

VOLUNTEER HANDBOOK



2014

The Center for Wooden Boats

Your guide to the History, People & Procedures of The Center for Wooden Boats

WELCOME!

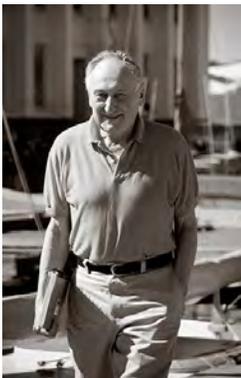
Our volunteers truly are the fabric that holds us all together. Each year our volunteers donate more than 15,000 hours of their time to all facets of the organization. From the Boatshop, Livery, and Front Desk to Special Events and Festivals – volunteers keep our programs vibrant and alive.

Indeed, the individuals are as varied as their work. Our volunteers range from 15 years old to 90+, hail from the West Coast and distant lands, and, while some have been with us for 20 years or more, we welcome new volunteers into the fold every month.

Whether you stay with us for 6 months or 16 years, we hope your volunteer experiences provide you with opportunities to engage in our community, learn new skills, meet new people, and have a rollicking good time with boats!

Welcome! We're so happy to have you aboard.

LETTER FROM THE FOUNDING DIRECTOR



A museum where you can play with the exhibits! What a concept! CWB's mission is simple and direct: preserving our small craft heritage. Our collections are for education. The most lasting means of education is direct experience. To do is to learn. We want everyone to come here. That's why we don't charge admission. Yet, most of our income is from earnings and small private donations. People give to us when we give to them a historical experience wrapped with warmth, fun and a bit of challenge. With your help we will continue to be one of Seattle's most exciting museums – and a great place for a cheap date.

Dick Wagner
Founding Director

TABLE OF CONTENTS

WELCOME!	1
TABLE OF CONTENTS	2
ABOUT THIS HANDBOOK	3
OUR MISSION	3
VISION	3
VOLUNTEER OPPORTUNITIES	4
BENEFITS	5
RIGHTS & RESPONSIBILITIES	6
YOUR RIGHTS	6
YOUR RESPONSIBILITIES.....	6
POLICIES AND PROCEDURES	7
I. BACKGROUND CHECK POLICY	8
II. ANTI-HARASSMENT, INTIMIDATION, AND BULLYING POLICY	8
III. GENERAL CODE OF CONDUCT	9
IV. ONLINE VOLUNTEER FORUM	10
V. CELL PHONES	11
VI. SMOKING	11
VII. ALCOHOL	11
VIII. MINORS AS VOLUNTEERS.....	12
IX. DOGS IN THE WORKPLACE.....	12
X. ATTENDANCE	13
XI. LOGGING YOUR HOURS	13
XII. MAINTAINING ACTIVE VOLUNTEER STATUS	13
XIII. PFD POLICY.....	14
XIV. EMERGENCY PROCEDURES	15
XV. WORKING WITH YOUTH	16
XVI. BOATSHOP POLICY.....	17
XVII. VOLUNTEER PROCEDURES AND DISMISSAL	17
XVIII. GRIEVANCE PROCEDURE FOR VOLUNTEERS	18
TIMESHEETS & SCHEDULING: USING VICNET	19
WHAT IS VICNET?	19
SIGNING UP FOR A SHIFT	19
LOGGING (POSTING) YOUR HOURS	23
EMPLOYER MATCH FOR VOLUNTEER HOURS (“DOLLARS FOR DOERS”).....	24
TRACKING AND USING YOUR LIVERY HOURS.....	24
GETTING HERE	27
CWB SOUTH LAKE UNION	27
NORTH LAKE UNION WORKSHOP & WAREHOUSE	28
CAMANO ISLAND STATE PARK (CAMA BEACH).....	28
CWB TIMELINE	29

ABOUT THIS HANDBOOK

To help ensure that your experience with us is rewarding for you and The Center for Wooden Boats (CWB), we are supplying you with this handbook to acquaint you with all the essential information for volunteering at CWB. Please take the time to read it thoroughly before your first volunteer assignment. Participation in CWB's volunteer program indicates your agreement to abide by the policies and procedures outlined in this handbook.

OUR MISSION

To provide a gathering place where maritime history comes alive through direct experience and our small craft heritage is enjoyed, preserved, and passed along to future generations.

VISION

We envision The Center for Wooden Boats endowing the greater community with an enduring expression and celebration of the Northwest's nautical heritage – its artifacts and artisanship, history, music, literature, pleasures, traditions, and values – keeping alive our maritime culture.

WE ENVISION A FUTURE WHERE...

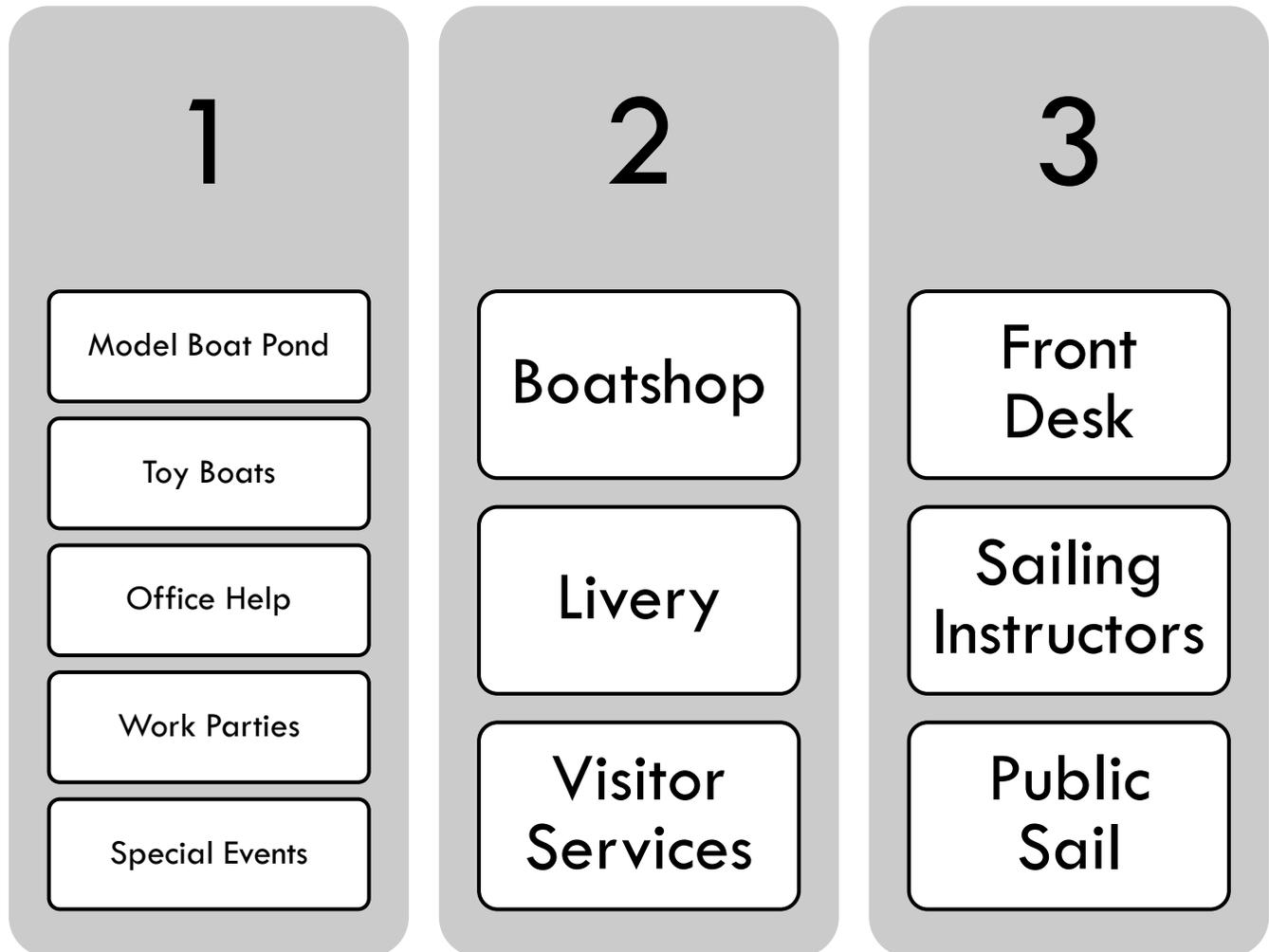
- Lives are enriched with the knowledge of where we fit into the continuum of history and human experience by collecting, preserving, and telling the story of Northwest wooden small craft and maritime culture.
- People of all ages use their hands and minds to connect to their culture and their physical world by making maritime craft and skills education a lifelong experience.
- Every child has the confidence to pursue their full potential by providing challenging physical and mental experiences in wooden small craft.
- People form connections that strengthen society by providing an oasis and gathering place at the water's edge.
- Boats on the water are accessible to all.
- Communities around the world are inspired by CWB as a model for community-based, hands-on maritime experience.

