



VOLUNTEER HANDBOOK

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Introduction to Lake Katherine

Mission

The Mission of Lake Katherine Nature Center and Botanic Gardens is to connect people with nature.

By engaging the public with Lake Katherine and by applying current stewardship practices to this reclaimed land, we strive to create places:

- Invite human interaction with natural spaces
- Offer opportunities to learn about nature
- Expand participation in and knowledge of good ecological practices
- Welcome recreation and reflection

History

In 1985, planning began for what would one day become LKNCBG. In 1988, the City of Palos Heights entered into a 50-year lease agreement with the Metropolitan Water Reclamation District (MWRD) to create Lake Katherine. The 10-acre lake was constructed as the focal point for the park, providing both a scenic recreation area and storm water management for nearby residential and commercial areas. The former gun club building was moved and rededicated as the E.G. Simpson Clubhouse in 1993. In 1995, the newly constructed nature center building was opened.

Though the City of Palos Heights provided a great deal of financial support to develop the park, it became apparent that additional resources would be needed. In 2004, the City of Palos Heights commissioned a study by the Association of Nature Center Administrators to review operations at Lake Katherine. The report recognized that Lake Katherine Nature Center and Botanic Gardens has the potential to become the premier community-supported and volunteer driven environmental learning destination in the region. Following the recommendations in the report, management of Lake Katherine was turned over in 2005 to a non-profit 501(c)(3) charitable organization.

Today, Lake Katherine is supported by a combination of funds from the generated income, the City of Palos Heights and donations. The Board of Directors oversees operations at Lake Katherine. For more details about the organizational structure, please see the diagram at the back of this handbook.

Master Site Development Plan

In 2012 a master site development plan was developed to guide site improvements over the next ten years. The plan includes improvements to all outdoor areas of Lake Katherine for both passive and active recreational purposes. Through restoration work and upgraded amenities, the master site development plan will help Lake Katherine become the environmental learning destination the community has envisioned.

Strategic Plan

In 2013, a strategic plan was put into place, guiding the development of Lake Katherine for the next five years. Program goals were developed in six areas:

- Environment: Upkeep and continuous improvement of the grounds is essential to achieving LKNCBG's mission of applying current stewardship practices to this reclaimed land.
- Education: Providing quality educational opportunities is at the core of LKNCBG's Master Development Plan goal of becoming the foremost environmental learning destination in Chicago's southern suburbs.
- Activities: Expanding activity offerings will help build community, attract more visitors to LKNCBG, and increase the volunteer base.
- Development: Obtaining consistent and reliable funding, as well as encouraging growth of staff knowledge and skills will strengthen the organization.
- Operations: Keeping skilled people on staff, maintaining facilities, and developing the grounds is key to efficient operations and growth.
- Organizational Maturity: Defining the roles of the Board of Directors and staff, as well as gaining financial independence, will facilitate the maturation of LKNCBG.

Volunteers play an important role in helping us achieving our strategic goals. By focusing volunteer efforts in key areas, we can work to meet each of our goals.

Environmental Stewardship Plan

As a reclaimed site, restoration is a priority at Lake Katherine. Restoration of prairie, woodland, wetland and savannah areas are guided by the Environmental Stewardship Plan. To achieve our goals, restoration work must be ongoing and consistent.

Educational Programs

Lake Katherine offers a variety of educational programs throughout the year for preschoolers through adults. Current program information can be found in the nature center, in the Palos Heights City Newsletter, in the Palos Heights Recreation Catalog and on our website www.lakekatherine.org.

Volunteer Program

Volunteer Application Procedure

New volunteers are hired in accordance with the Volunteer Selection Policy, as approved by the Board of Directors.

Background Checks

After the first year of volunteer service, background checks are conducted annually for all volunteers through publically-available local and national databases.

Volunteer Positions & Commitments

Currently there are seven areas at Lake Katherine that volunteers may work in: education, ecological restoration, gardens, research, guest services, grounds and special events. Each area has one or more positions that volunteers may fill. Listed below are descriptions of each of the positions. Positions may vary in the number of openings that are available.

In general, we ask our volunteers to commit to a minimum of 40 hours per year, though some assignments may have different requirements. Of course, you are always welcome to volunteer more often than the schedule described for your position. Whenever possible, it is preferable to have a regular schedule that the supervisors can count on, as this helps us in setting goals and planning work for various areas.

In addition to our regular volunteers, community members may serve as day volunteers. While these positions do not require a formal application process, all day volunteers must complete a liability waiver.

Ecological Restoration

Ecological restoration volunteers help maintain and repair over three miles of hiking trails and care for 85 acres of wildlife habitat as part of restoration teams. Teams help to eradicate invasive exotic plant species and perform general restoration activities in their assigned area, including, but not limited to brush clearing, planting, seed collecting, burning, etc. Ecological restoration volunteers report to the Operations Manager.

Ecological Restoration Team Member

Description: Volunteers work as a member of their assigned ecological restoration team. After training, volunteers will be expected to work independently as directed by their respective restoration coordinator.

