



VOLUNTEER HANDBOOK

Welcome!

On behalf of Nahant Marsh Education Center (NMEC), we welcome you and wish you every success volunteering with our organization. We recognize that our volunteers' dedication and hard work lead to the success of Nahant Marsh. We respect our volunteer's ideas and suggestions, and will always be open to hear them and consider their implementation. We ask that you always keep the mission of Nahant Marsh in mind along with your role in achieving that mission.

This handbook is intended to provide you with information about Nahant Marsh and the opportunities available. Volunteers should familiarize themselves with the contents of the Handbook as soon as possible. While these policies are current, they may change. If you have questions, please bring them to the attention of the Volunteer Coordinator.

We hope that your experience here will be enjoyable, informative, and rewarding!

Sincerely,

A handwritten signature in blue ink, appearing to read "Brian Ritter". The signature is fluid and cursive, with the first name "Brian" and last name "Ritter" clearly distinguishable.

Brian Ritter, Executive Director
Nahant Marsh Education Center

MISSION AND VISION

The mission of Nahant Marsh Education Center is to protect, enhance, and restore the Marsh through education, research, and conservation. The vision is to foster wonder, appreciation, and stewardship of the natural world through education.

HISTORY

Nahant Marsh Education Center (NMEC) is a 382-acre wetland preserve encompassing numerous wetland community types. Nahant Marsh was not always a nature preserve. From 1969-1995, Nahant Marsh was a Sportsman's club. It is estimated that nine tons of lead shot were deposited every year during that period, equaling 243 tons of lead in a 70-acre area of the marsh. With this level of contamination, the Environmental Protection Agency (EPA) stepped in and declared this property a superfund site. The cleanup of Nahant Marsh was completed in 1999. The cleanup was successful, and the area became a nature preserve and education center. Nahant Marsh was the first superfund site deemed clean enough to become a nature preserve. It is also the largest urban wetland on the upper Mississippi River. Nahant is now home to more than 400 species of plants, 150 species of birds, and a wide variety of mammals, fish, reptiles, amphibians, and insects, including several rare and endangered species. 120 acres and the building is owned by the City of Davenport. The other 262 acres is owned by the Nahant Marsh Board, a 501(c)(3) which oversees Nahant staff. The other partner is Eastern Iowa Community Colleges, who is also responsible for delivering education programming at Nahant.

OPEN DOOR POLICY

Nahant Marsh Education Center recognizes that volunteer issues may arise in even the best environments. We encourage open communication between volunteers and NMEC employees and administration and only by doing so will issues be resolved to everyone's satisfaction.

Should you have any questions or concerns regarding your volunteer work or NMEC's policies, please discuss them with your fellow volunteers or NMEC staff.

HANDBOOK PURPOSE

This handbook is designed to acquaint new and current volunteers with the policies and procedures of NMEC. It is not intended to be inclusive of all information. This handbook is intended as a reference and should not be construed as a contract between NMEC and its volunteers.

GENERAL INFORMATION

Location:

4220 Wapello Ave
Davenport, Iowa 52802

Education Center hours:

Monday-Friday: 8:30am - 4:30pm

Saturday: 9am – 12pm (extended to 3pm April-October)

Trails are open daily from sunrise to sunset. If the main gate is locked, trails are accessible from the front parking lot. Look for the opening in the fence near the kiosk.

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SECTION 1: VOLUNTEERING

1.1 DEFINITION

The dictionary defines a volunteer as a person who voluntarily offers herself or himself for a service or undertaking or a person who performs a service willingly and without pay. To volunteer is to offer oneself for some service or undertaking.

1.2 OPPORTUNITIES

At Nahant Marsh Education Center, there are many opportunities to volunteer your service:

1. **Docent.** Help staff the Education Center on Saturday mornings.
2. **Field Trip/Summer Camp Assistants.** Assist staff with activities and manage students.
3. **Education/Special Events.** Help to staff stations/activities during education programs and special events.
4. **Natural Resource Volunteer.** Aid in restoration efforts. Projects may include the following:
 - a. Trash pickup
 - b. Invasive species removal
 - c. Trail maintenance
 - d. Gardening/beautification
 - e. Seed harvesting
5. **Animal Care Assistance.** Assist the Animal Caretaker in feeding animal ambassadors, cleaning enclosures, and providing enrichment.
6. **Research Volunteers.** Help gather data to better understand the Marsh. Research opportunities include the following:
 - a. Saturday morning bird counts
 - b. Water quality testing
 - c. Butterfly raising, tagging, and monitoring
 - d. LSAMP summer research aid
7. **Construction.** Assist in building storage structures, nesting structures, benches, platforms, etc.
8. **Cleaning.** Help maintain the Education Center by cleaning and tidying public areas.
9. **Committees.** Participate in a planning committee for special events, marketing, operations, and/or fundraising.

