The form shall bear the signature of the Park Manager or Park Managers where the volunteer currently works or most recently worked. This signature shall certify that the volunteer has contributed the required number of hours and that records, including time sheets supporting this certification, are maintained at the park.

The Bureau of Operational Services shall issue a Special Volunteer Annual Pass directly to the volunteer upon receipt of the Special Volunteer Annual Pass Form.

Issuance of an additional pass to a volunteer may be made upon the request of the volunteer who has contributed an additional 500 hours. However, these hours must have been worked during the period following the date the volunteer requests the prior issued pass. No more than one pass shall be issued in a one year period to any volunteer.

It is recognized that some volunteers provide services to a number of state parks. To facilitate record keeping, a special Volunteer Time Log Booklet has been developed which can be used to secure the above-required certification of hours worked in lieu of the single signature. For more information, ask your supervisor.

Uniform Standards for Volunteers

The Florida Park Service is a uniform agency. Volunteers are part of the Florida Park Service team, representing the agency image and philosophy. Therefore, volunteers are expected to wear the Florida Park Service volunteer uniform according to the established uniform guidelines.

It is the intent of the Division for the volunteers in each state park unit to present a uniform appearance which identifies them as a Florida Park Service volunteer.

The following standards shall apply:

1. Regular Service Volunteers

- a) All regular service volunteers shall conform to the appearance and other applicable procedures found in the Florida Park Service Operations Manual when working at the ranger station or while engaged in other public contact work. Regular service volunteers shall wear the light grey uniform contract shirt with volunteer patches for duty in accordance with requirements for Class A uniform wear. Trousers, skirts or shorts will be of a solid color complimentary to the uniform shirt and in good repair.
- b) A light grey T-shirt shall be provided to all regular service volunteers as an alternative to the grey uniform shirt while performing primarily field duties such as: maintenance of facilities and equipment, park cleanup and other manual duties in accordance with the requirements

for Class B uniform wear. This shirt is not intended to replace the regular uniform shirt.

- c) A park unit may establish a different uniform standard than outlined in this section. Any departure shall take the form of a written park policy, which will be enforced by the park. That policy shall be reviewed and approved by the District Bureau Chief prior to its implementation. The policy shall take into consideration a clear distinction between the standards for public contact work and field duties. This procedure will not be used to establish a policy which will establish the light grey T-shirt or any other, plain round collar T-shirt as an appropriate uniform for public contact work such as entrance stations, museums, interpretive tours or similar activities. A grey vest may be provided to volunteers for use in public contact work on a temporary basis only until the volunteer has been provided or acquires the required park uniform.
- d) A volunteer cap may be issued to regular service volunteers. The regulation hat for sun protection may be purchased and worn by volunteers.

2. Campground Hosts

Campground hosts may wear a grey T-shirt or standard grey volunteer uniform shirt as appropriate. Hosts may be issued the standard volunteer cap for work only. The regulation hat for sun protection may be purchased and worn by campground hosts.

3. Nameplates

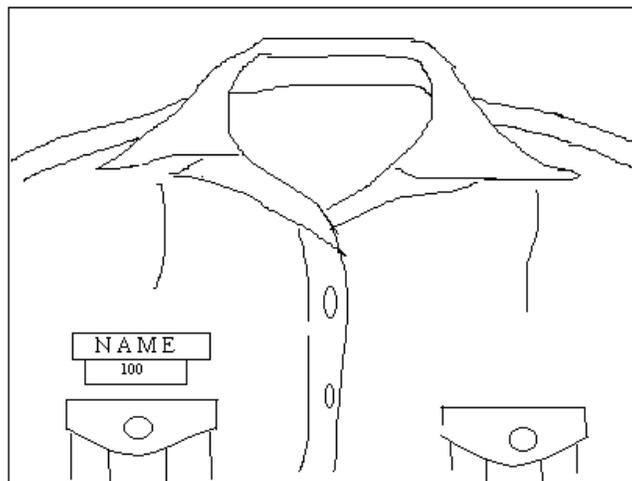
A uniform nameplate shall be provided to all regular service volunteers and any other volunteers who are working in a public contact activity. The nameplate or nameplate including hours served tab rider shall be worn centered one-half inch over the right pocket of the uniform and may be metal or plastic. This requirement shall not apply to costumes associated with first person living history activities.

