

Monterey Bay Aquarium Volunteer Handbook

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INTRODUCTION

Welcome

Dear Aquarium Volunteer:

On Behalf of our Board of Trustees, I want to extend a warm welcome and personal thanks for your commitment to the Monterey Bay Aquarium in becoming a volunteer.

You're joining the team of people who enable the aquarium to touch the lives of thousands of visitors, each and every day. The hundreds of volunteers who have contributed their time and talents to our institution during the past decade have been absolutely instrumental in our success. Whether sharing the secrets of kelp forest animals with a first-time visitor or assisting behind-the-scenes to maintain our exhibits, your work as a volunteer will directly contribute to our mission to inspire conservation of the oceans.

I feel strongly that this mission is now more important than ever before. The aquarium has a vital role to play in introducing people from all walks of life to the wonders of Monterey Bay and the vast oceans beyond. Only with this awareness will come a commitment to stewardship of our oceans, on which all life depends.

All of us here at the aquarium extend a heartfelt thanks to you for your time, your interest, and your dedication. We look forward to working together to fulfill our mission here at the aquarium in the years to come.

Sincerely,
Julie Packard
Executive Director

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General Information

This Volunteer Handbook was designed to summarize many of the policies and procedures at the Monterey Bay Aquarium and to acquaint you with the benefits and guidelines of becoming a volunteer. The Manager of Volunteer Resources is responsible for administering all policies described in the handbook and can provide any further information of details on request. Please contact the Volunteer Resources Department for further information or clarification of these policies if needed.

The Monterey Bay Aquarium reserves the right to modify, rescind, delete or add to the provisions of this handbook at any time. We will attempt to provide you with notification of any changes in a timely manner.

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Board of Directors

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Vice President and Executive Director
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Our Mission

The Mission of the Monterey Bay Aquarium is to inspire conservation of the Oceans.



Our Vision

We envision a world in which the oceans are healthy, and people are committed to protecting the integrity of Earth's natural systems, which sustain us all. To help make this vision a reality, we create exhibits, programs and publication that introduce people from all walks of life to the wonders of the marine world - from Monterey Bay to the vast oceans beyond. Stewardship begins with inspiration, and we offer enjoyable and enlightening experiences to inspire a love and understanding of nature. Effective conservation efforts have their roots in science, and we work to advance conservation through education and research. We help people discover their connection with natural systems and take their next steps in becoming active ocean stewards.

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Our Guiding Principles

Our Guiding Principles for the next decade:

Our first priority is to provide an unsurpassed visitor experience at our site.

We focus on living exhibits, and seek to maximize opportunities for visitors to encounter, discover and observe ocean life.

Our permanent exhibits focus on Monterey Bay and its connection to the world's oceans. Our special exhibits may expand beyond the bay.

We exhibit plants and animals in their natural habitats in order to communicate the inter relatedness of all life. However, other approaches may be used, especially for special exhibitions.

We invest in the future welfare of the oceans by providing meaningful programs for children and their parents and teachers.

We acknowledge that learning should be engaging and enjoyable, and seek to provide entertaining experiences that advance our educational mission.

We acknowledge the diversity of our audiences' interests, learning styles, backgrounds and knowledge bases. For some visitors, our goal is discovery and awareness, for others, active involvement in conservation.

We carry our mission beyond our walls to broader audiences and are committed to these efforts meeting the same standards of accuracy, quality and effectiveness as our on-site exhibits and programs.

We encourage teamwork and collaboration and nurture talent, creativity and an entrepreneurial spirit among our staff.

We are committed to responsible financial management and economic self-sufficiency.

We value quality over quantity and seek to focus our efforts on doing a few important things extremely well.

We recognize our responsibility to our community and are committed to being good neighbor, reaching out to all members of our community and practicing the conservation behavior we espouse.

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Service Standards

Institutional Value-Service

"We are here to serve the public – our visitors, donors and community. We exist because of their support and our future success depends on their continuing support. Our commitment to service the public should be foremost in our minds no matter what job we hold. We express this commitment in everything we do from greeting our visitors with a smile to being

courteous and professional in our day to day contact, to reaching out to serve diverse audiences."

The following service standards are to be considered job requirements for all aquarium staff. Staff are responsible for knowing and practicing these standards at all times, and will be held accountable to the same. Of course, no written standards can ever take the place of good judgment and common sense. When in doubt, remember that satisfying the customer is always more important than satisfying internal organizational needs.

1. Be Professional

All staff are expected to present an image that is both professional and appropriate to their working conditions, at all times reflecting the high, professional standards of Monterey Bay Aquarium. Remember, you represent the aquarium and the first impression you create with your professional appearance will be a lasting one. Even those who have only occasional visitor contact are responsible for maintaining professional grooming standards.

- a) Staff must be clean and well groomed with neat and pressed clothing.
- b) Hair must be clean and neatly groomed.
- c) Name badges must be worn and visible at all times.
- d) Eating, drinking, gum chewing, and reading are not permitted within visitor contact areas at any time.

2. Be Knowledgeable

Our Mission Statement clearly notes that our purpose is to "inspire conservation of the oceans." If we are to fulfill this mission, it is crucial that we keep up to date and remain knowledgeable of all phases of aquarium operation. Our visitors do not distinguish one department from another, one job or uniform from another. To the visitor, we are all the aquarium, and they expect a prompt, courteous and accurate response to all their questions and concerns, regardless of our individual specialty or field of knowledge.

- a) Be able to answer "The 80 Most Often Asked Visitor Questions"
- b) Be responsible for remaining up-to-date on operational changes: hours, prices, exhibit closures, special exhibits, upcoming events, key media activity, special promotions, etc.
- c) Be responsible for finding answers to question, when unable to answer personally; refer questions to appropriate source and find the answer for future reference.
- d) Know Mission Statement and Vision Statement.

3. Be Courteous

Common sense courtesy goes a long way in making a positive impression on our visitors. This means placing yourself in each visitor's shoes and treating each of them the way you expect to be treated yourself. While these standards may seem "common sense," it is our role to make sure that they are also "common practice" here at the aquarium.

- a) Smile
- b) Make direct eye contact when visitor is within "service zone"
- c) Speak to the visitor first and last, before they need to address you with their questions or concern
- d) Use "please," "thank you," and visitor name whenever possible
- e) Practice active listening; give undivided attention
- f) Treat each visitor as an individual, with empathy.
- g) Telephone courtesy: speak with a smile in your voice, answer by the third ring, identify yourself and follow through on all inquiries.
- h) Eliminate slang and technical jargon or aquarium terms.
- i) Use appropriate body language at all times; no defensive posture, slouching or leaning.

