



Volunteer Handbook

A Guide for Volunteers in
Pinellas County Schools

THANK YOU for being a Volunteer!



Office of Strategic Partnerships
(727) 588-6405
volunteer@pcsb.org
www.pcsb.org/strategicpartnerships

Updated 4/2026

Table of Contents

Section I: Get to Know Pinellas County Schools

- Welcome
- Who We Are
- District Points of Contact
- School-based Points of Contact

Section II: Volunteer Eligibility, Rules, & Roles

- Volunteer Program Overview
- Eligibility - PCSB Policy 9180
- Volunteer Registration Process
- Volunteer Opportunities
- Districtwide Volunteer Rules
- Field Trip Specific Rules
- Student & Staff Volunteers
- Logging Volunteer Hours

Section III: Mentoring Programs

- Mentor Program Overview
- Eligibility - Mentor Training
- Resiliency Coaches

Section IV: Frequently Asked Questions

- Registration Questions
- Account Questions
- Level 2 Badge Questions
- Opportunities Questions



Section I:

Get to Know Pinellas County Schools



Welcome!

Hello, and thank you for choosing to volunteer with Pinellas County Schools. We are truly grateful for your dedication and for the support you bring to our students, staff, and school communities.

Volunteers play an essential role in creating meaningful and memorable learning experiences. Whether assisting with sports, the performing or visual arts, field trips, or enhanced classroom activities, you help enrich our students' education. You strengthen the programs and events that welcome parents, guardians, and community members into our schools. You offer teachers and staff invaluable support, acting as an extra set of eyes, an extra pair of hands, and often a thoughtful partner in problem-solving. You become part of our students' educational journeys, and we thank you for being a partner in helping them learn, grow, and thrive.

The Office of Strategic Partnerships is here to support you as you make a positive impact. This handbook is designed to guide you, answer your questions, and help you feel confident in your role. We invite you to explore its pages as you begin your volunteer service or as you take on new roles and opportunities. We look forward to the many ways you will enrich the Pinellas County Schools community!

Sincerely,

Mistine Dawe

Mistine Dawe
Director, Strategic Partnerships



Pinellas County Schools



WHO WE ARE

VISION

100% student success

MISSION

Educate and prepare each student for college, career and life.

CORE VALUES

Commitment to children, families and community

- Making decisions and committing resources to attain each student's success
- Seeking out and connecting with families and community

Respectful and caring relationships

- Establishing positive relationships among all stakeholders
- Using the district vision to guide intentions, motives and actions

Cultural competence

- Understanding and honoring culturally-defined beliefs, needs, styles and behaviors of the students, families and communities we serve
- Valuing the benefit that individual differences bring to our school district
- Recognizing the importance of individual similarities and differences while working effectively with all stakeholders from various cultures, races, ethnicities and religious backgrounds

Integrity

- Maintaining the highest standards of behavior, ethics, fairness and honesty with ourselves and others
- Committing to doing the right things for the right reasons
- Demonstrating fairness in our judgments and actions

Responsibility

- Fulfilling commitments and promises through fact-based decision-making and problem-solving
- Taking ownership of our own behaviors
- Seeking opportunities for continuous improvement

Connectedness

- Teaming through internal and external partnerships by aligning efforts for the common purpose of each student's success
- Willing to share and transfer knowledge with others



Office of Strategic Partnerships



The Office of Strategic Partnerships is all about building connections between families, communities, schools and the district, all working together for 100% student success. From awesome volunteering and mentoring programs to exciting partnerships with local businesses, community groups, faith-based organizations, government, and universities, we've got it covered. We help everyone "Get Engaged, Stay Engaged" with Pinellas County Schools - there's something amazing here for everyone!

Mistine Dawe, Director

dawem@pcsb.org

727-588-6368

Tarra Dimanche, Senior Coordinator

dimanchet@pcsb.org

727-588-6292

Lauren Drizd, Senior Coordinator

drizdl@pcsb.org

727-588-5025

Carmen Cruz-Rivera, Community Outreach Partner

cruz-riverac@pcsb.org

727-588-6537

Theresa Depies, Background Check Technician

depiest@pcsb.org

727-588-6405

Sulficia Hunter, Secretary

huntersu@pcsb.org

727-588-6405



School-Based Points of Contact

Once you are an approved volunteer with Pinellas County Schools, your main points of contact will be either your Family & Community Liaison for elementary and middle schools or your College & Career Readiness Coordinator for your high schools.