1.3 FRIENDS OF NAHANT MARSH

The Friends of Nahant Marsh (FNM) is a volunteer organization dedicated to supporting the mission and purpose of the Nahant Marsh Education Center. See Section 3 for more information about FNM.

SECTION 2: NMEC POLICY AND PROCEDURES

2.1 CODE OF PROFESSIONAL CONDUCT

Nahant Marsh Education Center expects volunteers to act in a mature and responsible manner at all times. A partial list of inappropriate conduct is set forth below. That a particular behavior is not included in the following list does not mean it is acceptable or appropriate.

1. Failure to observe and abide by all laws, rules, regulations and other authoritative policies and guidance, written and unwritten.
2. Engaging in activities which may result in criminal charges or convictions.
3. Failure to report known or suspected violations of law, regulations or policy.
4. Coming to NMEC under the influence of alcohol or drugs that impair judgment or performance.
5. Possessing or using alcohol or controlled substances, firearms, or weapons while on NMEC premises.
6. Disregard for safety rules; failure to wear specified safety equipment.
7. Failure to report injuries or accidents.
8. Damage or destruction of NMEC's property or equipment.
9. Inability or unwillingness to work harmoniously with other volunteers or NMEC staff; disorderly behavior.
10. Threatening, harassing, fighting, intimidating or engaging in any act of violence towards fellow volunteers, NMEC employees, or others.

2.2 NON-HARASSMENT/ NON-DISCRIMINATION

Nahant Marsh Education Center (NMEC) prohibits discrimination or harassment based on race, color, religion, creed, sex, sexual orientation, national origin, age, disability, marital status, veteran status or any other status protected by applicable law.

Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of race, color, religion, creed, age, sex, sexual orientation, disability, national origin, marital or veteran status, or any other status protected by applicable law.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

1. Submission to such conduct is made whether explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decision affecting such individual; or
3. Such conduct has the purpose or effect of unreasonable interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include but are not limited to: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

Reporting

Any Nahant Marsh Education Center (NMEC) volunteer who feels that they have been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of the Volunteer Coordinator, the Executive Director, Director of Operations, or the Nahant Marsh Board Chair. NMEC will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible.

No volunteers will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If a volunteer feels they have been retaliated against, the volunteer should file a complaint.

2.3 DRESS CODE

A volunteer's personal appearance and hygiene is a reflection on Nahant Marsh Education Center's character. Volunteers are expected to dress appropriately for their individual work and responsibilities. Volunteers are required to wear proper personal protection equipment (PPE) and clothing required for the task that is being performed.

2.4 NMEC PROPERTY

NMEC property such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for NMEC business, and are not permitted off grounds unless authorized. NMEC property must be used in the manner for which it was intended.

To protect Nahant Marsh Education Center's interest, and prevent exposure to unnecessary liabilities in providing services to consumers who require NMEC's services, the following policies have been established:

1. NMEC computers are solely for Nahant Marsh Education Center business. They are not for personal use or personal business. This includes Internet usage which is unrelated to NMEC.
2. Volunteers are not permitted to download any "pirated" software, files or programs. Files or programs stored on NMEC computers may not be copied for personal use.
3. To make these policies effective, Internet access will be monitored and/or audited from time to time, and there should be no expectation of privacy involving use of the computers or electronic equipment.
4. This policy also relates to the Nahant Marsh Education Center's clear policy against sexual harassment. Use of computers, in any way, which sexually offends or harasses, is expressly prohibited.
5. Electronic mail is considered public medium, and must not be used by NMEC volunteers for confidential communication.
6. NMEC workplace includes any and all property that is owned or otherwise controlled by NMEC.

2.5 NMEC VEHICLES AND USAGE

Volunteers are only allowed to operate NMEC-owned vehicles with the permission of a NMEC supervisor. It is the responsibility of every volunteer who uses a NMEC-owned vehicle to have a valid driver's license and abide by all state and federal laws. See Section 4 for additional information concerning volunteer usage of NMEC vehicles.

