

Volunteer Policies and Procedures

for
The Eddie V. Gray Wetlands Education Center and
The Baytown Nature Center

Expectations

- Volunteers are an extension of the WERC/BNC staff.
- Volunteers' actions must reflect positively on the organizations and their programs.
- Volunteers should welcome visitors with a positive attitude and a smile.

Training

- Volunteers must attend orientation before interaction with the public.
- Additional training may be required for other positions. This includes training done when buddying with experienced volunteers.

Appearance

- Volunteers are expected to be clean and neat in appearance.
- Tattoos should be covered
- No visible body piercing jewelry, excluding earrings.
- Volunteers will wear provided name tag when interacting with the public.
- Dress is casual, and shorts and t-shirts may be worn. However, clothing should not include any potentially offensive decorations or wording.

Name Tags

- Name tags should be worn when interacting with the public. These will be provided by the Wetlands Center.

Time Recording

- Volunteers are responsible for recording their time in the Volunteer Log Book.
- This information will be used to determine service awards and is also used when applying for grants.

Attendance

- Arrive on time if volunteer duty involves interaction with the public.
- If unable to work, a staff person must be notified and...
- If possible, find another volunteer to substitute.

Equal Opportunity

- Equal opportunity will be afforded to all volunteers regardless of race, gender, religion, sex, sexual orientation, age, national origin or disability status.

Problems or Complaints

- Report any problems to the Volunteer Coordinator.
- If the problem remains unresolved, the volunteer should report to the Superintendent of Natural Resource Programs.
- Complaints **may** be filed directly with the Superintendent of Natural Resource Programs.

Confidential Information

- Any confidential information obtained must remain confidential.
- Volunteers may not divulge phone numbers or addresses of staff or other volunteers without permission.

Behavior

- Unacceptable behavior can be grounds for expulsion from the Volunteer Corps and may include, but is not limited to:
- theft
- lying
- use of profanity
- engagement in verbal or physical altercations
- possession of illegal weapons
- possession, consumption or distribution of alcohol or illegal drugs while on duty
- failure to observe safety rules
- unauthorized handling of animals

Benefits and Rewards

- WERC/BNC and the Volunteer Corps will provide appropriate benefits and rewards for their volunteers.
- These may include, but are not limited to, gifts, service awards, discounts, and invitations to special events.