



Volunteer Handbook

# Welcome!



Dear Volunteers,

Thank you very much for choosing to volunteer with Emerald Coast Exceptional Families. We are so pleased to welcome you to our team! We believe volunteers are a vital part of achieving our goals for the community and our volunteers play key roles in a number of our positions, such as fundraising, family events, and community outreach. We hope that you find the duties of your particular job description to be fulfilling and that your volunteer experience with us to be a rewarding one. The enclosed packet will give you additional information about our organization and will include details about the roles and responsibilities of our volunteers. Should you have any questions, please feel free to contact me anytime. And again welcome and thank you!

Sincerely,

Kendra Booth  
President

[kendra@emeraldcoastexceptionalfamilies.org](mailto:kendra@emeraldcoastexceptionalfamilies.org)

# About ECEF



Sometimes, being a special needs family feels a lot like swimming upstream. It's nice to know that you're not the only one! Emerald Coast Exceptional Families is established by people who truly understand because they live it every day. It is our belief that having a true support system creates a better quality of life for all special needs families. No matter the diagnosis, we are better together.

## *Our mission*

The mission of Emerald Coast Exceptional Families is to connect and support special needs families and enhance their lives through events and education.

## *Objectives & Goals*

- Providing parent support
- Hosting fun family events in a judgment free environment
- Offering opportunities for parent education
- Facilitating positive family and school relations
- Raising awareness in our community for a wide variety of special needs
- Working collaboratively with other area special needs groups to provide information and resources

## *Our Team*

Who are we? We are parents, educators, and community members who live the special needs life. We love our community and know the need for connections and support. We are here for you! Visit our website at <https://www.emeraldcoastexceptionalfamilies.org/about-us> for more information.

### **Kendra Booth, President & Chairperson of the Board**

kendra@emeraldcoastexceptionalfamilies.org  
Personal cell : (850) 240-1965

### **Angela Nandin, Vice President & Board Member**

angela@emeraldcoastexceptionalfamilies.org  
Personal cell: (702) 336-8465

### **Jenelle Logan, Vice President & Board Member**

jenelle@emeraldcoastexceptionalfamilies.org  
Personal cell: (850)496-6495

### **Kevin Goolsby, Treasurer & Board Member**

kevin@emeraldcoastexceptionalfamilies.org  
Personal cell: (850) 685-2104

### **Kristen Shuping, Board Member**

kristen@emeraldcoastexceptionalfamilies.org  
Personal cell: (80) 491-5980

### **Leah Cortello, Board Member**

leah@emeraldcoastexceptionalfamilies.org

### **Katrina Craner, Board Member**

katrina@emeraldcoastexceptionalfamilies.org

### **Jesse Cody, Board Member**

jesse@emeraldcoastexceptionalfamilies.org



# Core Values

## Integrity & Respect

- We understand that we are accountable to the families we serve, and the donors who support us.
- Legal and fiscal management will be held in the highest priority in order to earn and retain public trust.
- Respect is the foundation of how we treat our team, peers, volunteers, and families we serve.
- We assume positive intent, maintaining confidentiality and honesty, and working toward mutual understanding.
- We remain true to our mission of connecting and supporting special needs families, and work hard to provide excellent service to those families.

## Diversity

- We serve the children and families of ALL special needs.
- There is strength in diversity; everyone bringing their stories and experiences to the table.
- We value those natural individual differences such as culture, religion, personality, disability, age, sexual orientation, gender, and gender identity. These differences challenge us and make each of us unique.
- We aim to create an environment that is safe and respectful, where everyone feels supported and heard.
- We encourage everyone to share their successes, small or large, so that we all can celebrate.

## Community

- We believe that it takes a village to raise a special needs child, and constantly look for ways to better serve the community to help create that village.
- We raise awareness on a wide variety of special needs with the belief that awareness brings acceptance.
- We aspire to bring a collaborative spirit and work to develop positive relationships with our families, our schools, other organizations, and our community at large.
- We hope to teach others to embrace diversity, promote acceptance and inclusion, and ensure equality.

## Excellence & Continuous Improvement

- We strive to excel in any and all opportunities to serve special needs families in Navarre and the surrounding areas.
- We challenge ourselves to continually learn more information and better practices to serve our families.
- If something doesn't work, we will try it another way.

## Transparency

- We operate openly and candidly and provide full disclosure on issues regarding conflict of interest, operations, and funding practices.

