



C.O.W. Crew  
Volunteer Handbook

**Palm Beach County Substance Awareness Coalition**

2300 High Ridge Road, Suite 365

Boynton Beach, FL 33426

Office 561-844-5952

[www.pbcSac.org](http://www.pbcSac.org)

# Table of Contents

- Welcome ..... 3
- Mission ..... 4
- Vision..... 4
- Coalition Snapshot ..... 4
- Cross Cultural Communication ..... 5
- Policy Against Harassment..... 5
- Discrimination Policy..... 5
- Disabilities ..... 6
- Dress Code ..... 6
- Why Volunteer? ..... 6
- Volunteer Support, Supervision & Accountability ..... 7
- Volunteer/Internship Roles (The C.O.W. Crew)..... 7
  - Community Outreach..... 7
  - Youth Leaders/Coordinators..... 7
  - Trainers ..... 8
  - Social Media..... 8
  - Newsletter ..... 8
  - Prom Promise..... 8
  - School Bus Prevention ..... 8
  - IT Volunteer..... 8
  - Photographer..... 8
  - General Volunteers ..... 9
  - Substance Prevention Internship ..... 9
- Volunteer Requirements..... 9
- RECEIPT AND ACCEPTANCE OF VOLUNTEER HANDBOOK & APPLICATION FORM ..... 9

## Welcome

Hello and thank you for taking the time to learn more about the Palm Beach County Substance Awareness Coalition (PBCSAC). If you were given this package you must be a civic minded individual who cares about his or her community.

As you are aware, the problems associated with drug and alcohol abuse are far reaching and affect everyone in our community to some degree or another. You may also be aware that there are wonderful people working in the fields of drug and alcohol prevention, intervention and treatment right here in Palm Beach County. What you may not know is that the Palm Beach County Substance Awareness Coalition has been working in conjunction with these dedicated people for almost 30 years.

The creation of the Coalition came about in 1982 and has continued to evolve and adapt as the community's needs changed. Today we are proud to say that the Coalition is its own 501c3 and is well positioned to increase its presence and efforts in the community. We have helped lead the charge in the fight against drug and alcohol abuse and learned valuable lessons in the positive effects of prevention strategies. Today more than ever a strong Coalition is a necessity in the county. In fact, those communities without a strong coalition are often the communities whose problems run rampant and governmental support dries up.

So I invite you to learn more about the Palm Beach County Substance Awareness Coalition and hopefully take the next step of getting involved with this great organization. Please feel free to review this package on how you can become part of our C.O.W. (Coalition On Wheels) Crew, the application process and requirements. Please feel free to visit our website or get directly in contact with Alexa Lee, our program director, at [alexalee@pbcsac.org](mailto:alexalee@pbcsac.org) for any questions or concerns.

Thank you again for your time and consideration,

*Jeff Kadel*

Executive Director

Palm Beach County Substance Awareness Coalition

## Mission

"Uniting Palm Beach County by strengthening children, families and neighborhoods in their resolve to reduce and prevent alcohol and drug use, creating a drug free community".

## Vision

The Palm Beach County Substance Awareness Coalition is the premier substance awareness coalition in Palm Beach County comprised of members from private and public organizations and concerned citizens who work together to lead the community in reducing the use and abuse of alcohol, tobacco, and other drugs. Through the attainment of our goals, the Palm Beach County Substance Awareness Coalition has become and shall remain a financially viable partnership. The members work collaboratively to educate the community and raise awareness while preventing substance abuse and deviant behaviors in an effort to ensure children, families and whole communities live drug free.

## Coalition Snapshot



## **Cross Cultural Communication**

In this century cross cultural communication is very important to establish connections with others. A few tips to accomplish having good cross-cultural communication while still maintaining standards for acceptable behavior are the following:

- Keep the mission and vision in mind. This will help to maintain the team cohesiveness and objectivity. Be tolerant of other's beliefs while working with your team members allowing participation from all members.
- Communicate clearly and remove ambiguity.
- Acknowledge and respect people's feelings, perspective and opinions.
- Make sure your nonverbal communication is consistent with your verbal communication.

