

Volunteer Handbook

Volunteering with the Delaware Center for the Inland Bays



DELAWARE
CENTER FOR THE
INLAND BAYS
preserve • protect • restore

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Welcome Letter

Greetings Volunteers!

We simply could not do the essential work of the Delaware Center for the Inland Bays without you. So we welcome you to our dedicated team of staff, partners and volunteers!

As you will see as you read this handbook, this is serious work. As one of 28 estuaries of national significance as designated by the U.S. Congress, our job is to protect, preserve and restore this magnificent resource here in Sussex County, Delaware. We have our work cut out for us.

Many of you bring a great deal of life experience and skills with you. We so appreciate that and look forward to finding—along with you—the best ways to unlock your passions, tap your knowledge, and deploy your muscles for a great cause. Whether it's getting your feet wet counting horseshoe crabs under a full spring moon, getting dirt under your fingernails planting trees, providing helpful guidance to our James Farm Ecological Preserve visitors, or a host of other volunteer opportunities, I'm sure you'll find rewarding opportunities and enduring friendships through your work with us.

And what one learns as a volunteer, whether science or skills, is a boon to our younger volunteers, as well. There are few better ways to react and respond to the concerns many of us share about the fate of our planet, our fellow plants and creatures, and our special habitats than the kind of hands-on projects we do here at the Center. The knowledge you gain and the skills you build could very well help pave your academic and career paths.

This handbook will give you a great insight into the benefits and responsibilities of Center volunteerism. It is also replete with other helpful information to get you up and running. And the best news is that you'll be part of an army of dedicated folks who are more than happy to assist in any way you need.

So, once again, welcome and thank you! Look forward to seeing you out in the field.



Christophe Tulou
Executive Director

Organization History and Success

Delaware Center for the Inland Bays

Established as a nonprofit organization in 1994 under the auspices of the Inland Bays Watershed Enhancement Act (Title 7, Chapter 76), the Delaware Center for the Inland Bays (Center) supports protection, science, restoration and education of the three bays that make up the Inland Bays: Rehoboth Bay, Indian River Bay and Little Assawoman Bay and their watershed. Its creation was the culmination of more than 20 years of active public participation and investigation into the decline of the Inland Bays. We are currently working on monitoring the bays' health and implementing the restoration and preservation of the watershed.

Delaware's Inland Bays were designated an "estuary of national significance in 1988 by the U.S. Congress. The Center is one of 28 National Estuary Programs (NEP's) (for more information visit www.epa.gov/nep). The Center oversees the implementation of the Comprehensive Conservation and Management Plan for Delaware's Inland Bays (CCMP) and promotes the wise use and enhancement of the Inland Bays watershed by conducting public outreach and education, developing and implementing restoration projects, encouraging scientific inquiry, sponsoring needed research, and establishing a long-term process for the protection and preservation of the watershed.

National Estuary Program

The Environmental Protection Agency's (EPA) National Estuary Program was established by Congress in 1987 to improve the quality of estuaries of national importance. The Clean Water Act Section 320 directs EPA to develop plans for attaining or maintaining water quality in an estuary. This includes protection of public water supplies and the protection and propagation of a balanced, indigenous population of shellfish, fish, and wildlife, and allows recreational activities, in and on water, and requires control of point and nonpoint sources of pollution to supplement existing controls of pollution.

Comprehensive Conservation and Management Plan

Each NEP establishes a Comprehensive Conservation and Management Plan (CCMP) (access the full 2021 CCMP and 2019-2021 Strategic Plan documents at the Volunteer Portal Library in Better Impact and our website inlandbays.org) to meet the goals of Section 320. Adopted in 1995, supplemented in 2012, and revised in 2021, the Center's revised CCMP addresses action plans in six core elements:

- Living with a Changing Climate
- Clean Waters: Healthy Agricultural Landscapes
- Clean Waters: Reducing Pollution from the Developed Landscape
- Healthy Bay Ecosystems: Protect and restore thriving habitats for abundant fish and wildlife

- Coordinated Land and Water Use Management
- Education, Outreach, and Marketing

The Center oversees the implementation of the CCMP, and in the years since the original CCMP was completed, much has been accomplished. The 13 major point sources of nutrient loading to the Bays have been removed. Nutrient management plans have been implemented for nearly all the farms in the Inland Bays drainage system. Four oyster reefs have been established, and nearly 300 acres of trees have been planted to ensure forests for the future.