You can find the [direct contact information for your school](#) by visiting our website.

Your Family & Community Liaison/College & Career Readiness Coordinator will be the person you reach out to for:

- Schedule changes
- Absences or tardies
- Questions & concerns
- Exploring upcoming opportunities
- Mentor student associations
- Field trip chaperoning
- And much more!

If you need assistance beyond what your Family & Community Liaison/College & Career Readiness advisor can provide, please email volunteer@pcsb.org.



Section II:

Volunteer Eligibility & Role



Volunteer Program Overview

Every day brings new opportunities to inspire, support, and empower students in Pinellas County Schools and you can be part of it. Whether you have an hour a week or more to give, there's a place for you to get involved and make a meaningful impact. Pinellas County Schools relies on the support of over 20,000 volunteers who contribute hundreds of thousands of volunteer hours each year.

In this section, we will review the eligibility policy for volunteers, discuss the process of becoming a volunteer, discover the numerous volunteer opportunities available, and review the rules associated with volunteering to keep you, our students, and our staff safe. If you have any questions, please reach out to volunteer@pcsb.org.



Volunteer Eligibility Policy

Beginning on January 1, 2026, all new Pinellas County Schools volunteers must be Level 2 background screened, and all current volunteers will be transitioned to Level 2 by July 1, 2026. Pinellas County Schools uses the Florida Department of Law Enforcement (FDLE) Clearinghouse to run all volunteer background screenings.

Volunteer eligibility is outlined in [PCS School Board Policy 9180](#). The purpose of this policy is to promote and encourage school volunteers in order to expand and enhance parental, community, and civic involvement within schools while maintaining an adequate level of school safety and security.

You can learn more about the Pinellas County Schools volunteer registration and approval process on the next page of this handbook.



Volunteer Registration

NEW Volunteers (registered after 12/19/2025)

- [Visit our website](#) and click “Register as a new volunteer!”
- Fill out the information, providing all required information including an upload of a government-issued ID and your social security number.
- Watch for an email from the Clearinghouse with instructions to fingerprint, including a list of LiveScan fingerprinting vendors.
 - Fingerprint costs range from \$75-\$90 depending on a vendor.
 - Fingerprints are valid for 5 years.
- Visit a LiveScan vendor for fingerprinting. Your picture will be taken during this appointment.

Current Level 1 Volunteers (registered prior to 12/19/2025)

- Visit <http://tinyurl.com/level2information> and fill out the information.
- Watch for an email from the Clearinghouse with instructions to fingerprint, including a list of LiveScan fingerprinting vendors.
 - Fingerprint costs range from \$75-\$90 depending on a vendor.
 - Fingerprints are valid for 5 years.
- Visit a LiveScan vendor for fingerprinting. Your picture will be taken during this appointment.

Current Level 2 Volunteers (registered prior to 12/19/2025)

- Current Level 2 Volunteers are being transitioned from VECHS to the FDLE Clearinghouse gradually. Please find your Level 2 Expiration date on your volunteer account at volunteer.pcsb.org and use the timeline below to determine when you will need to complete your FDLE Clearinghouse fingerprinting.
 - **Level 2 expires in 2026:** Prior to your current Level 2 expiration date or by July 1, 2026, whichever comes first
 - **Level 2 expires in 2027:** By December 31, 2026
 - **Level 2 expires in 2028:** By July 1, 2027
 - **Level 2 expires in 2029:** By December 31, 2027
 - **Level 2 expires in 2030:** By July 1, 2028

Current Level 1 and 2 volunteers are encouraged to [visit our website](#), read the informational flyers, and the Frequently Asked Questions provided there.



Volunteer Opportunities

Each Pinellas County School campus will have different opportunities available for volunteers. Below are a few of the standard opportunities available at most schools.