4. Hours Served Tabs

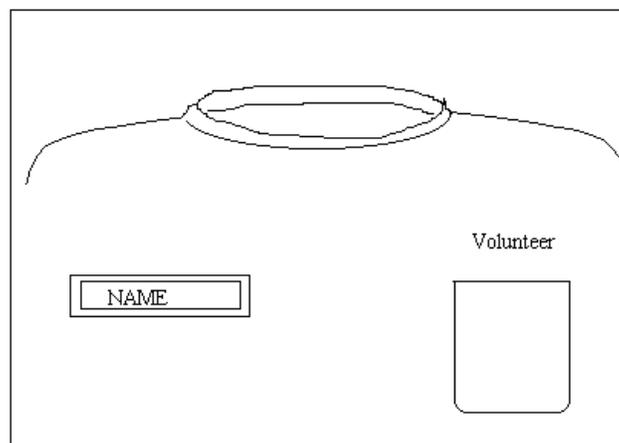
An "Hours Served" tab may be ordered along with and as part of the nameplate.

A grey uniform shirt is the Florida Park Service's volunteer uniform standard. Some parks will vary the standard volunteer uniform. The park's departure from this standard is established in a park written policy. The Park Manager or designee will inform you of that park's standard uniform. Park Managers will decide appropriateness of volunteer uniform for each job according to safety, comfort and duties. Volunteer uniform supplies vary from park to park. Volunteers are encouraged to purchase uniforms prior to commencing volunteer service. Uniforms are to be worn during contributed time. Contact your supervisor for more information.

A temporary alternative volunteer uniform is defined as the light grey T-shirt or the Volunteer vest. The permanent volunteer uniform is the Grey uniform shirt. Exceptions are based on volunteer duties that require the light grey T-shirt as a permanent uniform.



Nametag with Volunteer Service Award Bar attached



Nametag placement on Volunteer T-shirt

Volunteer Uniform Guidelines According to Duties

The chart defines for you which uniform you should wear according to different job descriptions and/or activities.

Volunteer Duties	Uniform worn according to duty	Temporary Alternatives
Administration	Grey uniform shirt	Light grey t-shirt
1. Ranger station	Grey uniform shirt	Volunteer vest
2. Public contact	Grey uniform shirt	Volunteer vest
3. Working with visitors	Grey uniform shirt	Volunteer vest
4. Food concession duties	Grey uniform shirt	Volunteer vest
5. Gift shop	Grey uniform shirt	
Camp ground host	Grey uniform shirt	Light grey t-shirt
Construction	Light grey t-shirt	
Manual duties	Light grey t-shirt	
Interpretation	Grey uniform shirt	
1. Museum guide	Grey uniform shirt	Volunteer vest
2. Interpretive walks	Grey uniform shirt	Volunteer vest
3. Public contact	Grey uniform shirt	
4. Public appearances	Grey uniform shirt	
5. Working with visitors	Grey uniform shirt	Volunteer vest
6. First person living history activities	Park specific costumes	
Maintenance	Light grey t-shirt	
1. Maintenance of facilities and equipment	Light grey t-shirt	
2. Manual duties	Light grey t-shirt	
3. Park clean up	Light grey t-shirt	
Research	Light grey t-shirt	
Resource management	Light grey t-shirt	
Special event	Grey uniform shirt	Volunteer vest
1. Public appearance	Grey uniform shirt	
2. Public contact	Grey uniform shirt	
3. Event set up & clean up	Light grey t-shirt	
Trail clean up & maintenance	Light grey t-shirt	
1. Park clean up	Light grey t-shirt	
2. Trail maintenance	Light grey t-shirt	

Uniform Accessories

Florida Park Service volunteer uniforms have accessories that are worn according to policy. The most common uniform accessory is the volunteer nametag and service award pin. New accessories can be introduced, such as the volunteer National Award pin, to be placed upon agency determination. Listed below are the basic accessory placement guidelines.