In the end, we are really more about people than boats. So, most importantly, we envision tens of thousands of lives being enriched by The Center for Wooden Boats.

VOLUNTEER OPPORTUNITIES

Our volunteer opportunities fall into three main categories based on the level of training and regular commitment they require. At orientation, you had the opportunity to attend a Level Two training session to begin your career as a volunteer at CWB. Levels are described as follows:

1. Assignments that require minimal training.
2. Assignments that require one or two training sessions.
3. Assignments that require extensive training or evaluation; you may be asked to log a certain number of volunteer hours before pursuing training in an area that is designated as Level Three.



The list above represents the most common areas of volunteerism. It is not an exhaustive list of volunteer tasks or participation. As we get to know each other better, you may find interests in other areas or find new ways of contributing based on your skills and experience. Creativity is welcome!

BENEFITS

It goes without saying that the greatest benefit of all is the personal fulfillment and sense of community you gain by sharing your passion with others. It also goes without saying that we want you to be successful in your efforts and be acknowledged for your contributions. We offer the following benefits to our volunteers:



1 hour of boat use for every 3 hours of logged volunteer time



FREE CWB Membership after 45 hours
(within 12 consecutive months)



FREE CWB Lifetime Membership after 1,000 hours (cumulative)



Quarterly Volunteer Appreciation events



Awards to commend excellence in service

VOLUNTEER BENEFITS AT CAMA BEACH:



Volunteers receive a FREE Discover Pass after 24 hours worked
in a "Parks Approved Project" at Cama Beach



Volunteers can reserve a cabin
(in advance, based upon availability) for every 4 hours of
logged volunteer time at Cama Beach

RIGHTS & RESPONSIBILITIES

Volunteers are a very important part of our workforce. As such, your position comes with important rights and responsibilities; they are designed to create a safe, enjoyable, and productive working environment for you, your fellow volunteers, and our paid staff.

YOUR RIGHTS

- Training and supervision appropriate to your position
- Meaningful assignments
- A safe and harassment-free working environment
- Timely follow-up from staff when requested
- Support from the Volunteer Coordinator and Staff in resolving issues
- Recognition, both formal and informal, for your contributions

YOUR RESPONSIBILITIES

- Serve as a goodwill ambassador and interpreter of CWB's mission and programs. Be considerate when dealing with other volunteers, staff, and guests.
- Respect and maintain the confidentiality of our staff, volunteers, and visitors where appropriate.
- Understand the commitments and duties of assignments before accepting them and fulfill them with integrity and professionalism.
- Observe safety procedures for all boats, tools, and docks.
- Attend all required training that relates to your area of service.
- Treat staff and other volunteers as your team members and follow instructions from staff, skippers, and other team leaders.
- Use your best judgment in situations for which no written policy exists. Ask questions when you are unsure.
- When possible, give at least 2 days' notice if you are unable to come to your scheduled shift.
- Clean up after projects.
- Wear your nametag.
- Log your volunteer hours.

POLICIES AND PROCEDURES

Our policies and procedures are designed to provide guidance and direction to both staff and volunteers with regard to volunteer involvement and management efforts. Unless specifically stated, these policies and procedures apply to all non-elected volunteers in all programs and projects undertaken by or on behalf of the organization, and to all departments and sites of operation of the program. Alterations to or exceptions from policies may be granted only by the Executive Director and must be obtained in advance and in writing. Policies not specifically covered in this section shall be determined by the Executive Director. Below is a list of our policies and procedures. The full versions of each policy or procedure are found on the following pages.

BACKGROUND CHECK POLICY

I. BACKGROUND CHECK POLICY

COMMUNITY POLICIES

II. HARASSMENT, INTIMIDATION AND BULLYING

III. GENERAL CODE OF CONDUCT

IV. ONLINE VOLUNTEER FORUM

V. CELL PHONES

VI. SMOKING

VII. ALCOHOL

VIII. MINORS AS VOLUNTEERS

IX. DOGS IN THE WORKPLACE

ATTENDANCE POLICIES

X. ATTENDANCE

XI. LOGGING YOUR HOURS

XII. MAINTAINING ACTIVE VOLUNTEER STATUS

SAFETY POLICIES AND PROCEDURES

XIII. PFD POLICY

XIV. EMERGENCY PROCEDURES

PROGRAM POLICIES

XV. WORKING WITH YOUTH

XVI. BOATSHOP POLICY

VIOLATIONS OF POLICY

XVII. VOLUNTEER DISCIPLINARY PROCEDURES AND DISMISSAL

XVIII. GRIEVANCE PROCEDURE FOR VOLUNTEERS

BACKGROUND CHECK

I. BACKGROUND CHECK POLICY

All new volunteers must complete a Washington State Patrol and National Sex Offender Registry background check. To ensure the safety of our program participants, volunteers, visitors, and staff, we cannot accept volunteers who have any history of assault or a crime against a person (any criminal offense which involves bodily harm, the threat of bodily harm, or other actions committed against the will of an individual). Falsification of information used to obtain official background checks, including name and date of birth, may result in immediate dismissal.

COMMUNITY POLICIES

II. ANTI-HARASSMENT, INTIMIDATION, AND BULLYING POLICY

A respectful work environment is essential to the well-being of both employees and volunteers. The Center for Wooden Boats does not condone and will not tolerate harassment, intimidation, bullying or abusive treatment by any employee, volunteer, or member (collectively, "member") of any applicant, employee, volunteer, member, visitor or program participant.

HARASSMENT, INTIMIDATION OR BULLYING

Harassment, intimidation or bullying can be based on an individual's race, religion, color, political ideology, national origin, creed, ancestry, mental or physical disability, medical condition, marital status, age, gender, gender identity or sexual preference, but is not limited to these factors.