Commitment: One 4-hour shift per month. This may or may not be part of an organized work day, however volunteers are expected to attend at least two organized work days per year.

Ecological Restoration Coordinator

Description: Experienced ecological restoration volunteers who are selected may serve as a team leader for a restoration team. Ecological restoration coordinators meet on a regular basis with the Operations Manager to establish restoration goals for their assigned areas and direct their team members accordingly.

Commitment: Two 4-hour shifts per month. This may or may not be part of an organized work day, however volunteers are expected to attend at least two organized work days per year.

Education

Education volunteers are assigned to one of four areas, depending on their individual interests, skills and availability. In general, education volunteers should be comfortable interacting with the public, especially children under the age of 12. Education volunteers report to educational staff members.

Programs

Description: Volunteers assist with a variety of education programs, depending on need. This may include preparation for educational programs and leading or assisting with programs throughout the year.

Commitment: One 4-hour shift per month

Field Trips

Description: Volunteers introduce children to the wonders of nature. They lead field trips through the gardens and trails of Lake Katherine and lead activities inside the Nature Center.

Volunteers should be enthusiastic and comfortable working with children under the age of 12.

Commitment: One 4-hour shift per month from March through November. Additional shifts during May and October are encouraged.

Camp Counselors

Description: Camp counselors assist and contribute to the weekly planning and implementation of summer camp activities. Camp counselors should be enthusiastic and comfortable working with children ages 5-15. Camp counselors must attend one training session prior to camp beginning each year.

Commitment: Five 5-hour camp sessions per year, in addition to the mandatory training session. (Note: This position has a minimum commitment of 25 hours per year.)

Animal Ambassadors

Description: Volunteers help care for and educate visitors about the animals in the nature center. This includes feeding, cleaning enclosures and occasional handling. Volunteers will also learn about each animal in their care and educate visitors about them. After training, volunteers will be expected to work independently following a checklist.

Commitment: Two 2-hour weekday shifts per month, preferably on the same day each time, or one 4-hour Saturday shift per month.

Gardens

Lake Katherine's gardens are maintained through the work of dedicated volunteers. Each garden is maintained by one or more volunteers throughout the year. Garden volunteers report to the Operations Manager.

Garden Volunteers

Description: Garden volunteers work together to maintain our gardens, each assigned to one or two specific areas. Garden volunteers meet with the Operations Manager in early spring each year to discuss the plan for each garden. Duties include watering, weeding, raking, pruning, mulching and planting. Gardening experience is preferred, but not required.

Commitment: Eight hours per month, spring through fall (typically Tuesday and Friday mornings)

Grounds

Grounds volunteers assist with a variety of needs around the grounds and tasks may vary depending on the season. Experience with hand tools and general maintenance is preferred. Grounds volunteers report to the Operations Manager.

Maintenance

Description: Volunteers assist in the repair, construction, and upkeep of the facility. Jobs include painting, repairing of fences, window cleaning, and sweeping. After training, volunteers will regularly walk the park grounds, addressing maintenance issues as needed.

Commitment: Typically one 4-hour shift per month. Schedule may vary based on needs and projects.

Garage Coordinator

Description: The Garage Coordinator is responsible for the organization and upkeep of the garage area and tools.

Commitment: Two 4-hour shifts per month

Canoe/Kayak Attendant

Description: Volunteer attendants work with part-time staff to assist visitors with canoes and kayak rentals. This involves giving visitors an orientation to paddling and safety and helping them get in and out of the water.

Commitment: One 4-hour shift per week, 11a-3p Monday through Saturday

Grounds Monitor

Description: Grounds monitors patrol the grounds on foot and by Gator. They help keep an eye on the grounds, educate visitors about safety rules and perform additional duties as needed.

Commitment: One 2-hour shift every week or two weeks

Guest Relations

Guest relations volunteers help make our visitors feel welcome, tending to various needs, including way-finding, making purchases and learning more about our programs. Guest relations volunteers report to the Coordinator of Business Operations.

Welcome Desk

Description: Welcome desk volunteers generally work four hours per week, either year-round or seasonally. They staff the welcome desk, answering phones, greeting visitors, handing out trail maps and answering visitor questions. They also handle gift shop sales, register participants for our programs, answer questions about facility rentals and help tidy the nature center.

Commitment: Year-round schedules are one 4-hour shift per week, either 9a-1p or 1p-5p during the week, or 10a-2p or 12p-4p on Saturdays. Seasonal schedules are one 4-hour shift per week May through October, 11a-3p Monday through Saturday. Substitute volunteers work at least one shift per month. (Note: Year-round volunteer positions have a minimum commitment of 125 hours per year.)

Clubhouse

Description: Clubhouse volunteers assist in showing and maintaining the clubhouse. They are available to answer visitor questions and show the clubhouse to prospective renters, as well as perform regular cleaning of the clubhouse. Clubhouse volunteers may also make reminder calls for programs and assist with other tasks.

