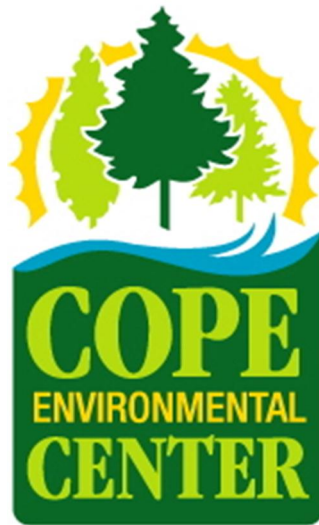


Cope Environmental Center



Volunteer Handbook

September 2011

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Contact Information

Administrative Office:

4910 Shoemaker Rd.
Centerville, IN 47330

Phone: (765) 855-3188

Fax: (765) 855-1160

Staff:

Call the administrative office during staff hours to reach any member of the CEC staff

Stephanie Hays-Mussoni, Executive Director
-S.hays@copeenvironmental.org

Alison Zajdel, Development Director
-A.clark@copeenvironmental.org

Aubrey Blue, Programs Director
-A.blue@copeenvironmental.org

Jeremy Mussoni, Facilities and Grounds Director
-J.mussoni@copeenvironmental.org

Emily Bobrowich, Resource and Volunteer Coordinator
-E.bobrowich@copeenvironmental.org

Janet Trachtenberg, Office Assistant

In case of an emergency, please call 9-1-1 with the following information: Your name, your location on the property, and CEC's administrative office address. Notify the nearest staff member immediately.

Welcome!

We are so glad that you are considering lending your talents, time and energy to Cope Environmental Center. Every year, hundreds of people from Wayne County and beyond volunteer at CEC. The dynamism and accomplishments of these volunteers cannot be overstated. CEC volunteers help preserve and restore CEC's 3+ miles of hiking trails, help with day-to-day operations at CEC, and aid in preparation and planning of events and educational programs. From those who visit us weekly to those who help make the fall gala successful, your help is always appreciated! Quite simply put, CEC could not operate without our incredible team of volunteers.

Along with Board and Staff, CEC volunteers work towards promoting sustainability through education in Wayne County and surrounding areas. CEC's volunteer program coordinates volunteer efforts in support of the center and programs and events associated with the center.

This handbook is designed to answer questions, give guidance and support to volunteers, and provide required information. Program specific knowledge, training, and tools are provided to you separately. If you find you need additional information, do not hesitate to contact our main office at (765) 855-3188.

We appreciate your commitment to environmental sustainability and education. **Welcome to CEC!**

The Mission of Cope Environmental Center Is...

"To promote the sustainable use of the earth's resources through education, demonstration and research."

In this respect, our volunteers help promote sustainability in the community by increasing awareness of current environmental issues and by participating in conservation efforts on the property.

Cope Environmental Center was founded in 1992 when Jim and Helen Cope partnered with their friend Francis Parks, a dedicated botanist, horticulturist, and conservationist, to create the Francis Parks Foundation and the Cope Environmental Center to give permanent protection to this valuable piece of land and to teach others what they had learned.

In 1997, the Center tripled in size with the gift of 70 acres from Gertrude 'Lucky' Ward, a retired biology professor at Earlham College. Lucky was dedicated to the conservation of natural and cultural resources within the region. With the addition of another parcel of land in 1999, the Center increased to its current size of 102 acres.

Our Vision is to inspire and challenge individuals and communities to achieve ecologically sustainable lifestyles to secure a sustainable future for all life on earth.

Program Overview

CEC's volunteer program is designed to encourage public participation in the protection, restoration, and maintenance of CEC property in addition to providing environmental education and promoting sustainable lifestyles to the public. The aim of CEC's volunteer program is to develop a skilled network of individuals who will work as ambassadors of the center providing supporting services and providing opportunities to the community.

Volunteer duties available are diverse; from long term projects to short pro-bono tasks. We will work with you to make sure your interests are matched up with the most fulfilling duties- creating a great experience for you and the Center!

