

Volunteer Handbook



OGDEN NATURE CENTER

966 West 12th Street

Ogden, Utah 84401

Phone (801) 621-7595

volunteer@ogdennaturecenter.org

www.ogdennaturecenter.org

MISSION STATEMENT

The mission of the Ogden Nature Center is to unite people with nature and nurture appreciation and stewardship of the environment.

VISION

Ogden Nature Center will be recognized as the outstanding nature center in the west for its success in transforming Northern Utah into an environmentally enlightened community dedicated to living in harmony with the land.

VALUES

- Hands-on experiential learning based on discovery and scientific principles
- Teamwork among members of the Board of Directors, staff, volunteers and community
- The highest standards of professional and personal integrity
- Dedication to the Ogden Nature Center and its mission
- Fun as a part of everything we do
- Appreciation of art and beauty
- The highest level of quality in everything we do
- Outreach to all members of the community

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HISTORY

In 1973, the federal government deeded 127 acres of land to Ogden City for the purposes of recreation and education. Shortly after that, a group of concerned citizens desiring a nature preserve and study area received approval to lease the land from Ogden City. In 1975, sixteen volunteer trustees signed the original articles of incorporation and Utah's first nature center was born. Over the years the Ogden Nature Center (ONC) has grown to include two of Utah's greenest buildings and is home to award-winning environmental education programs, nature exhibits, and a beautiful 152-acre nature preserve, along with a 23-acre nature preserve nestled against the cliffs northeast of the city.



Thanks to the work and vision of these first volunteers, the Ogden Nature Center is led and directed by a dedicated and active volunteer board of directors. Volunteers have always been, and continue to be, the Nature Center's most valuable resource.

VOLUNTEER RIGHTS & RESPONSIBILITIES

As a volunteer, you are regarded as a valuable resource to the Ogden Nature Center and our staff.

As a volunteer you have the right to:

- Proper orientation, training, and supervision
- Refuse any task that you feel is beyond your limitations or you feel uncomfortable performing
- Receive feedback regarding your performance
- Contact the volunteer coordinator for any reason, including difficulties that are experienced with an assignment
- Be given the opportunity for growth

Volunteers who accept the responsibility of our program are expected to:

- Abide by the policies and procedures of ONC
- Keep contact information and records up-to-date with the volunteer coordinator
- Sign-in and sign-out to record the number of hours worked
- Report accident or injury to the volunteer coordinator
- Communicate with the volunteer coordinator
- Keep yourself and others safe
- Take pride in and be loyal to the Ogden Nature Center

TYPES OF VOLUNTEERS

Regular Volunteers

Regular volunteers are those who can commit to a regular schedule every week or few weeks. Regular volunteers are eligible for fixed jobs, such as feeding the animals, helping with education programs, doing habitat restoration work, or working at the front desk.

Occasional/Periodic Volunteers

Periodic volunteers help on an “as-needed basis.” Periodic volunteers help with mailings, flyer distribution, events, or with other opportunities that arise. Most volunteers are periodic and come help monthly or every few months. Periodic volunteers will be added to an email list once they complete the sign-up process. They are encouraged to look for those emails so they will know when volunteer opportunities are available.

Groups and Businesses

We are always looking for help from groups and businesses! We have many projects during the year that are great for larger groups of people interested in making a difference in the community. If you are part of a group or a business and would like to discuss service projects at ONC, please let the volunteer coordinator know.

Community Service Worker

Community service workers are completing required hours as mandated by the courts or to regain attendance credits for school. Community service workers are not considered volunteers and are therefore held to strict expectations while completing service. If you are a community service worker, be sure to talk with the volunteer coordinator about the rules and expectations you need to abide by to complete community service at ONC.

VOLUNTEER PROCEDURES

Communicate with the volunteer coordinator

- If you are unable to make it on your scheduled day
- If you have a change of address or phone number
- If circumstances prevent your continued service
- Check in and out at the Volunteer Headquarters
- We need a 48-hour notice for documentation verifying service or for a letter of recommendation

Dress appropriately and for the season

- Dress should be in good taste, not offensive or distracting
- Dress should be appropriate for the weather and the work
- Use sun and mosquito protection and bring a water bottle

Parking

- Park in the main parking lot and walk down the Birdhouse Trail
- Handicap accessible parking is available at the Education Center