- **Athletic Coach** - support school sports teams under the direction of the coaching staff
- **Boosters** - support a team, band, or club by fundraising, selling tickets, chaperoning and more throughout a season or the school year
- **Classroom Assistant** - partner with teachers to assist students with instructional centers, classroom activities, and various projects, support teachers with clerical work
- **Chaperone** - accompany students on field trips and oversee these enriching educational experiences, while keeping students safe away from campus
- **Front Office** - assist with greeting visitors, entering data, making copies, answering phones, and other clerical work as needed
- **Media Center** - assist at the circulation desk, catalogue and shelf books, operate and distribute computers and audio/visual equipment, and other library duties
- **Mentor** - provide ongoing support to an individual student or group of students (learn more in our Mentoring section)
- **Parent Teacher Associations (PTA/PTSA)** - work as a team of parents/guardians, staff, and community members to promote academic performance and support the school
- **School Advisory Council (SAC)** - join a board that represents a cross-section of the schools student body and community and acts as a resource to the principal in driving the School Improvement Plan and accomplishing related goals

Check this out!

One unique opportunity available to all volunteers is located at the Gus A. Stavros Center in Largo. This facility operates Enterprise Village and Finance Park, financial literacy field trips for 5th and 7th & 8th grade students. Volunteers are needed often to run the 40+ business kiosks where the students work as they learn about the in's and out's of adulthood, including navigating paychecks, rent, childcare, and more!

[Learn more about Stavros Center here](#)



Volunteer Rules

Each Pinellas County School campus will have additional rules and policies that your Family & Community Liaison/College & Career Readiness Coordinator will provide.

Below is a list of the districtwide rules for all Pinellas County Schools volunteers.

- **Parking** - Volunteers should park in the visitor/volunteer spaces or spaces otherwise unassigned at PCS campuses.
- **Identification** - Upon arrival, volunteers must present their government-issued ID to the front desk to be signed in via the Ident-a-Kid system.
- **Level 2 Badge** - Volunteers must wear their PCS-Provided Level 2 badge with photo at all times on PCS campuses and at PCS events.
- **Training/Orientation** - Upon a volunteer's first shift at any PCS campus or event, the Family & Community Liaison/College & Career Readiness Coordinator will meet the volunteer and provide a brief orientation or training to review duties and school policies and procedures.
- **Confidentiality** - Volunteers must maintain strict student, employee, and volunteer confidentiality. Those in roles that expose them to confidential information are required to view the confidentiality video and sign the confidentiality form provided by their liaison or coordinator.
- **Dress Code** - Volunteers should follow the school guidelines for dress code.
- **Prohibited Items** - Items related to smoking, tobacco products, alcohol, or weapons of any kind are not permitted on PCS campuses or at PCS events.
- **Physical Contact** - Volunteers should avoid physical contact beyond handshakes with students.
- **Student Medical Issues/Emergencies** - Volunteers must not administer medication to students or move injured students. It is the responsibility of school staff to care for sick or injured students. In an emergency, contact school staff who will initiate proper procedures.
- **Non-students** - Volunteers may not bring guests, including students not registered to the school at which volunteering duties occur, to any volunteer assignment.
- **Discipline** - Volunteers must not discipline students. Discipline of students is the responsibility of the school staff. Any problems should be reported to a teacher or administrator.



- **Abuse Reporting** - Under Florida Statute 39.202, “any person who knows or has reasonable cause to suspect, that a child is abused...shall report.” If you suspect abuse, please see a school administrator or work with your Family & Community Liaison/College & Career Readiness Coordinator.
 - Florida Child Abuse Hotline: 1-800-962-2873 (1-800-96-ABUSE)
- **Injured while Volunteering** - Volunteers should report any incidents involving injuries to the principal and school secretary within 24 hours, when possible. If the major contributing causes for the need for treatment is within the course and scope of your volunteer duties, you will be directed to an authorized Urgent Care Center under the PCS workers’ compensation provider network. Treatment for a serious or life-threatening emergency may be received from any emergency facility. You will be asked to complete a claim worksheet prior to going for treatment. The school will provide you with a form that you can take to the Urgent Care Center for treatment.
- **Reporting Infractions** - All volunteers must self-report any arrest, conviction, finding of guilt, withholding of adjudication, commitment to a pre-trial diversion program, or entering of a plea of guilty or Nolo Contendere for any criminal offense other than a minor traffic violation within 48 hours to the Office of Professional Standards and the Director of the Office of Strategic Partnerships.