The 2021 CCMP reflects the shift to separate water quality issues by landscape source (agricultural and developed lands) from earlier versions of the CCMP which focused on impacts of poor water quality. This shift reflects the increased importance of focusing on how to protect the Inland Bays while addressing these two defining landscape types. The critical element of “Living with a Changing Climate” more fully incorporates the conditions under which we live, and simultaneously represents the urgency and pragmatism with which changing conditions must be addressed. The final component of the CCMP calls for direct action; these actions are based on sound science, however, we need volunteer support to accomplish them.

Mission

To preserve, protect and restore Delaware’s Inland Bays and their watershed.

The goals of the Center are:

- To facilitate the wise use and enhancement of the Inland Bays’ Watershed through the coordinated implementation of the Inland Bays Comprehensive Conservation and Management Plan.
- To provide a forum where science supports public education and decision making regarding the Inland Bays watershed.
- To foster a collaborative, consensus-building culture among watershed stakeholders crucial to support research, education, protection and restoration initiatives, and to inform policy decisions.

The Center achieves this through: Education, Outreach, Science & Research, Restoration, and Public Policy.

Vision

A healthy and resilient watershed, where diverse wildlife and habitats thrive, and all who live, work and visit contribute to its betterment as informed stewards.

Core Values

Integrity

We operate, communicate, and advocate with scientific, organizational, and individual integrity.

Collaboration

We are successful when we work together.

Inclusivity

We embrace the potential unleashed when all are represented.

Respect

We act with respect for the environment and the perspectives, knowledge, and contributions of others.

Empowerment

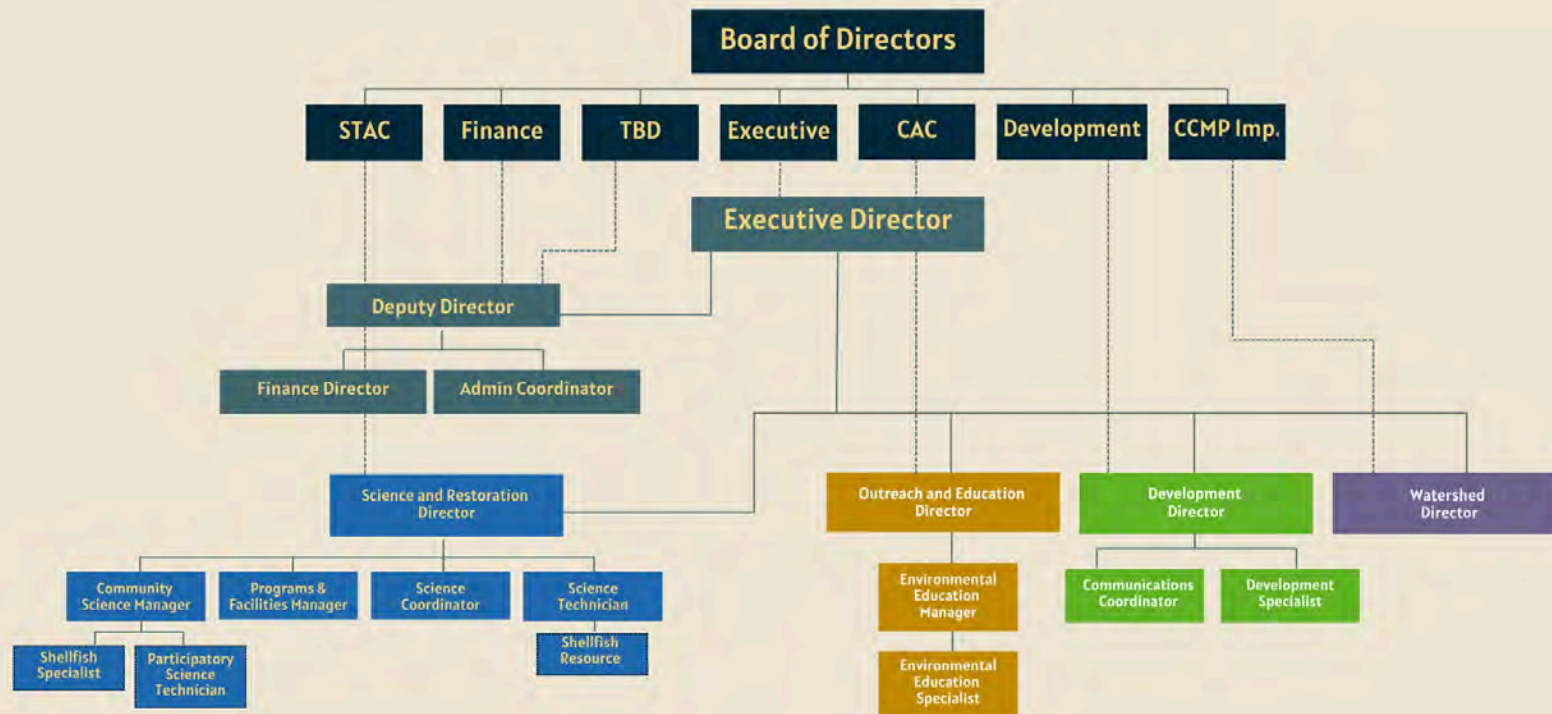
We empower the community to be responsible stewards of the Bays through our educational and scientific efforts. We are empowered by a positive work culture that fosters innovation, fun and doing good.