- ✓ Nametag (metal or plastic) is worn on the right side ½” above the top of the pocket of the grey uniform shirt
- ✓ The nametag worn on the grey volunteer T-shirt is placed on the right side opposite the volunteer logo
- ✓ Service Award pin is worn as a drop bar attached to the metal nametag
- ✓ Florida Park Service Patches are sewn on both sleeves centered ½” from the shoulder seam of the uniform shirt
- ✓ Any other uniform pins will be placed as determined by Florida Park Service management

Volunteer Accessory Uniform Guidelines

Appropriate Uniform	Costumes	Grey Uniform Shirts	Light Grey t-shirts	Grey Volunteer Vest
Black or solid color pants, shorts or skirt worn with black belt.		✓	✓	✓
Metal nametag worn with Hours Served Tab Rider		✓	✓	✓
Plastic nametag		✓	✓	✓
Volunteer cap		✓	✓	✓
Volunteer windbreaker		✓	✓	✓
Florida Park Service volunteer patch on uniform shirtsleeves		✓		
Refer to park first person living history guidelines	✓			

Volunteer Camping Policy

Volunteers will be permitted to occupy a campsite for the term of the agreement with no charge. All other fees for tours or museums will be waived to encourage familiarity with park programs. Volunteers will not be permitted to construct, or locate on the site, any permanent or semi-permanent structure. The campsite must be continuously maintained to standards set by the Park Manager. Encroachment on the buffer zone will not be permitted for any reason.

Camping parks may establish additional facilities for volunteers in shop areas or other appropriate areas in the park. Parks, which do not have campgrounds, may provide appropriate facilities for volunteers in shop areas or other appropriate areas in the park. In providing such facilities, parks should use abandoned or vacant resident sites where water, electric and sewer hook-ups are available. Any new campsites developed, other than on abandoned or vacant sites, may not be established by the park without first consulting with the District Environmental Specialist III, the Office of Park Planning, and the Bureau of Design and Construction. Final approval shall be obtained from the District Bureau Chief.

Unless already cleared and leveled, no clearing of native vegetation or trees can proceed without the approval of the District Environmental Specialist III and District Bureau Chief. Electric, water, and sewer hook-ups can be provided where existing capacities can handle it.

Host sites in the camping area will be designated. This will allow for maximum observation of activity in or near the campground. The host site will be designated by a standard park sign, which reads "Campground Host". There will be a maximum of one campground or volunteer host site designated per 30 existing park campground sites.

Parks are authorized to waive camping fees for use of youth camp facilities for boy scouts, girl scouts, and other youth and adult groups for performing volunteer work in the park. District Bureau Chiefs may waive camping fees for purposes of short-term group volunteers performing volunteer work in park, like the Good Sam's Club.

No volunteer may occupy any site in a park in excess of sixteen weeks during a fiscal year. The District Bureau Chief, through written approval, may waive this requirement.

In establishing minimal work standards for volunteers occupying campsites, parks may only establish work hour requirements based on occupation of the site, not by the number of individuals occupying the campsite. The minimum number of work hours an occupied campsite shall contribute for the campground host position is 20 hours a week.

Volunteers who become either full-time or OPS employees should not normally be allowed to maintain free campsites, unless their spouse continues to volunteer the required number of hours to qualify for such site. These cases should be reviewed by the District Bureau Chief to ensure there is not an appearance of favoritism.

Safety

In accordance with the Department of Environmental Protection Directive 457, it is the responsibility of the Florida Park Service to ensure a safe working environment. The Florida Park Service recognizes that volunteers are assigned duties that expose the volunteer to blood borne pathogens and other potentially infectious materials. Accordingly, the Florida Park Service is responsible for reducing risks and exposure for the volunteer who is performing duties with potential exposure. All volunteers with potential exposure will receive formal training on blood borne pathogens. Contact your supervisor to schedule your training.