Seatbelts are to be worn at all times. Vehicles are to be kept clean and free of debris after every use. Cell phones and other electronic devices shall not be operated by the driver while driving. Smoking is not permitted in vehicles owned by NMEC.

Under no circumstances are volunteers allowed to operate a NMEC vehicle while under the influence of alcohol or controlled substances.

2.6 SMOKING POLICY

Pursuant to the Iowa Smoke-free Air Act, smoking is prohibited at all NMEC buildings and in all outdoor areas of NMEC properties.

Any volunteer who observes an individual smoking in an area where smoking is prohibited should ask that individual to stop. If the individual refuses, the volunteer should inform a NMEC supervisor who will notify local law enforcement.

Any volunteer who observes another volunteer smoking in an area where smoking is prohibited should immediately inform that volunteer that smoking is not allowed at NMEC. You may also report violations of the Iowa Smoke-free Air Act to the Iowa Department of Health by calling 1-888-994-2247 or visiting www.iowaSmokefreeAir.gov.

2.7 DRUG FREE/ALCOHOL FREE

Nahant Marsh Education Center is committed to the goal of maintaining a drug-free environment. Achieving this goal is necessary to maintain the safety and quality of the environment, the integrity of NMEC, the health and safety of the staff and the safety of the public. NMEC is committed to maintaining a safe and healthy workplace which is free from the influence of alcohol and other drugs.

The use of illegal drugs or alcohol while volunteering, or while on NMEC's premises, including vessels, is grounds for being asked to leave the premises and not return. Responsible alcohol use is permitted during special Nahant-sanctioned events and celebrations if not actively volunteering.

2.8 GRIEVANCE POLICY

Nahant Marsh Education Center (NMEC) is committed to operating in furtherance of its tax-exempt purposes and in compliance with all applicable laws, rules and regulations, including those concerning accounting and auditing, and prohibits fraudulent practices by any of its board members, officers, employees, or volunteers. This policy outlines a procedure for volunteers to report actions that a volunteer reasonably believes violates a law, or regulation or that constitutes fraudulent accounting or other practices. This policy applies to any matter which is related to NMEC's business and does not relate to private acts of an individual not connected to the business of NMEC.

If a volunteer has a reasonable belief that another volunteer or employee of Nahant Marsh Education Center has engaged in any action that violates any applicable law, or regulation, including those concerning accounting and auditing, or constitutes a fraudulent practice, the employee is expected to immediately report such information to the Executive Director. If the employee does not feel comfortable reporting the information to the Executive Director, he or she is expected to report the information to the Volunteer Coordinator or to the Nahant Marsh Board of Directors' Chair.

All reports will be followed up promptly, and an investigation conducted. In conducting its investigations, Nahant Marsh Education Center (NMEC) will strive to keep the identity of the

complaining individual as confidential as possible, while conducting an adequate review and investigation.

Nahant Marsh Education Center (NMEC) will not retaliate against a volunteer in the terms and conditions of volunteer opportunities or agreement because that person: (a) reports to a supervisor, to the Executive Director, the Board of Directors or to a federal, state or local agency what the volunteer believes in good faith to be a violation of the law; or (b) participates in good faith in any resulting investigation or proceeding, or (c) exercises his or her rights under any state or federal law(s) or regulation(s) to pursue a claim or take legal action to protect the volunteer's rights.

Nahant Marsh Education Center (NMEC) may take disciplinary action (up to and including termination/dismissal) against an employee or volunteer who in management's assessment has engaged in retaliatory conduct in violation of this policy.