"Harassment, intimidation, or bullying" specifically means any intentional electronic, written, verbal, or physical act which:

- a) Demeans another person; or
- b) Physically harms or damages another person's property; or
- c) Has the effect of substantially interfering with a person's work, participation in a CWB activity, or access to CWB facilities or programs; or
- d) Is so severe, persistent, or pervasive that it creates an intimidating or threatening environment; or
- e) Has the effect of substantially disrupting the orderly operation of CWB.

SEXUAL HARASSMENT

Sexual harassment refers to conduct or behavior of a sexual nature that is unwelcome and creates an offensive or hostile environment. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute "sexual harassment" when:

REPORTING HARASSMENT OR BULLYING

Members and/or their guests who believe they have been subjected to conduct in violation of CWB's Anti-harassment, Intimidation and Bullying Policy should promptly report the matter to their immediate supervisor, to CWB's Executive Director, or to any member of CWB's Board of Directors. CWB will not discriminate or retaliate against any member and/or their guest for reporting what he/she believes is conduct in violation of this policy. Any reported incident will be investigated. CWB will endeavor to protect the privacy and confidentiality of all parties involved. If CWB determines that harassment, bullying, unlawful discrimination, or retaliation has occurred, it will take appropriate corrective action, which may result in disciplinary action including termination of CWB employment, volunteer or membership in CWB, as well as denial of permission to be present at CWB facilities and events.

- Submission to such conduct is made explicitly or implicitly a condition of an individual's employment or advancement; or
- Rejection of such conduct is used as a basis for any employment decision affecting the individual; or
- The harassment has the purpose or effect of unreasonably interfering with the individual's work performance or creating an environment that is unreasonably intimidating, hostile or offensive to any member of CWB.

For example, unwanted physical contact, foul language, sexually-oriented propositions, emails and other internal correspondence, jokes or remarks, obscene gestures or the display of sexually explicit pictures, cartoons, or other materials may be considered offensive to another employee and thus should not occur.

HARASSMENT OF MEMBERS OR GUESTS

This Policy is equally applicable to harassment of any member or guest of a member using CWB facilities or attending CWB sponsored events.

III. GENERAL CODE OF CONDUCT

The General Code of Conduct provides rules and guidelines for all volunteers to help maintain a community that is inclusive, collaborative, respectful, and supportive. All volunteers are required to abide by these rules whenever they are acting in the capacity of a CWB volunteer, whether it be onsite, offsite, or online. Your consent to adhere to the Code of Conduct is implied by your participation in our volunteer program.

BE RESPECTFUL, BE COLLABORATIVE

We expect the members of the CWB community, which includes volunteers, staff, Board members, and people from outside projects and initiatives, to be respectful and to grant the benefit of the doubt in situations where miscommunication may lead to unnecessary or unproductive confrontation. Everyone can make a valuable contribution to CWB. We may not always agree, but disagreement is no excuse for poor behavior or poor manners. It's important to remember that a community where people feel uncomfortable or threatened is not a productive (or fun) one.

Disagreements happen all the time, and CWB is no exception. Disagreement, debate, and constructive criticism are often how progress is made and are a necessary part of doing complex work in a team. The important goal is not to avoid disagreements or differing views but to resolve them constructively. Above all, avoid making conflicts about the work into personal conflicts. Debate should never include reference to someone's nationality, gender, religion or other personal characteristics. If you require assistance in settling a dispute or resolving conflict, please notify the Volunteer Coordinator, Staff Lead, or Executive Director as soon as possible by email, phone or in-person.

ASK QUESTIONS

This is a community of hands-on learning, so questions are encouraged! When you are unsure, ask for help. Nobody knows everything and nobody is expected to be perfect. Asking questions can avoid problems, frustrations, and miscommunications down the road. Look to your peers for input and advice, and be sure to talk to your staff lead if you need help or additional training.

FOLLOW THE RULES

It's really that simple.

EXERCISE DISCRETION AND CONFIDENTIALITY AT APPROPRIATE TIMES

Depending on your role, you will be privy to various levels of information. If content is not defined as “confidential” please exercise discretion and use your best judgment in deciding if confidentiality is appropriate. When in doubt, ask! Confidential information contained or shared within private conversations, private emails, private forums, private mailing lists, chats or other mediums is also to be kept confidential even after you have discontinued your service. Breaches in the area of privacy and confidentiality are taken very seriously.

CHANGES TO THE CODE OF CONDUCT

CWB may revise these Rules of Conduct at any time. A dated history of changes will be maintained at CWB headquarters, and significant changes will be communicated in a Volunteer Newsletter and posted online in VicNet and in the CWB Volunteer Forum.

IV. ONLINE VOLUNTEER FORUM

The Volunteer Forum is an extension of the CWB community, and as such all policies, expectations and responsibilities outlined in the volunteer handbook, and within this document, extend to it, including all threads, posts, private messages, visitor messages on user profiles, social groups, and any other form of communication within CWB Volunteer Forums. The Volunteer Forum can be accessed here:

<http://volunteer.cwb.org/>.

The CWB Volunteer Forum is here to provide you with a friendly environment where you can:

- Stay up to date with CWB news and announcements
- Read updates relevant to your program area or assignment
- Discuss ideas
- Share advice
- Inform and educate, learn new things
- Connect with other volunteers, staff, and Board members

The forum is NOT a place for:

- Abusive, disrespectful, harassing, or hostile comments or actions
- Criticism or negative feedback about a person or organization
- Discussion or debate of CWB Policies
- Discussion or debate of accidents, incidents or other situations where legal action may be required, or underway.

If you would like to provide negative feedback about a person, discuss or ask questions about CWB policies, or discuss accidents or incidents that may have legal ramifications, please do so through direct and private communication with the Volunteer Coordinator or the Executive Director and NOT on a public forum. CWB has a zero tolerance policy for content that violates any part of our anti-harassment policy.

FORUM RULES

1. Courtesy and Respect

Forum Content must be civil, and it should be courteous. The CWB Forums are a place for positive and constructive interactions among CWB volunteers. Forum activity such as bumping, petitioning, lobbying, cross posting, threatening to quit, signing, or +1'ing a thread is not constructive and is not permitted. Forum Members and their Forum Content must not impersonate or attempt to impersonate CWB employees or other Forum Members.

2. Privacy

Private communications between forum members, moderators, and CWB employees should remain private. Forum Content placed in public channels must not include copies of private communications, including emails, private messages, and chat logs.

3. Viruses, Illegal Content, and Copyright

Forum Content must not:

- Contain viruses, adware, spyware, worms or any other malicious code.
- Contain (i) pornography; (ii) obscene or sexually explicit remarks or images; (iii) threatening or defamatory remarks or images; (iv) hateful, racially or ethnically offensive remarks or images; (v) descriptions or promotions of illegal activity; or (vi) provide links to sites that contain any of the aforementioned content.
- Violate any applicable laws, contractual restrictions, or any other third party rights.

4. Commercial Activity: Spam, Selling, and Scams

Forum Content must not:

- Spam other members or the community.
- Contain content that encourages other forum members to participate in commercial activity or scams that violate CWB's Terms of Service or Code of Conduct.

5. Singular Identity

Each community member is limited to one forum account.