Organizational Structure

For a list of the Center's Board of Directors and staff contact information, see *Appendices A and B*.

Organizational Chart

Delaware Center for the Inland Bays Organizational Chart



Department Descriptions

Administration (Admin)



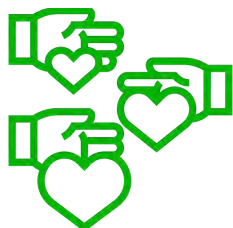
Led by the Executive Director, the Admin program is responsible for the Center's general operations. This requires working across all other programs to manage the organization's finances, human resources, and information technology. With oversight from the Board of Directors and the US Environmental Protection Agency, the Admin program also establishes policies and procedures that govern the Center's activities.

Conservation and Watershed Planning (CWP)



CWP is responsible for coordinating the implementation of the Inland Bays Comprehensive Conservation and Management Plan (CCMP). CWP staff work with public and private partners in conservation to gain commitments to and develop funding for the restoration of the water quality and habitats of the Inland Bays estuary. These efforts are supported by the CCMP Implementation Committee, a standing committee composed of members whose participation in the management of resources within the Inland Bays is crucial to the Center's mission.

Development (DVLP)



DVLP is responsible for the Center's private fundraising efforts. DVLP staff work to solicit unrestricted and programmatic support in the form of monetary and in-kind donations from foundations, corporations, small businesses, and individuals. With support from the Development Committee, a standing committee of the Center, DVLP achieves its fundraising goals through a combination of events, sponsorships, direct mail appeals, and one-on-one solicitations.

Outreach and Education (O&E)



O&E is responsible for conducting education programming and community outreach efforts in accordance with the CCMP. O&E staff engage communities across the watershed by leading youth and public education programming, coordinating and attending community outreach events, disseminating information via print, digital, social media, signage, and more. O&E efforts are supported by the Citizens' Advisory Committee (CAC), a standing committee that serves as primary advisor to the Board on matters of concern as they relate to the CCMP.

Science and Restoration (S&R)



S&R is responsible for the Center's research, monitoring, and ecological restoration programs. S&R staff work with other Center staff, partners, contractors, and volunteers to plan, fund, and implement a research and restoration project agenda to support the CCMP. These efforts are supported by the Scientific and Technical Advisory Committee (STAC), a standing committee of the Center that serves as the primary advisor to the Board on scientific and technical matters.

Conduct and Behavior

Code of Conduct

Recognizing that interpersonal relations within a community of service have a significant impact on individual health and wellness, collective morale, and organizational effectiveness, the Center for the Inland Bays ("Center") strives to be a service organization that is inclusive, respectful, nurturing, and safe for its volunteers and staff.

