



Volunteer Policies & Procedures



PO Box 1321
Fort Bragg, CA 95437
(707) 733-NOYO
www.noyocenter.org

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Contact Information

707-733-6696

info@noyocenter.org

Volunteer Program

Noyo Center for Marine Science

Welcome and thank you for your interest in becoming a volunteer with the Noyo Center for Marine Science. We hope that you will find volunteering with the Noyo Center an enjoyable and rewarding experience.

Your generous gifts of time, energy, special skills and expertise are deeply appreciated. As a volunteer, you will get to; be a leader in ocean conservation; participate in our projects to build an Ocean Science Center on the Noyo Headlands, restore our magnificent 73 foot blue whale skeleton, and make the wonders of marine science fun and relevant for kids and adults. Your efforts with us will also promote a healthy coastal ocean and these are just some of the many things we will accomplish together.

This handbook is designed to help provide you with an overview of how our organization functions as well as an informational guide to the policies and procedures for volunteering with us.



Staff agrees to:

- Provide all necessary orientation, training and supervision for your volunteer assignment
- To provide you with clear guidance and instructions
- To change your assignment or add new duties only through mutual agreement
- Keep you informed of any changes in schedule
- Provide you with a letter of reference when requested

As a Volunteer you are encouraged to:

- Become familiar with and adhere to the policies and procedures as set forth in this handbook
- Make every effort to provide at least 24 hours notice if you are unable to fulfill your assignment (*except in an emergency*)
- Learn about the Noyo Center's mission and vision, and spread the word about our goals the community

Steps to Becoming a Volunteer

Volunteer application

All prospective volunteers will need to complete a *Volunteer Application* form. For volunteers under the age of 18, a parent or guardian must sign the parental information at the bottom of the form before they can participate in the program.

The online application is available at <https://noyocenter.org/volunteer-sign-up/>



Interview

Before you start at the Noyo Center, a staff supervisor or volunteer coordinator will conduct an initial phone or in-person interview to gain further insight into your interests, abilities, and availability for current or future assignments. This will allow us to get to know you. And a great time to ask us questions too!

Orientation

As a new volunteer you will be provided with an orientation training to introduce you the Noyo Center, as well as to welcome you as part of the team. Orientations will be conducted on an ongoing, as needed basis throughout the year, either in-person or on Zoom.

Training

Each volunteer will receive specific training on how to perform their assigned tasks. Most assignments will include on-the-job mentoring with an experienced volunteer or staff person. You are encouraged to ask any questions, participate in additional training, and request additional information that will enhance your ability to interact with the public on behalf of the Noyo Center. Don't assume anything! We want you to be successful. For specific volunteer opportunities, such as assisting in the café or at events, there may be additional requirements or training.



Volunteer Policies & Procedures

Equal Opportunity

The Noyo Center's Volunteer Program welcomes volunteers of all backgrounds and abilities and does not discriminate on the basis of race, color, religion, national origin, gender, sexual orientation, gender identity, age, ancestry, or physical or mental disability, or any other inappropriate basis in its volunteer selection process. Volunteers have equal access to available assignments for which they are qualified and possess the ability to complete the tasks.

Anti-discrimination & Sexual Harassment Policy

The Noyo Center does not permit harassment of any kind and that includes sexual harassment by or against employees, volunteers, vendors or customers. Sexual harassment includes, but is not limited to; unwelcome sexual advances, slurs, jokes, and other verbal, visual or physical conduct of a sexual or demeaning nature. If you feel you have been harassed or discriminated against or have witnessed or become aware of discrimination or harassment in violation of these policies, you should bring the matter to the immediate attention of management. The organization will promptly investigate all allegations of discrimination and harassment.

Drug Free Workplace

Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any prescription drug, or reporting for duty under the influence of drugs or alcohol.

Confidentiality

All information discussed or work completed within the course of a volunteer assignment is considered confidential. Volunteers are required to uphold this policy. Only approved materials can be disseminated to the public. When in doubt, ask your supervisor.

Conflict of Interest

A conflict of interest may exist whenever a covered individual is in a position to directly or indirectly benefit themselves, a family member, other individuals, or another organization with which the individual is affiliated, through the use of their role as a volunteer. Please let us know if you believe that you have a conflict of interest prior to accepting your assignment.



Volunteers Under the Age of 18

The Noyo Center welcomes the participation of youth in our community activities. Young people aged 14 and over may apply to volunteer for positions for which they are qualified, with written parental permission. Young volunteers are expected to abide by all policies and procedures. A child under 14 may volunteer only if their parent or guardian is present at all times (supervising the child's duties) and participates in the required training. The parent or guardian must sign the Volunteer Application and go through the process of becoming a volunteer with their child.



Check-in Log

It's important that we log all volunteer hours. You are responsible for keeping track of time worked during your assignment. We track volunteer hours for various purposes such as reporting volunteer statistics on grant applications, organizing special events, or in writing reference letters.

Attendance

We depend on our volunteers to report for their assignment on time and complete the work agreed to each day and encourage you to honor your commitments; the staff and organization is counting on your support and participation. If you are sick or unable to volunteer due, please notify Noyo Center staff as soon as possible.

Health & Safety

Because safety is everyone's job, volunteers are asked to be alert at all times to safety hazards. Unsafe conditions should be reported rather than being handled by volunteers. Please notify Noyo Center staff of any assignment which may cause you physical discomfort or which could lead to personal injury, so that the situation can be corrected.

In a **Medical Emergency** requiring immediate attention you should call 911 or go directly to the emergency room.

Use of Privately Owned Vehicle

Should a volunteer need to use their private vehicle on Noyo Center business, the volunteer must complete and sign an *Private Vehicle Waiver* form. The volunteer must possess a valid California Driver License and insurance. The vehicle must be equipped with seat belts and be in safe mechanical/operating condition.