4. Be Responsible

Service begins and ends with individuals. While you cannot control past or future interactions each visitor will have at the aquarium, you can guarantee the quality of your own, individual contacts. Each individual staff member can potentially make or break the chain of great service. Responsibility is the key to this process.

- a) **Service Zone:** responsible for taking care of the needs of any visitor who walks into a ten foot periphery "zone" of any staff member.
- b) Be responsible for physical appearance within "service area" - picking up litter, reporting problem areas/safety hazards for repair.
- c) Bring closure to each "Critical Moment of Service" - you own the complaint. Follow through on all needs/issues to ensure complete visitor satisfaction.
- d) Provide accurate and timely information
- e) Ask for help from coworkers or a supervisor in a timely fashion, before a situation escalates.

5. Be Positive

The last thing a visitor wants to hear is "no," or why something can't be done. Approaching our jobs with enthusiasm and dedication will carry across to our visitors: attitudes are contagious.

- a) Raise concerns and share ideas in a positive fashion - focus on solutions, improvements.
- b) Respond positively to visitor complaints - welcome them as an opportunity to earn a loyal customer and correct problems.
- c) Offer additional aquarium services/information - add value to each interaction.
- d) Always represent the aquarium in a positive fashion.

6. Be Proactive

The essence of exceptional service is to anticipate needs before the visitor asks. Thinking proactively, we will not only exceed immediate visitor expectations, but also avoid future problems.

- a) Anticipate visitor needs/ask them before they ask you.
- b) See the "big picture" - anticipate how your action will affect others and fill them in.
- c) Seek for a "win-win" in each interaction.
- d) Be flexible and creative in meeting visitor needs.
- e) Always work toward bringing the visitor back again.

7. Be a Team Player

The entire visitor experience is dependent on teamwork. A visitor will define their level of satisfaction in terms of the entire package, the start to finish aquarium visit. Providing this "seamless service" will mean that we are dependent on each other for support through each phase of a visitor's experience. Through the combination of our team efforts we will create synergy: the simultaneous actions of separate individuals which together have greater total effect than the sum of their individual efforts.

- a) Pitch in - don't wait to be asked.
- b) Treat others as you'd like to be treated - support your coworkers verbally (encourage, do not blame) and physically (on the job support).
- c) Provide seamless service - make sure visitor needs are passed between individuals without flaw or break.
- d) Leave personal problems at home.
- e) Share information with other staff, in or out of department - keep each other in the communication loop.
- f) Remember the "big team," the aquarium as a whole - we create a collective service impression on our visitor, regardless of our individual roles or responsibilities.

Service Zone: physical area extending ten feet in any direction from an employee. A service zone may be stationary, when an employee is limited to a set post, or it may move with the employee. Each employee is responsible for taking care of the needs of any visitor who walks into their ten foot service zone, using the service standards defined above.

Critical Moment of Service: that precise instant when the visitor comes into contact with any aspect of the aquarium and on the basis of that contact forms an opinion about the quality of our service and potentially of our product.

Proactive: responding positively in any given situation by not only meeting needs on request but anticipating future needs and taking responsibility to offer suggestions and services before requested. The proactive response is future focused, directed at solving problems rather than placing blame.

Value Added Service: enhancements or additions to standard service, provided in order to bridge the gap between meeting and exceeding visitor expectations.

Win-Win: problem solving style in which a solution that is mutually beneficial and satisfying to both parties is obtained.

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Program and Staff Responsibilities

The Volunteer Resources Department and its staff is responsible for the general administration of the entire volunteer program at the Monterey Bay Aquarium. The department is part of the Human Resources division and consists of the Manager of Volunteer Resources, Volunteer Resources Coordinator, Program Assistant and Administrative Assistant. It is the responsibility of the Volunteer Resources Department staff to:

- Recruit, interview and place volunteers in positions which are appropriate for the individual (i.e., guide program, Information Desk, student guide program, clerical assistant, husbandry volunteer, diver, etc.).
- Provide new volunteers with a general orientation to the aquarium. Following placement, volunteers are eligible to attend information updates provided to each aquarium guide shift. This information is also available in printed form in posting locations throughout the aquarium.
- Maintain personnel records for all active volunteers.
- Issue each volunteer a name badge and photo identification card and uniform when appropriate. A uniform will be issued when appropriate. A parking permit may be issued if certain criteria are met.
- Administer recognition program through service awards, evening events (i.e., picnic, holiday event and Spring Gala), and coordination of aquarium-wide activities during National Volunteer Week.
- Provide ongoing support and assistance in staff/volunteer relationships.
- Administer and provide information regarding benefits and opportunities available for active volunteers.
- Receive and fill requests from aquarium staff for volunteer assistance on specific projects.
- Provide written references pertaining to the volunteer's experiences (hours contributed, length of commitment, job description) as requested.

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Volunteer Positions Overview

Aquarium Guide

Participants will act as exhibit interpreters during the day or at evening events, lead tours through the aquarium, help assist in our classrooms, or assist with special events.

Requirements:

Successful completion of the aquarium Guide Training Course is necessary. The ability to speak to a group and have an interest in learning and interacting with people are essential. Guides must be available to volunteer up to four hours a week as a weekday guide or up to five hours every other weekend as a weekend guide. Recruitment occurs in the fall; training begins in January.

Apprentice Guide

Participants work alongside aquarium guides to interpret various galleries and special exhibits, assisting where and when they are needed throughout the aquarium.

Requirements:

Successful completion of the 5-day apprentice training program. The ability to speak to a group or individual and have an interest in learning and interacting with people are essential. The length of time commitment for the apprentice program is generally three months working one shift each week, or one shift every other weekend. Recruitment based on program needs, generally occurs each summer for the fall program.

Student Guide

This program provides teenagers, ages 14-17 who are interested in marine science, the opportunity to participate in a short term summer program. Student guides work alongside adult aquarium guides and help interpret the exhibits for our many visitors. In addition to working one shift each week (of about 4 hours), student guides also attend a weekly enrichment lab to learn more about Monterey Bay and the ocean environment.

Requirements:

Students accepted into the program attend an information meeting and interview in mid May, and successfully complete a 5-day training session in June. Recruitment begins in early spring.

Administrative/Clerical

Participants will perform a variety of duties including office assistance, data entry, information support at special events, staffing the Information Desk, assisting in the reference library or in the Gift & Bookstore.

Requirements:

Experience working in an office environment is preferred and an ability to type is required for most office positions. Applicants must be available to volunteer a minimum of eight hours per month. Recruitment occurs on an as needed basis throughout the year.