Recognizing that behaviors among individuals in the community of service may be influenced by individual personalities, cultures, and perspectives, and that the perception of appropriate behavior may vary, we collectively agree that the following guidelines represent principles consistent with an inclusive, respectful, professional, nurturing, and safe environment. In accordance with *Our Operational Values* (see *Volunteer Handbook*), we refer to these guidelines as our Code of Conduct, which applies to all Center-related activities, including in-person, virtual, field-based, outreach & education, and social events.

Code of Conduct Commitments:

- I agree to treat staff, partners, volunteer colleagues, and other individuals with whom I interact in the course of my service with respect and dignity. This includes not ridiculing, insulting, or intimidating others, including under the guise of humor.
- I agree not to make statements, orally or in writing, which denigrate, insult, or otherwise negatively characterize groups of people due to identity, including but not limited to race, gender, socioeconomic status, age, educational attainment, disability, geography, political affiliation, sexual orientation, religion, ethnicity, or language, including under the guise of humor.
- I agree to be accountable and responsible for my own volunteer tasks and duties, and to refrain from attitudes and behaviors that may put myself or others at risk.

- I agree to conduct myself with honesty and integrity. I agree not to manipulate or obscure facts about my behavior, others' behavior, interactions, incidents, or conflict.
- I agree to foster teamwork and make reasonable efforts to cooperate with staff, partners, volunteer colleagues, and other individuals with whom I interact where my participation is required for others to carry out their duties in service of the Center's mission. I agree not to obstruct the progress of others' initiatives.
- I agree to seek out and value insight from volunteer colleagues with different experiences, perspectives, and backgrounds.
- I agree to address and report inappropriate behavior and comments that are discriminatory, harassing, offensive, abusive, or unwelcome, whether this behavior is directed at me or others. I understand that I am protected from retaliation for filing a good-faith complaint or participating in an investigation.

VIOLATIONS

Volunteers are expected to report incidents that violate this Code of Conduct by contacting their immediate supervisor, the Manager of Community Science, or the Deputy Director. All reported incidents will be handled with discretion and kept in confidence to the greatest extent practical, and every effort will be made to conduct a prompt and thorough review of the reported incident.

Volunteers who violate the Center's Code of Conduct could face disciplinary action. Possible consequences include, but are not limited to, coaching, additional training, verbal and written warnings, suspension, and dismissal of volunteer service in accordance with the Volunteer Handbook.

Our Operational Values

Updated December 2022

Our operational values are intended to serve as a guidepost in our interactions with staff, volunteers and the community-at-large. We intend these to be the values we embody as an organization and we ask our volunteers to embrace these values as they become representatives of the Center. We also hope that any individual affiliated with the Center will feel a personal alignment with these intentions.

Note: Access our full Operational Values document at the Volunteer Portal Library for examples of actions and behaviors that reflect or are inconsistent with each of the values mentioned below.

con·nected to na·ture

/kə'nektəd/

1. brought together or into contact so that a real or notional link is established.
"a connected series of cargo holds"
2. associated or related in some respect.
"a series of connected stories"

/'nāCHər/

1. the phenomena of the physical world collectively, including plants, animals, the landscape, and other features and products of the earth, as opposed to humans or human creations.
"the breathtaking beauty of nature"

We want people – staff and volunteers included – to feel both an intellectual and emotional connection to the Bays and to the natural environment. We see part of our role is to build awareness, help individuals to find that connection, and grow that connection to the Bays and the natural environment. Regardless of our individual staff role, we each contribute to this by fulfilling our specific role(s) and supporting our colleagues.

bal·ance

/'baləns/

1. an even distribution of weight enabling someone or something to remain upright and steady.
"she **lost** her **balance** before falling"
2. a condition in which different elements are equal or in the correct proportions.
"try to **keep a balance between** work and relaxation"

We seek to create a work environment that supports us, collectively and individually, both personally and professionally. This means that we understand that while we each have responsibilities and commitments as employees of the Center, we also have responsibilities outside of work. We don't believe you have to choose between personal and professional; you can fulfill responsibilities to both. You can have work-life balance. We also recognize that 'balance' is experienced differently and can change over time.

col·lab·o·ra·tion and team·work

/kə,ləbə'rāSH(ə)n/

1. the action of working with someone to produce or create something.
"he wrote on art and architecture **in collaboration with** John Betjeman"