V. CELL PHONES

Cell phone use is permitted for communication, if necessary, between yourself and CWB staff. Personal use of cell phones for making/receiving calls or texting is not allowed while actively interacting with visitors or when doing so could pose a safety risk, such as during a boat docking. If you need to use your cell phone for personal reasons, please wait until an appropriate break time or excuse yourself and find a place behind the scenes to make calls or text.

VI. SMOKING

Smoking is prohibited on CWB property, including in the Pavilion, on the docks, and in our boats.

VII. ALCOHOL

CWB is a fun place to relax and socialize, but we are also a family-centered community. Our rules around alcohol use are intended to create a safe and welcoming environment for all of our visitors, regardless of their age.

Any volunteer who appears intoxicated while on shift or in contact with visitors is subject to dismissal as a volunteer and will be asked to leave the premises immediately. Alcohol use while on any of the CWB owned boats is also reason for immediate dismissal. Volunteers should remember that alcohol use is not permitted in Lake Union Park except under specific circumstances in which permits have been issued from both Seattle Parks and Recreation and the Washington State Liquor Control Board. Alcohol use at CWB during business hours must be confined to a designated event and area approved by a staff person. Permits for alcohol use during special events at Cama Beach are obtained from the Washington State Parks.

VIII. MINORS AS VOLUNTEERS

Volunteers between the ages of 15 and 18 must have the written consent of a parent or legal guardian prior to volunteering. The volunteer responsibilities assigned to a minor will be performed in a non-hazardous environment and will comply with all appropriate requirements of child labor laws. No person under the age of 15 is permitted to volunteer unless they are accompanying a parent or guardian who is also a volunteer. Persons under the age of 15 are considered “guests” of the volunteer with whom they are volunteering and therefore are not covered by CWB’s insurance. Should a “guest” of a volunteer violate any of the policies outlined in this document, the volunteer accompanying them shall be held responsible.

IX. DOGS IN THE WORKPLACE

Dogs are a beloved part of our community, but there are some restrictions to when dogs are allowed at CWB.

- Your dog may not accompany you during your volunteer shift.
- You may bring your dog with you, however, when you are visiting CWB as a visitor and are not performing any official volunteer activities.
- Any dog at CWB shall be kept on a leash at all times.
- Dogs are permitted on Livery boats. Dogs are not permitted on Public Sail boats.
- Service dogs are exempt from the above restrictions.

ATTENDANCE POLICIES

X. ATTENDANCE

Many of our programs are dependent upon volunteers, which is why not showing up for your shift can cause poor visitor experience at best, or temporary closures of programs at worst. Repeated no-shows can be cause for reassignment or dismissal. If you need to reschedule your shift, please call/email ahead of time.

- If you are working in an assignment with scheduled shifts, please sign up for volunteer shifts in advance. We cannot guarantee accommodation for walk-in volunteers.
- Plan to work the entire shift as scheduled. If you need to leave early/arrive late, please contact the staff lead and/or the Volunteer Coordinator ahead of time to get approval.
- If you cannot make your scheduled shift, please remove yourself from the shift using the VicNet online system up to the day before the date of your shift. After that, please call/email your staff lead and/or the Volunteer Coordinator to alert them of your change in availability.
- If you are unable to sign-up for shifts online, contact the Volunteer Coordinator at volunteer@cwbc.org.

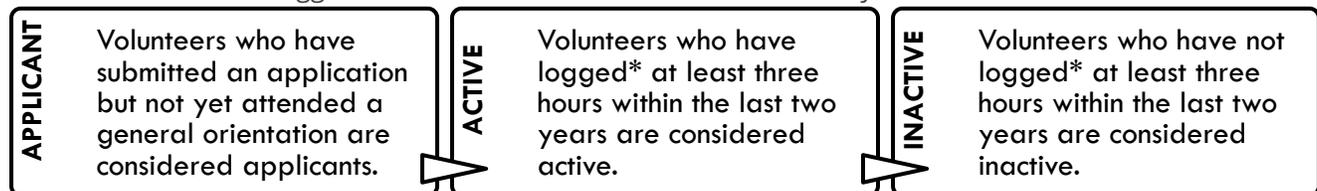
XI. LOGGING YOUR HOURS

Logging your hours not only allows you to claim the benefits you can get for volunteering (i.e., CWB membership, Livery time), it also helps CWB claim maximum funding from grants and other sources that consider volunteer time. Please log your hours!

Individual volunteers are responsible for the accurate and timely submission of their volunteer hours via the online VicNet system. There is a 60-day window for posting volunteer hours through VicNet. See the "USING VICNET: Logging (Posting) Your Hours" section for more information and instructions.

XII. MAINTAINING ACTIVE VOLUNTEER STATUS

Volunteers who have logged* at least three hours within the last two years are considered active.



* Please note that your status is determined by the number of hours you have **logged**. Not logging hours properly may result in your status changing to inactive, regardless of your actual activity. See the "USING VICNET: Logging (Posting) Your Hours" section for more information and instructions on how to log your hours.

In the interest of keeping good volunteer records, we regularly poll volunteers who have not logged hours in a while to ask if they are still interested in volunteering with CWB. Your status may be changed from active to inactive if you fall within one of the following groups and you do not respond to the poll with a request to be kept active:

- Brand new volunteers who have attended Volunteer Orientation but who have not logged any volunteer hours after six months
- Volunteers who have not logged at least three hours within the past two years

SAFETY POLICIES AND PROCEDURES

Your staff supervisor will inform you of all safety procedures relevant to your volunteer job. For specific areas (i.e., Boatshop or Livery), a safety orientation may be part of your training. Disregarding safety procedures is cause for dismissal.

XIII. PFD POLICY

The Center for Wooden Boats strives to provide a safe work environment for its visitors, students, volunteers, and staff. CWB also provides boating education to the general public, both through educational programs, and by the example our volunteers and staff set while working on and around the water.

When working on CWB docks within 3 feet of the water and when boarding any boat on our docks, you are required to wear a PFD.

All PFDs used in compliance with this policy must be US Coast Guard-approved and worn in accordance with the manufacturer's instructions. This includes buckling all straps that are part of the PFD. Belt-pack style PFDs do not meet the requirements of this policy. In addition, inflatable PFDs worn by CWB staff must be approved for Commercial use by the US Coast Guard.

With these goals in mind, CWB has implemented the following policy regarding PFD (life jacket) use at its facilities.

■ Anyone aboard a CWB vessel that is in the water, regardless of purpose, must wear a PFD.

■ Anyone participating in a CWB program aboard a privately-owned vessel is required to wear a PFD while underway. This includes the owners of privately-owned vessels for the duration of the on-the-water program.

■ All CWB staff and volunteers (including interns and program assistants) who are working on docks, floats, piers, sea walls, or within three feet of the water must wear a PFD unless one of the following exceptions applies:

- Personnel who are only transiting the docks
- Personnel who are working in the Boatshop, Boathouse, or similar floating building where they are enclosed by four walls
- Personnel who are working in a space where there is a permanently installed railing between their workspace and the water
- Other exceptions may be approved on a case-by-case basis by CWB's Boatshop Manager, Sailing Manager, Workshop Manager, or Operations Manager. Managers cannot approve exceptions for their own area; approval must come from a different department head.

■ Anyone participating in a CWB overnight program must comply with US Coast Guard rules regarding PFD use when the vessel is not underway.

XIV. EMERGENCY PROCEDURES

In case of an emergency, alert your staff lead or supervisor immediately and follow their instructions. Everyone at CWB is responsible for reporting unsafe conditions, hazards, emergencies, and criminal activities to supervising staff.