Husbandry Operations and Conservation Research

Participants will perform duties as required for the care and maintenance of aquarium exhibits, plants and the feeding of fishes and other animals. Previous experience in general curatorial duties is preferred but not always necessary. Recruitment occurs on an as needed basis throughout the year.

Diver

Divers help clean the large exhibit tanks and holding tanks, participate in feeding shows and may help collect plants and animals.

Requirements:

Divers must be scuba certified, become aquarium certified, pass a written examination, physical exam and check out dives. Volunteers must be at least 18 years old. Recruitment occurs on an as needed basis throughout the year. Qualified applicants will be contacted for personal interviews when positions are available.

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POLICIES AND PROCEDURES

Volunteer Agreement and Responsibilities

The responsibilities of the Monterey Bay Aquarium Volunteer Resources Department are reviewed on page 11. The following is the agreement which each volunteer reviews and signs as the condition of their volunteer relationship with the aquarium. Each volunteer agrees to:

1. Perform to the best of my ability the job outlined in my job description.

2. Attend orientations, training and continuing education programs as required in order to carry out the duties of my job.
3. Be dependable, reliable and professional in carrying out my duties while representing the aquarium.
4. Report for volunteer duties on time and keep a good attendance record. When I'm unable to appear for work, I will find a substitute when the job requires one and notify the Volunteer Resources Department staff.
5. Seek and accept constructive feedback on my performance. I understand that in the event of unsatisfactory performance or poor attendance, the aquarium has the right to dismiss me in accordance with the disciplinary procedures set forth in the Volunteer Handbook, and that either the aquarium or I can terminate this relationship at will.
6. Share my ideas, concerns and suggestions with the Volunteer Resources Department when appropriate, to help increase the effectiveness of the program.
7. Clean and maintain guide jacket/apron/sweater (any apparel) and follow the required dress code.
8. Make a commitment to participate as a Monterey Bay Aquarium volunteer for one year (or the length of time specified for and individual program).
9. Return all aquarium property, including name badge, photo ID card, parking permit (if one was issued), cleaned jacket, sweater, apron, etc. when my volunteer relationship with the aquarium ends.
10. I have read the Monterey Bay Aquarium Volunteer Handbook. I accept my responsibilities as an aquarium volunteer and agree to abide by the policies, procedures and guidelines described in the handbook.
11. During my association with the aquarium as a volunteer and thereafter, I will keep confidential, refrain from disclosing to others, and use only in the performance of my volunteer duties, all confidential information of the Aquarium which I develop or learn about during the course of my association. I understand that this agreement covers all confidential business and technical information and know-how of or about the aquarium which is not generally known to persons outside of the aquarium and which I have not been specifically authorized to disclose or use. Examples of confidential information include information on finances, membership and donors, volunteer performance, research and development, scientific and technical discoveries, the condition of aquarium animals, and information received from others which the aquarium has agreed to keep confidential.
12. I grant the aquarium permission to copyright and use, reuse, publish and republish photographs taken or made on or around the aquarium's premises in which I appear, without restriction as to changes or alterations, for art, advertising, trade, or any other purpose.
13. I understand that the product of all work I perform as a volunteer for the aquarium will be the property of the aquarium and that the aquarium will have the sole right to use, sell, license, publish or transfer any such work product, in all media and mechanical and electronic formats. I will disclose any such work product to the aquarium and assign all rights thereto to the aquarium.
14. I intend this agreement to apply to the entire term of my volunteer relationship, starting with the date I first perform volunteer duties for the aquarium, even if it predates the date of this agreement, and continuing so long as I continue to be an aquarium volunteer and thereafter as is necessary to protect the aquarium's confidential information and to enable the aquarium to use photographs containing my image as authorized above.

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Attendance Policy

In order to provide our visitors with the best experience possible, it is important that everyone be punctual and have good attendance records.

For those times when you are ill and unable to work, call the Volunteer Resources Department Hotline at (831)648-4867 or your staff supervisor, as appropriate.

Tardiness

You are expected to be prompt at all times. Being late inconveniences those on your shift as well as the staff. If you must be late, please notify your staff supervisor or the Volunteer Resources Department immediately. Repeated tardiness may result in your dismissal.

No-show

Failure to serve a shift without notifying the Volunteer Resources Department in advance and getting a substitute (if appropriate) may result in your dismissal from the volunteer program. By not fulfilling your commitment, many routines may be upset and, as a result, the aquarium's image may be harmed (i.e., due to an unattended Information Desk or exhibit, or a canceled tour). Please notify the Volunteer Resources Department or your staff supervisor immediately if you are unable to report for your volunteer shift. You will be dismissed from the volunteer program after three consecutive "no-shows."

Substitutes

You are responsible for obtaining your own substitute (if appropriate), completing the substitute form and submitting the form to the Volunteer Resources Department. You may also call the Volunteer Resources Department Hotline at (831)648-4867 to leave the information. Please refer to page 26 for substitute policy.

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Volunteer Work After-Hours

Volunteer work between 9:00 p.m. and 8:00 a.m. is considered after-hours. If you are here to perform a specific task required by the aquarium (i.e., diving, otter care, etc.), you must have prior permission from your staff supervisor in your department.

Call the Security Office at (831)648-4840 when you arrive for work after-hours. In case of an emergency, it is imperative that Security know who is in the aquarium and aquarium buildings. You must check out with the Security Office when you leave any aquarium building after-hours.

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Celebrity Visitors

It is not uncommon from time to time for a celebrity to visit the aquarium. They, like the rest of our visitors, are here to enjoy and experience the aquarium. It is very difficult for these identifiable individuals to visit a public facility without being bothered by curious fans seeking photographs and/or autographs. We want aquarium staff to add to these special guests' visit by representing the aquarium in a professional manner. Aquarium staff and volunteers are not permitted to ask for autographs or take photographs of these guests for their own use. Our goal is to assure celebrities the same opportunity as our other visitors to have a positive and memorable experience in the aquarium.

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Dress and Appearance Policy

Each volunteer represents the aquarium and contributes to the overall impression that our visitors receive. All volunteers are expected to present an image that is both professional and appropriate to their working conditions. The following are minimum standards of dress and appearance:

1. Volunteers must be well-groomed with clean, neat and pressed clothing.
2. Hair should be neatly groomed.

3. Mustaches and beards should be neatly groomed.

Name badges

A name badge is issued shortly after attending volunteer orientation. The name badge must be worn at all times while volunteering. Please notify the Volunteer Resources Department if the badge is lost.

All Uniformed Volunteers

Volunteers working in public areas must wear a uniform for identification by the public and their colleagues. These include Aquarium Guides, Apprentice Guides, Student Guides, Information Desk and Gift & Bookstore volunteers.