/ˈtēm,wɜrk/

1. the combined action of a group of people, especially when effective and efficient.
"my group has a good sense of teamwork"

We recognize that groups are stronger than individuals. There is evidence that they make better decisions and produce more positive organizational outcomes. We enjoy working with one another and embrace the opportunities to do so. We also recognize that working as a team can be difficult at times. Teams are successful when everyone plays their part. We each have a responsibility to engage positively, communicate clearly and support one another as we pursue shared goals. To minimize problems, it is important to establish clear roles and responsibilities at the beginning of any new project or initiative. This includes being clear about issues of authority and delegation.

em·pow·er·ment

/əmˈpouərmənt/

1. authority or power given to someone to do something.
"individuals are given empowerment to create their own dwellings"
2. the process of becoming stronger and more confident, especially in controlling one's life and claiming one's rights.
"political steps for the empowerment of women"

We recognize that, in pursuit of our mission, we need others who are also committed to the preservation of the Bays. In our work with various communities throughout the watershed, we seek to empower others to be responsible stewards of the Bays. We also recognize that we are empowered by a supportive work culture that fosters positivity, collaboration and doing good. This includes a need for clear structure and lines of authority as well as on-going communication.

eq·ui·ty

/ˈekwədē/

1. the quality of being fair and impartial.
"equity of treatment"

We understand that treating people the same or equally does not always result in the same level of access that we want for one another and for members in the communities we serve. We endeavor to treat one another fairly and justly and to examine our work to ensure balance. This includes our work internally as well as in our work with our partners and communities across the watershed.

in·clu·sion

/inˈklōZHən/

noun

1. the action or state of including or of being included within a group or structure.
"federal legislation now mandates the inclusion of students who are English language learners"
2. the practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized, such as those who have physical or mental disabilities and members of other minority groups.
"we value and promote diversity and inclusion in every aspect of our business"

We recognize the value of all voices and seek to include them, even those who may be harder to reach or engage. We welcome everyone to the table and provide, without judgment, the support they need to succeed. We evaluate opportunities through the lens of equity and inclusion to ensure that individuals or groups aren't being systemically excluded.

in·teg·ri·ty

/in'tegrədē/

1. the quality of being honest and having strong moral principles; moral uprightness.
"she is known to be a woman of integrity"
2. the state of being whole and undivided.

To hold oneself to a high standard – to be proud of the work you do and the quality you deliver. We operate, communicate and advocate honestly and consistently in our scientific, organizational and individual endeavors. Adhere to internal policies and procedures and external obligations. To keep our word, fulfill our promises ... both as an organization and as individuals.

op·ti·mism

/'äptə'mizəm/

1. hopefulness and confidence about the future or the successful outcome of something.
"the talks had been amicable and there were grounds for optimism"

We embrace our role as 'change-makers' yet we are not naive. Our optimism is grounded in perseverance, hopefulness and our experience that we can have a positive impact through our work. It is reasoned and informed. To enter into our work with a belief that we will be successful in our mission to preserve, protect and restore the Bays ... and then do all we can to ensure our success.

re·spect

/rəˈspekt/

1. a feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements.
"the director had a lot of **respect for** Douglas as an actor"
2. due regard for the feelings, wishes, rights, or traditions of others.
"young people's lack of **respect for** their parents"

We understand that we bring diverse experiences to our work. We are each unique individuals. We appreciate and value these differences. We value the perspectives, knowledge and contributions of others. We respect the natural world and the lessons that it can teach us.

stew·ard·ship (environmental)

/ˈst(y)ooərd,SHip/

1. the job of supervising or taking care of something, such as an organization or property.
"responsible stewardship of our public lands"

Our jobs – individually and collectively – all contribute to the preservation of the watersheds. We each have a responsibility to put the environment and the Center as a priority in our decision-making. We each play a role in ensuring the success of our work and our mission as an organization. We are each responsible to do the best of our ability in order to make a positive impact. We care about the health and well-being of people and all living organisms and non-living resources. We work to protect the environment for all creatures.

trust

/trəst/

1. firm belief in the reliability, truth, ability, or strength of someone or something.
"relations have to be built on trust"

We can each conduct ourselves in ways that can build strong relationships with one another and with our partners. We seek to build relationships rooted in trust. People will know they can rely on us. 'We mean what we say and say what we mean', i.e., people won't wonder if are being honest and open. They will know we are being honest with them. Through interactions with us, the public will know that they can count on us to protect the Bays. We will share information honestly and openly. We will be a source of

reliable and accurate information. Building a trusting relationship takes time and experience. It can also be easily broken. When broken, it may be harder to regain.