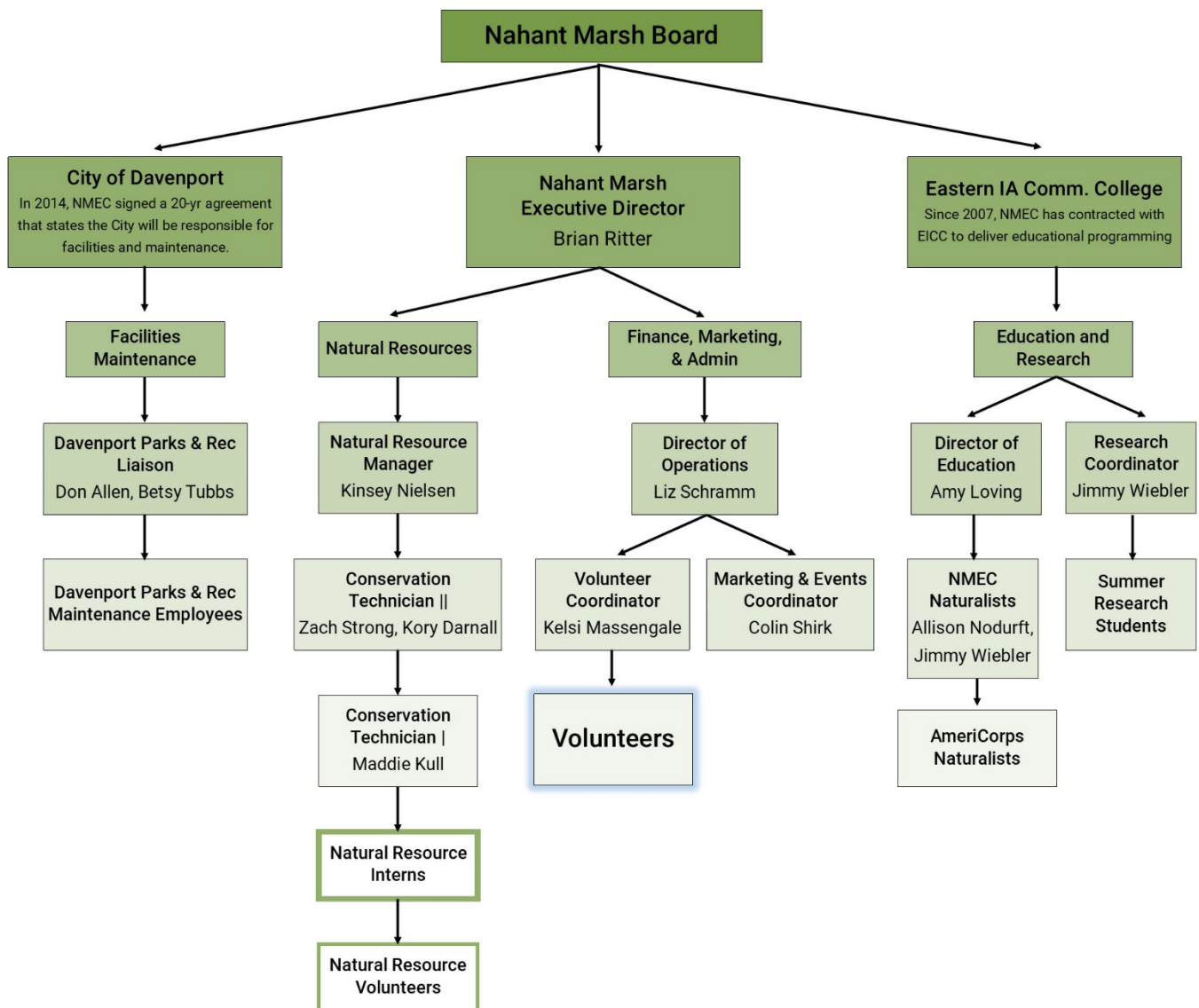
In addition, Nahant Marsh Education Center (NMEC) will not, with the intent to retaliate, take any action harmful to any volunteer who has provided to law enforcement personnel or court truthful information relating to the commission or possible commission by NMEC or any of its employees or volunteers of a violation of any applicable law or regulation. Supervisors will be trained on this policy and NMEC's prohibition against retaliation in accordance with this policy.

2.9 CRIMINAL BACKGROUND CHECKS

To ensure the safety of other volunteers, participants, and staff, any volunteer that will interact with youth (docents, public event volunteers, camp assistants, etc.) will be subject to a criminal background check before starting the volunteer position. The results will be kept confidential. Results of the background check could be grounds for removal.

2.10 ORGANIZATION FLOW CHART

Following is the organization flow chart for the Nahant Marsh Education Center.



SECTION 3: FRIENDS OF NAHANT MARSH

3.1 MISSION STATEMENT

The mission of the Friends of Nahant Marsh Education Center (FNM) is to support the Conservation, Protection, and Enhancement of the Nahant Marsh Education Center and its neighboring areas. This is to be accomplished in full cooperation with the Vision Statement and staff of NMEC. Among the goals of NMEC are:

1. To educate citizens about the importance of NMEC and other wetland areas.
2. To manage NMEC as a demonstration of a functioning natural ecosystem in an urban setting.
3. To increase awareness of the potential that former heavy industrial and contaminated areas have for rehabilitation and re-use.
4. To encourage and use applied scientific research as a means of better understanding and protecting Nahant Marsh and similar areas.