Uniforms and dress code information are issued to new volunteers when it is appropriate for their position. It is the responsibility of all volunteers to clean and maintain their uniform.

The uniform provided to each volunteer remains the property of the aquarium and must be returned when the volunteer leaves the program. The name badge, which is considered part of the uniform, is also returned as well as the photo ID card and parking permit (if issued).

A volunteer who does not come to work in the described dress code will be reminded about the code and given another copy of this policy statement. The third time a volunteer is out of dress code, he or she will be asked to leave and return when his or her clothing meets specifications.

The hours pin (when appropriate) and one other marine-oriented pin, if desired, may be worn all of the time. Bilingual volunteers may also wear a badge which indicates the other language he or she speaks. Language badge are available through Volunteer Resources Department.

During special events, an additional pin may be worn for the duration of the event (i.e., during a temporary exhibit). No political or commercial messages, symbols or emblems may be worn at any time. Scarves may not be worn with uniforms.

It is inappropriate to deface the aquarium logo either on a uniform or on a name badge (i.e., with an hours pin). Please refer to pages 20 or 21 for appropriate badge and pin placement on volunteer uniforms.

Guide, Evening Event Guide, Apprentice Guide and Student Guide

The basic guide uniform consists of the aquarium rust jacket or rust apron (guide or evening guide), or blue apron (apprentice) or gray apron (student) and the aquarium name badge. Scarves cannot be worn. Aprons are available upon request to be worn at the Touch Pool and Kelp Lab areas only.

Top solid white, light blue or beige shirt, blouse or turtleneck (no designs, stripes or prints). No denim material.

Bottom solid beige, navy blue, black or gray slacks or skirt may be worn (no designs, stripes or prints). No denim material.

Shoes no high heels, open-toed shoes or sandals.

Sweaters: For comfort during cooler weather, a sweater (vest, crew neck, or v-neck style) may be worn over a shirt/blouse. Turtleneck style sweaters may be worn under a uniform jacket, apron or cardigan. Sweater colors must be either solid white, light blue, beige (no designs, stripes or prints).

Evening Event Guide

Because of the nature of night events, guides are asked to dress more formally. Gentlemen must wear ties. Dress slacks or skirts and comfortable dress shoes must be worn (no tennis shoes).

Information Desk

The basic Information Desk volunteer uniform consists of the approved aqua cardigan sweater and the aquarium name badge, following requirements noted above.

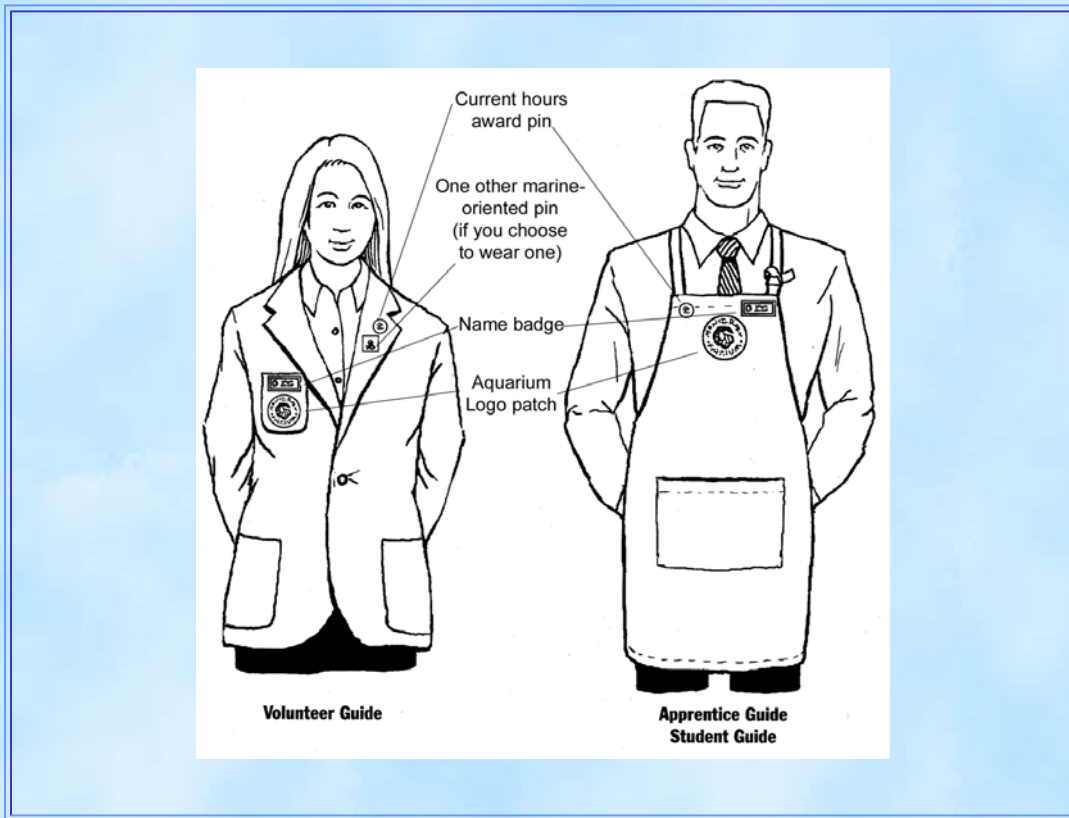
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Uniform Wear and Care Guidelines

Uniform Care for Guide jacket or apron

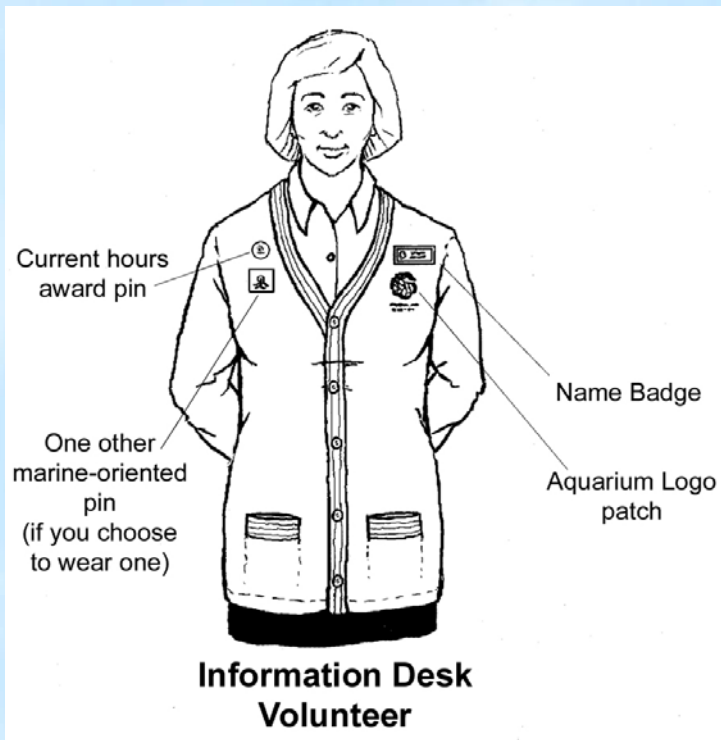
To set color, add one-half cup vinegar and one-half cup salt to cold water (basin full) in which the uniform is immersed. Allow it to soak for about three hours, then machine wash in cold or warm (not hot) water. Tumble dry, removing before dryer stops. Press with steam iron at proper setting. Guide jackets can also be dry-cleaned if desired.