*Values can't just be words on a page. To be effective, they must shape action.*  
- Jeffrey R. Immelt

# Volunteer policies



We are thrilled that you have chosen to volunteer for ECEF! We believe that volunteers are essential to our success, and you will help us achieve our goals, while strengthening our community!

*We need our volunteers to:*

- **Have a passion for helping special needs families!**
- Sign up and commit for various projects. We know things come up, so if you can't make it, please notify your chair and try to find a replacement.
- Be neat and appropriately dressed, wearing a volunteer name tag or ECEF shirt.
- Understand ECEF's mission and goals, and be able to explain them to others.
- Uphold our core values, which in turn, helps ECEF build and maintain public trust.
- Follow ECEF's Anti-Discrimination policy, found [here](#).
- Build relationships with families who need help and other potential volunteers.
- Be positive, friendly, and welcoming, as well as respectful, courteous, and professional at all ECEF and community events.
- Ask for clarification or assistance when needed.
- Be willing to try new things.
- Check your email and/or the ECEF Facebook volunteer group regularly. If you are not in the FB volunteer group, please let us know so we can add you.
- Become familiar with the ECEF website: [emeraldcoastexceptionalfamilies.org](http://emeraldcoastexceptionalfamilies.org)
- Follow and promote ECEF on social media.



[www.facebook.com/  
ECEFamilies](http://www.facebook.com/ECEFamilies)



[www.pinterest.com/  
ECEFamilies](http://www.pinterest.com/ECEFamilies)



[www.instagram.com/  
ECEFamilies](http://www.instagram.com/ECEFamilies)

# Anti-Discrimination Policy



Emerald Coast Exceptional Families does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, the appointment to and termination from its Board of Directors, hiring and firing of staff or contractors, selection of volunteers, selection of vendors, and providing of services.

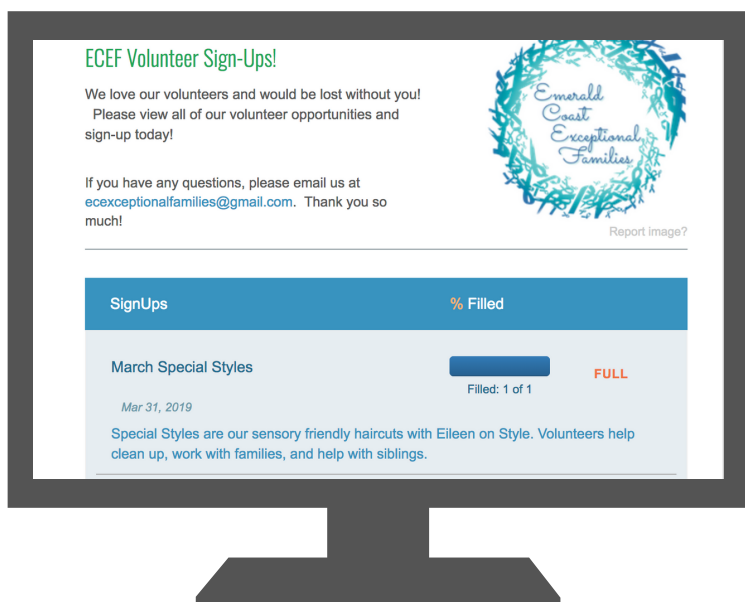
Emerald Coast Exceptional Families is an equal opportunity employer. We shall not discriminate and will not discriminate in employment, recruitment, Board membership, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, or for any other discriminatory reason.

*"The moment a little boy is concerned with which is a jay and which is a sparrow, he can no longer see the birds or hear them sing." — Eric Berne*

# How do I sign up?



Currently, ECEF is using a website called Signup.com to manage staffing for events and volunteer opportunities. When volunteers are needed, the event chair or volunteer coordinator will post in the ECEF Volunteer Facebook Group, and send an email out with the Signup.com link. You can also visit our group page at any time by going to <http://signup.com/go/DviyPcp>. There you will find volunteer opportunities listed by date, time, and number of volunteers needed. To register for a time, just put in your email - no registration required! Signup.com will send you reminders and everything!



## Life happens!

If something happens, and you cannot make it, please:

- go to the Signup.com page and cancel your signup
- notify your event chair via phone or email
- try to find someone to cover your time

## Volunteer expectations

Volunteering is good for the individual, the organization, and the community at large. We are very excited to have volunteers, and we hope this handbook is helpful explaining our goals and expectations.

Over the past two years, ECEF has worked very hard to build and maintain public trust with our donors and the families we serve. If at any time, a volunteer's actions put that public trust at risk, he or she will be asked to terminate their volunteer time with ECEF.