3.2 ADMINISTRATION

The activities of FNM will be administered by the following officers. All offices will be held by volunteers and each term of office will be one year, except as noted below.

1. **President.** Responsibilities include setting of meeting time and date (normally last Wednesday of each month at 6:00 PM), setting the meeting agenda, and running the meeting. Setting the agenda will be done in coordination with the staff of NMEC.
2. **Secretary.** Responsibilities include recording of meeting minutes, distributing minutes in a timely manner, and maintaining a directory of current FNM members.
3. **Treasurer.** Responsibilities include recording of income and expenses, maintaining the bank account, and reporting of the financial status of FNM at each meeting.
4. **Task Team(s).** Task teams will be established as required to perform projects as requested by NMEC staff. Teams will have one or more members and each team will only serve until the particular project is complete. Any one member of FNM may serve on multiple teams at one time, however, the goal is to have all members of FNM serve on teams based on their skills, time available, and willingness. Members of FNM will not be required to serve on task teams.

3.3 MEMBERSHIP

Membership in FNM is on a volunteer basis. The following are things that members are requested, not required, to do:

1. Actively participate in the activities of FNM, as time and talents allow, and support the Mission of FNM.
2. Record the amount of time spent on activities that support NMEC and report the hours to FNM. A record of volunteer hours that shows the support that NMEC receives will benefit future donation and grant requests made on behalf of NMEC.
3. Be an advocate for NMEC within the community and encourage new members to join FNM.
4. A nominal membership fee is charged to members to cover some operating costs.

SECTION 4: SAFETY OPERATION GUIDELINES

Nahant Marsh Education Center is committed to the safety of its volunteers, staff, property and equipment. The most important key to safety is the VOLUNTEER. It is the responsibility of each volunteer to abide by the safety rules.

4.1 INJURIES TO VOLUNTEER

Any accidents that occur need to be reported to the NMEC supervising staff and documented. Volunteers should seek medical care as needed or as directed by the Nahant Marsh staff member. If medical care is received, volunteer should inform the Nahant Staff member and Volunteer Coordinator.

4.2 EMERGENCY READINESS PLAN

In the event of an emergency, dial 911 immediately. See emergency preparedness plan for other protocols. The emergency preparedness plan is located above the AED in the Reptile Room. The emergency preparedness plan will be reviewed each year by NMEC staff.

The plan for any of the following emergency situations is in the Nahant Marsh Emergency Readiness Plan:

- Critical Incident Emergency
- Active Shooter
- Aircraft Crash
- Animal Disturbance
- Blood Borne Pathogens
- Bomb Threat
- Chemical/Biological/Radiological Release
- Closing Procedures (weather, utility failure, marsh threat)
- Contamination of Food or Water
- Crisis Communication Manager
- Death/Homicide of Student, Volunteer, or Staff at the Marsh
- Disgruntled/Suspicious Individuals in the Building or on the Grounds
- Disruptive Demonstrations
- Earthquake
- Fire and Explosion
- Flood Disaster
- Hazardous Material Spill
- Hostage Situation
- Lockdown
- Media Policy
- Medical Emergencies, Accidents, and Illness
- Pandemic
- Sexual Assault Reporting
- Shelter-in-Place
- Suicidal Student/Employee
- Terrorism
- Tornado
- Utility Failure (gas, electricity, water, boil order)
- Vandalism/Theft
- Weapons

4.3 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Natural Resource Volunteers

- Suggested at all times: long pants, work boots/sneakers, t-shirt/sweatshirt, safety glasses and work gloves. NMEC will provide safety glasses and work gloves.
- May be required at times: hard hat, hearing protection, rubber boots, waders, rain gear (rain gear not provided by NMEC)
- A hat is not required but it is preferred.

4.4 COMMUNITY CLEAN-UPS

- Volunteers will be supplied with gloves, garbage bags and water.
- Volunteers should be encouraged to:
 - act safely
 - use good ergonomics while picking up trash – back safety
 - not to lift anything over 50lbs without assistance
 - communicate with the team and account for everyone

4.5 VEHICLE OPERATION & MAINTENANCE

NMEC currently owns a SUV & a work truck

- Only NMEC staff are permitted to use NMEC vehicles.
- These vehicles can be used to transport visitors or volunteers, but only when driven by NMEC staff.

4.6 GATOR OPERATION & MAINTENANCE

- Only trained NMEC staff are permitted to use the gator.
- Only the driver and one passenger per seat can safely ride in the gator, there are to be no passengers in the cargo box.