Uniform Care for Information Booth sweaters

The manufacturer suggests to keep the sweater looking its best to launder it often and follow these instructions: Turn sweater inside out, machine-wash warm water, gentle cycle. Tumble dry low heat. Do not over dry. Do not bleach.





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Smoking, Alcohol and Drug Use Policy

Smoking

Smoking is prohibited inside the aquarium and all exterior areas except the picnic benches located on the lower parking lot. This is the only authorized smoking area. Smoking is also prohibited in all aquarium vehicles.

Alcohol

Monterey Bay Aquarium volunteers shall not consume or possess alcoholic beverages on aquarium premises except as outlined below. Volunteers who violate this policy are subject to immediate dismissal.

Visitor and Evening Receptions:

Volunteers are reminded that their role at these functions is to represent the aquarium in a positive manner and they should not, therefore, consume any alcoholic beverages or food items.

Volunteer Functions:

The aquarium sponsors volunteer functions where alcohol may be provided. In these instances, volunteers should use their own judgment as to their alcohol consumption.

Drugs

Any volunteer who brings, possesses, is under the influence of, uses, transfers, sells, or attempts to sell on aquarium property or while on aquarium business, at any time, any form of narcotic, drug or hallucinogen, except the use of prescribed drugs under the direction of a physician, is subject to immediate dismissal.

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Sexual Harassment Policy

In 1980 the Equal Employment Opportunity Commission (EEOC) issued guidelines affirming its position that sex-related harassment in the workplace is sex discrimination and, as such, is prohibited by Title VII of the 1964 Civil Rights Act.

It is the Monterey Bay Aquarium's policy that all employees and volunteers have a right to work in an environment free from any type of discrimination, including freedom from sexual harassment.

Our policy statement on this subject is as follows:

Monterey Bay Aquarium prohibits sexual harassment of employees or volunteers in any form. Such conduct may result in disciplinary action up to and including dismissal.

Specifically, no supervisor shall threaten or insinuate, either explicitly or implicitly, that a volunteer's refusal to submit to sexual advances will adversely affect the volunteer's employment, evaluation, advancement, assigned duties, shifts or any other condition of employment or career development.

Other sexually harassing conduct in the workplace, whether committed by supervisors or non-supervisory personnel is also prohibited. This includes but is not limited to: repeated offensive sexual flirtations, advances, propositions, continual or repeated verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, and the display in the workplace of sexually suggestive objects or pictures.

Volunteers subjected to acts of sexual harassment should inform their supervisors, the Manager of Volunteer Resources or the Vice President of Human Resources. Complaints will be reviewed impartially and resolved promptly.

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Workplace Violence Prevention Policy

The Monterey Bay Aquarium is committed to providing a workplace environment that is safe and secure from violent acts, or threat of such acts, through the implementation of preventive programs, administrative procedures and facility safety controls. All staff, either paid or volunteer, are responsible for reporting threats of violence, aggressive acts and suspected volatile situations to their immediate staff supervisor. The aquarium is committed to responding to all incidents of reported situations to ensure issues of workplace violence are resolved.

Policy and Response Guidelines:

"The aquarium is committed to providing at all times, to all employees and volunteers, a safe workplace. Therefore any behavior that adversely affects the interests of the aquarium, or safety and well-being of other staff or visitors, or is deemed to be inappropriate by the aquarium, will result in immediate action, up to and including dismissal, without warning. In an effort to maintain a workplace free from violence or intimidation, certain behaviors are strictly prohibited. These behaviors include but are not limited to:

-  Possession of firearms, explosives, weapons such as knives, or any other hazardous or dangerous device on any aquarium property, to any aquarium function, whether on or off premises. Additionally, use of any item as a **weapon is prohibited.**
-  Disorderly conduct on aquarium property, including fighting, or **inciting/provoking another to fight, battery, attempted bodily injury, using abusive or threatening language, or physically abusing, coercing, threatening or otherwise harassing any employee, volunteer or visitor.**
-  Actual or threatened physical violence towards another employee, volunteer or **visitor...**"

Please note that in a further effort to provide a workplace free from violence a Workplace Violence Prevention Team has been identified. The team members can be contacted through our Vice President of Human Relations at (831)648-4805.

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Children Policy

Children will not be allowed to accompany a volunteer who is working his or her regularly scheduled shift.

If child-care arrangements are canceled and there is a choice of either bringing the child/children or not coming in, the volunteer should not come in. It will be considered the same as sudden illness, emergency or any other unforeseen event. Please notify the Volunteer Resources Department at (831)648-4867 so that we can make the appropriate arrangements.

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Pet Policy

Pets will not be allowed to accompany a volunteer who is working his or her regularly scheduled shift. Pets may not be allowed to remain in cars parked in the volunteer parking lot.



Grievance Procedure

If you have any questions or problems regarding your job, please bring them to the attention of your immediate supervisor or the Manager of Volunteer Resources. The Manager of Volunteer Resources will investigate your concerns and provide you with a response as soon as possible.

The aquarium strives to provide you with an opportunity to raise your questions or problems in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate and settle your problem on a fair and equitable basis.

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Substitute Policy

You are responsible for arranging for a substitute if you are unable to keep your shift commitment.

Substitute names are available in the substitute binder located near the telephone on the cabinet in the Volunteer Learning Center of the 885 Cannery Row Administrative Building. A duplicate binder is also available in the Volunteer Resources Department to easily accommodate photocopying. We ask that you speak with five people and, if unsuccessful in arranging for a substitute, contact the Volunteer Resources Department Hotline at (831)648-4867.