Field Trip Chaperone Rules

Field trip sites, including buses or other means of transportation, are an extension of the school site. All policies and procedures governing volunteers at school sites extend to field trips.

- **Checking in** - Volunteers must go to the school hosting the field trip prior to the field trip location to sign in using their government-issued ID via the Ident-a-Kid system.
- **Ratio** - The ratio of chaperones to students is determined by the type of field trip but is most often 10:1. School administrators may limit the number of adults accompanying students on any given field trip.
- **Eligibility** - All chaperones must be 21 years of age and must be active, approved Level 2 volunteers.
- **Supervision** - Chaperones are responsible for the students the teacher has placed in their care.
 - Students are not permitted to leave the group.
 - If chaperones must leave their group of students for any reason, they must make arrangements with the supervising teacher.
- **Responsibility** - Chaperones must follow the planned timeline and itinerary. The group must be in the right place at the right time.
- **Drivers** - Field trip drivers must adhere to the safety guidelines on the required PCS Form 3-2719. This form must be turned in prior to driving for any field trip.
- **Food/Purchased Items** - Do not purchase snacks, drinks, or souvenirs for the group unless it has been planned as part of the trip.
- **Cell Phone Usage** - Limit cell phone usage to that required for the field trip and in emergency situations.



PCS Student & Staff as Volunteers

We welcome current PCS students and staff members to become volunteers. Please note that all PCS students and staff members must follow the registration process. Additional information and exceptions can be found in the section below.

Pinellas County Schools Students

- Students from 5th through 12th grade are eligible to register as Pinellas County Schools volunteers.
- When registering, students do not need to provide their social security number or government-issued ID.

Pinellas County Schools Staff

- Pinellas County Schools staff members who volunteer outside of their paid or flex hours are required to complete the online volunteer registration and log their hours in the volunteer system.
- Pinellas County Schools staff members who mentor students must undergo the required mentor training (to learn more, please read the Mentoring section).



Logging your Volunteer Hours

We encourage all volunteers to log their volunteer hours after each visit to a PCS campus or event. Not only does this help to track your personal impact, but it also assists us in accurate reporting of volunteer contributions and volunteer recognition programs. Additionally, for Take Stock in Children mentors, your volunteer hours help to track necessary mentoring sessions for scholarship eligibility.

Accessing your Volunteer Account

Volunteer hours can be logged on your volunteer account. To access this account, please complete the following steps:

- Using an internet browser, access the URL <https://volunteer.pcsb.org>
- Enter your username and password, providing in your onboarding email.
 - The general formula for volunteer credentials is:
 - Username: v.lastnamefirstinitial
 - For example, for Jane Smith, it would be v.smithj
 - Password: Lastname (first letter capitalized) + 4-digit birth year
 - For example, for Jane Smith born in 1980, it would be Smith1980

*If you are unable to log in or have lost your credentials, please call 727-588-6405 or email volunteer@pcsb.org. Please do not create a new account.

Logging your Hours

- Click “Log Hours Here” on the top left box on your volunteer home screen.
- There are two options given once you are on the Volunteer Hours page
 - Mentor/Tutor Hours - record hours here if you were actively mentoring or tutoring a student
 - Support Services Hours - record hours here for any activities other than mentoring or tutoring, including Resiliency Coach hours
 - Please fill in the entire line as completely as possible



Section III:

Mentoring Programs



Mentoring Program Overview

Every week, mentors help thousands of Pinellas County students thrive and you can too! Mentoring boosts student success in grades, attendance, behavior, and confidence. And for many, it's the caring connection they need to see a brighter future.

Pinellas County Schools offers both individual and group mentoring programs for K-12 students at nearly all campuses. These programs can occur at various points throughout the students' day, including before school, during lunch, or after school. Some programs occur once a month, others once a week. To learn more about these programs, visit www.pcsb.org/mentor.

If you're interested in mentoring, we will work with you to find a program that fits your availability!



Mentor Training

In order to be eligible to volunteer for mentoring programs such as Lunch Pals, Girlfriends, and 5000 Role Models, one additional training, known as the Mentor Workshop, is required. This training takes approximately 60-minutes, and there are a variety of training options available.