4.7 TRAILER USE WITH VEHICLE OR GATOR

- Only trained NMEC staff are permitted to use.

4.8 BRUSH MOWER/MOWER/WEED EATER OPERATION AND MAINTENANCE

- Only trained NMEC staff are allowed to operate gas-powered equipment.

4.9 HAND AND POWER TOOLS OPERATION AND MAINTENANCE

- Only trained NMEC staff and trained volunteers are permitted to use.
- Keep all tools in good condition with regular maintenance.
- Use the right tool for the job.
- Examine each tool for damage before use.
- Operate tool according to the manufacturer's instructions.
- Wear and use the proper PPE.

4.10 CHAINSAW OPERATION AND MAINTENANCE

- Only NMEC staff that are chainsaw safety certified are permitted to operate chainsaws.

4.11 PESTICIDE USE

- Trained NMEC staff are permitted to spray pesticide, and only those with a pesticide applicators license are permitted to spray controlled pesticides.

- Only trained volunteers working directly with NMEC staff will be allowed to use certain pesticides.

4.12 PRESCRIBED BURNING GUIDELINES

- Only trained and properly equipped volunteers are allowed to participate in prescribed burns under the direct supervision of a trained and certified NMEC staff member.
- No one shall be on the burn line and using a drip torch without the Wildland Firefighter certification.
- Anyone on the fire line must wear Nomex suit/clothing, hard hat with heat shield, safety glasses, face mask/bandana, leather boots and leather gloves.
- Anyone participating in mop up must wear cotton clothing, hard hat, safety glasses, leather boots and leather gloves.
- All equipment should be tested for proper functionality before any burn. This includes radios, drip torches, backpack sprayers, and boom sprayer. Everyone participating in the burn will be assigned equipment to check.
- All equipment needs to be at the burn area and functioning before the burn is started.
- Fire breaks should be sufficient (one and one half times the height of the tallest vegetation), clear of debris, and wetted down prior to the start of the burn.
- The burn plan will be discussed with the burn crew and the 'Go – No Go' checklist completed prior to the start of the burn.
- After completion of the burn and mop up a post burn report will be completed by NMEC staff.

SECTION 5: GENERAL GUIDELINES

5.1 EDUCATIONAL PROGRAMS

- Interested volunteers can assist with, or lead, educational programming at NMEC or off-site as a representative of NMEC only with permission of the Nahant Marsh Director of Education and Volunteer Coordinator.
- Any volunteer leading or assisting with NMEC programs must receive training from NMEC staff.
- Any volunteer leading or assisting with school groups must pass a criminal background check prior to assisting with groups.
- Volunteers leading or assisting with educational programs, should dress appropriately with NMEC attire and name badge.

5.2 DOCENT

As a docent, you are responsible for helping to greet visitors, staff the building, and keep the education center looking beautiful! You may also be asked to help with other projects on occasion. See below for a guide to being a docent.

5.2A DOCENT EXPECTATIONS

- **Attitude:** A friendly and enthusiastic attitude is extremely important. A primary responsibility of a docent is to ensure that all park visitors have a pleasant, enjoyable and safe experience. Remember, you are an extension of Nahant staff and a representative of the organization.
- **Behavior:** Treat staff and visitors with courtesy and respect, arrive on time, and remain alert while a docent. It is not appropriate to play music, chat on a cell phone, have personal visitors, gossip, or perform other such activities in view of the public. Immoral conduct, illegal use of drugs, arriving under the influence, consuming alcohol or drugs while volunteering, or committing a crime are all expressly prohibited and will result in immediate dismissal.
- **Professionalism:** Docents should make every effort to be well-informed and helpful, but never knowingly give false or misleading information to visitors. If unsure, don't be afraid to say so! Do not discuss personal views on politics, religion, relationships, advice, or Nahant practices with park visitors, staff, volunteers, or in the presence of park visitors. Public criticism of Nahant Marsh, staff, or policies is unacceptable while serving as a volunteer.

5.2B DOCENT DUTIES AND RESPONSIBILITIES

- **Welcome visitors and introduce yourself.** As visitors enter, welcome them and introduce yourself as a volunteer/Friends Member who is available to answer any questions they may have.
 - Ask them to sign the guestbook. If they include their email, it will be added to our list.
- **Observe and respond.** As visitors are walking around and seem interested in the animals or other items, feel free to approach them and offer any information you may have. On the other hand, if a visitor makes it clear that they would prefer to be on their own, then politely leave them alone.
- **Be available to sell items.** We have many items available for sale; each item is labeled with a price and if it is Nahant's or the Friend's merchandise. Sales can be made and recorded for in the cash box or using the iPad.
 - To use the iPad: Open the PayPal App and sign in using the password on the back of the iPad. Scroll through the menu to find the sale item and click to add it to the purchase.