Dress Code

The Center is an organization that is devoted to engaging with the public in community relations, and welcoming our community to our offices. This dress code outlines how we expect our volunteers to dress when participating in a Center's activity. Regardless of your particular engagement with the Center, you are at all times a representative of the Center, and must behave and dress accordingly.

This policy applies to all our volunteers.

- All volunteers must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.
- All clothes must project professionalism. Clothes that are too revealing or inappropriate aren't allowed.
- All clothes must be clean and in good shape. Discernible rips, tears or holes aren't allowed.
 - Note: we understand that for working on the field using older attire that can get dirty, wet, or other is necessary but it should maintain structural integrity for your safety.
- Volunteers must avoid clothes that are offensive or inappropriate.

The Center's official dress code is *Casual*.

Center volunteers can wear casual clothing like jeans, t-shirts, and boots that are comfortable and prepare them to perform their task in the field, events, or office. We may change our dress code in special cases. For example, volunteers' clothing should abide by safety recommendations for the activity, often including closed-toe shoes, or long-sleeves. Alternatively, we may require volunteers to wear business or business casual attire for an event or when meeting with partners, donors, and other external parties.

Non-Discrimination

The Center does not discriminate on the basis of race, color, national origin, disability, age, sexual orientation or gender in administration of its programs or activities, and, the Center does not intimidate or retaliate against any individual or group because they have exercised their rights to participate in actions protected, or oppose action prohibited, by 40 C.F.R. Parts 5 and 7, or for the purpose of interfering with such rights.

Bryan Ochs, Deputy Director, is responsible for coordination of compliance efforts and receipt of inquiries concerning non-discrimination requirements implemented by 40 C.F.R. Parts 5 and 7 (Non-discrimination in Programs or Activities Receiving Federal Assistance from the Environmental Protection Agency), including Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973; the Age

Discrimination Act of 1975; Title IX of the Education Amendments of 1972; and Section 13 of the Federal Water Pollution Control Act Amendments of 1972 (hereinafter referred to collectively as the federal non-discrimination laws).

If you have any questions about this notice or any of the Center's non-discrimination programs, policies or procedures, you may contact:

Bryan Ochs, Deputy Director
Center for the Inland Bays
39375 Inlet Road
Rehoboth Beach, DE 19971
302-226-8105 ext. 702
bochs@inlandbays.org

If you believe that you have been discriminated against with respect to a Center program or activity, you may contact the Deputy Director identified above.

Non-Harassment Policy

The Center is committed to providing a work environment free of harassment. To that end, it is the policy of the Center not to tolerate any form of harassment based on religion, race, creed, color, sex, pregnancy, sexual orientation, transgendered status, alienage or citizenship status, national origin, age, marital status, disability, veteran status or any other classifications protected by applicable law.

Any instances of harassment should be reported to the affected volunteer's supervisor or, if that would prove uncomfortable, to the Deputy Director, who will ensure that appropriate measures are taken to stop harassment. Supervisors should immediately make the Deputy Director aware of any reported harassment, or in the case of alleged harassment by the Executive Director, supervisors should notify the Board Chair immediately. No employee or volunteer will be retaliated against for bringing, in good faith, such information to the Center's attention. Employees and volunteers should be particularly mindful of the Center's intolerance of sexual harassment.

In the case of the volunteer being witness to harassment, but not the direct victim, they may bring forward the activity to the volunteer supervisor or Deputy Director. Staff must bring forward the activity.

All reported incidents of harassment will be promptly investigated in as confidential a manner as possible.

Sexual Harassment Policy

Purpose and Scope: The purpose of this policy is to express the Center's commitment to provide a work environment free from sexual harassment for all

employees and volunteers, and to advise all employees and volunteers that sexual harassment will not be tolerated.

Applicability: All employees, volunteers, visitors, vendors, clients, and guests.