- **Live, In-Person Training:** This training option consists of a live presentation hosted in-person at various locations around Pinellas County and led by a staff member from the Office of Strategic Partnerships. [Click here to see the upcoming opportunities for live, in-person training.](#)
- **Live, Online Training:** This training option consists of a live presentation hosted online via the free Microsoft TEAMS platform, led by a staff member from the Office of Strategic Partnerships. No downloads are required. A link is sent via email to those who sign up on the day prior to the meeting. [Click here to see the upcoming opportunities for live, online training.](#)
- **On-Demand Training:** This training option consists of a prerecorded presentation and interactive elements. No downloads are required. A link is sent via email to those who fill out the online form. [Click here to fill out the form and gain access to the on-demand training.](#)

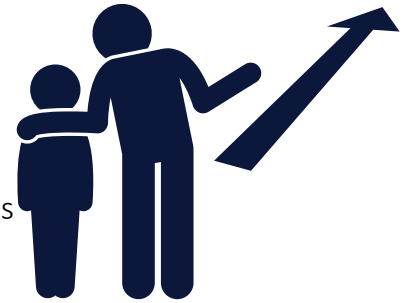


Resiliency Coaches

Mentor-trained volunteers are eligible for an additional, optional opportunity provided by Resiliency Florida. Resiliency coaching is a new addition to the Pinellas County Schools volunteer program, and we are excited for the additional tools these coaches receive and apply to their existing volunteer duties. Below is the process to become a Resiliency Coach.

What is a Resiliency Coach?

Resiliency Coaches are trusted volunteers who are trained to support children as they build resiliency to face day-to-day challenges. This is an optional, additional step that complements any mentoring volunteer role in Pinellas County Schools.



Steps to Become a Resiliency Coach in Pinellas County Schools

- ☐ Become a Pinellas County Schools volunteer by registering at www.pcsb.org/volunteerregistration
- ☐ Attend a mentor training, either in-person, online, or on-demand. Find these training options and more information at www.pcsb.org/mentor
- ☐ Fill out the Resiliency Florida interest form at www.buildresiliency.org/coachtraining
- ☐ Complete the Resiliency Florida online training. The link for the training will be sent to your email after completing the first three steps mentioned above.
- ☐ Upload your online training completion certificate at tinyurl.com/PCSRCUpload
- ☐ Complete your 4-hour volunteer practicum at any Pinellas County School. Be sure to log your volunteer hours at volunteer.pcsb.org
- ☐ Use the online form at tinyurl.com/PCSRCPracticum to share your practicum completion date.
- ☐ Complete the final survey sent to your email via SmartSheets to receive your \$150 stipend from the Florida Department of Education.



Section IV:

Frequently Asked Questions



Frequently Asked Questions: **Registration**

How do I become a volunteer with Pinellas County Schools?

- You can become a volunteer by filling out the [volunteer registration form](#). Please be ready to provide a picture of your government-issued ID and social security number (if you are a US citizen or permanent resident), as well as answer personal information questions. You will also be required to complete fingerprinting for a background screening. Volunteers must meet the eligibility requirements outlined on [Pinellas County School Board Policy 9180](#).

How do I complete the fingerprinting requirement?

- After filling out the volunteer registration form, you will receive an email with your LiveScan Request Form. Please visit any LiveScan vendors to complete your fingerprinting. You can view our preferred vendors at www.pcsb.org/level2. Remember to bring a copy of that email with you, as well as a government-issued ID. Your picture will be taken as part of your fingerprinting appointment.

Where can I find LiveScan fingerprint vendors?

- The email you will receive from the Clearinghouse after filling out the volunteer registration form will have a list of LiveScan fingerprinting vendors and instructions for scheduling your appointment.

What is the cost of fingerprinting?

- Fingerprint cost varies by vendor but is typically between \$75 to \$90.

How often do I need to get fingerprinted?

- LiveScan fingerprints are valid for 5 years.

Who do I contact if there is a financial hardship that prevents me from paying for fingerprinting?

- Contact the Office of Strategic Partnerships at 727-588-6405 for assistance.

Once I have been fingerprinted by a LiveScan vendor, what are my next steps?

- Processing and application of fingerprints to your Pinellas County Schools volunteer account can take up to 2 weeks. You will receive an email once your account has been processed with instructions on receiving your Level 2 badge.



Frequently Asked Questions: **Account**

When do I receive my volunteer account credentials?