When all items are entered, hit the checkout at the bottom, and have the visitor swipe their card. Have them sign their name on the screen and ask if they would like a receipt.

- **Be familiar with the paver sales.** We have brick pavers for sale to be engraved. Each paver is \$100 and the money will be used for environmental education, research, and restoration. The pavers will be placed in the patio under the deck. The paver message can be three lines with 12 characters (including spaces) per line. Please have them fill out a Paver Order Form and leave form and payment in the cash box.
- **Be available to accept donations.** If someone comes by to drop off a material donation, please write down the items they donated, the date, their name, their address, and their email. This information will be used to send them a thank you letter that they can use for tax purposes. Leave information on Liz's Desk.
- **Be familiar with membership information.** If someone is interested in becoming a member, have them fill out the Membership Enrollment Form found in the brochure. Leave payment and form in the cash box. Members get discounts to programs, events, and Nahant products, invitations to members-only events, and subscription to our quarterly e-newsletter. The money goes towards environmental education and the protection and preservation of the preserve.
- **Be familiar with the Adopt-an-Animal program.** Nahant Marsh's Animal Ambassadors represent native species of Iowa's wildlife. They provide unforgettable hands-on experiences for visitors of all ages. As an ambassador, these animals represent their species allowing our education staff to educate the public about them. All of our animals are on display at the Center and will remain under the permanent care of Nahant staff. For \$75 they can provide an animal with all the care they need for one year. The donation is tax deductible. They will receive a personalized adoption certificate, a beautiful color photo of the animal, a description of its natural and personal history, and a recognition plaque in the exhibit gallery. Animal adoptions are valid for one year from the date of processing. Animals may have multiple "adoptive parents." If visitors are interested, encourage them to fill out an adoption form on Nahant's website.
- **Be familiar with the Friends group.** The Friends group is a group of volunteers that are a great asset to Nahant. They docent on Saturdays, help with events, do projects around Nahant, and meet on the last Wednesday of the month. If people are interested in volunteering, suggest being a part of the Friends.
- **Be familiar with the trails.** Trails are open from dawn to dusk. If the main gate is locked, trails are accessible from the front parking lot via the opening in the fence near the kiosk. Trail maps are available for visitors on the front display case and on the Nahant website.
- **Be familiar with upcoming events.** There will be an events calendar at the front desk. Look over the calendar for upcoming events, dates, ages, and prices. If someone is interested in registering, direct them to the Nahant website.
- **Be available to check out equipment.** Nahant Marsh has a Lending Library with binoculars, field guides, magnifying glasses, and more available for guests to use. These items are primarily located in the animal room. If guests are interested, allow them to use the items, and kindly ask that they return them to the front desk Education Center before closing.

5.3 SOCIAL MEDIA POLICY

Social media is widely used by staff and volunteers of Nahant Marsh Education Center. The purpose of this policy is to outline appropriate use of social media when posting on behalf of Nahant Marsh, as a representative of the organization, or in regard to the Marsh. This policy aims to protect individuals

volunteering with us in any role and to encourage you to take responsibility for what you write and exercise good judgment and common sense.

- **Continue the code of conduct.** All of Nahant Marsh's policies, including harassment/discrimination, confidentiality, and professionalism apply to the use of social media.
- **Remember, everything is public.** Volunteers should keep in mind that whatever is published on their social media sites is public, regardless of privacy settings. The opportunity for followers to take screenshots makes even private accounts—or deleted posts—susceptible to being shared publicly. Potential visitors and participants will often search online for profiles, so be mindful of how your online presence may be perceived.
- **Volunteers represent us.** Any posts that reference Nahant Marsh or include a link to the organization's website should reflect the organization in a positive light and include only accurate, public information. Obtain prior written approval before citing/referencing staff, volunteers, participants, or partners. Do not use social media to expose the organization's internal policies, programs, strategies, financials, products, etc.
- **Clarify personal vs. organizational beliefs.** If you identify and/or connect yourself as a volunteer of Nahant Marsh Education Center on a website or social media site, make clear to readers that the views expressed are yours alone, and do not necessarily reflect the views of the organization
- **Protect sensitive information.** Remember that you must always respect confidentiality and protect confidential information. You should be mindful of data protection issues, if in doubt speak to the Volunteer Coordinator. Confidential information includes things such as unpublished details about our work, details of current projects, locations of sensitive species, and information held on supporters, visitors, staff, or volunteers.
- **Respect consent to photograph.** You may not post/share images, recordings, in either still, audio, or video format that contains Nahant Marsh minor participants without the written expressed consent form of Nahant Marsh.