Commitment: One 4-hour shift per week, May through October, either 9a-1p or 1p-5p, Monday through Friday

Scientific Research

There are many opportunities for research at Lake Katherine. By monitoring plant and animal populations, water quality and other data, we can better assess the efforts of our restoration efforts. We also provide opportunities for visitors to get involved with science at Lake Katherine. Scientific research volunteers report to the Operations Manager.

Volunteer Researchers

Description: Volunteers collect data as part of field research at Lake Katherine. Study questions will vary from season to season and year to year. They also promote visitor participation in citizen science programs. Volunteers will meet at the beginning of each year to develop research questions and schedules.

Commitment: Average of one 2-hour shift per week, however schedule will vary depending on research needs.

Special Events

Lake Katherine holds a variety of special events throughout the year, as well as participating in events at locations around the area. Our volunteers play a significant role in making these events possible.

Special Event Volunteers

Description: Special event volunteers assist during special events, acting as greeters, admission collectors, hayride guides, or food and beverage servers. They assist with the set-up and take-down of events and may help with various activities related to that specific event. They may also represent Lake Katherine at community events throughout the year.

Commitment: Volunteers are expected to participate in at least two special events per year. The dates for all on-site events are set at the end of each year. Community events may have less notice. (Note: This position is exempt from the 40-hour yearly commitment.)

Committees

There are a variety of committees, both standing and temporary, at Lake Katherine. Committee members are considered to be Lake Katherine volunteers and are asked to fulfill the commitment asked of their respective committees.

Volunteer Agreement

The intent of the Volunteer Agreement is to state the shared commitment of Lake Katherine and our volunteers to make the volunteer experience a productive and rewarding one. It is also to assure Lake Katherine volunteers of our deep appreciation of your services. All volunteers are asked to agree to abide by the conditions and expectations of the Volunteer Agreement and understand that failure to comply with them may result in a re-evaluation of your volunteer status.

As a Lake Katherine volunteer, I understand and agree to:

- Work cooperatively with and support Lake Katherine staff and volunteers to further the mission of Lake Katherine.
- Comply with training, documentation, and other requirements to fulfill my volunteer commitment.
- Work with volunteers and public without regard to race, color, religion, sex, age, national origin, disability or sexual orientation.
- Conduct myself in professional manner at all times to staff, other volunteers and the public.
- Follow local, state and federal laws and regulations, as well as the guidelines and policies of Lake Katherine.

- Recognize that verbal or physical abuse, failure to comply with equal opportunity and anti-discrimination laws, violating policy or committing criminal acts may be grounds for termination as a volunteer.
- Provide my own transportation and pay my own expenses incurred as part of official volunteer activities. Expenses may be tax deductible with proper documentation.
- Abide by the Illinois Department of Agriculture licensing requirements for the application of pesticides.
- Abide by the spirit of the above rules.

Lake Katherine Nature Center & Botanic Gardens agrees to:

- Support our volunteers and recognize their service.
- Communicate expectations and responsibilities of the program to volunteers.
- Provide the equipment, training and supervision needed for volunteers to meet their responsibilities.
- Uphold and cultivate a trusting relationship between staff and volunteers.
- Strive to match volunteer skills and interests with volunteer opportunities.

Inactive Status

We understand that your circumstances may change, making it difficult for you to keep your volunteer commitment to Lake Katherine. In these circumstances, you may request in writing to be placed on inactive status. Volunteers may remain on inactive status for up to twelve months. The Volunteer Coordinator will work with returning volunteers to ensure their training is up-to-date. Volunteers not able to return to active status after twelve months will be asked to re-apply to the program if they wish to volunteer in the future.

Volunteer Benefits

As an active volunteer with twenty or more service hours in the past twelve months, you are eligible for these benefits:

- Attend adult programs for free (pre-registration required)
- Free canoe, kayak and snowshoe rentals (for volunteer only)
- 40% rental discount for events hosted by the volunteer (once per calendar year)

Volunteer Policies

Scheduling & Attendance

Your help is always welcomed, but we want to make sure we have adequate work for you when you come in. We ask you to schedule your volunteer time in advance. If you would like to work a shift, but it is not available in the calendar, please contact the Volunteer Coordinator in advance to schedule your shift.

For volunteers working outdoors, we anticipate that weather may occasionally interfere with your scheduled shift. Feel free to call ahead to confirm whether or not your help will still be needed that day.

We expect all of our volunteers to be dependable and reliable and will come in to volunteer as scheduled. If you are unable to come in on a day you have scheduled, please notify the Volunteer Coordinator as soon as possible. If you find you are frequently needing to call off, you may need to reassess your ability to make a reliable commitment. Please note that three “no call, no shows” in one calendar year will result in a reassessment of your commitment to the volunteer program.

Parking

Please park in the main parking lot. You may park in the service area temporarily if you have materials to load or unload from your private vehicle. If you have a disabled placard, you may park in the marked spaces by the nature center. During special events, you will be asked to park off-site. Specific instructions will be given for each event.

