

Feiro



MARINE LIFE CENTER

Volunteer manual

Edition 1

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Dear Volunteer,

I am glad that you have chosen to volunteer at the Feiro Marine Life Center. Volunteers are a vital part of achieving our goals of making FMLC the "go-to place on the north Olympic Peninsula for marine education. The Feiro Marine Life Center helps people see beneath the surface and become stewards of our shared marine environment."

We play a key role in a number of activities related to the education about marine life in the Strait of Juan de Fuca.

I hope that you find the duties of your volunteering efforts here at FMLC to be fulfilling and that your volunteer experience with us is both rewarding and positive.

The following information package includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions please feel free to contact myself or the Volunteer Program Coordinator.

Once again welcome and thank you!

Sincerely,
Bob Campbell
Facility Coordinator
Feiro Marine Life center

The Feiro Marine Life Center History

The Feiro Marine Life Center (FMLC) facility was established in 1981 by the late Arthur D. Feiro. Art was a high school science teacher, and later the Dean of Students at Peninsula college, who recognized the value of a place on Port Angeles waterfront to introduce children and residents of the Port Angeles community of the marine environment he so loved. He also recognized the educational value of this small aquarium to visitors who pass through the city by the thousands each summer. Art and his cadre of volunteers conducted numerous community fundraisers, built lasting partnerships in the community, and created the FMLC to teach all those who pass through its doors the wonders of the ocean. Art envisioned the FMLC as “... (A) Multifaceted, dynamic, living, breathing facility..... (providing a) public display of marine organisms and ecosystems, a teaching laboratory, a public center for marine studies and a point of interest for tourists.”

The FMLC is fondly known in the community as “the jewel of the waterfront.” It hosts public exhibits representative of the marine life inhabiting the Strait of Juan de Fuca. It provides classroom space for marine science related programs, and has a small library, specimen collection and laboratory for academic studies.

The Feiro Marine Life Center Organization

The FMLC is an educational and scientific organization promoting marine education and conservation. We are a 501(c) (3) nonprofit corporation that is centrally located on the waterfront of Port Angeles, Washington.

Port Angeles is situated on the Strait of Juan Fuca at the foot of the Olympic Mountains, is the county seat for Clallam County, the business and financial center for the North Olympic Peninsula, a gateway for visitors entering the country by ferry from Victoria, British Columbia, Canada and the major entrance to Olympic National Park.

Mission Statement

The mission of the Feiro Marine Life Center is to foster the understanding of, and a commitment to, the health of the marine environment and related watersheds of the Olympic Peninsula, and their importance to its communities.

This will be done by:

- Providing students from pre-school through college with meaningful learning experiences related to their place in a healthy marine environment.
- Providing community members with the information we need to live sustainably with our marine resources.
- Providing opportunities for visitors to increase their appreciation and care for Olympic Peninsula's marine resources.

As defined by the Center's Board of Director's **Vision Statement** in June of 2008: "The Feiro Marine Life Center is the go-to place on the north Olympic Peninsula for marine education. The Feiro Marine Life Center helps people see beneath the surface and become stewards of our shared marine environment."

Objectives/goal of our organization

- Promote public awareness of the marine life in and around the Strait of Juan de Fuca.
- Provide an educational environment for the understanding of marine life and their interdependences.
- Provide an enjoyable and safe learning environment for all visitors and volunteers.
- Provide learning opportunities for local students as needs arise and are expressed by students and educators.
- Maintain staff, facilities, equipment, library and access resources of the Feiro Marine Life Center
- Work with other community organization and agencies to further the understanding of marine environments and their affects on the total community.

Impact of our organization

The FMLC sponsors community presentations by a number of world-renowned experts. Additional community educational programs for students of all ages are scheduled on a regular basis. Over 18,000 visitors and students visit the center annually. We are the “go to” location for questions and information about the marine life in the Strait of Juan de Fuca.