Volunteers performing resource management duties are to wear appropriate personal protection for duties assigned. For instance, a volunteer doing exotic removal will need appropriate eye and hand protection. Be prepared for the Florida heat and insects by having repellent, sunscreen and water available. Florida Park Service will provide appropriate safety equipment for volunteers.

Parks provide information on emergency procedures, emergency phone numbers and first aid. Parks have designated Safety Coordinators who provide safety guidelines, information and training. Volunteers are not expected to perform any duty or job they do not feel comfortable or capable of performing. More information about safety can be found in the

[Department of Environmental Protection Health and Safety Manual](#) and the Florida Park Service Operations Manual, Chapter 14.

Equipment and Resources

The park provides training and safety guidelines for use of park equipment. Shop rules are to be followed. All equipment must be cared for and maintained. Follow park rules and regulations pertaining to equipment. If you are unfamiliar with the equipment or methods of use, ask for instructions.

The Florida Park Service is a steward of public lands. The agency provides recreation and conducts conservation activities. All native plants and animals are protected. If you discover or witness the endangerment of a resource, notify the Park Manager or ranger on duty. Through orientation, volunteers will be trained about resource management philosophies and appropriate conduct when encountering the resources.

Chapter 4

Orientation

Orientation of a new volunteer will begin once the volunteer completes a Volunteer Application and Volunteer Agreement form. Orientation to the park includes basic training, policy discussion and a position description. The scheduling and frequency of orientation will vary from park to park.

Volunteers receive additional training once they begin work at their particular position. General guidelines for daily activity are found in your position description. Supervision can range from park management to a ranger to a volunteer supervisor. The Park Manager or designee will communicate to the volunteer work hours, duties and responsibilities. The Park Manager is ultimately responsible for that park's program.

Training

Volunteer training is ongoing. As a volunteer spends more time at a park, his/her duties can change or the volunteer will take on more responsibility. Park management and district staff provide ongoing training for general interests and specific duties. Park management will communicate training schedules. Express to park management your interest in areas that you would like additional training.

Park Management

The Florida Park Service is dedicated to its volunteers. The agency encourages teamwork between employees and volunteers. The Park Manager is ultimately responsible for the park's volunteer program. The Park Manager's responsibility includes the program's compliance with the Division of Recreation and Parks philosophy and policy.

Volunteer Rights

Volunteers have the right to:

- Receive Worker's Compensation under State of Florida law
- Know Florida law as it pertains to the volunteer program
- Have your time used efficiently and effectively
- Receive clear and non-conflicting guidance, support and direction
- Be kept informed of activities pertaining to their volunteer assignments
- Appropriate counseling and training on new and difficult assignments
- Receive appropriate orientation, training and supervision
- Be assigned jobs that are worthwhile and challenging
- Be made aware of the overall operation of the park
- Have opportunities for growth
- Be offered a variety of experiences
- Receive regular, clear feedback on the quality and effectiveness of their work
- Be recognized for their contributions
- Provide input into the volunteer program
- Be assigned a supervisor

Communication

Park staff communicates to volunteer's policies and information about the Florida Park Service. Volunteers are provided with a park specific chain of command. Management is open for communication between volunteers and employees. All feedback is communicated according to park protocol.

Performance Reviews

Volunteer performance is evaluated. The level of evaluation is determined on a park-by-park basis. The review is an opportunity for volunteers to evaluate their working relationship(s) with park staff and other volunteers, clarify expectations, reinforce strengths and improve the volunteer experience. Standards are established for the benefit of the volunteer and the program. The Florida Park Service reserves the right to dismiss a volunteer.