## **Policy Against Harassment**

The Palm Beach County Substance Awareness Coalition (PBCSAC) is committed to providing an environment free of sexual harassment as well as harassment based on such factors as race, color, religion, national origin, ancestry, age, medical condition, marital status, disability or veteran status. PBCSAC strongly disapproves of and will not tolerate harassment of employees/volunteers by managers, supervisors, co-workers or vice versa.

Harassment includes verbal, physical and visual conduct that creates intimidating, offensive or hostile environment. Some examples include racial slurs; posting of offensive statements, posters, cartoons or other similar conduct. Sexual harassment includes solicitation of sexual favors, unwelcomed advances, or other verbal, visual or physical conduct of sexual nature.

Any incident of harassment, including work related harassment by any PBCSAC personnel or any other person should be reported immediately to a supervisor, manager or to the Executive Director. Every complaint of harassment will be investigated thoroughly, promptly, and in confidential manner. In addition, PBCSAC will not tolerate retaliation against the individual making the complaint.

## **Discrimination Policy**

PBCSAC does not discriminate against any individual applying to volunteer regardless of race, color sex, religion, national origin or physical handicap. However, PBCSAC reserves itself the right to perform all criminal background checks through the Florida Department of Law Enforcement at its own discretion as

required by law. If the coalition feels that any individual applying to volunteer does not meet the needs of our program, we may decline the applicant.

## Disabilities

The PBCSAC will promote employment opportunities for persons with disabilities at all levels and occupations by:

- Complying with the same recruitment and selection strategies to all applicants including persons with disabilities who are able to perform the mental and physical requirements of the open position.
- Providing opportunities for students with disabilities in collaboration with colleges and universities.
- Giving full consideration to employees with disabilities for inclusion in developmental opportunities.
- Collecting and maintaining data to monitor success.
- Providing reasonable accommodations for qualified applicants and employees with disabilities.
- Providing appropriate training to all managers to ensure they understand the commitment and the policies of the agency to employ individuals with disabilities and that they have an understanding of programs to recruit, appoint, and ensure that reasonable workplace environments are provided for employees with disabilities.

## Dress Code

Please keep in mind that we are a multi-faceted program. All staff and volunteers are expected to dress appropriately, considering the planned art and outdoor activities, as well as safety. Revealing and offensive clothing is prohibited.

## Why Volunteer?

When you volunteer there are so many great things that come as a result of your decision and action. According to the Corporation for National and Community Service, about 64.5 million Americans, or 26.5 percent of the adult population, gave 7.9 billion hours of volunteer service worth \$175 billion in 2012. - See more at: [https://www.independentsector.org/volunteer\\_time#sthash.aiOpmBdX.dpuf](https://www.independentsector.org/volunteer_time#sthash.aiOpmBdX.dpuf). In Florida, your hour of volunteer work is the equivalent of \$21.24. When you volunteer, you strengthen communities, influence younger generations and make a positive change.

Volunteering is not only beneficial for communities and the people you serve but also to your overall wellbeing. By volunteering at PBCSAC:

- 🏠 You will build skills on and have hands on experience in event coordination, prevention strategies, community building, media relations, etc.
- 🏠 Possibility of a letter of recommendation
- 🏠 Community Service and Volunteer hours
- 🏠 Raise your self-esteem
- 🏠 Participate in professional training
- 🏠 Become a community leader

## **Volunteer Support, Supervision & Accountability**

The Volunteer Coordinator will check in with you regularly regarding your experience at the Coalition. Please think of the staff as a resource. You are a valuable part of our program and we are here to ensure that your experience is a positive one. You should feel free to contact any staff member with comments or concerns at any time. If necessary, a meeting will be scheduled to discuss any issues/concerns at hand. Your feedback is vital and we encourage volunteers to keep a log or a diary to record any progress or failures. This log will not only help us keep track of our program, it will also help you see the progress you are making.

## **Volunteer/Internship Roles (The C.O.W. Crew)**

We have so many interesting positions open here at the coalition and we can't wait for you to become part of our C.O.W. Crew.