Substitute forms are available for your use near the telephone in the Volunteer Learning Center as well as from the Volunteer Resources Department. Completed forms should be turned in to the Volunteer Resources Department as soon as arrangements have been made. If you are unable to complete the form in person, please call the Volunteer Resources Department Hotline at (831)648-4867 and provide the information pertinent for your substitute at that time.

When locating a substitute it may be necessary to make short, long-distance calls from your home or office; a telephone is available in the Volunteer Learning Center or on the second floor near the Volunteer Office for your use when planning ahead.

If you are a substitute for someone else and find that you are unable to keep that arrangement, you are responsible for finding a substitute, not the person who contacted you initially. Guides who do not notify the Volunteer Resources Department will be dismissed from the program after three consecutive "no shows."

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Change in Status

While you are a volunteer at the Monterey Bay Aquarium, it is our goal to make your experience a rewarding and positive one.

When the time eventually comes to bring an end to the relationship between the aquarium and the volunteer, four circumstances may lead to the eventual separation between the aquarium and the volunteer: Personal Leave-of-Absence, Medical Leave-of-Absence, Resignation with Emeritus Status, or Disciplinary.

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Personal Leave of Absence

If you are unable to complete your volunteer commitment due to unforeseen circumstances, you may be granted a personal leave-of-absence for three months. Leave-of-Absence requests must be discussed with the Manager of Volunteer Resources or a member of the Volunteer Resources staff prior to the proposed period of absence, unless an emergency dictates immediate action.

Volunteers who take a personal leave of absence will be asked to return all aquarium property including: name badge, ID card, cleaned uniform (jacket, sweater, apron), parking permit and library materials prior to leaving.

All volunteer benefits will be suspended for the duration of the leave.

When you are scheduled to return to work at the end of the leave of absence, you are required to complete the return procedures. To begin the return process, you must contact the Volunteer Resources Department at least one week prior to your expected date of return. Upon your return, you will be re-issued your name badge, photo ID card, uniform, and parking permit (if available).

If you are unable to return to work at the end of the approved leave, you will be deemed to have voluntarily resigned and your status will change to inactive.

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Medical Leave of Absence

Any volunteer who is temporarily disabled and unable to work due to a medical condition, will, upon request be granted a medical leave of absence for up to five months. The term "medical condition" encompasses all temporary medical disabilities, including, but not limited to surgery, pregnancy, child birth and related medical conditions. Medical leave requests must be discussed with the Manager of Volunteer Resources or a member of the Volunteer Resources staff prior to the proposed period of absence, unless an emergency dictates immediate action.

During a medical leave of absence, a volunteer is not required to return any aquarium property. All volunteer benefits remain unchanged.

Upon returning from a medical Leave of Absence, the aquarium will request an authorization/release from your physician indicating that the returning volunteer is physically able to return to his or her volunteer position. The release must indicate the effective date, be signed by the physician, and be turned in either to the Volunteer Resource Department prior to or on the first day returning as a volunteer.

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Resignation

If you are no longer able to fulfill your commitment as a volunteer, you may resign. We will ask that you complete an exit questionnaire to provide us with feedback on our program.

On your last day of work, we ask that you return all aquarium property (i.e., name badge, photo ID card, parking permit,

cleaned uniform, library materials, keys, etc.).

A written reference, verifying dates, numbers of hours contributed, and position description, may be provided to future employers if requested in writing after you have volunteered one year.

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Volunteer Emeritus

Volunteer Emeritus is an honorary status that may be bestowed on a volunteer upon resignation from the volunteer program.

Criteria to be considered include:

- Minimum 10 years of continuous service (**health or extenuating circumstances may be considered**)
- **Quality of service**
- Extent of contribution to the aquarium
- Recommendation for emeritus status by supervisor

The final determination will be made by the Manager of Volunteer Resources with input from the corresponding department manager.

Volunteer Emeritus Benefits

- The volunteer will be recognized and acknowledged in an appropriate way.
- A Monterey Bay Aquarium Emeritus Volunteer photo ID card will be issued. The card permits admission during regular business hours for the emeritus volunteer and one accompanying companion.
- A 20% discount at the aquarium Gift & Bookstore, Naturalist Store and Outer Bay store (Emeritus ID card must be shown).
- A 20% discount in the Portola Cafe (Emeritus ID card must be shown). The discount does not include alcoholic beverages.

When a volunteer resigns with emeritus status, all aquarium property, including name badge(s), photo ID card, parking permit, cleaned uniform (jacket, sweater, apron), library materials, etc. must be returned to the Volunteer Resources Department or staff supervisor on the last day the volunteer works.

Volunteer Initiated Resignation with Emeritus Consideration

Any volunteer may resign and request emeritus status consideration when he/she meets the length of service requirement of ten continuous years of service. Emeritus status requests will be reviewed and considered by the Manager of Volunteer Resources who may request input from the staff supervisor of the volunteer as well as additional staff.

Staff Initiated Resignation with Emeritus Status

When the ability to function as a volunteer has diminished due to extenuating circumstances, resignation may be initiated by the Monterey Bay Aquarium staff. Based on the criteria above and following, the volunteer may receive Emeritus status:

- When the individual is no longer able to perform the duties outlined in the job description for which he/she is responsible.
- When the circumstances are such that the volunteer causes hardship or strain on other members of the working team or to the visitors of the Monterey Bay Aquarium.

A procedure will be followed for staff initiated resignation with emeritus status, including but not limited to:

Staff will carefully observe while the volunteer performs volunteer duties. His/her

performance will be evaluated and a discussion will be held with the volunteer. During this discussion the volunteer will be counseled. The Manager of Volunteer Resources will be involved in the process as well as the immediate supervisor of the volunteer. When a Volunteer Guide is being considered, the Manager of Interpreter Programs will also be involved in the process.

When the resignation with emeritus status has been initiated by the Monterey Bay Aquarium staff, the individual will be considered without regard to the length of service requirement.

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Discipline Procedures

The Monterey Bay Aquarium maintains a standard procedure to ensure a fair method of disciplining volunteers if they are not fulfilling the responsibilities of their position or have not acted in the aquarium's interests. In order to provide volunteers with the opportunity to correct any problem(s) related to conduct or performance, a progressive disciplinary process was designed to give advance notice, whenever possible, and to provide the opportunity for correction.

The normal progressive disciplinary process consists of:

1. Verbal warning
2. Written warning
3. Probation
4. Termination

Exceptions or deviations from this normal procedure may occur whenever the Monterey Bay Aquarium deems that circumstances warrant the elimination of one or more steps in the process. Accordingly, circumstances may sometimes warrant immediate termination. It should be remembered that volunteer commitment is by the mutual consent of the volunteer and the Monterey Bay Aquarium. Either the volunteer or the aquarium can terminate the relationship at will.