MINOR INJURIES

1. If you are injured in the course of your duties, notify your staff supervisor immediately.
2. If warranted, staff will fill out an Incident Report and assist you, should you need to see a medical care provider.

MEDICAL EMERGENCY

1. Call **911**. State your name and location.
2. Concisely state the problem and what assistance is needed.
3. Stay on phone until dispatcher tells you to hang up.

COLLISION OF BOATS

1. Call the sailor immediately back to the dock.
2. Make sure everyone in the boats involved is okay.
3. Have the skippers fill out an INCIDENT REPORT, located in the Oarhouse. Reports must be turned in to a staff member.

CAPSIZED BOAT

1. At South Lake Union call Harbor Patrol at (206) 684-4071. At Cama Beach call (360) 387-9361. Give the location and nature of the problem.
2. Dispatch quickest CWB safety boat, with at least 2 people on board, to recover people in the water.
3. Dispatch second quickest safety boat with at least 2 people on board, to recover the capsized vessel.

FIRE

1. All visitors, volunteers, and staff should evacuate the buildings and docks.
2. Volunteers and staff gather on the grass knolls south of MOHAI at South Lake Union or in front of the Boatshop at Cama Beach.
3. Do not leave the area until you have been accounted for by a staff member.
4. If you are on the water and see signs of a fire in the Boathouse or on the docks, do not attempt to dock at CWB. A safety boat will be dispatched to give you guidance on an alternate place to dock.

TRESPASSING OR UNRULY DISTURBANCES

Volunteers who observe criminal activity on CWB property are required to report it to a staff member as soon as possible. Do not try to confront the person committing the crime. Protect yourself by making the report discretely and assist in the completion of an incident report if asked.

PROGRAM POLICIES

XV. WORKING WITH YOUTH

To ensure the safety of our youth, Staff and Volunteers at CWB maintain diligent standards of conduct. All volunteers who are involved with a youth-specific program are required to take a Sexual Assault Prevention and Awareness Training.

Regardless of assignment, all volunteers must adhere to the following policies. Violations of these policies may result in immediate dismissal, even if no harm is done. For the purpose of this policy, "present" is defined as having line of sight view.

- There should always be two adults present with any individual or group of youth whenever possible. The adults may be any combination of CWB staff, volunteers, teachers, and/or chaperones. This ratio is mandatory if the youth involved are age 12 and under.
- In situations where the preferred ratio is not possible due to the nature of the program, and all of the youth are age 13 and over, there must be at least two youth present with any adult.
- An adult may never be alone with a single youth for any reason.

ACCEPTABLE BEHAVIOR BETWEEN ADULTS & YOUTH

Sometimes it is unclear if a behavior is appropriate, inappropriate, or harmful. Here are some more examples of appropriate and inappropriate behavior when dealing with youth:

VERBAL COMMUNICATION

APPROPRIATE:

- Praise
- Positive reinforcement for good work/behavior

INAPPROPRIATE/HARMFUL:

- Sexually provocative or degrading comments
- Risqué jokes

PHYSICAL BEHAVIOR

APPROPRIATE:

- Pats on the back or shoulder
- Non-romantic hugging initiated by the youth. Hugging should be directed by the adult to side-to-side contact instead of pelvis-to-pelvis.

INAPPROPRIATE/HARMFUL:

- Patting the buttocks
- Tickling
- Hugging initiated by an adult
- Intimate/romantic/sexual contact
- Corporal punishment
- Showing pornography or involving youth in pornographic activities

RELATIONSHIPS WITH YOUTH OUTSIDE OF CWB PROGRAMS

All CWB staff, consultants, and volunteers are prohibited from nannying, babysitting, or developing social relationships with minors they meet through CWB.

TRANSPORTATION OF YOUTH

Staff and volunteers are not permitted to transport youth in vehicles unless it is a part of the curriculum of the program and appropriate ratios are maintained.

XVI. BOATSHOP POLICY

The Center for Wooden Boats encourages visitors and volunteers to engage with wooden boats in a hands-on way. One way we do this is by providing them with opportunities to observe or participate in the restoration and maintenance of CWB's fleet of historic wooden boats. We currently manage several locations that serve as valuable assets upon which resources can be drawn primarily to maintain the CWB-owned fleet and secondarily to accomplish a wide variety of projects in and around The Center for Wooden Boats. These locations are the South Lake Union Boatshop and the North Lake Union Workshop and Warehouse in Seattle, and the Cama Beach Boatshop at Cama Beach.

This policy was created in order to maintain the safety, accessibility, and functionality of these working spaces. ALL volunteers – not just those working in the Boatshop – must abide by the following guidelines:

- Access to either shop is permitted only when a CWB Staff member or Shopkeeper is onsite. Hours of operation are in direct correlation to the requirements of our projects and programs. These hours are not always posted nor are they always regular.
- Only persons who have been through the Boatshop training may have direct access to hand tools.
- Use of power tools, including the band-saw, table-saw, planer, etc., requires a checkout, which is to be conducted only by the Boatshop staff. Use of these tools without prior checkout is strictly prohibited.
- Resources, including paint, fasteners, sandpaper, etc., are for CWB Staff approved projects ONLY.
- All tools taken from the shop for dockside boat maintenance or facility repairs MUST be returned to the shop in the proper storage location at the end of your shift. The tools you use are your responsibility.
- You are required to maintain the tools you use and keep the space clean. LEAVE IT BETTER THAN YOU FOUND IT!
- Hazardous Materials Training is required for ANYONE handling chemicals, including paint and varnish. Training will be provided by Boatshop or other qualified staff. State mandated Hazardous Materials Policies are located in each shop for your reference.

VIOLATIONS OF POLICY

XVII. VOLUNTEER PROCEDURES AND DISMISSAL

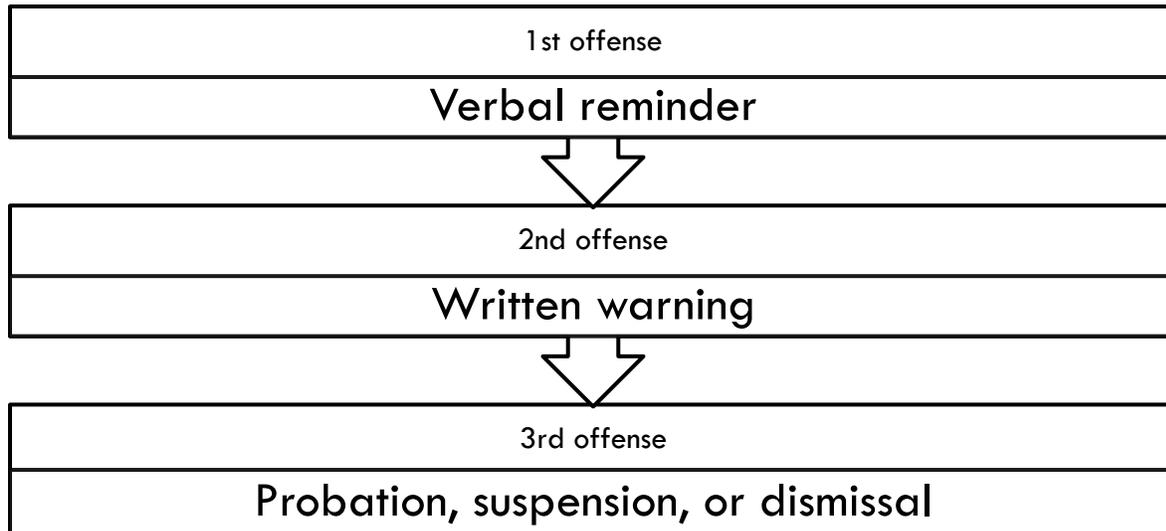
All volunteers are expected to behave in a professional manner. Problems or concerns regarding CWB rules, regulations, and working conditions should be discussed with your immediate supervisor and/or the Volunteer Coordinator to resolve the problem.