Name Badge

- Name badges must be worn and visible at all time

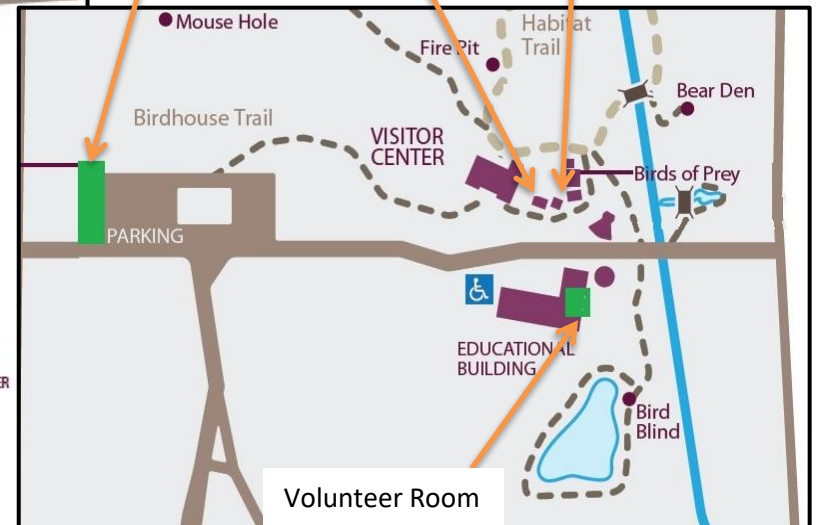
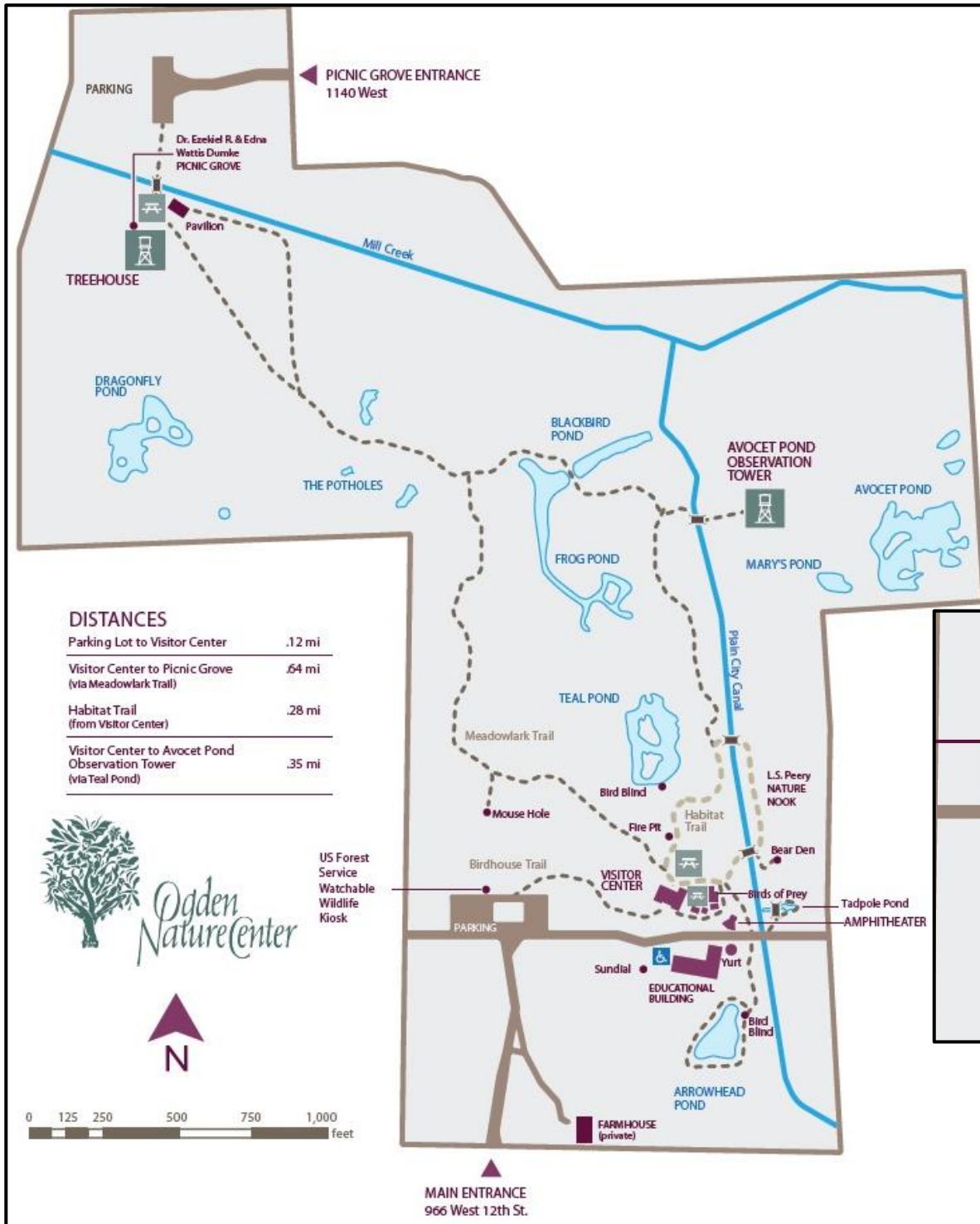
To use ONC vehicles you will require