- Volunteer account credentials are emailed to new volunteers once their registration has been processed. Processing can take up to 2 weeks.

What are my volunteer account credentials?

- Volunteer accounts are needed to sign in on volunteer.pcsb.org. In most cases, your volunteer credentials follow the general formula below:
 - Username: v.lastnamefirstinitial
 - For example, for Jane Smith, it would be v.smithj
 - Password: Lastname (first letter capitalized) + 4-digit birth year
 - For example, for Jane Smith born in 1980, it would be Smith1980

I am unable to log in, despite using the formula above. What should I do?

- If you are unable to log in to the system, please call 727-588-6405 or email volunteer@pcsb.org. Please do not create a new account.

How do I update my name or address on my volunteer profile?

- If you need to update your name or address, please send a picture of a government-issued ID with the accurate name and address to volunteer@pcsb.org. Be sure to include the current name or address and your date of birth in the body of the email.

How do I remove a school from my volunteer profile?

- To remove a school from your volunteer profile, please contact that school's Family & Community Liaison or College & Career Readiness Coordinator.

How do I add a school to my volunteer profile?

- To add a school to your volunteer profile, please email volunteer@pcsb.org or call 727-588-6405.

I no longer want to volunteer. How do I remove myself from your mailing list?

- To remove yourself from our volunteer mailing list, please email your request to volunteer@pcsb.org. Provide your name and date of birth in your request.



Frequently Asked Questions: **Level 2 Badges**

How do I receive my Level 2 badge?

- If you were fingerprinted at Pinellas County Schools Administration Building, your badge photo was taken during your appointment and your badge will be mailed to the primary school you selected.
- If you were fingerprinted at any other vendor, please call one of the locations listed below to make an appointment to receive your Level 2 badge.
 - Clearwater Adult Education Center: 727-469-5817
 - PTC Clearwater: 727-538-7167 x 2114
 - Walter Pownall Service Center: 727-547-7100
 - Clearview Adult Education Center: 727-221-5395
 - PTC St. Petersburg: 727-893-2500 x 2330

What is the cost of a Level 2 badge?

- Level 2 badges are provided free to volunteers after every new fingerprinting. If a badge is lost or damaged and must be replaced, the replacement fee is \$3.15.

What do I need to bring to my Level 2 badge appointment?

- Please bring a screenshot of your volunteer profile that displays your name and Level II expiration date (or be able to log in on your own device at your appointment), as well as a government-issued ID. Your picture will be taken at this appointment.

My Level 2 badge was lost or damaged before its expiration date. How do I replace it?

- Please log on to the volunteer system at volunteer.pcsb.org and follow the instructions in the middle of the homescreen to pay for and replace a Level 2 badge.
- Please note: this is only to **replace** a badge **before its expiration date**. Expired badges will be replaced free of charge as part of re-fingerprinting every 5 years.



Frequently Asked Questions: Opportunities

Who do I contact to learn about volunteer opportunities at a certain school?

- To learn about opportunities at a specific school, please contact their [Family & Community Liaison or College & Career Coordinator](#).

May I complete court ordered/mandated community service hours with Pinellas County Schools?

- Pinellas County Schools does not accept volunteers who have been court ordered to do community service. We reserve the right to deny volunteer privileges to individuals.

I am a current Pinellas County Schools student. May I complete Bright Futures service hours with Pinellas County Schools?

- Yes. We accept 5th through 12th grade students as volunteers, and 9th through 12th grade students are encouraged to complete the necessary steps to record volunteer work for Bright Futures hours. Students should visit their school counselor to complete the Bright Futures paperwork in advance of volunteering. Volunteer hours should be recorded both on the Bright Futures paperwork and on the volunteer system. Please visit your College & Career Readiness Coordinator to assist with recording hours appropriately.

What are the requirements to chaperone a field trip?

- Field trip chaperones must be active, approved Level 2 volunteers and must be 21 years of age or older.

What are the requirements to be a mentor?

- Mentors must complete the Mentor Workshop training either in-person, online, or on-demand prior to mentoring. Mentors interested in Take Stock in Children should visit their [website](#) or contact Kathi Wendt at kwendt@pinellaseducation.org to learn about the Take Stock in Children mentor training requirements.

