

SEA

DISCOVERY CENTER

- Volunteer Handbook -



WHO'S WHO AT THE SEA DISCOVERY CENTER (SEA)

SEA Discovery Center Staff:

SEA Discovery Center Director: Oversee and facilitate overall operations of the Center as a part of our local community and of Western Washington University. Integrate scientific research, education, and aquarium programs.

Aquarium Director: Oversee seawater systems, animal collection and husbandry, exhibit maintenance and construction.

Education Director: Responsible for outreach to local school districts to bring in classes to the Center and implement formal, public school educational activities.

Volunteer Coordinator/Aquarium Assistant: Responsible for recruiting and training new volunteers; planning programs and enrichment activities for the volunteers as well as tracking volunteer hours and maintaining recognition programs; scheduling field trips; early education classes.

Administration: Responsible for office management, supplies, Center procedures, building management, newsletter publication, finance tracking and other administrative tasks.

WHAT WE DO AT THE SEA

The SEA Discovery Center where we combine science, education, and an aquarium. The SEA Discovery Center is a hands-on facility.

Our tidepool touch tank allows you to interact with most of the animals you will find around Puget Sound. Get up close and personal with several species of sea star, anemone, urchin, crab, shrimp, even a sea cucumber and other surprises.

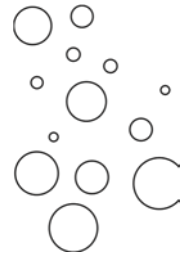
Experience over 100 species of marine plants and animals while learning about the nature of our inland waterways. Our main focus is to promote lifelong learning and appreciation for the local marine environment by providing science education with hands-on learning and conservation.

We welcome visitors of all ages to learn more about the creatures living in the waters that surround us.

VOLUNTEER PROGRAM

The SEA is an equal opportunity employer of volunteers regardless of age, national origin, race, color, creed, religion, sex, marital status, sexual orientation, mental, physical or sensory handicap except where the above violates a bona fide occupational qualification.

Discrimination by any member of the staff or volunteers against any individual based on race, color, religion, national origin, sex, age, or marital status shall constitute violations of the SEA rules and regulations and will subject the staff member or volunteer to appropriate disciplinary action up to and including dismissal.



All volunteers and staff must complete a Criminal Conviction Verification worksheet. State law requires this information for volunteers who work with or around children. Any information received as a result of the investigation will be kept confidential.

Goals and Objectives of the Volunteer Program:

- To enhance the public awareness and image of the SEA through professional and courteous interactions between volunteers and visitors.
- To provide services to staff and visitors that would not be possible solely through the efforts of paid staff
- To provide a safe, pleasant and educational environment for all visitors.
- To be socially and intellectually enriching for all volunteers.

Volunteer Rights

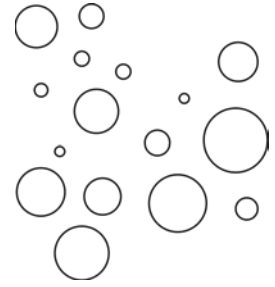
- Meaningful assignments that are beneficial to the volunteer and the SEA
- Sufficient training and supervision so volunteer can perform tasks with confidence
- To be treated with respect by staff
- To be recognized, formally and informally, for volunteer contribution

Volunteer Responsibilities

- Complete all necessary requirements and perform duties of the volunteer position with a high level of integrity and professionalism
- Honor volunteer commitment of time
- Be considerate and cooperative when dealing with other volunteers, staff and visitors
- Attend all required training programs and classes that relate to your area of service
- Maintain the confidentiality of privileged information relative to all areas of the SEA, its staff and volunteers
- Follow all policies and procedure established by the SEA

Volunteer Benefits

- Learn new skills
- Covered by Medical Liability Insurance while signed in
- Receive formal and on--the--job training
- Make professional contacts
- Receive references after a minimum of 30 hours of service
- Take advantage of special programs
- Receive recognition for hours of service
- Gain personal enrichment and satisfaction while making a positive contribution to the community



VOLUNTEER JOB DESCRIPTIONS

The SEA has a variety of jobs for which volunteers can be trained. Volunteers at the SEA have diverse backgrounds. We don't expect specific knowledge or experience. During training, volunteers will be introduced to broad concepts in marine biology with a focus on local invertebrates, fish, plankton, marine plants, and a bit about the geology of the Puget Sound area. We are also open to special projects proposed by volunteers. If you have ideas, feel free to meet with the Volunteer Coordinator.

Docent: Responsible to the Volunteer Coordinator. Duties include working as a tour guide, helping the SEA increase public awareness and appreciation of the aquatic environment. This involves answering questions about exhibits, giving short talks, helping with tours, and demonstrations. Preferred time commitment is 3 hours per week, but we will work with your schedule.