Volunteers may be suspended or dismissed for any of the following reasons:

- Disrespectful attitude toward guests, staff, or other volunteers
- Stealing or vandalism
- Discrimination or harassment
- Excessive unexcused absences
- Possession of unauthorized CWB or staff property
- Failure to follow policies outlined in this handbook
- Violation of any state, federal, or local laws

The examples above are illustrative of the type of behavior that will not be permitted and are not intended to be all-inclusive. A failure to strictly enforce any aspect of these Rules of Conduct does not prevent CWB staff or Forum Moderators from doing so in the future.

Violations by volunteers (including interns and program assistants) will be addressed in the following manner:



CWB Staff reserves the right to forgo verbal and written warnings, or to dismiss a volunteer without a probationary period, in cases where violation of these policies creates an unreasonably hostile, unsafe, offensive, or otherwise undesirable environment for staff, volunteers, or visitors.

XVIII. GRIEVANCE PROCEDURE FOR VOLUNTEERS

We are large, bustling and diverse community, and occasionally problems between people arise. Volunteers having difficulties with a staff person or other volunteer are recommended to follow this process (in this order):

1. Talk directly with the staff person or volunteer with whom you are having trouble, and try to come to a resolution.
2. Bring your concern up to your program supervisor and ask for a grievance plan to be filled out.
3. If the grievance plan isn't being executed or you are having difficulty working with your program supervisor, talk with the Volunteer Coordinator.
4. Talk with our Executive Director if you are not finding resolution after taking the above steps.

Volunteers with questions or concerns about any of these policies or rules of conduct may direct their questions to CWB's Volunteer Coordinator or Executive Director.

TIMESHEETS & SCHEDULING: USING VICNET

For your convenience, for program efficiency, and for the purposes of recording accurate information necessary for CWB to receive important grant funding, you will use a volunteer website called VicNet to log your hours and sign up for shifts.

If you do not have access to a computer or are unable to use VicNet, please contact the Volunteer Coordinator for assistance.

WHAT IS VICNET?

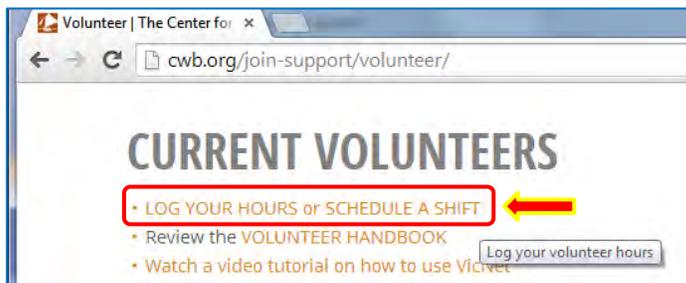
VIC stands for Volunteer Information Center, and it is your source of information for activity, news, needs, events, and your own volunteer engagement. With VicNet you can do the following:

- Schedule yourself for a shift
- Find out about special volunteer needs and see upcoming training events
- Log your hours
- Update your profile information, including contact info, skill set, and availability

SIGNING UP FOR A SHIFT

Some assignments have set schedules and require volunteers to choose a shift from the schedule in order to participate. These assignments include the Boatshop, Livery, and Front Desk. Shifts are important because they ensure that we will have volunteers during the times we need them most, and also to limit the occurrences of having too few or too many volunteers at a given time.

1. Go to the **CWB Volunteer page** to access the link to the VicNet Login page (<https://www.volgistics.com/ex/portal.dll/?FROM=6535>) – or bookmark it in your browser for easy reference. From the CWB Volunteer page, click on the “Log Your Hours or Schedule a Shift” link.



- From the VicNet Login Page, enter your email address as the Login name and the PIN # you received upon volunteer activation as your password. You can change this password to one you will remember by accessing the "My Account" tab, once logged in.

- From the VicNet Home page, click on the "Check your schedule" button or the "My Schedule" tab.

Using the dropdown list, select a specific volunteer area to see available shifts, or keep the default to see all assignments. Click on a date from the calendar to see a list of openings on that day. The orange "Help Wanted" signs show days that have open shifts. Note that you will see only assignments for which you are qualified.

- Click on the specific day you are available to volunteer. Scroll to your chosen assignment and shift time. Click on the GREEN the "Schedule Me" box to sign up. You will receive a reminder email about your shift (unless you have opted out). If at any time you would like to limit the emails you receive from us, you can do so through the "My Profile" tab.

Home Mail My Profile My Schedule My Service History Time Sheet Account

Schedule for
Monday, August 25, 2014

Schedule

Boatshop at South Lake Union (SLU), June 30 - August 29 [CWB at Lake Union Boat Shop] [Description](#)

HELP WANTED 9:00 a to 12:00 p Open
2 volunteers still needed
Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here

HELP WANTED 12:30 p to 3:30 p Open
2 volunteers still needed
Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here

- Make sure to confirm your sign-up schedule!

Home Mail My Profile My Schedule My Service History Time Sheet Account

Sign-up!
Schedule yourself for volunteer duty

You are signing-up to serve:

Date: Monday, August 25, 2014
Assignment: Boatshop at South Lake Union (SLU), June 30 - August 29
From: 12:30 p
To: 3:30 p

Is this correct?

Yes **No**

6. Your confirmed shifts will appear on your calendar.

HELP WANTED **Sign-up!**
We need volunteers on days that have the 'Help wanted' symbol. Click any of these days to learn more or to sign-up.

Show openings in Schedule yourself for volunteer duty

Prev month **Next month** **August 2014**

Sunday **Monday** **Tuesday** **Wednesday** **Thursday** **Friday** **Saturday**

					1 HELP WANTED	2 HELP WANTED
3 HELP WANTED	4 HELP WANTED	5 HELP WANTED	6 HELP WANTED	7 HELP WANTED	8 HELP WANTED	9 HELP WANTED
10 HELP WANTED	11 HELP WANTED	12 HELP WANTED	13 HELP WANTED	14 HELP WANTED	15 HELP WANTED	16 HELP WANTED
17 HELP WANTED	18 HELP WANTED	19 HELP WANTED	20 HELP WANTED	21 HELP WANTED	22 HELP WANTED	23 HELP WANTED
24 HELP WANTED	25 HELP WANTED 12:30 p - 3:30 p Boatshop at South Lake Union (SLU), June 30 - August 29 [CWB at Lake Union\ Boat Shop]	26 HELP WANTED	27 HELP WANTED	28 HELP WANTED	29 HELP WANTED	30 HELP WANTED

7. You may remove yourself from a scheduled shift by selecting the date and clicking on the “Remove Me” button from the specific shift. Please give at least 2 days’ notice for shift changes. You will not be able to remove yourself from a shift less than 1 day before the date of that volunteer shift.