- Written permission by the director
- A valid driver’s license and proof of insurance

Keep ONC Safe

- Report unsafe conditions
- Keep yourself and others safe

Map



Compost, garbage & recycling

Animal Food Prep Room (behind 3rd mew)

Tool Shed (behind 1st bird mew)

VOLUNTEER POLICIES

Professional Conduct

All volunteers are representatives of the ONC. It is vital to maintain professional behavior. While it is impossible to list all the forms of unacceptable behavior, the following are examples of activities that we prohibit at ONC:

- Possession, sale, transfer, or consumption of illegal substances, drugs or alcohol
- Harassment (sexual or otherwise) of volunteers, staff, or visitors
- Fighting or threatening violence
- Theft or attempted theft of property
- Negligence or conduct leading to property damage
- No weapons
- No pets- Service animals only
- No smoking ANYWHERE

Violation of these rules will result in disciplinary action, up to and including immediate dismissal from the program

Child Abuse Policy

The Ogden Nature Center requires any employee or volunteer who has reason to believe a child has been subjected to abuse or neglect, or who observes a child being subjected to conditions or circumstances which would reasonably result in abuse or neglect, to immediately contact the nearest peace officer, law enforcement agency, or Division of Child and Family Services office, and to inform the executive director.

The purpose of this policy is to ensure that all employees and volunteers report, and participate in investigations of, suspected child abuse or neglect as required by state law.

IF YOU SUSPECT CHILD ABUSE OR NEGLECT IS OCCURRING, CALL THE CHILD ABUSE/NEGLECT HOTLINE AT 1-855-323-3237. CALL 911 FIRST IF A CHILD IS IN IMMEDIATE DANGER

Social Media Policy

The Ogden Nature Center strives to maintain and build a positive reputation while enhancing the goals in its mission. Countless conversations, information, inquiries and other interactions take place about ONC via social media. We encourage you, and the public to take part in these conversations and share optimistic and positive remarks about ONC. Volunteers must remember that what you post is often a direct reflection of yourself and ONC. A seemingly harmless post can cause damage. For example, discussing a negative interaction at ONC or a new animal acquisition before its announcement to the public.

General guidelines when online:

- Be conscientious when mixing your volunteer and personal lives.
- If you are not sure, do not post. When in doubt, ask.
- If the news media contacts you about ONC, refer them the public relations coordinator.
- Be respectful, professional and avoid making defamatory statements.
- Refrain from using social media while volunteering.
- If you have questions, please ask the public relations coordinator or the executive director.

Do not do the following when online:

- Discuss confidential or sensitive information related to ONC's internal business.
- Discuss animal health or behaviors.
- Discuss sponsorship, donations or projects.
- Discuss sensitive visitor, employee or volunteer interactions.
- Use ONC logos, photos, or images without permission.

VOLUNTEER OPPORTUNITIES

Let our volunteer coordinator help you find the best fit for your specialized skills and interests.

Mailing/Distribution

- Help with bulk mailings
- Distribute flyers & posters

Administrative/Visitor Services

- Greet visitors
- Answer phones
- Filing
- Assist with gift shop
- Data entry

Facility & Grounds Maintenance

- Adopt-a-Spot
- Carpentry
- Gardening
- Trail maintenance
- Heavy equipment owner/operator
- Facility cleaning
- Painting
- Electrical work
- Plumbing and sprinkler repair

Community Events

- Decorator
- Greeting/assisting guests
- Set-up and clean-up
- Registration
- Parking

Habitat Restoration

- Invasive species removal
- Planting
- Watering

Education & Outreach

- Assist teachers
- Assist naturalists
- Prepare education materials
- PR booths at outreach events
- Handling animals

Animal Care

- Feeding resident animals
- Cleaning cages

ANIMAL CARE

Care of the animals is a big responsibility, and because of that there are particular requirements for those that are selected for this position

Guidelines for Animal Care:

- You must be 18 or older to feed the birds.
- If 14 or older, you may feed the classroom animals. If younger than 14, you must be accompanied by an adult.
- A six-month, weekly commitment is required. The animals rely on their caretakers and we train you carefully.
- Animal caretaker's duties include feeding the animals, cleaning the cages, monitoring behavior and logging behavior.
- Animal caretakers are working with predatory animals. This is risky but rewarding.