When the relationship between the aquarium and a volunteer ends due to a disciplinary process, all aquarium property, including name badge, photo ID card, parking permit, uniform i.e., jacket, sweater, apron, library materials, keys, etc. must be returned to the Volunteer Resources Department or staff supervisor on the volunteer's last shift.

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Conservation Policy

As an environmental and conservation organization, the aquarium is committed to the wise use of natural resources. In practical terms, that is carried out with programs to encourage use of alternate means of transportation when you go to and from the aquarium (carpool, rideshare, bus, bicycle, or walk), and in policies at the aquarium aimed at reducing waste, reusing materials and recycling.

We expect employees and volunteers to cooperate in conservation efforts. Our success depends on your creativity and involvement.

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Recycling

The aquarium recycles aluminum, paper, glass, plastic, tin, Styrofoam, cardboard and construction materials. Recycling guidelines are either posted at the bins or can be explained by your supervisor.

It is the responsibility of staff and volunteers to deposit recycling material in the appropriate bins in their department work area, the staff lounge, or in the case of Styrofoam shipping materials, in a storage bin in Shipping & Receiving.

For photocopying, aquarium policies encourage maximum use of double-sided copying of non-essential materials on scratch paper kept in trays beside photocopiers in each work area.

A designated staff member in each division and one volunteer serve on the aquarium Conservation Committee. Committee members can answer questions about recycling and other conservation policies.

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Permit Parking

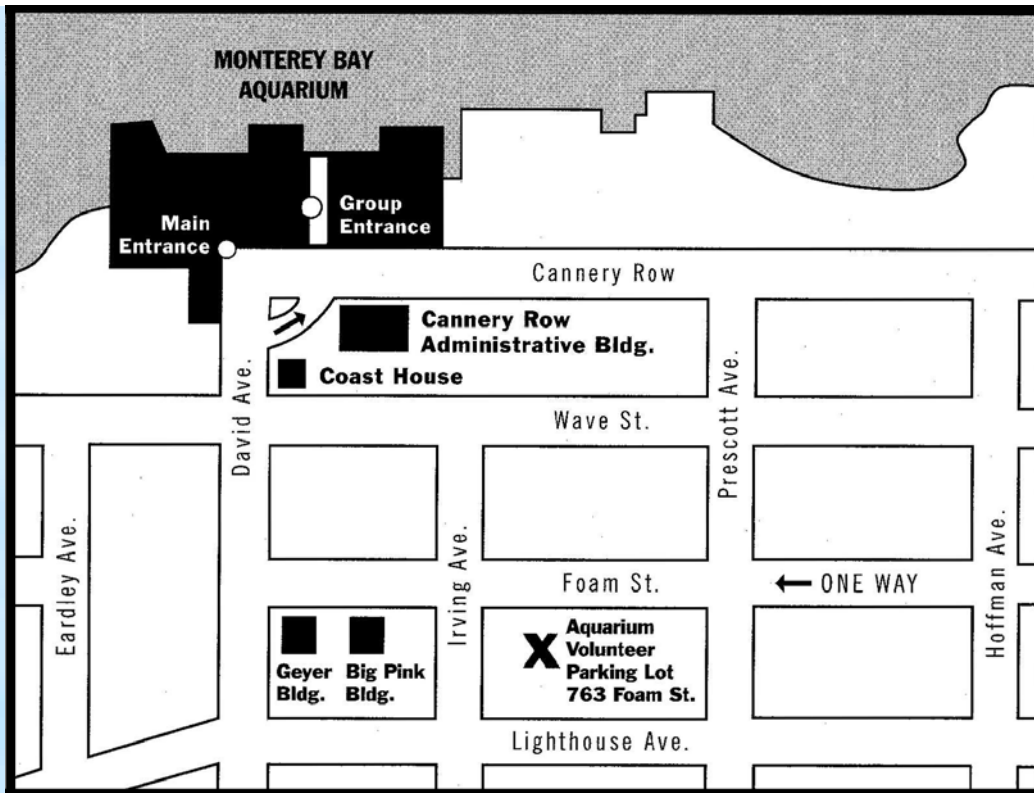
The Monterey Bay Aquarium has an off-site parking lot for volunteers located at 763 Foam Street, Monterey. Parking in the lot is limited to those volunteers working on a shift. Volunteers who misuse the privilege of having a parking permit will be ticketed and lose their permit. In April 1995, it became apparent that the current parking lot would not accommodate the 60-80 volunteers who work at the aquarium each day of the week. In an effort to work towards a more conservation-minded transportation goal, permits were given in limited numbers to new volunteers.

Permits are currently given to volunteers who can demonstrate a proven "carpool" or "rideshare" arrangement with a member (or members) of their shift, given to Information Desk volunteers and to aquarium divers. The lot is filled on a first come first served basis and parking near the aquarium may be necessary.

- For permit users:
 - Please take care not to lose or damage your permit upon receipt. The permit should be placed on the dashboard of your car.
 - Not using your permit or abusing the benefit of your permit will result in a ticket being issued to you by City of Monterey. No warning tickets will be issued. Do not use the lot for personal business. Abusing this policy will result in losing your permit permanently.
 - When parking in any of the designated parking areas, roll up your windows and lock your vehicle.
 - The Monterey Bay Aquarium assumes no responsibility for loss through fire, theft, collision, or otherwise your car or its contents.
 - Double-parking is not permitted. No person shall park his/her vehicle in such a way as to obstruct the free movement of another vehicle.
 - In the event that you forget to bring your parking permit, you must obtain a temporary permit from the Volunteer Resources Department.
 - If you are involved in a traffic accident on aquarium property, it must be reported immediately to the Security Office at (831)648-4840.
 - The aquarium commends and encourages volunteers to continue their efforts to use alternative transportation, including carpooling, ridesharing, taking the bus, bicycling or walking the aquarium.

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Parking Lot Map



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Alternative Transportation

Aquarium volunteers and staff are encouraged to utilize alternative transportation to the main aquarium and various satellite buildings nearby. Monterey-Salinas Transit bus lines have stops near the aquarium and the Recreation Trail offers walkers and bicyclists a smooth path to the aquarium.

Bicycle Parking

Available behind the main aquarium building, on the deck. Please lock your bicycle to the racks available and take your valuables with you. Parking for bicycles also is available for volunteers working in other satellite locations.

The Wave

The Waterfront Area Visitor Express (the WAVE) is a shuttle and bus providing transportation via Del Monte Shopping Center to downtown Monterey, the Cannery Row area and downtown Pacific Grove. It has a regular summer schedule and may provide low cost transportation from parking to Cannery Row area. Refer to current summer brochure.