Importance of volunteers

Volunteers are the “life blood” of the Feiro Marine Life center. Without the dedication of our volunteers it would be very difficult to operate the center effectively.

Volunteers have played a significant role in many of our milestones by contributing time, skills, enthusiasm and passion in all that they do. The work of our organization has been greatly extended through volunteer service into areas that, otherwise, could not be considered because of limited resources. We are grateful for all that our volunteers do and look forward to continued growth and relationship in the coming years.

Why volunteer with this FMLC?

Since you are reading this we know you have already decided why you want to volunteer with the FMLC. Here are a number of the reasons other people volunteer:

- To get out of the house
- To meet new people or make new friends
- As an academic requirement
- To be in charge of something
- To feel useful/needed
- To build confidence/self esteem
- To make a transition to a new life
- As a break from other stresses in my life
- To gain respect

To rebuild on old skill
To help another person
To become an “insider”
To be with friends who volunteer
To have fun
Because I don’t like to say “no”
To get recognition
As therapy
To learn something new
To do something I love
To fulfill a community service requirement (for school, work, church)
I believe in the cause/goals/mission of the organization and want to support it.
To test/challenge myself
To share what I know
To do something different than my regular job
To share my passion

So, “share the passion” with friends who might want to volunteer!

Volunteer assignments – Opportunities - Position descriptions

Naturalist – working on the exhibit floor with the public
Weekly tank and exhibit cleaning crew
Animal husbandry
Specimen Procurement
Sea water system maintenance
Facilities maintenance
Exhibit design and implementation
Educational outreach programs
Lecture series and enrichment program development
Citizen science program
Data management – science programs
Lab equipment maintenance and calibration
Microscope repair and maintenance
Public relations
News letter development
Retail sales

Computer maintenance and applications
Volunteer coordinator

Complete descriptions of the different assignments can be determined by discussing the opportunities with the volunteer coordinator. Ask, you will probably enjoy the different duties of each assignment.

Short term project opportunities are posted on the Center's website in the "volunteer" link. Please refer to it often to see if there are any projects you might be interested in.