RECORDING HOURS

Recording hours is very important as we use this data to evaluate our program and apply for grants. It is the responsibility of the volunteer to sign in and sign out. If you need proof of service or a letter of recommendation, we will base that on the hours that you record. Also, your recorded hours could make you eligible for awards at volunteer recognition events.

A computer is available in the volunteer room for recording hours.

From any device go to:

<https://www.ogdnaturecenter.org/volunteer>

Click "Record your hours." Fill in and submit the form.

If you forget to record your hours, there is no guarantee that we can go back and add them for you. Please be in the habit of recording your hours every time you volunteer.

EVALUATION & FEEDBACK

We always welcome feedback on your volunteer experience. This feedback helps us improve the volunteer program for you and other volunteers. Any feedback you have is very valuable!

Below are some questions you can use to help generate feedback:

- How was your experience getting started with ONC?
- Did you feel welcomed into the volunteer program?
- Do you feel we provide you with adequate communication regarding upcoming volunteer opportunities?
- Did you receive adequate training?
- What could we do to improve your experience?

BACKGROUND CHECKS

To ensure a safe environment for all, our volunteers that are 18 or older must undergo a background check. Some exceptions to this include those that have proof of a recent background check, those participating in a company sponsored service project, and students and faculty involved in school related projects. Background checks are paid for by ONC

WE APPRECIATE YOU!

To thank you for your time and talent, we gratefully offer our volunteers:

- o 10% discount at The Nest Gift Shop
- o Invitation to our Annual Recognition Event
 - 40 hours of service in one year – Honorary Family Membership
 - 100 total hours– Frog pin
 - 250 total hours– Acorn pin
 - 500 total hours– Oak Leaf pin
 - 750 total hours– Dragonfly pin
 - 1,000 total hours– Name on plaque in the Nest Gift Shop
 - 2,500 total hours– Chickadee pin

NEXT STEPS

VOLUNTEER PROCESS

- Sign up for volunteer orientation www.ogdennaturecenter.org/volunteer
- Attend volunteer orientation
- Sign volunteer waiver
- If under 18 - next step is to email volunteer@ogdennaturecenter.org to schedule volunteer hours
- If over 18 - complete background check invitation when you receive email from Sterling Volunteers
- Once background check is reviewed you will receive an email from volunteer coordinator to update you on volunteer status
- Respond to volunteer coordinator email and schedule volunteer hours

COMMUNITY SERVICE WORKER PROCESS

- Sign up for community service worker orientation www.ogdennaturecenter.org/volunteer
- Attend community service worker orientation
- Sign volunteer waiver and community service worker contract
- Turn in documentation outlining your offense, number of community service hours you must complete, and your required completion date - at this point offense will be evaluated to determine if you will be able to complete hours at the Nature Center. We do NOT accept anyone for community service work who has committed any type of felony, violent crimes or crimes against minors, prostitution, any offense against a family or sexual offense, or a felony offense of wildlife laws. Any other violations will be considered on a case-by-case basis.
- If under 18 - next step is to email volunteer@ogdennaturecenter.org to schedule volunteer hours
- If over 18 - complete background check invitation when you receive email from Sterling Volunteers
- Once background check is reviewed you will receive an email from volunteer coordinator to update you on volunteer status
- If background check is cleared respond to volunteer coordinator email and schedule volunteer hours

CONTACT US

801-621-7595
966 W 12th Street, Ogden, Utah 84404
volunteer@ogdennaturecenter.org
www.ogdennaturecenter.org

Hours:

Monday – Friday 9 am to 5 pm
Saturday 9 am to 4 pm
Closed Sunday

ONC STAFF

Jonathan Creel – Executive Director
Brandi Bosworth – PR and Special Projects
Sabrina Foster – Development and Events Coordinator
Caitlin Gochnour – Special Projects
Mandy Stanley – Visitor Services
Kathrin Duffy - Visitor Services
Elaine Feeny – Accountant
Susan Snyder – Teacher Naturalist
Brenda Boren – Office Manager
Heidi Christensen – Wildlife Specialist
Parker Balla – Volunteer Coordinator
Sarah Lambson – Outreach Coordinator
Ashley Ballew – Outreach Educator
Kylie Brandt-Friedman – Outreach Educator
Annie Rollin – Teacher Naturalist
Eddie Cude – Maintenance