Policy: It is the policy of the Center to provide a workplace free of conduct that creates an intimidating, offensive or hostile environment. The policy expressly prohibits sexual harassment in the workplace, including, but not limited to:

- Severe or unwelcomed conduct which would not have occurred but for the sex of the employee/volunteer and which unreasonably interferes with the victim's work performance or creates an intimidating, hostile or offensive environment.
- Unwelcome conduct of a sexual nature directed towards an employee/volunteer whose conditions of employment or engagement are affected or threatened to be affected based upon whether the employee submits or rejects the unwelcomed sexual conduct.
- Using the sex of an employee/volunteer as a factor by any supervisor when making any employment or performance decisions affecting employees at the Center.

While all forms of harassment are prohibited, it is the policy of the Center to emphasize that sexual harassment is specifically prohibited. Each employee/volunteer has a responsibility to maintain a workplace free from any form of sexual harassment. No one shall threaten or insinuate, either explicitly or implicitly, that an employee's/volunteer's refusal to submit to sexual advances will adversely affect the employee's employment or volunteer's engagement, evaluation, wages, advancement, assigned duties or any other condition of employment, engagement or career development. Nor shall any officer, Executive Director, Manager or supervisory employee favor, in any way, any applicant or employee because that person has submitted to or shown willingness to submit to sexual overtures or advances of the officer, Executive Director, Manager or employee. We also expect that no sexually harassing conduct will be committed in the workplace by anyone employed by the Center, as well as volunteers, visitors, guests, customers, or vendors of the Center. A general outline of the most common examples of these violations are as follows:

- Unwelcome sexual flirtations, touching, advances or propositions;
- Slurs or other verbal abuse of a sexual nature;
- Graphic or suggestive comments about an individual's dress or body;
- Sexually degrading words to describe an individual;
- The display in the workplace of sexually-suggestive objects or pictures;
- Off-color language or jokes of a sexual nature;
- Asking questions regarding an individual's sexual conduct, orientation or preference;
- Suggesting or implying that failure to accept a request for a date or sex would adversely affect the employee/volunteer with respect to a

performance evaluation or promotion;

The foregoing list is meant to be illustrative only. Conduct which is not specifically listed, but which would otherwise violate this policy against sexual harassment, is prohibited.

No person may engage in sexually harassing conduct, as defined in this policy, while engaged in any Center-sponsored activity or function.

The Center prohibits all forms of sexually harassing conduct, including harassment by peers as well as by supervisory personnel, and harassment against males as well as females.

Harassment Complaint Resolution Procedure

The Center strongly encourages individuals to utilize the following complaint resolution procedure. We welcome the opportunity to promptly investigate and remediate any instances of harassment.

Any employee/volunteer or applicant who feels they have been subject to harassment in violation of the Center's policy should report such a complaint to the appropriate supervisor. If that would prove to be uncomfortable, the employee may contact the Deputy Director to report such a complaint. It is part of your duty, as an employee of the company, to report incidents of harassment.

Most importantly, employees/volunteers must rest assured that they are encouraged to bring complaints to the attention of the Center. No employee/volunteer will be retaliated against for bringing, in good faith, any information to the attention of Management. All information regarding harassment complaints will be kept in confidence to the greatest extent practical and appropriate under the circumstances.

The Center will promptly arrange an appointment with the alleged harasser and commence an investigation. The investigation will include interviews with all relevant persons, including the complainant, the accused, and other potential witnesses. The Center will review its findings with the complainant at the conclusion of the investigation. It is imperative that there be no discussion of any aspects of the complaint with anyone except to the extent necessary to conduct the investigation.

Any person volunteer or employed by the Center who is found, after appropriate investigation, to have engaged in harassment of another volunteer, employee, or other will be subject to whatever disciplinary action the company, in its sole discretion, considers appropriate under the circumstances, up to and including termination of employment/volunteer engagement for the first offense. The Center's obligation is to take action necessary to put an end to the harassment.

No individual who files a complaint or participates in the complaint resolution procedure process or provides information pursuant to this policy will be subject to retaliation of any kind for that activity. Any employee/volunteer who retaliates against another employee/volunteer for making a complaint may face disciplinary consequences up to and including termination.