Policies

Many rules, regulations and policies govern the Florida Park Service, which is a public agency. The following documents govern our agency:

- Chapter 258, Florida Statutes
- Chapter 110, Florida Statutes
- Florida Administrative Code, Chapter 62D-2
- Department of Environmental Protection Directives
- Florida Park Service Operations Manual

These documents are available to you; please check with the Park Manager or designated supervisor.

Appendix

Forms

Volunteer Application/Agreement	28 - 29
Group Volunteer Agreement	30
Group Volunteer Participant Listing	31
Volunteer Job Description [Sample]	32

Volunteer Categories & Time Keeping

Volunteer Opportunity Categories	33
Volunteer Time Record Sheet	34

Volunteer Time Log (green book)

Volunteer Time Log	35
Request for Volunteer Annual Pass	36

Volunteer Identification and Passes

Volunteer ID Card	37
-------------------	----

Resources and Contacts

Volunteer Resources	38
Contact Information	39



Florida Department of Environmental Protection Volunteer Application & Agreement

Applicant Name (last name, first name, middle initial)			Telephone
Address			
City	State	Zip Code	Email Address
Drivers License # (required if operating a state vehicle)			Date of Birth

Emergency Contact Information

Name	Telephone
------	-----------

References

Name	Telephone
Name	Telephone
Name	Telephone

DEP locations in which you are most interested in volunteering

1.	2.	3.
----	----	----

Year you are applying for _____ Check off the month(s), day(s) of the week, and time of day you are available for volunteer service <table style="margin-left: 40px;"> <tr> <td>Jan</td><td>Feb</td><td>Mar</td><td>Apr</td><td>May</td><td>Jun</td><td>Jul</td><td>Aug</td><td>Sep</td><td>Oct</td><td>Nov</td><td>Dec</td> </tr> <tr> <td><input type="checkbox"/></td><td><input type="checkbox"/></td> </tr> <tr> <td></td><td>Sun</td><td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td><td></td><td>AM</td><td>PM</td><td></td> </tr> <tr> <td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td></td> </tr> </table>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	<input type="checkbox"/>		Sun	Mon	Tue	Wed	Thu	Fri	Sat		AM	PM			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		How many hours per week can you volunteer? <table style="margin-left: 40px;"> <tr> <td>less than 10</td><td>10 to 20</td> </tr> <tr> <td><input type="checkbox"/></td><td><input type="checkbox"/></td> </tr> <tr> <td>20-30</td><td>30-40</td> </tr> <tr> <td><input type="checkbox"/></td><td><input type="checkbox"/></td> </tr> </table>	less than 10	10 to 20	<input type="checkbox"/>	<input type="checkbox"/>	20-30	30-40	<input type="checkbox"/>	<input type="checkbox"/>																	
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec																																														
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																														
	Sun	Mon	Tue	Wed	Thu	Fri	Sat		AM	PM																																															
	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>																																																					
less than 10	10 to 20																																																								
<input type="checkbox"/>	<input type="checkbox"/>																																																								
20-30	30-40																																																								
<input type="checkbox"/>	<input type="checkbox"/>																																																								

Background Information

Have you ever been convicted of a felony or a first degree misdemeanor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever pled Nolo Contendere or plead guilty to a crime which is a felony or a first degree misdemeanor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever had the adjudication of guilt withheld for a crime which is a felony or a first degree misdemeanor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes to any of the aforementioned questions, what charges or convictions and where?	

Note: A "Yes" answer to these questions will not automatically bar you from volunteering. The nature, job-relatedness, severity and date of the offense in relation to the position for which you are applying are considered. It is the policy of the Department of Environmental Protection that all current and new volunteers, who are assigned to perform the duties of positions of special trust as designated by the secretary, may be subject to a security background check including fingerprinting as a condition of employment or working for or with the Department.

Tell us about yourself. Please describe your background (educational and professional, including any special hobbies, interests, or skills) that may apply to your volunteer service.