Volunteers who violate the outlined social media policies will be contacted by the Volunteer Coordinator, and may result in termination of your volunteer position.

5.4 FUNDRAISING

- Any fundraising on behalf of NMEC must be approved by the Executive Director.
- Friend's members are encouraged to host fundraising events, as approved by staff.

5.5 PROHIBITED ACTIVITIES

While serving as a representative of NMEC, volunteers and staff cannot:

- Be involved in political advocacy, religious instruction or proselytizing, or illegal activities.
- Be under the influence of drugs or alcohol.

IN CASE OF EMERGENCY

1) Call 911 for Assistance

2) Contact Brian Ritter – Executive Director

Office Phone: 563.336.3372 Cell Phone: **563.529.0110**

Email: britter@eicc.edu *If not available, then contact:*

1. Amy Loving – Director of Education: 563.336.3373
Cell Phone: 563.360.1454 Email: aloving@eicc.edu
2. Elizabeth Schramm – Director of Operations: 563.336.3374
Cell Phone: 618.974.8934 Email: eschramm@eicc.edu
3. Kinsey Nielsen – Natural Resource Manager: 563.336.3370
Cell Phone: 563.299.9057 Email: ksnielsen@eicc.edu
4. Curtis Lundy – Board President
Cell Phone: 563.210.1212 Email: clundyfish@gmail.com

3) Contact Agency Partners:

City of Davenport Parks and Recreation: MAIN: 563.888.2220

1. Betsy Tubbs: 563.349.2201 Email: bjt@ci.davenport.ia.us
2. Don Allen: 563.349.2201 Email: dwa@ci.davenport.ia.us

2. Eastern Iowa Community College: 563.441.4001

1. Ellen Bluth, Executive Director – Office: Ext. 3331
2. Alan Campbell, EICC Associate Director of Communications
Office: Ext. 3308 / Email: acampbell@eicc.edu

LOCATION OF EMERGENCY EQUIPMENT

Fire Extinguishers

- 1st floor Main Room- in AmeriCorner near closet
- 1st Floor Animal Room- on wall near sink
- 2nd Floor- on wall near refrigerator
- Garage- on wall near overhead door

First Aid Kits

- 1st floor Main Room- small kit in filing cabinet under printer
- 1st Floor- full kit with AED on wall in animal room near stairs
- 2nd Floor- on wall near refrigerator
- Garage- on wall

*In the event of an emergency or event, any media requests or questions from the public may be directed to Executive Director, Brian Ritter.

Nahant Marsh Education Center
4220 Wapello Avenue
Davenport, IA 52802
Main Phone: 563.336.3370
General Email: nahantmarsh@eicc.edu
Website: www.nahantmarsh.edu

IMPORTANT PHONE NUMBERS

Non-Emergency Police: 563.326.7979
Non-Emergency Fire: 563.326.7906
Scott County Sheriff: 563.326.8625
Trinity Hospital: 563.421.1000
Animal Control: 563.388.6655
Animal Family Vet: 563.391.9522
EICC IT Help Desk: 563.336.3456

ADDITIONAL STAFF

Kelsi Massengale- Administrative Assistant/
Volunteer Coordinator: 563.336.3378
Cell: 563.590.9984 Email: kmassengale@eicc.edu

Colin Shirk – Marketing and Events Coordinator:
Cell: 563.508.3879 Email: cshirk@eicc.edu

NAHANT NATURAL RESOURCES CREW:

Zach Strong
Cell: 563.272.8835 Email: zstrong@live.eicc.edu

Kory Darnall
Cell: 563.449.2358

Madeline Kull
Cell: 815.631.3516 Email: madelinekull@gmail.com

EDUCATION STAFF: 563.336.3370 or 3371

Jimmy Wiebler
Cell: 563.468.1975 Email: jwiebler@eicc.edu

Allison Nodurft
Cell: 563.212.3292 Email: anodurft@hotmail.com