By outlining volunteer commitments and guidelines in this handbook, we hope to clarify all the ways that volunteers can help CEC achieve its mission, provide a high quality volunteer program, and finally, ensure that the interactions between staff, volunteers and the public are positive.

Listed below are some general rules that we ask all volunteers- regardless of position- to follow:

- Participate in required training necessary to fulfill duties
- Be aware of CEC procedures and policies- especially safety rules
- Obtain and wear any specialized safety equipment necessary
- Inform the public and staff of any safety issues you become aware of
- Treat all volunteers, staff, and members with respect
- Report all accidents
- Follow good personal hygiene and grooming habits- as well as dressing in a manner appropriate to your duties as a volunteer
- Be courteous and polite when accepting instructions in addition to providing input
- Respect and be courteous of office hours and staff time and availability

Failure to follow these rules will result in immediate dismissal from your volunteer duties at CEC.

Volunteer Hours and Attendance

CEC must keep track of the hours that volunteers work for liability purposes. We ask that you sign in and out each time you report to work at CEC. These records are also useful in tracking volunteer interest in addition to tracking which programs/parts of the property have been enhanced by volunteer work. We ask that you only report for work during CEC's normal business hours, Monday-Friday, 9 AM- 5 PM, unless prior arrangements have been made.

Work schedules will vary depending on the task and location of the project. Volunteers will work with the volunteer coordinator to set a schedule that is mutually acceptable and are expected to notify

CEC if sick or unable to volunteer. We expect volunteers to be on time when reporting for an assignment in order not to inconvenience those who are counting on your presence.

Restrictions on Work:

For safety and risk management purposes, the following restrictions apply:

- CEC does not allow volunteers to operate motor vehicles. Volunteers may use their own vehicles or ride in a staff vehicle and must follow state laws when doing so.
- Volunteers may only perform maintenance tasks when under the supervision of a staff member.
- Volunteers may not use power tools or equipment unless given permission or properly trained.
- Volunteers may not perform tasks for which a license or certification is needed unless in possession of pertinent documentation
- Smoking is only allowed in the lower parking lot- please DO NOT discard butts on the ground

Public Safety:

For volunteer jobs that involve working with children, a background check form must be filled out with correct information.

Many of CEC's volunteer opportunities involve directly working with the public. A volunteer's primary concern should be the safety and security of those around them. Be proactive or warn any visitors and staff of potential hazards.

For liability reasons, volunteers are not required to administer first aid. The decision to administer first aid or CPR is limited to your discretion and the level at which you are certified.

You may at some point be a witness to an accident, or be involved in one yourself while working on the property. If emergency care is needed, please call 911 from your cellular phone or CEC's phone. Do **not** leave an injured person alone unless you must do so to call for help and then return to the victim as soon as possible to wait for help to arrive.

You should be aware of the following health and safety concerns, as they have the potential to occur at CEC:

- Mosquitos
- Ticks and Lyme disease
- Yellow Jackets, wasps, and bees
- Poison Ivy
- Prairie Fires
- Visitor Accidents

AED & First Aid Kit are located in the kitchen on the wall to the direct right of the sink. An additional AED is located in Jeremy Mussoni's office. A fire extinguisher is located in Jeremy Mussoni's office, directly to the left of the built-in shelves.

Volunteer Agreement/Application

Because the actions and decisions of volunteers are perceived to be reflections of CEC itself, volunteers must sign the volunteer agreement form, indicating that they are familiar with the responsibilities and potential hazards of working at CEC. For risk management purposes, CEC does not allow anyone who has not signed the volunteer agreement to work at CEC.