Volunteer | The Center for... Volunteer Information Ce...
Volgistics [US] https://www.volgistics.com/ex/portal.dll?ACT=41

Home Mail My Profile My Schedule My Service History Time Sheet Account

Schedule for
Monday, August 25, 2014

You are scheduled

12:30 p to 3:30 p
Boatshop at South Lake Union (SLU), June 30 - August 29 [CWB at Lake Union\ Boat Shop] [Description](#)

Can't serve on this date? Click the Remove me button to remove yourself from these times

Remove me

[Click here to see a 5 minute video tutorial on using VicNet.](#)

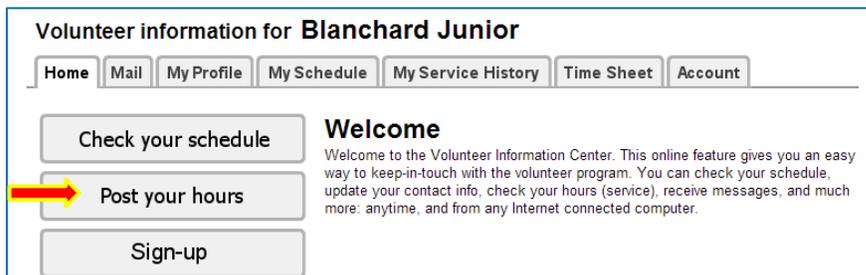
LOGGING (POSTING) YOUR HOURS

Why should I log my hours?

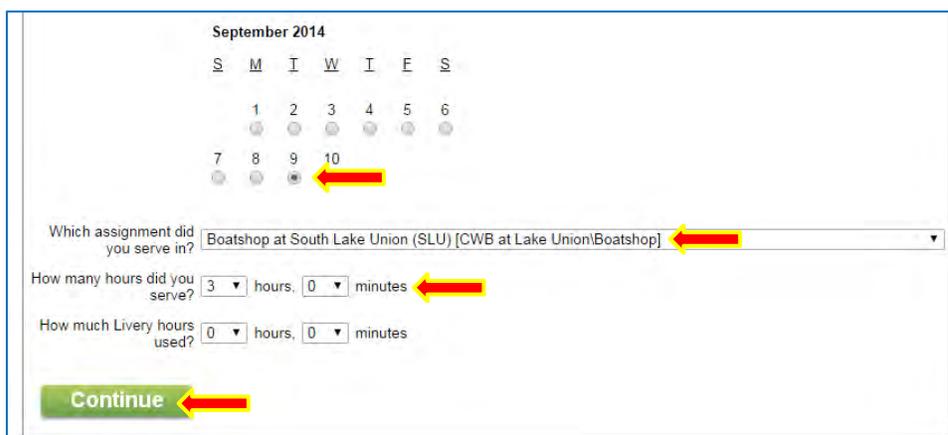
- Hours must be logged to receive volunteering benefits (e.g., Livery time, CWB membership, school or community service credit).
- It's important to us! The more volunteer hours, the better CWB's ability to raise funds.
- Logging hours keeps your status active as a volunteer.
- It's easy! You can post your hours online through VicNet up to 60 days after the date you volunteered.

How do I log my hours?

1. Follow steps 1 through 2 of "Signing up for a Shift" to login.
2. From the VicNet Home page, click on the "Post your hours" button, or click on the "Time Sheet" tab.



3. Next, enter the details of the volunteer hours you worked:
 - On the calendar, select the date you volunteered.
 - From the Assignment drop-down list ("Which assignment did you serve in?"), select the appropriate assignment area (e.g., "Model Boat Pond").
 - Enter the number of hours and minutes you volunteered in the "How many hours did you serve?" boxes.
 - Click "Continue" to verify your posting.



4. Be sure to confirm your entry! When finished, you should be able to see your newly logged hours in the record of the volunteer hours you've posted recently.

Time Sheet

Please confirm your entry:

You served on: Tuesday, September 9, 2014

Assignment: Boatshop at South Lake Union (SLU) [CWB at Lake Union\Boatshop]

Hours: 3:00

Livery hours used: 0:00

Is this correct?

 Click **Yes** to save this entry

Click **No** if you want to make a change

Your recent service entries:

Date	Assignment	Hours	Livery hours used
08-26-2014	Boatshop at South Lake Union (SLU) [CWB at Lake Union\Boatshop]	3:00	0:00
06-17-2014	Boatshop Special Project [CWB at Lake Union\Boatshop]	4:00	0:00

[Click here to see a five-minute video tutorial on using VicNet.](#)

EMPLOYER MATCH FOR VOLUNTEER HOURS (“DOLLARS FOR DOERS”)

If you happen to work for an employer who offers matching funds for every hour that an employee volunteers (a.k.a. “Dollars for Doers” programs), please also submit your hours to your employer as well as CWB – we REALLY appreciate it! All volunteer matching funds go right back into our volunteer department, which means more support for you!

If you are not sure whether your employer offers a volunteer match, you can ask your company’s benefits department. If you have any questions about submitting your hours to a matching program or logging your hours in VicNet, please contact the Volunteer Coordinator.

TRACKING AND USING YOUR LIVERY HOURS

You are granted 1 Livery hour (use of a Livery boat) for every 3 hours you volunteer. You must log your volunteer hours in order to receive this benefit. Volunteer Livery hours may be redeemed only by volunteers whose status is active. If you become inactive as a volunteer, you must become active again before you can use your volunteer Livery hours.

TO FIGURE OUT HOW MANY LIVERY HOURS YOU HAVE:

1. From the VicNet Home page, click on the "My Service History" tab.



2. On your Service History page, you will see a record of all volunteer hours you have logged or that have been logged for you, as well as all Livery hours you have logged as used. The number of Livery hours you have is essentially the number of your total volunteer hours divided by three, minus any Livery hours you have already used.

The screenshot shows the 'My Service History' page. At the top is a navigation menu with tabs: Home, Mail, My Profile, My Schedule, My Service History (selected), Time Sheet, and Account. Below the navigation menu is an 'Instructions' section with the text: 'Click the "Printable view" button for a printable view of this information.' Below the instructions is a 'Totals' section with the text: 'Life hours: 173:30'. Below the totals is a 'Service by year' section with the text: 'Click on a year to view your records for the year.' Below the service by year section is a table with the following data:

Year	Hours	Livery hours used
2014	79:00	0:00
2013	94:30	0:00
Life total:	173:30	0:00

Below the table are two buttons: 'Printable view' and 'Exit'.

TO USE AND LOG YOUR LIVERY HOURS:

When you wish to use a boat using your volunteer Livery hours, simply let the Livery Manager or Attendant know and indicate "Volunteer" in the rate column in the Livery logbook. In addition, you are expected to log your used Livery hours in VicNet.

Please note:

- Livery boats may only be used during normal Livery operating hours.
- Use of a sailboat requires prior checkout, which incurs a fee, and must be scheduled in advance.

The steps for logging your used Livery Hours are similar to logging your other volunteer hours.

1. From the VicNet home screen, click on the "Post your hours" button and enter the details of your Livery hours usage:
 - Select the date you used a boat.
 - From the Assignment drop-down list select "Used Livery Time" for Lake Union or Cama Beach, whichever is appropriate.
 - Fill in the number of Livery Hours used in "How much Livery hours used?" (Please excuse the bad grammar!) Leave "How many hours did you serve?" blank.
 - Click "Continue" to verify your posting.