Early Education Assistant: Assist or instruct pre-school through 2nd grade classes. Duties will include helping with crafts, handing out snacks, supervising at the touch tank, and guiding students in hands-on exploration. Schedule is variable. Time commitment is approximately 8 hours per month. If you are interested, after observation and training, you may become the instructor.

Fish Feeder: Come in 1-3 days per week to feed the animals. Times are flexible, but does require a time commitment of about 1-3 hours per week.

Specialty Volunteers: Carpentry, photography, water quality monitor, clerical help, computer help, fundraising, art, graphic design, and diving. If you have an interest in any of these, please talk to the Volunteer Coordinator.

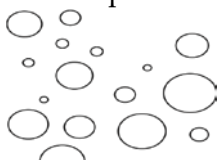
PROHIBITED BEHAVIORS INVOLVING CHILDREN FOR UNIVERSITY REPRESENTATIVES

INTRODUCTION

University representatives are expected to be positive role models for children, act in a caring, honest, respectful and responsible manner and must follow the expectations below to avoid behaviors that are inappropriate or harmful to children. A child is considered to be any person under 18 years of age.

Interaction:

- Do not be alone with a single child. If one-on-one interaction is required, meet in open, well illuminated spaces or rooms with windows observable by other adults, unless the one-on-one interaction is expressly authorized by a program director, dean, department chair; or is being undertaken by a health care provider; and a background check has been conducted.



- Do not invite individual children to your home. Any exceptions require authorization by the program director and written authorization by a parent or guardian.
- Do not engage or communicate with children through email, text messages, social networking websites, internet chat rooms, or other forms of social media at any time except and unless there is an educational or programmatic purpose and the content of the communication is consistent with the mission of the program and the University.
- Do not be alone with a single child in a vehicle. When transporting children related to Western, more than one adult must be present in a vehicle, except when multiple children will be in the vehicle at all times through the transportation. Avoid using personal vehicles to the extent possible.

Sexual:

- Do not engage in any sexual activity, make sexual comments, tell sexual jokes, or share sexually explicit material (or assist in any way to provide access to such material) with children.
- Do not engage or allow children to engage you in romantic or sexual conversations or acts.

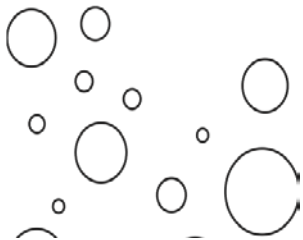
Touching:

- Do not touch children in a manner that a reasonable person could interpret as inappropriate.
- Touching should generally only be in the open and in response to the child's needs, for a purpose that is consistent with the program's mission and culture, and/or for a clear educational, developmental, or health related purpose (e.g., treatment of an injury). Any resistance from a child should be respected.

NOTE: Pats on the back or shoulder are generally considered appropriate, while corporal punishment, patting the buttocks and full hugs are considered inappropriate.

Abusive conduct:

- Do not engage in any abusive conduct of any kind toward, or in the presence of, a child, including but not limited to verbal abuse, striking, hitting, punching, poking, spanking, or restraining. If restraint is necessary to protect a child or other children from harm, all incidents must be documented and disclosed to the program director and the childrens' parents or guardians.



- Do not possess or use any type of weapon or destructive or explosive device.

Alcohol or illegal drugs:

- Do not use, possess or be under the influence of alcohol, marijuana, controlled substances or illegal drugs while on duty or when responsible for a child's welfare.

Mandatory Reporting

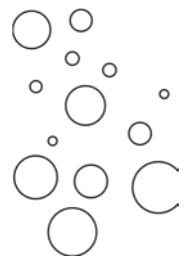
- Student employees, faculty, administrative staff, athletic department staff, child care center staff, volunteers, police, and health professionals at Western Washington University are required by Washington state law to report reasonably suspected child abuse to law enforcement or the Department of Social and Health Services/(1-866-ENDHARM).
- Any instance of suspected child abuse is to be immediately reported to WWU University police (if the child was observed on campus), law enforcement of the jurisdiction where the child was observed, WWU camp staff are to report all suspicious "evidence" and/or behavior encountered and/or observed with youth attending WWU programs immediately to their supervisor. The supervisor will then file a report with the WWU Police Chief, who will determine reportage to DSHS/CPS. Staff making the report can always choose to "preserve anonymity".
- Volunteers should report any suspected child abuse to a WWU staff member immediately.

VOLUNTEER POLICIES

Volunteers must be 12 years of age or older. Volunteers 12-15 years old must be accompanied by parent or guardian at all times.

Time Sheets: Volunteers are required to sign in and out each time you work so that hours can be accurately recorded. This is your responsibility. Timesheets are collected on the 15th and 30th/31st of each month. Please be sure to sign at the bottom. Volunteers are only covered by insurance when they are signed in. The SEA must notify Labor and Industries of all volunteer hours in order to receive L&I Insurance coverage. An accurate count of volunteer hours is also valuable in grant funding, award recognition and general tracking.