Staff - Organization

Bob Campbell

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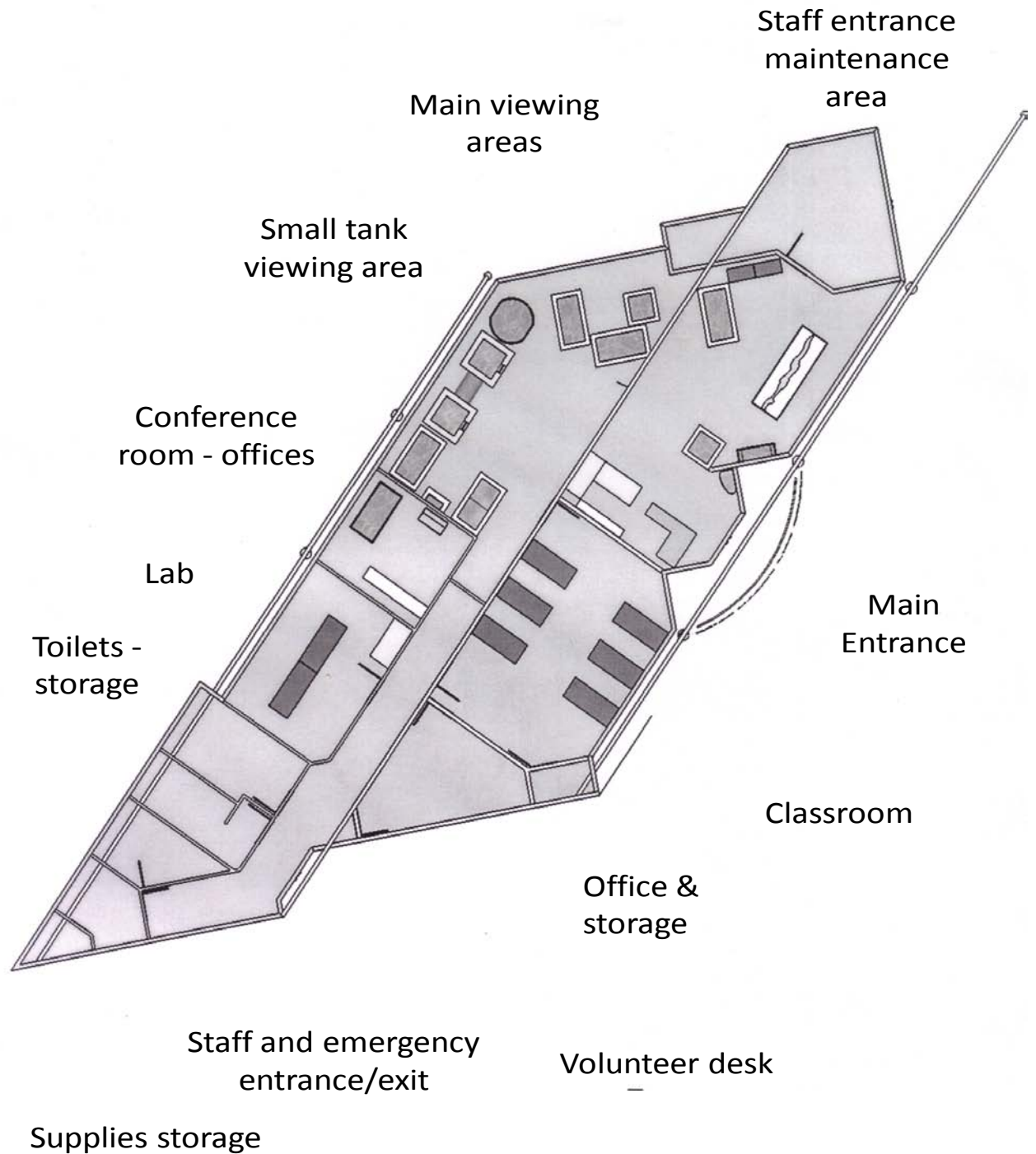
Ian Miller

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Site map (map of the building – Displays)

Feiro Marine life Center floor plan



Procedures – visitor operations FAQs

While working as a volunteer naturalist there are a number of questions or procedures that need to be addressed. Here are the answers to some of them:

Where are the restrooms? *Visitors should be directed to the city restrooms across the walkway west of the building. Visitors are allowed to return to the center after using the city restrooms. The restroom for the staff and volunteers is at the back of the center near the rear exit door.*

Is smoking allowed? *By state law, smoking is not allowed anywhere in the center and within 25 feet from any entryway.*

Who collects entrance fees and what does it cost? *Staff handles the collection of entrance fees. Current fees are \$4.00 per adult, \$1.00 per child (under 17 years old). Children under 3 are free.*

Where's the broom? *Brooms are behind the aquariums in the small aquarium room.*

I need paper towels, where are they? *Most of the supplies are stored in the shelves behind the restroom next to the rear exit door.*

I've got a lot of opinions; I think I should share with the visitors. That's OK right? *We all have opinions but we want to keep the visitors focus on our marine wild life, keep your opinions on everything but animals to yourself. Thanks.*

What if the phone rings? *If the staff are available, they will handle the phone. If they are not available answer the phone and if it is a question about hours of operation, directions, or fees answer the question. If not take a message getting the caller's name and phone number and give it to a staff member.*

I'm not sure I know the answer to some questions. What do I do? *It's OK not to know the answers for everything. Nobody does. Check with your fellow volunteers, staff or you can look in the reference books in the classroom.*

Its closing and the visitors are still here! *The center is a fun and educational place to visit. People like to come and stay awhile. As long as the visitors are here we stay open. We don't "turn the lights out" at closing time.*

Where do I 'sign up' for a shift as a volunteer naturalist? *There is a sign up book on the volunteer desk near the rear exit. Just look up the date and time and place your name in the squares you will be here.*