Education:
Experience:
Certifications, Qualifications, Skills:
Hobbies and Interests:
Your Volunteer Service Goals:

CHECK ALL THAT MAY APPLY

	<u>Skills</u>	<u>Interests</u>		<u>Skills</u>	<u>Interests</u>
Business			Operations & Resources		
Accounting & Finance	<input type="checkbox"/>	<input type="checkbox"/>	Archaeology	<input type="checkbox"/>	<input type="checkbox"/>
Fundraising	<input type="checkbox"/>	<input type="checkbox"/>	Boating / Canoes	<input type="checkbox"/>	<input type="checkbox"/>
Management	<input type="checkbox"/>	<input type="checkbox"/>	Botany / Horticulture	<input type="checkbox"/>	<input type="checkbox"/>
Writing / Editing	<input type="checkbox"/>	<input type="checkbox"/>	Campground Host	<input type="checkbox"/>	<input type="checkbox"/>
Graphic & Visual Arts			Gardening / Landscaping	<input type="checkbox"/>	<input type="checkbox"/>
Desktop Publishing	<input type="checkbox"/>	<input type="checkbox"/>	Fish / Wildlife	<input type="checkbox"/>	<input type="checkbox"/>
Design / Illustration	<input type="checkbox"/>	<input type="checkbox"/>	Grounds Maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Photography	<input type="checkbox"/>	<input type="checkbox"/>	Historical Preservation	<input type="checkbox"/>	<input type="checkbox"/>
Computers & Office Operations			Interpretive Guide	<input type="checkbox"/>	<input type="checkbox"/>
Clerical / Data Entry	<input type="checkbox"/>	<input type="checkbox"/>	Hiking & Trails	<input type="checkbox"/>	<input type="checkbox"/>
Programming	<input type="checkbox"/>	<input type="checkbox"/>	Museum / Tour Guide	<input type="checkbox"/>	<input type="checkbox"/>
Web Design	<input type="checkbox"/>	<input type="checkbox"/>	Research / Library	<input type="checkbox"/>	<input type="checkbox"/>
Internet Applications	<input type="checkbox"/>	<input type="checkbox"/>	Resource Management	<input type="checkbox"/>	<input type="checkbox"/>
Merchandising / Retailing			Special Events	<input type="checkbox"/>	<input type="checkbox"/>
Cashier / Clerk	<input type="checkbox"/>	<input type="checkbox"/>	Toll Collection	<input type="checkbox"/>	<input type="checkbox"/>
Inventory Control	<input type="checkbox"/>	<input type="checkbox"/>	Wildlife Rescue	<input type="checkbox"/>	<input type="checkbox"/>
Store Management	<input type="checkbox"/>	<input type="checkbox"/>	Visitor Information	<input type="checkbox"/>	<input type="checkbox"/>
Education			Trades		
Public Speaking	<input type="checkbox"/>	<input type="checkbox"/>	Carpentry	<input type="checkbox"/>	<input type="checkbox"/>
Sign Language	<input type="checkbox"/>	<input type="checkbox"/>	Construction	<input type="checkbox"/>	<input type="checkbox"/>
Teaching	<input type="checkbox"/>	<input type="checkbox"/>	Electrical	<input type="checkbox"/>	<input type="checkbox"/>
Public Health & Safety			Maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Fire	<input type="checkbox"/>	<input type="checkbox"/>	Painting	<input type="checkbox"/>	<input type="checkbox"/>
First Aid / Rescue	<input type="checkbox"/>	<input type="checkbox"/>	Plumbing	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	Other (Please Specify)		

Terms and Conditions

Volunteers are not considered to be employees of the State of Florida. Volunteer hours may be applied toward community service credits or as work experience when applying for a state position. Volunteers are covered by state liability protection (Chapter 768.28, F.S.) and by workers compensation (Chapter 440, F.S.). No other benefits or collective bargaining agreements shall apply. Volunteers shall comply with all applicable department rules. This agreement can be cancelled at any time following notice by either party. Upon termination of this agreement, all uniforms, ID cards, and other state-supplied property shall be returned. By signing this application, I hereby agree to the terms and conditions cited herein.