Sign In/Out

It is important for us to know who is on-site volunteering at any given time. This allows us to check in on you, especially if you are working outdoors, and in the case of an emergency, we know where to find you. It is also important for us to track volunteer hours. Not only do we need the information for various reports and grants, but we also like to brag about how many hours our volunteers donate to help keep Lake Katherine running and looking beautiful.

Before beginning your volunteer shift, please sign in at the nature center volunteer desk. This is also a good time to read any updates that might be posted for volunteers. When you are ready to leave for the day, take a moment to sign out and make a note of the work you have done. It is very helpful if you can include statistics in your notation (anything you can count: people, plants, weeds, Gator-loads, wheelbarrows, buckets, etc.).

For some large events, a dedicated volunteer check-in is set-up at the event entrance. For these events, you should check in at the entrance, rather than at the volunteer desk, before proceeding to your assigned location. Before you leave for the day, please make sure to sign out.

If you are performing volunteer work outside of regular hours or off-site, please note your hours in the log at the volunteer desk when you come in next or notify the Volunteer Coordinator. Sometimes people don't like to feel like they're bragging about their volunteer work and may be hesitant to log this time, but it is important for us to have an accurate count of volunteer hours.

Representing Lake Katherine

Volunteers are representatives of Lake Katherine and are responsible for presenting a positive image to visitor and the community. Welcome our visitors with a smile and say hello. If a visitor has a question and you are not sure of the answer, seek out a staff member who can help. Above all, act professionally. Give the same thought to your words and actions as you would to any job.

Dress Code

Volunteers are asked to follow the same dress code as Lake Katherine staff:

In general, clothing should be modest, neat, well-fitting and inoffensive. Due to the nature of their work, maintenance and restoration personnel may wear moderately worn clothing. The Operations Manager shall be the final judge as to the appropriateness, neatness, and cleanliness of the apparel, or whether or not the apparel is disruptive, distracting, or in violation of the dress code.

- Anyone working with equipment or moving heavy objects must wear closed-toe shoes.
- Clothing or ornamentation displaying suggestive or political phrases, designs, markings or profanities are prohibited.
- Undergarments should not be visible.
- The torso must be fully covered at all times. This includes no low cut necklines or midriff tops.
- Logo apparel is preferred for classes and public presentations, however a prominently displayed name tag in lieu of logo apparel is permissible.

Name Badges

As a volunteer, you will be issued a name badge. Name badges are to be worn at all times while you are volunteering. You may choose to wear your name badge on a lanyard instead, as long as you are not working with any equipment. Name badges are the property of Lake Katherine and must be returned while on inactive status or when your volunteer relationship with us comes to an end.

Media

We encourage promoting Lake Katherine in the local media. However, before speaking to the media about your activities as a Lake Katherine volunteer, make sure you have contacted the Operations Manager and received permission first.

Contact Information

Please promptly inform the Volunteer Coordinator of any changes to your contact information or if you see an error in your information. All volunteers must complete an information sheet annually which includes your current contact information and emergency contacts. This information is kept on file in the nature center.

Training

When you first begin volunteering, you will complete an orientation training, either in person or by viewing a multimedia presentation. The staff member you report to will orient you to the duties of your position. Throughout the year, various opportunities will be made available to volunteers to learn more about Lake Katherine and our mission. These include volunteer meetings and special presentations, as well as information in the monthly volunteer newsletter. You are encouraged to also read Lake Katherine's publication, *The Buzz n' Bloom*.

Animal Handling

You are not allowed to handle animals without express permission from your supervising staff member. If you will be taking out animals for public education, you must first go through training with an educational staff member.

After-Hours Site Work

No volunteers are permitted to work on-site at Lake Katherine unless a staff member is present. Volunteers may make arrangements in advance to take advantage of times when staff are present outside of regular working hours.

Communication

Lake Katherine primarily uses email and bulletins at the volunteer desk to communicate with volunteers. Please make sure to check your email regularly for updates and new volunteer opportunities. As a volunteer, you will also receive the monthly volunteer e-newsletter. If you do not have email, please let the Volunteer Coordinator know so that arrangements can be made for you to receive timely updates.

We also encourage communication from you as a volunteer. If you have a suggestion that will help make it easier to perform your job or notice an area that needs improvement, we would like to hear from you. Let the Volunteer Coordinator know your suggestion and why you think it will help Lake Katherine. Staff will evaluate all suggestions and determine if they can be implemented.

Insurance

All volunteers have tort liability coverage with the City of Palos Heights through the Intergovernmental Risk Management Agency. This coverage is provided when they are conducting or being involved in a volunteer activity at Lake Katherine. This covers all activities. Volunteers are responsible for their own liability and medical coverage as a part of their auto insurance, to be used in instances where they are transporting riders, equipment, or animals in their own private vehicles.