Volunteer Jobs

- Mail Team- These volunteers will be in charge of ensuring that CEC's many mailings get out in a timely and orderly fashion. If you enjoy working with others, than you will enjoy the satisfaction that you will get from assembling CEC's many mailings. Training is provided. The majority of CEC's bulk mailings go out in the summer, but volunteers will be needed throughout the year to assist with various mailing responsibilities. This is a sit-down type of job. Must have flexible schedule and be available to commit either a morning or an afternoon to fulfill responsibilities. Volunteers report to Emily Bobrowich.
- Friday welcome desk/CEC store- This volunteer will ensure that a visitor's experience at CEC is a positive one! Your enthusiasm is needed in greeting visitors, answering phones, and conduct sales in CEC's small store. Training provided. Must be available to work 9-3 most Fridays. Volunteer reports to Emily Bobrowich.
- Maintenance Crew: Do you have mechanical or handyman skills that you'd like to put to good use? With seven buildings and many structures including bridges and shelters, these independent-spirited volunteers will be in charge of identifying and carrying out structural repairs and small maintenance jobs. Schedule is flexible and offered during CEC's office hours 9-5, with volunteers reporting to Jeremy Mussoni.
- Land Stewards: These persistent volunteers will be in charge of the eradication of invasive species on CEC's 100+ acres of property in addition to property enhancements such as maintaining plantings and pottings. Trail maintenance is also a possibility. Volunteers with a basic knowledge of non-native species are especially welcome and may assist in training others. Work is year-round, depending on weather. Schedule is flexible during CEC's office hours, 9-5. Volunteers report to Emily Bobrowich/ Jeremy Mussoni.
- Community Ambassador: This out-going volunteer will represent CEC at local fairs and community events. You may even get a chance to drive the Cope biodiesel car in a parade! Volunteer must have a flexible schedule and be available nights and weekends. Volunteers report to Emily Bobrowich/ Stephanie Hays-Mussoni.
- Special Events Staff: CEC hosts a variety of events throughout the year with proceeds benefitting educational programs. These volunteers will be in charge of various activities from serving food to helping with hikes. Your welcoming nature will ensure a good time for all of CEC's guests. Times TBA. Events: Gala (End of August), Maple Syrup programs, Toddler Times (monthly, Spring-Fall), 5k (October). Volunteers report to CEC staff.

- Phenologist: This volunteer will be responsible for recording the changes in the seasons at CEC. In this position, you will be in charge of walking CEC's trails and keeping a log of the change in flora and fauna available to visitors. There will be the possibility of keeping the phenology log in a blog form. Hours are flexible. Volunteer reports to Emily Bobrowich.
- Grant Proposal Writer: This volunteer will be in charge of preparing proposals and grant applications for review by our Development Director. This volunteer will have the satisfaction of being able to secure funding for important CEC events and programming and ensure CEC's future success. Grant writing experience is absolutely necessary. Time commitment is flexible and varies depending on grant. Work from home or from CEC! Volunteer reports to Alison Zajdel.
- Trail Patrol: These volunteers will act as goodwill ambassadors- hiking CEC's trails, providing information for guests, and picking up litter & lost items along the way. Volunteers must be outgoing and familiar with CEC's trails. Schedule is flexible and can be tailored to your needs. Volunteer reports to Emily Bobrowich.
- Public Relations: This volunteer will lend their networking skills to CEC by setting up a press calendar, writing press releases and sending them out, research press leads and making contact with various sources at the newspapers, magazines and radio stations, promoting CEC in the surrounding communities.

Other Details...

Issues between volunteers, staff and/or the public: If a problem should arise between a volunteer, CEC staff member or a member of the public, please attempt to reconcile the matter directly in a professional and courteous manner. If you feel a workable agreement has not been made, notify the Volunteer Coordinator.

Issues with a coordinator: The Executive Director is available to assist with conflict resolution if an issue should arise with a coordinator.

Public complaints about CEC staff: Volunteers may not take reports or complaints in any form from the public involving CEC. Do not attempt to investigate any complaint, but refer the individual to the Executive Director.

Volunteer Rights: The following are rights under the volunteer protection act of 1997:

- Volunteers are to be treated with respect and courtesy
- Volunteers are to receive proper training for the job to be done
- Volunteers are not to be discriminated on upon the basis of race, ethnicity, religion, gender, age, handicap, marital status, family, or sexual orientation
- Volunteers will receive information regarding liability and other concerns
- Volunteers will be treated as co-workers
- Volunteers will know as much about the organization as possible
- Volunteers will be evaluated
- Volunteers will be recognized for their efforts in providing program services