I signed up for a 'shift' but at the last minute, I can't make it. What do I do? *Call the Center and let them know you won't be available. If possible, see if you can contact another volunteer to fill in for you.*

I really like working here and I don't care about recognition. Why do I have to keep track of the hours I'm here? *There are several good reasons, one, we use the information about volunteer hours for grants that help to show the community commitment to the center. Two, it helps us determine the level of "staffing" we need to be operational. And three, (very important) for insurance purposes. If you don't list that you were here, you are not covered under our insurance if you were to get hurt.*

What about pets? *Pets normally are not allowed in the center except for "guide dogs". If there is a question or problem with this refer it to a staff member.*

Does this manual ever get updates? *Yes, we update sections as necessary. The most up to date version is available at the Center's website under the volunteer link.*

Does Bob always talk that much? *Yes.*

This obviously doesn't answer every question. If you have other questions ask for answers from the staff.

Emergency Procedures (and phone numbers)

Phone numbers:

Police	911 360-452-4545
Fire	911 360-417-4655
Electric	360-457-0411
FMLC phone number	360-417-6254
FMLC address	315 N. Lincoln Port Angeles WA. 98362
Emergency Coordinator	
Phone number	360-460-9401 (Bob Campbell's cell phone)

The fire extinguisher is located behind the front desk.

Make sure you alert the fire department before attempting to put out any fire with the extinguishers.

Any accidents should be reported as soon as possible to the facilities coordinator or facilities director. If emergency medical attention is required, contact the fire department at 911 for help.

In case of a Tsunami, Port Angeles has a warning siren installed on the waterfront which will sound. Tune 1450AM radio for emergency information. If evacuation is recommended go south on Lincoln street passed First street.

Hours of operation

The FMLC is open on weekends during the winter months from 12:00pm until 4:00pm. During the summer months (June through September, Memorial Day to Labor Day) we are open 7 days a week 10:00am until 5:00pm.

Vehicle Regulations/Parking

Unlimited time parking is available south on Lincoln Street at First Street. Currently, unlimited time parking is also available in front of the Center but will be removed by the city in the future.

Maximum three hour parking is available on the 2nd floor parking area at the Gateway Plaza across from the Center.

Free parking is also available in the lot adjacent to the Center and is limited to two (2) hours at a time. If you are going to park there, please be aware of the time restriction. The city will and has ticketed cars parked longer than 2 hours.

Confidentiality

All personal information about staff and volunteers is considered confidential. Personal information would include things like; home and cell phone numbers, home address, relationships, and such. Any requests for information about staff and volunteers should be directed either to the Facilities coordinator or the Director of FMLC.

Dealing with the media

If approached by a member of the media to give a statement about Feiro Marine Life Center please direct all requests to the media designates (facilities coordinator, director, or volunteer coordinator).

This takes pressure off you and the staff, prevents any misinformation, and allows for consistency in communications with the media and the public.

Staff – volunteer relations

Staff and volunteers come together at Feiro Marine Life Center to work toward achieving the mission, goals and objectives of the organization. Both contribute in significant ways and volunteers are seen to compliment the work done by the staff. Volunteers do not replace or displace staff positions. We value the experience and insights of both staff and volunteers and encourage feedback about our organization, processes and programs. Such feedback can be passed

through facilities coordinator, center director or addressed to our board of directors at any general meeting.

Volunteer rights and responsibilities

As a volunteer at the Feiro Marine Life center you have certain rights and responsibilities.

A volunteer has the Right:

- To be treated as a co-worker
- To be given a suitable volunteer assignment
- To receive training as necessary
- To be given guidance and supervision when necessary
- To enjoy the volunteer experience
- To make suggestions and be heard
- To receive responsibility and recognition
- TO HAVE FUN!!

A volunteer has the responsibility:

- To follow all safety procedures, guidelines and work safely
- To be sincere in the acceptance of volunteer service
- To be loyal to FMLC
- To accept the guidance and decisions of staff and volunteer leaders
- To be willing to participate in orientations, meetings and continual learning
- To give constructive feedback that will improve effectiveness
- To work as a team member
- TO HAVE FUN!!