July 2014

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Which assignment did you serve in?

How many hours did you serve? hours, minutes

How much Livery hours used? hours, minutes

2. When finished, you should be able to see a record of your posted Used Livery Time along with any volunteer hours you've posted recently.

Home Mail My Profile My Schedule My Service History Time Sheet Account

Instructions
To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

Posted
Thank you for serving! Your service entry has been recorded. If you need to make another entry, click "Another."

Your recent service entries:

Date	Assignment	Hours	Livery hours used
07-31-2014	Used Livery Time [CWB at Lake Union\Used Livery Time]	0.00	2.00

GETTING HERE

CWB SOUTH LAKE UNION

1010 VALLEY STREET, SEATTLE, WA 98109

Due to our increasingly urban environment, The Center for Wooden Boats at South Lake Union is best accessed by foot, bicycle, or by public transportation. For directions on getting here via various modes of transportation, please see <http://cwb.org/locations/south-lake-union/>.

PARKING IN SOUTH LAKE UNION

The Center makes every effort to provide parking for volunteers during their shifts, but parking near CWB's South Lake Union location is increasingly limited as the neighborhood is developing.

Guidelines for parking in the Lake Union Park parking lot:

- CWB's parking spaces in the Lake Union Park parking lot are available only if you are visiting CWB or volunteering for CWB. You may not park in any of CWB's designated spaces if you are in the area for other reasons, including working on non-CWB boats.
- One-time parking passes must be issued by CWB's Front Desk on the day of use to be valid. No hand-written, altered, or expired passes will be honored.
- Cars that display invalid passes will be issued violation notices. Repeat violations will result in the car being towed at the owner's risk and expense.
- Cars must be BACKED INTO the parking spaces. Failure to comply with the back-in parking rule may result in a citation issued by the City of Seattle.
- There is no overnight parking in the Lake Union Park parking lot. If you need to leave your car at CWB overnight, please work with us to make other arrangements.
- The Lake Union Park parking lot also has four Accessible parking spaces; please feel free to use these spaces if you have an Accessible or Disabled Parking Permit.



NORTH LAKE UNION WORKSHOP & WAREHOUSE

1475 N NORTHLAKE PLACE, SEATTLE, WA 98103

Like the South Lake Union location, CWB at North Lake Union is best accessed by alternative modes of transportation. That said, it does have its own dedicated parking area and its neighborhood is less densely populated, meaning street parking is more readily available and generally unmetered. For more information about the North Lake Union Workshop, please visit <http://cwb.org/locations/north-lake-union/>.



CAMANO ISLAND STATE PARK (CAMA BEACH)

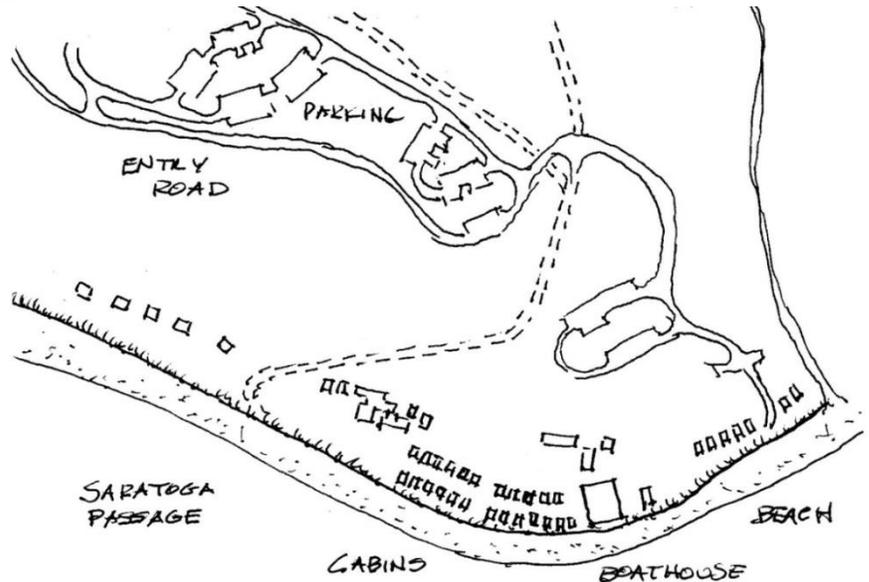
1880 SW CAMANO DRIVE, CAMANO ISLAND, WA 98282

Cama Beach is located on the Southwest side of Camano Island State Park. Due to its rural setting, Cama Beach State Park is most easily accessed by car, though Island Transit does provide local service. To find directions, maps, and bus schedules for CWB at Cama Beach State Park, visit <http://cwb.org/locations/cama-beach/>.

PARKING

Parking at Cama Beach State Park is limited. There is a shuttle that will take you from the parking lot down the hill to the beach and back that runs during events. Call the number posted at the parking lot shelter for service.

Parking passes are provided for volunteers while volunteering. Otherwise, a Discover Pass (issued by the Washington State Parks Department) is required to park.



BY BUS

Island Transit, with its main stop at Terry's Corner next to the Camano Getaway Visitors' Center, as you come onto the Island, makes a regular stop at Cama Beach State Park. For bus schedules, visit: <http://www.islandtransit.org/>.

CWB TIMELINE

February 1968 through May 1980

The Old Boathouse, Dick and Colleen Wagner's traditional boat livery, in operation

1977

First Lake Union Wooden Boat Festival at the Naval Reserve Base – three days long

1978

After a long filibuster, the first facilities purchase was made: 50 metal folding chairs for \$100 – 1/10 of the bankroll!

1981

City Council passed resolution to provide Waterway #4 to CWB

Dick received first salary: \$100/month, minus \$500 for Vega station wagon donated to CWB

Began first Capital Campaign: raised approximately \$140,000 through phone-a-thon to members and foundation grants

1983

Department of Natural Resources approved public use of Waterway #4 for CWB

Opened Boatshop as office, workshop, and meeting space

Began Livery operation with about 10 boats restored through a grant

1988

Construction of the Boathouse begun

1989

SailNOW! program started

1991

Washington State Parks offers to buy Cama Beach site if CWB will be anchor tenant; Board agrees, planning begins

1992

CWB hosted conference to plan and program for at-risk youth and maritime heritage skills, funded by public and private grants

Youth Field Trip program started

First year-end appeal (crafted as a letter to Santa Claus) fundraising campaign resulted in largest year-end total to date

City forgave CWB's monthly rental payments due to public services provided

1993

Beginning of "All Aboard" program for at-risk youth, funded through grants and private donations

1995

Second conference on at-risk youth and maritime heritage skills

First annual Wooden Open One Design (WOOD) Regatta at CWB

1997

The Center for Wooden Boats takes prize in the "Budget Under \$25,000" category of the 2nd annual King Country Event Producers Awards

1999

Inaugural Lake Union Golden Cup
First annual Camano Island Mother's Day Sail

2001

Cama Beach added to National Register of Historic Places

2002

Construction begun for historic ships' wharf on north side of Armory
Official groundbreaking ceremony for Cama Beach

2004

Youth Sailing Programs started

2006

Tugboat Storytime program started for pre-schoolers
Construction begins for Lake Union Park

2012

New site, the North Lake Union Workshop and Warehouse, opened.

2014

Architectural plans started for the Wagner Education Center in Lake Union Park.