Safety

The following safety guidelines have been established to help reduce risk and handle emergencies that may arise. All volunteers need to read and be familiar with these guidelines.

Mosquitoes

Some mosquitoes can transmit diseases to humans, including West Nile virus. Long sleeve shirts and long pants are encouraged when working outdoors during mosquito season. Avoiding light clothing, perfume and scented body lotion are also helpful. Experts recommend using insect repellent containing DEET.

Ticks

A few species of ticks can be found in Illinois that are capable of transmitting diseases to humans. Ticks are typically found in grasses and brush. It is recommended that long sleeve shirts and pants be worn in areas where ticks may be found. Experts also recommend tucking pants into your socks and using insect repellent containing DEET. After working in these areas, be sure to check yourself for ticks.

Poison Ivy

Poison ivy is found throughout the grounds at Lake Katherine. It is treated whenever possible, but care should be taken any time you are off-trail. Wearing long sleeve shirts and long pants are encouraged to prevent exposure. If you believe you may have been in contact with poison ivy, make sure to thoroughly wash your hands with soap. Use care not to transfer the oils from your clothing to other objects prior to laundering.

Sun Exposure

If you will be working outdoors, make sure to take your usual precautions against sun exposure, including long sleeve shirts, long pants, a wide-brimmed hat, sunglasses and sunscreen.

Heat

If you are working outdoors during the summer, schedule your volunteer time in the morning before the heat of the day. If a heat warning or an ozone action day is in effect, it is best to plan on coming in another day. Drink plenty of water and stay out of direct sunlight as much as possible, taking breaks often to cool down. If you start to feel ill, stop working and come inside the nature center to cool off.

Cold

If you are working outdoors during the winter, make sure to dress in layers appropriate for the temperature. Do not forget to protect your head and ears from the cold. Make sure to stay well-hydrated, even during cold weather. If you are getting too cold, come inside the nature center to warm up.

Tools & Equipment

Do not use tools you are unfamiliar without a staff member training you. You must be signed off on by the Operations Manager to use any of the power tools or motorized vehicles. Volunteers are not permitted to operate Lake Katherine or City of Palos Heights owned motor driven vehicles on public streets or highways other than Lake Katherine Drive. No volunteers are permitted to operate chainsaws.

Be cautious when using equipment, especially around other volunteers and the public. Make sure to keep all tools out of walking paths. Tools not currently in use should be laid carefully on the ground in a safe manner to prevent accidents. If tools need maintenance, repairing or replacing, please notify the Operations Manager. If the safety of others is in danger, take preventative action. This may include blocking off the area you are working in or working away from others.

When you are finished, make sure to place all tools and equipment back in their respective locations in the garage. If you are not sure where something belongs, please ask rather than leaving it out.

Bodies of Water

If you are working in an area where you are crossing water, such as the islands in the waterfall, make sure you are with at least one other person and that you have a means of contacting a staff member if help is needed, either by cell phone or by radio.

First Aid

A first aid kit is located in the nature center near the restrooms and in the clubhouse at the reception desk. All accidents or injuries should be reported to a staff member.

Fire

If you smell/see smoke or fire, report it to a staff person immediately and stay away from the area. If in doubt, call 911 immediately.

Major Accident or Injury

Immediately report any major accidents or injuries to staff. If you are working away from the nature center, notify staff via cell phone. At least one person should stay with the injured person. Administer first aid only if you are trained to do so.

Lost Children

The nature center will serve as a meeting place for all lost children/adults. Encourage the reporting party (child or adult) to stay inside the nature center while staff/volunteers look for the missing person outside. Staff will contact law enforcement if the missing person cannot be located within a reasonable period of time.

Property/Building/Equipment Damage

Any act of vandalism or damage to the Lake Katherine Nature property should immediately be reported to the Lake Katherine Nature Center Staff.

Inappropriate Behavior

All volunteers are requested to report to the staff any suspicions they have of drug or alcohol abuse, theft or any other inappropriate behaviors. If you see visitors who are not following park rules, ask them kindly to stop the behavior. If you are uncomfortable doing so, or if the visitor persists in the behavior, contact a staff member.

Inclement Weather Closings

Extreme inclement weather, such as snowstorms or flooding, may cause Lake Katherine to close. If you are unsure if we have closed due to weather, call the main number first to find out. If we are open and you cannot safely travel to Lake Katherine, call to let us know and do not attempt to come in.

Severe Weather

Severe weather season in Illinois is typically considered to be March through August, though severe weather can strike at any time of the year. For lightning threats, the National Weather Service recommends following the rule, “When thunder roars, go indoors.” If there is lightning or thunder in the area, you should seek shelter indoors and wait at least 30 minutes after the last time you heard thunder before going back out. During severe winds or the threat of a tornado, seek shelter in the lower level of the nature center away from windows.

Community Service Volunteer Guidelines

Lake Katherine provides opportunities for individuals needing community service hours. Volunteers may be asked to provide guidance to these individuals in some cases.