Signature	Date	Acceptance by Department
-----------	------	--------------------------

Youth Volunteer Permission (Required for applicants under 18 years of age)

I, the undersigned parent or legal guardian, do hereby grant permission for the above named Applicant to participate in a volunteer activity with the Department of Environmental Protection.

Signature of Parent/ Guardian	Date
-------------------------------	------

**FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION
GROUP VOLUNTEER AGREEMENT**

1. Volunteer Organization Title	2. Contact's Name
3. Street Address (Include Apartment No.)	4. City, State, and Zip Code
5. Telephone ()	6. Division/Office

6. Group volunteer project

7. Group volunteer project date & time

8. Group volunteer project description

9. Volunteer group agrees to provide the following equipment and tools

SPECIAL PROVISIONS

The Volunteers understand there will be no compensation for the above-described services. Volunteer hours may be used for work experience in applying for positions with the State of Florida.

The Volunteers further understand that volunteers are not considered employees of the State of Florida. Volunteers listed on the attached lists are covered by state liability protection in accordance with Chapter 768.28, F.S. and by workers compensation in accordance with Chapter 440 F.S. Volunteers shall comply with all applicable department and agency rules. No state employment, unemployment, leave, or hours of work provisions or collective bargaining agreements shall apply to volunteers.

Either party may cancel this agreement at any time following notice of the other party.

The individuals named on the Group Volunteer Participant Listing will provide services as described above. Permission from the parents of all volunteers under the age of 18 has been secured on the Group Volunteer Participant Listing.

_____	_____	_____
President or other authorized official of group	Date	
_____	_____	_____
Acceptance for the Division/Office of the Department of Environmental Protection	Date	Termination Date

**FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION
GROUP VOLUNTEER PARTICIPANT LISTING**

1. Volunteer Organization Title	2. Contact's Name
3. Street Address (include apartment no.)	4. City, State, and Zip Code
5. Telephone ()	6. Division/Office
NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____	NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____
NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____	NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____
NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____	NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____
NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____	NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____
NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____	NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____
NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____	NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____
NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____	NAME _____ ADDRESS _____ CITY _____ ZIP _____ PHONE _____

This certifies that the above volunteers are providing volunteer services to the Department of Environmental Protection as described in the attached Group Volunteer Agreement and that permission has been obtained from the parents of all volunteers under 18.

President or other authorized official of group

Date

Acceptance for the Division/Office of
the Department of Environmental Protection

Date

Termination Date

Volunteer Job Description [Sample]

Lake Louisa State Park
Volunteer Job Description

Gardener

Assigned Tasks:

Planting, watering, weeding and general maintenance of gardens and/or related areas

Supervisor:

Park Manager or designee

Number of Hours Required for Position:

A minimum of 3 hours per week

Qualifications and/or Skills Required:

Past experience and interest in garden related activities such as watering, planting and weeding experience in garden or yard

Standards and Performance:

Volunteer will report to work on day[s] assigned. The volunteer will check in with the supervisor for the day's duties and shift sign in. Once the volunteer has finished their shift, they will sign out. If the volunteer cannot make the assigned date, he/she will notify the supervisor before the shift starts.

Volunteer Activity Categories

Type of Activity	Description
ADMINISTRATION	The term ADMINISTRATION refers to clerical work, filing, answering the telephone, certain types of research, tracking volunteer hours, orientation and training, data entry, purchasing, grant writing or tracking, etc.
MAINTENANCE	The term MAINTENANCE refers to upkeep, repairs and improvements to facilities, equipment and grounds, carpentry, trail maintenance, plumbing, masonry, painting, preventative maintenance, mowing, trash pick-up, restroom upkeep, vehicle and equipment maintenance, small engine work, electrical work, construction projects, etc.
PROTECTION	The term PROTECTION refers to visitor safety, employee safety, emergency preparedness, emergency response, law enforcement, rule enforcement, voluntary compliance, facility and environmental protection, First Aid, CPR, state/vehicle watercraft operation, etc.
RESOURCE MANAGEMENT	The term RESOURCE MANAGEMENT includes both natural and cultural resources and refers to exotic species identification and control, plant and animal identification, ecological or cultural restoration, prescribed fire, lake watch, species monitoring, seed collecting, historical collections management, research, etc.
VISITOR SERVICES	The term VISITOR SERVICE refers to providing information and access, customer service, interpretation, docent, historical and re-enactment, assisting visitors in the ranger station or visitor center, tram rides, concessions, special events, boat tours, educational programs, guided walks, public speaking, volunteer management, visitor program evaluations, etc.