Volunteer code of conduct

- Take your commitment to our organization to heart, performing your duties to the best of your ability.
- Honor confidentiality.
- Respect the mission and goals of Feiro Marine Life Center.

- Deal conflicts or difficulties in an appropriate manner.
- Respect the property of the FMLC.
- Be courteous, friendly and cooperative.
- Offer constructive feedback about our organization in an appropriate manner.
- Be willing to learn and take part in orientation and training sessions.
- Follow through on commitments and advise facilities coordinator or volunteer coordinator if you are unable to work as scheduled.
- Demonstrate respect for the direction and decisions of the staff
- Treat co-workers and members of the public fairly and without discrimination.

Standard appearance

Because volunteers at the Feiro Marine Life Center interact with our visitors and perform various maintenance, feeding and cleaning tasks, it is important that the proper attire is maintained. You should:

- Wear your nametag whenever you are present in your volunteer capacity and interacting with our visitors.
- Dress appropriate for your duties. For example, physical work requires clothing that is comfortable and durable.
- Not wear clothes that are torn, frayed, dirty or “revealing” while working as a volunteer naturalist.
- Try to keep make-up and jewelry to a minimum.

Grievance Policy

As a volunteer you have the right to have any grievances about the work environment heard by the management of the FMLC. Given that, you should follow these guidelines:

- In situations where differences arise between volunteers or between volunteers and staff it is advised to first try to resolve these differences with the parties involved.

- If a third party is needed the Volunteer coordinator or the Facilities Coordinator is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to the Volunteer coordinator or Facilities Coordinator, an appeal may be made to Center Director or the Board of Directors.

Resignation/Leaving the Volunteer Program

We know that at some time everybody will leave from the volunteer program ranks. If you are going to leave the program, please notify either the facilities coordinator, center director, and/or the volunteer coordinator. We would also like to know the reason you are leaving. This will help us to determine if we need to do something different in the program.

Insurance and Liability Coverage

Volunteers are covered under the Feiro Marine Life Center's insurance policies for the following:

- Under the Center's "Professional Liability" insurance policy for incidents occurring on site or working under the direction of the Center staff.
- Under the Center's "accident and medical" policy, volunteers are covered for injuries that occur on site or under the direction of the Center staff as "secondary" coverage after your personal insurance coverage.

Appendix A – Volunteer Application

Feiro Marine Life Center – Volunteer Application

DATE: _____

NAME (Last, First, MI): _____

ADDRESS (Street Address or PO Box): _____

City, State, Zip: _____

Home Phone: _____ Cell Phone: _____ email: _____

Pertinent Background Information: _____

Why are you interested in volunteering at the Feiro Marine Life Center? _____

Volunteer Opportunities: (Check those of interest)

_____ Naturalist

_____ Specimen Procurement

_____ Tank and Exhibit Cleaning Crew

_____ Sea Water System Maintenance

_____ Educational Outreach Program

_____ Lecture Series and Enrichment Program Development

_____ Exhibit Design and Implementation

_____ Gift Shop

_____ Citizen Science

Signature: _____

Appendix B – Orientation checklist

Orientation Checklist

- _____ Safety in the workplace
- _____ Non-discrimination/harassment
- _____ Confidentiality
- _____ Volunteer rights & responsibilities
- _____ Mission & goals
- _____ Position orientation
- _____ Code of Conduct/behavioral expectations
- _____ Dress code/work hours/absence notification
- _____ Office/work site floor plan and tour
- _____ Emergency equipment locations - Fire extinguishers – first aid
- _____ Supplies & Equipment
- _____ Telephone basics
- _____ ID Badges
- _____ Roles & Responsibilities
- _____ Resources
- _____ Key contacts & phone numbers

Volunteer name:

Signature:

Date:

Orientation by:

Appendix C – Common Marine animals - descriptions