High School Service Learning

High school students needing service learning hours arrange for volunteer hours. Activities may include:

- Assisting with education programs
- Restoration activities (cutting/pulling invasive plants, clearing brush, etc.)
- Outdoor maintenance (clearing trails, raking algae, refuse clean-up, etc.)
- Special events (set-up/clean-up, assisting at activity stations, etc.)
- Light cleaning (sweeping, mopping, etc.)
- Other tasks as needed

School or Employer Community Service

Community service hours to fulfill a school or employer requirement can be set-up for individuals or groups. Activities performed will vary based on the arrangements made.

Court-Ordered Community Service

Court-ordered community service is offered on an individual basis. Persons seeking hours for court-ordered community service must disclose the nature of the offense and provide a copy of their court order documents prior to being approved for volunteering. LKNCBG reserves the right to determine if an individual may complete service hours with our organization.

Individuals may be asked to perform a variety of tasks, including, but not limited to:

- Cleaning (sweeping, mopping, cleaning bathrooms, trash removal, etc.)
- Set-up/take-down tables and chairs
- Restoration activities (cutting/pulling invasive plants, clearing brush, etc.)
- Outdoor maintenance (clearing trails, raking algae, etc.)
- Weeding

General Guidelines

- All community service volunteers must complete a day waiver before volunteering.
- Hours are available from 9a – 5p Monday through Friday. Hours may be available on Saturdays on specific dates. Volunteers should plan to work at least a two-hour shift.

- Outdoor work is performed year-round, in both hot and cold weather. Volunteers are expected to dress accordingly for the day's weather and should anticipate getting dirty. Volunteers are encouraged to bring a refillable water bottle to stay hydrated while working.
- There will be no location for volunteers to secure their personal belongings (i.e. purses or backpacks), so please plan accordingly.
- Volunteers must be signed in and signed out by a staff member.
- All breaks must be approved by a staff member. Volunteers need to be signed out before leaving.
- Individuals must schedule volunteering ahead of time. If an individual is not able to come in as scheduled, they are to contact the Volunteer Coordinator or designated staff member prior to the scheduled shift. Failure to do so may result in dismissal.
- Volunteers must follow the Community Service Volunteer Dress Code (below).
- A letter of verification, detailing the number of hours worked and the tasks completed, will be provided upon completion of service hours.
- LKNCBG reserves the right to dismiss any volunteer who is not following the provided guidelines or whose work performance and/or behavior is unacceptable.

Community Service Volunteer Dress Code

In general, clothing should be modest, neat, well-fitting and inoffensive. Due to the nature of outdoor work, community service volunteers may wear moderately worn clothing. The Operations Manager shall be the final judge as to the appropriateness, neatness, and cleanliness of the apparel, or whether or not the apparel is disruptive, distracting, unsafe, or in violation of the dress code. Exceptions may be granted based on the work being performed.

- Only long pants are permitted. Shorts or capris may not be worn.
- Shirts must have sleeves. No tank tops or spaghetti straps may be worn.
- Only closed-toe shoes may be worn. Footwear such as sandals, flip-flops or Crocs are not permitted.
- Clothing or ornamentation displaying suggestive or political phrases, designs, markings or profanities are prohibited.

Lake Katherine Policies

Local Ordinances

Our volunteers are expected to abide by all local ordinances governing Lake Katherine:

§ 137.47 Public Use of Lake Katherine Nature Preserve and Botanic Gardens; Certain Acts Prohibited

(A) It is unlawful for any person to:

- (1) Introduce or remove any species of animal onto Lake Katherine Nature Center and Botanic Gardens grounds, including all bodies of water onsite. Certain animals will be allowed for events and education programs when approved by the Lake Katherine Nature Center and Botanic Gardens management. Exemption: Dog walking is allowed provided dogs are on a leash no longer than ten feet. Dog walkers must possess and use a scooper or plastic bag to pick up and properly dispose the dogs' waste material. All other pets are prohibited anywhere on the grounds.
- (2) Introduce or remove any species of plant on to Lake Katherine Nature Center and Botanic Gardens without prior permission from management.
- (3) Feed, harass, hunt, or injure wildlife.
- (4) Operate any motorized vehicle on Lake Katherine Nature Center and Botanic Gardens properly, except on approved roadways and parking lots. City personnel, and persons authorized by the city, may operate approved vehicles at the discretion of Lake Katherine Nature Center and Botanic Gardens management.
- (5) Remove, take, deface or destroy any property (manmade or natural), equipment sign, or building, except with permission from Lake Katherine Nature Center and Botanic Gardens management.
- (6) Set fires, except with permission from Lake Katherine Nature Center and Botanic Gardens management.
- (7) Ride bicycles, roller blade or skateboard except where posted.
- (8) Discard, abandon, place or deposit, except in the containers provided, any wire, cans, bottles, glass, paper, trash, rubbish, garbage, cardboard, wood boxes, or other animal, vegetable, metal, or mineral materials or to dump any of the listed items on Lake Katherine Nature Center and Botanic Gardens property.
- (9) Remain on Lake Katherine Nature Center and Botanic Gardens property immediately after sunset or before sunrise, except when authorized.
- (10) Canoe or kayak, except when authorized.
- (11) Fish (except when posted or during an event sponsored or approved by Lake Katherine Nature Center and Botanic Gardens management).
- (12) Swim or wade in any body of water except under the supervision of a Lake Katherine Nature Center and Botanic Gardens management.
- (13) Operate any toy watercraft on Lake Katherine.
- (14) Picnic, except when posted.
- (15) Possess, display or use any weapon or firearm, except police officers authorized to do so.
- (16) Possess or consume illegal drugs.
- (17) Possess or consume any alcoholic beverage except when covered by liquor liability insurance, and within set perimeters.