Request for Volunteer Annual Pass

(circle one) Mr. Mrs. Ms.

Name:

Address:

City:

State:

Zip:

Phone:

Hours Contributed:

From: / / To: / /

I, the above named volunteer, certify that I have contributed the above noted volunteer hours to Florida's state parks during the period indicated.

Signature of Volunteer

Date

I, _____, Park Manager, hereby certify that the named volunteer has contributed the hours indicated on this form for the period indicated and that the time sheets and volunteer agreement form for this volunteer are maintained in the park files.

Signature of Park Manager

Date

Park

Volunteer ID Card

DEPARTMENT OF ENVIRONMENTAL PROTECTION
FLORIDA PARK SERVICE

Name: _____

Volunteer Park: _____

Expires: _____



Front

This certifies that the person whose name appears on the front of this card has volunteered 100 hours of work to this park and is entitled along with his/her immediate family (siblings, spouse, children, and parents) to free admission to the park for recreational purposes.

Park Manager Date

Back

Volunteer Resources

Agency	Web Page
Florida Park Service Program and Partners	
Florida Park Service	www.floridastateparks.org
Volunteer Florida	www.volunteerflorida.org
Take Pride in America	www.takepride.gov
State of Florida Agencies	
State of Florida	www.myflorida.com
Department of Environmental Protection	www.dep.state.fl.us
Department of Elder Affairs	www.elderaffairs.state.fl.us
Department of Community Affairs	www.dca.state.fl.us
Volunteer Resources	
IRS	www.irs.gov
Volunteer Match	www.volunteermatch.org
Network for good	www.networkforgood.org
Points of Light Foundation	www.pointsoflight.org
Land Stewardship Organizations	
Ocean Conservancy	www.oceanconservancy.org
American Littoral Society	www.alsnyc.org
Florida Trail Association	www.florida-trail.org
Florida Panther Society, Inc.	www.panthersociety.org
Audubon of Florida	www.audubonofflorida.org
The Nature Conservancy	www.nature.org
Florida Speleological Society	http://www.floridacaving.com/
Save the Manatee Club	www.savethemanatee.org
Trust for Public Land	www.tpl.org
Leave no Trace	www.lnt.org
Environmental Alliance for Senior Involvement	www.easi.org
American Hiking Association	www.americanhiking.org
Workamper News	www.workamper.com

Contact Information

Contact	Address	Phone
Park Programs Development Specialist Bureau of Parks District 1	4620 State Park Lane Panama City, FL 32408	850.233.5110 Fax 850.233.5147
Park Programs Development Specialist Bureau of Parks District 2	4801 Camp Ranch Road Gainesville, FL 32641-9299	352.955.2135 Fax 352.955.2139
Park Programs Development Specialist Bureau of Parks District 3	1800 Wekiwa Circle Apopka, FL 32712	407.884.2000 Fax 407.884.2014
Park Programs Development Specialist Bureau of Parks District 4	1843 S. Tamiami Trail Osprey, FL 34229	941.483.5944 Fax 941.483.5941
Park Programs Development Specialist Bureau of Parks District 5	13798 S.E. Federal Highway Hobe Sound, FL 33455	772.546.0900 Fax 772.223.2591
Volunteers and Partnership Section Bureau of Operational Services	3900 Commonwealth Blvd MS 535 Tallahassee, FL 32399-3000	850.245.3076 Fax 850.245.3091