Attendance Policy: We ask that you arrive on time. If you cannot come on the day and time for which you are scheduled, please contact the Volunteer Coordinator as soon as possible so that they find a replacement. Repeat, unexcused absences may result in dismissal. "Active" volunteers contribute a minimum of 1 shift per month.



Dress Code: As a representative of the SEA, please dress neatly. Clothing should be clean and in good repair.

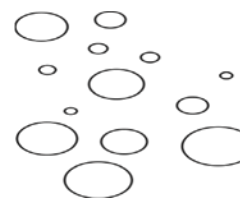
- All volunteers must wear their nametag and T-shirt or apron while working at the SEA or on our behalf off site.
- Decorations, designs, mottos, symbols or words conveying messages that are crude, vulgar, profane, violent, sexually explicit or that reference items that are illegal in general or illegal specifically for underage civilians, such as tobacco, alcohol or illegal drugs, or that are connected with any secret organization or gang, may not appear either on clothing or on the skin.
- Loose accessories must be removed as they could drop inside a tank and cause harm to the animals.
- Volunteers must wear closed-toed footwear that will not easily trip or injure their feet for health and safety reasons.

Access to SEA: Volunteers may not be in the building before or after business hours unless your assignment specifically requires it or by special permission from the Center or Aquarium Director.

On-the-Job Injury: Always report an on--the-job injury to your supervisor immediately. An accident report form may be required. Washington State Labor and Industries provides medical aid coverage for volunteers when they are working. Coverage may only be applied to injuries that have an accompanying injury form when reporting to a medical facility. To ensure you are covered by our L&I Insurance, be certain to sign in while you are on duty, whether on site or off.

Sexual Harassment: Western prohibits sex discrimination, which includes sexual misconduct. Sexual harassment, gender harassment, and sexual violence are forms of sexual misconduct. Western is committed to preventing, addressing, and responding to sex discrimination. Sex discrimination, on or off campus, can have a serious impact on the quality of the educational and/or work experience. All students and employees have a right to work and educational environments free from sex discrimination. Therefore, Western adopts policies and programs aimed at preventing and responding to sex discrimination and prohibits retaliation against individuals who file or participate in sex discrimination complaints, as outlined in Title IX and Title VII. Western has numerous reporting options and resources for survivors of sexual misconduct, some of which are confidential and some of which have limited confidentiality. For more information, please see the following website:

<http://www.wvu.edu/policies/docs/1000%20University%20Administration/POL----U1600.04%20Preventing%20and%20Responding%20to%20Sex%20Discrimination%20Including%20Sexual%20Misconduct.pdf>



Weapons: Firearms or other weapons are not permitted in the SEA. Possession of firearms or other weapons by volunteers or employees may result in immediate termination. In the case of an armed visitor, please notify the Poulsbo Police (911), and the current supervisor. Do not confront them and avoid any type of action that would be interpreted as hostile.

Smoking: The EA provides a tobacco-free work environment. Tobacco use is not allowed within 50 feet of the building. The boat launch is the beginning of public property where use is allowed. After smoking, volunteers are required to wash their hands before handling food for the animals as well as the animals themselves.

Volunteer Area: The refrigerator, sink, water cooler, coffee pot and microwave are available for volunteers to use. Please clean up after yourself. Please do not leave any food items in the refrigerator overnight. Left items will be tossed out unless otherwise noted. The SEA is not responsible for lost or stolen items.

Parking: During our weekday open hours, general Poulsbo parking is available directly west of the Center and in all of the other Poulsbo parking lots. During weekend open hours, all of Sealaska's parking spaces are available to you. During weekday closed days, all of the Center's spaces are available to you.

Telephone: Office telephones are available for local calls, if necessary.

Conservation: The SEA follows sound environmental practices in its day-to-day operations; recycling in-house water such as paper, aluminum cans and cardboard, and using recycled products. Water, electricity, and other resources are to be used wisely and conservatively. Recycle bins for all recyclable materials are found throughout the facility.

Cleaning: All staff and volunteers need to help with general maintenance on the exhibit floor. If you see something that needs attention, see the Volunteer Coordinator for directions. Many chemicals/procedures used in the home can be lethal to the animals. If you break something or lose things such as tools, knives or other assorted property belonging to the Center, contact the Aquarium Director or the Volunteer Coordinator as soon as possible so that the situation can be handled appropriately.



Seawater System: The living specimens require clean, cold seawater, complete with minerals and plankton. Water is drawn into the Center through pipes that extend 820 feet into Liberty Bay. Throughout the year, the water is chilled to acceptable temperatures by a special refrigeration system. The following is a list of common problems with seawater and fresh water systems that you may encounter:

- Low or nonexistent flow to exhibits
- Draining or empty exhibit tanks
- Warm water/Cloudy water
- Dead animals
- Overflowing Tanks

If you suspect a problem, notify a staff member. Do not attempt to fix the problem yourself. Do not touch any valves unless directed to do so by the Aquarium Director or his systems assistants.