### **Community Outreach**

As a Community Outreach volunteer you responsible for cultivating strategic partnerships through community outreach activities (i.e., hosting tables at community events). This position develops sponsorship/business arrangements and relationships with businesses, individuals, schools and other organizations interested in supporting Palm Beach County Substance Awareness Coalition (PBCSAC).

### **Youth Leaders/Coordinators**

Youth Leaders/Coordinators are responsible for maintaining and growing PBCSAC youth groups, programming, related activities and fundraiser events. You will be working with other likeminded individuals in your community who are fighting every day to make a change while developing a collaborative programming through partnering agencies, organizations and groups. To ensure effective communication and partnership with other youth leaders/coordinators, we meet twice per month in online meetings to discuss what we are working on and how we can help each other.

### Trainers

No, not the gym kind. As a trainer you will have the opportunity to deliver a clear-cut, evidence-based message on substance prevention to train youth and adult community leaders. You will develop fluency in topics such as Alcohol Literacy, Project Adventure, Positive Action and Media Literacy and you will also be able to refine your public speaking skills.

### Social Media

As our Social Media volunteer, you will work with our staff to collect and share articles on substance awareness and prevention, upload event pictures and increase the number of followers on Facebook, Twitter and Instagram (#Awesome).

### Newsletter

EXTRA! EXTRA! To all our tech-savvy journalists out there, this position is for you! Your responsibility is to create a monthly newsletter including the Coalition's accomplishments, member spotlight and events to come. By working in conjunction with our Social Media volunteer, you will be able to find articles relating to substance awareness and prevention to be published in our newsletter as well as the web.

### Prom Promise

Prom Promise is a movement created by D.A.T.A. (Drug Abuse Treatment Association) to help High School students understand why it's so important not to drink during prom and make that promise to younger generation of Middle School students. Your responsibility would be to work together with D.A.T.A. and the Coalition to increase the number of community centers that participate in this program and to support them in the program process.

### School Bus Prevention

This is one of the Coalition's biggest events of the year and you'll be working together with our staff and other volunteers in planning, promoting and executing this event. We begin by coordinating with community centers and the Alcohol Prevention School Bus Project the advertisement and promotion strategy to increase student participation and community involvement in the contest. We then print and mail certificates of participation to all the youth that participated in submitting posters their designs. We begin to designing and constructing the South Florida poster and coordinating volunteers to help with breakdown at the end of the event. We also gather volunteers for set up/breakdown, registration and gather speakers for our awards ceremony. And last but not least, coordinating the "Six Bus Compound" volunteers to set up the winning posters in over 800 buses.

### IT Volunteer

In this day and age we all need some help troubleshooting technological issues and as our IT volunteer we will need you to provide us, the Coalition, with technical support in those times of need.

### Photographer

As a PBCSAC volunteer photographer, you will take digital pictures to document all of our events and activities. You will also work with our Social Media volunteers to upload all these pictures into a drive. Some selfies are okay too...







### General Volunteers

We need you to help out at any coalition events in need of volunteers.

### Substance Prevention Internship

The PBCSAC offers a substance prevention internship which includes administrative work, community outreach and many other possibilities including creation, planning and executing of events. For more information about internship opportunities please contact Alexa Lee at [alexalee@pbcsac.org](mailto:alexalee@pbcsac.org).

## Volunteer Requirements

-  18 years of age (If under 18, parent or guardian must sign the appropriate consent form)
-  Fingerprints and background check
-  Complete Volunteer Application Form
-  Copy of your ID

## RECEIPT AND ACCEPTANCE OF VOLUNTEER HANDBOOK & APPLICATION FORM

I have, on this day, received a copy of the C.O.W. Crew Volunteer Handbook. I understand that I am responsible for reading the policies and practices described within. I agree to abide by the policies contained herein and understand that they may be added to, deleted, or changed by the Palm Beach County Substance Awareness Coalition at any time.

---

SIGNATURE OF VOLUNTEER

---

DATE

---

NAME OF VOLUNTEER - PLEASE PRINT

---

VOLUNTEER COORDINATOR

---

DATE