- (18) Camp, play ball games, or fly kites except when sponsored by Lake Katherine Nature Center and Botanic Gardens.
 - (19) To meet in groups of 15 or more without written permission from Lake Katherine Nature Center and Botanic Gardens management.
 - (20) Take wedding or commercial photographs or videos without a permit issued by Lake Katherine Nature Center and Botanic Gardens management.
- (B) Penalties. Any person violating provisions of this section are subject to a fine of \$250 for each violation.

Policy Against Harassment

It is Lake Katherine's policy to prohibit all types of harassment, including but not limited to harassment based on: sex, sexual orientation, race, color, religion, national origin, age, physical or mental disability or handicap, citizenship, marital status, veteran status or any other basis prohibited by law. Accordingly, harassment, whether by a fellow volunteer, an employee or a visitor, will not be tolerated. Activities of this nature are unlawful and serve no legitimate purpose; they have a disruptive effect on your ability to perform your job and they undermine the integrity of the volunteer relationship.

Definition of Harassment

Harassment is verbal or physical conduct relation to an individual's sex, sexual orientation, race, color, religion, national origin, age, physical or mental disability or handicap, citizenship, marital status, veteran status or other protected status when this conduct: (a) has the purpose or effect of creating an intimidating, hostile or offensive working environment; (b) has the purpose or effect of unreasonably interfering with an individual's volunteer performance; or (c) otherwise adversely affects an individual's volunteer opportunities. Some examples of conduct that may constitute prohibited harassment include: slurs, jokes, cartoons, stereotypes, statements, etc. based on sex, sexual orientation, race, color, religion, national origin, age, physical or mental disability or handicap, citizenship, marital status, veteran status or any other basis prohibited by law. It is also a violation of this policy to commit or engage in any unprofessional or inappropriate conduct based on any protected characteristic, whether or not such conduct rises to the level of "unlawful" harassment.

Breeding, courtship, and other sexual activities of animals on Lake Katherine grounds are natural, as well as the feeding of live food. Educational instructions or discussions of this nature may be part of an employee's or volunteer's duties. These activities are not forbidden by this policy, however they should be done in a professional and respectful manner.

Reporting Procedures

We take allegations of harassment very seriously. If you believe that you are the victim of harassment by anyone (including supervisors, other volunteers or visitors), you should do the following:

- If possible, document or otherwise record each incident of alleged harassment, including the date, time, place, what was said or done, and the surrounding circumstances.
- If you are comfortable doing so, clearly and directly communicate to the offending individual that his/her conduct is unwelcome, and request that the offensive behavior stop.
- At the same time, you should immediately bring the matter to the attention of the staff member you report to or the Volunteer Coordinator. If that person is somehow involved in

the harassment, or if you are uncomfortable talking to him/her, you should report this matter to any other member of management or directly to the Operations Manager.

- Staff members must report immediately to the Operations Manager any incidents that they hear about or observe that may constitute a violation of this policy.

Political Activity

No Lake Katherine volunteer shall solicit political contributions for or show support or opposition to any candidate for any political office while performing volunteer activities. This shall not be construed to prohibit expressing one's opinions privately.

Drug and Alcohol Policy

The use, sale, purchase, manufacture, distribution, dispensation, transfer, possession or presence in one's system of non-prescribed drugs, controlled substances, or alcohol is prohibited on Lake Katherine grounds, and while conducting Lake Katherine work and is cause for immediate discharge from the volunteer program. At Lake Katherine-approved functions or meeting during which alcohol is served, moderate consumption is allowed (so long as the individual does not drive afterwards), but reasonable standards of conduct must be maintained.