Animal Health: The health of the animals is dependent on each person at the SEA, whether they are staff, volunteers, or visitors. Everyone is welcomed and encouraged to touch the animals in the Touch Tank. There are Five Rules to relay to our visitors.

1. Rinse hands with water prior to touching
2. Touch gently and carefully. Use the two-finger method.
3. Marine animals need water to breathe. Please leave the animals IN the water. Hermit crabs can be placed on the edge of the Touch Tank
4. Do NOT touch the fish, the center of the anemones or the shrimp.
 - Fish are covered with a mucus layer, which may rub off with handling, leaving them susceptible to infection and disease.
 - Shrimp have sharp, barbed noses and should be avoided.
 - The center of the anemone can be harmed by touching
5. When attempting to pick up an animal, if it feels “stuck” to the surface on which it is sitting, leave that animal along and select a different animal to examine.

Behavior that endangers the health of either the animals or people will not be tolerated.

Tank Names: Here is a list of the names of our exhibit tanks:

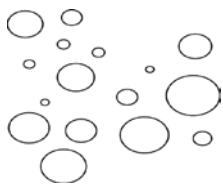
- Touch Tank - TT
- Octopus Tank - OP
- Jelly Tank - JT
- Look Down Tank - LDT
- Eelgrass Tank - EG
- Octagon Tank - OCT
- Cylinder Tank - CT
- Main Tropical Tank - MTT
- Anemone Rearing Tank- ART
- Art Room Tropical Tank – ATT
- Salmon Tank – ST
- Amazon Tank - AZT



Grievances: If you, at any time, are unhappy with your situation or uncomfortable with staff or another volunteer, please contact the Volunteer Coordinator or Aquarium Director as soon as possible to set up a time to meet and discuss the situation. The SEA will provide you with the opportunity to raise your questions or problems in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate and settle all issues on a fair and impartial basis.

Ending Your Service: If you no longer wish to volunteer at the SEA, please inform the Volunteer Coordinator of this intention at least two calendar weeks prior to resignation. We also ask that you return any items that belong to the Center such as books or other items. The T-shirt issued to you is yours to keep.

Dismissal: The SEA reserves the right to end the service of any volunteer if the Policies and Requirements in the handbook are not followed. Some examples resulting in termination include stealing, consistent tardiness (3 unreported absences), mistreatment of animals or your fellow workmates, or violation of federal, state, or local laws. The **normal dismissal** procedure for volunteers who violate the Policies and Requirements in this handbook include, (1) verbal warning, (2) a written warning and review with the Volunteer Coordinator and Aquarium Director, and (3) offenses may result in suspension from duties until further notice by the Volunteer Coordinator and/or termination. **Immediate dismissal** may result under the following conditions: mistreatment of animals, staff members, other volunteers, or our visitors; being under the influence of drugs or alcohol; or violation of federal, state or local laws.



FREQUENTLY ASKED QUESTIONS

Where is the restroom?

Restrooms are located inside the SEA on the main floor, down the hallway and to the right.

How late is the SEA open?

The hours are 11 am to 4 pm Thursday through Sunday (Additional summer hours: Wednesday 11 am to 2 pm). The SEA is closed on Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Day.

How can I reach the Volunteer Coordinator?

The SEA phone number is 360-598-4460 or email lauren.kemper@wwu.edu

How long has the Center been in operation?

We have been in operation in the current building since 1991.

Where do you get our animals? Are they local?

We get the animals from local waters around the Kitsap Peninsula, ranging from north of the Hood Canal Bridge to Agate Pass.

Can I touch the animals?

Yes. We ask all visitors to follow these few rules:

1. Rinse hands with water prior to touching.
2. Touch gently and carefully. Use the two-finger method.
3. Marine animals need water to breathe. Please leave the animals IN the water.
4. Don't touch the fish, the center of the anemones or the shrimp.

Why can't I touch the fish or shrimp or the center of the anemones?

- Fish are covered with a mucus layer, which may rub off with handling, leaving them susceptible to infection and disease.
- Shrimp have sharp, barbed noses and should be avoided.
- The center of the anemone can be harmed by touching.

As a volunteer, you are the SEA's direct ambassador to the visitors that come through our doors. Your knowledge and demeanor reflect upon the Center. We appreciate your willingness to give your time and to educate our visitors about some of the creatures that inhabit the water of Puget Sound. By doing so, you will educate visitors on the importance of caring for our waterways and hopefully encourage them to pass this stewardship on to future generations.

Thank you from the Staff of the SEA Discovery Center