If You Do Need to Drive in order to attend your volunteer shift, options include:

City of Monterey parking lot located at Foam and David Avenues, parking garage located at Foam and Prescott Avenues. There is a daily fee.

Street parking in nearby neighborhoods offer some parking, but be sure to observe posted parking regulations. There are meters, hourly limits and residential restrictions near the aquarium. Generally, there is street parking within a 5-10 walk to the aquarium in areas without limitations.

Please do not park in commercial or private lots in the aquarium vicinity.



BENEFITS

Volunteer Learning Center

The Volunteer Learning Center is where you can sit down, have a cup of coffee, bring a sack lunch or take a break.

Mail Files

Each volunteer is issued a mail file with his/her name on it. These files are used for communication between staff and volunteers, memos, announcements, phone messages, etc. Please check your file each time you sign in. Names are filed alphabetically by department. Name labels are color-coded: Guides & Apprentice Guides, blue; Husbandry Operations and Conservation Research, green; Student Guides, blue; Information desk, yellow; Divers, purple; Clerical, red.

With volunteers working in a variety of departments and buildings, mail files are stored for volunteers in the following areas:

Guides, Apprentice Guides, Student Guides, Information Desk and clerical volunteers: 885 Cannery Row Administrative Building, first floor learning center, three- drawer file cabinet near the wet table.

Divers, curatorial and research volunteers: Main Administration Building, Husbandry Operations office, second floor at check-in counter.

Membership volunteers, research divers and others: Individual offices where volunteer work or check-in.

Phone

The phone in the volunteer sign-in area is for short, local calls or emergencies. Dial "9" once to get an outside line. If you need to make a long-distance call to your home, please see a Volunteer Resources staff person.

Questions, messages, suggestions


There is a suggestion/comments box located near the telephone in the Volunteer Learning Center. Suggestions are passed on to appropriate staff for responses. Please let us know whenever you are having problems with your work at the aquarium. The only way we can continue to update and refine the Volunteer Program is to receive input from you. Please share your concerns with the Manager of Volunteer Resources and staff. The door is always open!

Building access

Volunteers have access to the aquarium floor, 885 Cannery Row Administrative Building and to their specific area of volunteer work. Please do not go behind the scenes, into the corporation yard, etc., unless you have prior permission or have been authorized to do so.



Benefits

-  Free individual admission into the aquarium during regular business hours. **Please show your photo ID card or name badge at entry.**

- Immediate-family guest pass privileges. Please request passes by calling the Volunteer Resources Department Hotline at (831)648-4867 at least 48 hours in advance.
- Workers' Compensation Insurance while working at the aquarium.
- Continuing education programs to gain new skills, knowledge and personal enrichment.
- Weekly updates on exhibits and animals.
- Access to the aquarium library.
- National Volunteer Week Spring Gala, Summer Picnic-by-the-Bay and Holiday Party.
- Volunteers may attend monthly members nights by showing their photo ID card or name badge at the entrance. If there is a fee for a member to attend an event, volunteers will be charged the same amount. Volunteers who wish to bring immediate family members may do so by requesting a family pass in advance from the Volunteer Resources Department. Volunteers who wish to bring a friend may purchase a regular admission ticket the day of the event from the Members' Entrance ticket window.
- A 20% discount at the aquarium Gift & Bookstore, Naturalist Store, Outer Bay Store and Carmel Plaza Store (you must show your photo ID card).
- Volunteers on duty are entitled to free coffee, tea or a small soft drink in the Portola Cafe (you must show your photo ID card). This free beverage does not include espresso, cappuccino or hot chocolate drinks, however.
- Volunteers not on duty are entitled to a 20% discount on all items in the Portola Cafe (excluding alcohol). You must show your photo ID card at time of purchase. The free drinks we offer are limited to those volunteers on duty.
- Movie tickets to local theaters may be purchased Monday through Sunday at the Advanced Ticket desk in the lobby of the 885 Cannery Row Administrative Building. Policies regarding use of the tickets may vary and are printed on the tickets. Volunteers are required to show photo ID card when purchasing tickets.

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Workers' Compensation

The Monterey Bay Aquarium provides Workers' Compensation Insurance coverage for all volunteers. Workers' Compensation Insurance is intended to provide payment for medical care resulting from injuries on the job and illnesses caused by your work. If you are injured on the job, you must report to your staff supervisor. If your supervisor is unavailable, contact the Volunteer Resources Department and Security Office to see an "Emergency Medical Technician" (EMT) and have an accident report completed. This information is required in order to complete the necessary paperwork to receive benefits.

Any injury sustained while working on your volunteer shift must be reported to your volunteer supervisor or Security staff member. It is the responsibility of the volunteer supervisor and/or security staff member to complete an injury report. At the time of the injury, a staff Emergency Medical Technician (EMT) will review the injury report and note his or her observations. At that time, the EMT will decide what additional steps should be taken in order to assure proper medical attention is given to the injured volunteer.

These steps may include one or more of the following: minor first aid, referral to personal physician, referral to aquarium's Workers' Compensation physician, transportation by private car to hospital and/or transportation to local hospital via ambulance.

Note: The time sheets on which you sign in and out are the only evidence of your service with us, and our only record for insurance purposes in the case of an accident.

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Performance Feedback

The purpose of performance feedback is to help us maintain our standard of service. The staff uses observations of volunteer performance to evaluate the success of volunteer training and support programs. Providing feedback to volunteers helps improve skills and reinforces the superior performance of the entire aquarium team.

Aquarium staff will observe volunteer performance and offer feedback based upon those observations. In addition, there may be opportunities for various forms of self-evaluation on a regular basis. Staff members are always available to observe or assist in individual cases where additional coaching or feedback would be useful.

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Holidays

The Monterey Bay Aquarium recognizes seven holidays each calendar year. You will receive double credit for hours worked on the following designated holidays:

New Year's Day

Martin Luther King, Jr. Day

Independence Day

Presidents' Day

Labor Day

Easter Sunday

Thanksgiving Day

Memorial Day

The aquarium is closed to the public one day each year, Christmas Day, December 25.

Guides

The aquarium opens at 9:30 a.m. on holidays and during the summer season. First shifts please report at 8:45 a.m. on the dates posted on the bulletin board or check with your Shift Captain.

Information Desk Volunteers

On early-opening days, Information Desk volunteers working the morning shift are to report to the desk at 9:30 a.m. and serve until 1:45 p.m. The afternoon shift will then serve from 1:45 p.m. until 6:00 p.m.

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