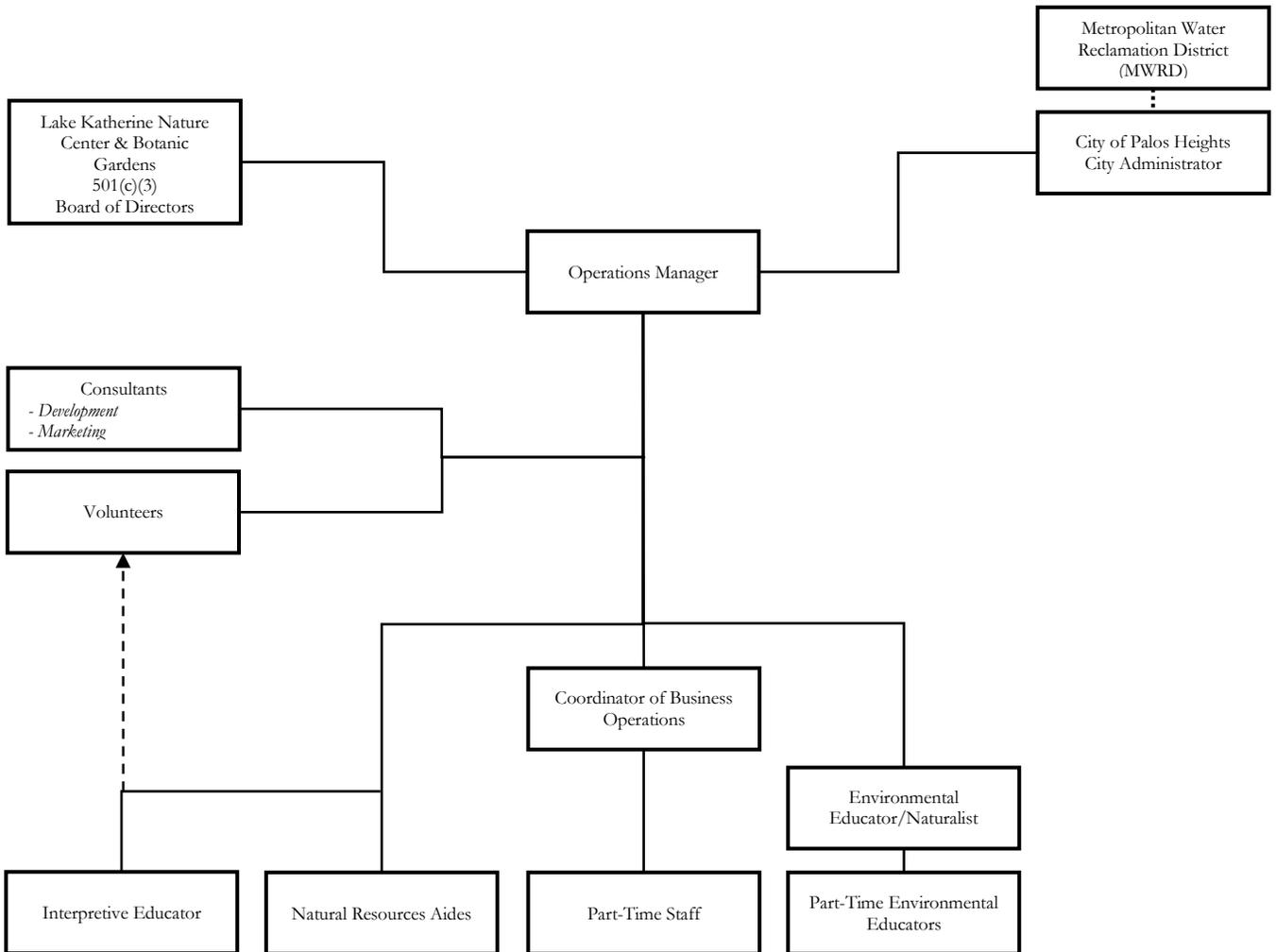
Volunteers must not perform safety-sensitive duties if they are aware of any medical condition or have used alcohol or a drug (including prescribed medicine) that may adversely affect their ability to perform such duties or that may affect safety, employees, other volunteers, or the public.

Weapons Policy

Possession of any weapons or explosives are prohibited on Lake Katherine grounds.



Organizational Chart



Volunteer Handbook Acknowledgement Form

The Lake Katherine Nature Center and Botanic Gardens *Volunteer Handbook* describes important information about Lake Katherine. I understand that I should consult with the Volunteer Coordinator if I have questions regarding anything covered in the *Volunteer Handbook* or any other Lake Katherine volunteer policies.

Since the information and policies described in the Lake Katherine Nature Center and Botanic Gardens *Volunteer Handbook* are necessarily subject to change, I acknowledge that revisions to the *Handbook* may occur. Lake Katherine reserves the right to make changes in content or application as it deems appropriate, and these changes may be implemented even if they have not been communicated and may supersede, modify, or eliminate existing policies. Although I have received a printed copy of the current *Lake Katherine Volunteer Handbook*, I understand that the Volunteer Coordinator maintains a current electronic version of this information on the Lake Katherine internet site.

The contents of this Handbook and the policies and procedures described in it are presented as a matter of information and general guidance only. The handbook is intended to provide guidelines for volunteers. While Lake Katherine endorses the policies and procedures described herein, they are not a condition of volunteer service. *I acknowledge that this Handbook is neither a contract of volunteer service nor a legal document.* I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer Signature _____ Date _____
(Please sign and return this copy to the Volunteer Coordinator)