If, after investigation of the complaint, it is determined that either the complainant or any other person providing information during the investigation intentionally or knowingly provided false information regarding the complaint, such individual(s) will also be subject to whatever disciplinary action the Center, in its sole discretion, considers appropriate under the circumstances, up to and including termination of employment/volunteer engagement for the first offense.

If the validity of the complaint cannot be determined, immediate and appropriate action will be taken to assure that all parties are reacquainted with this non-harassment policy and to avoid sexual harassment in the future.

All persons employed or engaged by the Center are encouraged to take the initiative in situations where they become aware of harassment through means other than the usual complaint process, by putting a stop to the action or conduct. Employees/volunteers, although encouraged to do so, are not required to directly confront the harasser. If the employee/volunteer does not feel comfortable confronting the harasser, then the employee/volunteer should report the conduct.

Disciplinary Consequences

Volunteering for the Center is taking action for the improvement of our Inland Bays community. Becoming part of our volunteer community is for those that agree to reflect the Center values and follow its policies. Because of this, the Center reserves the right to terminate the volunteer service of any individual who fails to comply with policies and practices that may hinder or misrepresent the Center's work or the safety of others.

Volunteers may face progressive disciplinary actions, including warnings, suspension, and/or to termination of volunteer participation, if:

- Failure to follow safety procedures; including but not limited to those that could result in injuring themselves or others.
- Persistent tardiness and/or failure to communicate inability to participate or timely arrival to assignments.
- Disregarding the dress code that causes irreparable damage, like loss of a major contributing partner.
- Harassment to Center staff, volunteers, or other Center guests.
- Exhibiting consistent inappropriate conduct that disrupts Center efforts and/or volunteer activities.

- Misuse of Center's resources (staff time, publications, social media, etc.).

Volunteer Program Mission

The Inland Bays watershed is one of the fastest-growing areas of Sussex County. Existing and newly established families, businesses, and foundations have a strong desire to give back to the natural environment that they see as the core of their community.

The volunteer program at the Center is a unique opportunity for our community to engage in impactful volunteer opportunities that actively support meaningful research, education, restoration, and public policy efforts that positively enrich their life and connection to the natural world. The Center strives to provide a volunteer program that is meaningful, has direct measurable positive impact and responsive to the changing needs of the Inland Bays.

Programs and Campaigns

General Timeline

The Center combines long-term monitoring and research with innovative new projects to learn about the Bays, because of this our volunteer opportunities may vary by year and season. Therefore, volunteers should expect to review updates about our volunteer offerings in our volunteer management software, newsletter and/or social media. Volunteers that are aware of large groups looking for a single effort should reach out to the Community Science Manager as early as possible. The Center and the volunteer need to work together to stay informed and engaged. A typical year in the Center's volunteer program is described in Table 1.

Table 1. The diagram below shows the average annual timeline of the volunteer program including programs' seasons duration (lighter color), training (darker color (T)) and events (asterisks). Activities can change depending on a specific year's needs.

Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Development/Outreach Table Events	*	*	*	*	*	*	*	*	*	*	*	*
James Farm Docents			T	April 1 - September 30								
James Farm Maintenance Crew	Every Wednesday Morning											
Osprey Survey (every 5 years)		T	March 1 - September 1									
Horseshoe Crab Survey & Tagging			T		May 1 - August 31							
Reforestation		T		Spring					Fall			
Diamondback Terrapin Survey				T	May 1- October 31							
Discovery Bay						T	May 1- October 31					
Better Impact Workshop			T									
Native Plant Sale/ Water Family Fest				T								
Master Naturalist: Open Enrollment, requirements & Graduation		T			*	Field Trip*						
Volunteer Appreciation Events			*						*			

Activities

The Center currently divides activities (volunteer opportunities) into 19 categories. Each of these categories are also divided into sub-categories. Categories are the main project you are working on, subcategories are specific tasks, locations, or programs you participate in. For example, you are interested in the horseshoe crab survey, your category will be "Horseshoe Crabs" and your subcategory will be based on the location where you will perform the survey, e.g. "Survey at James Farm". The categories and subcategories guide you to register for volunteer activities in the Better Impact app and report volunteer hours in the same categories, which match our grant applications and reports to funders. Many of our participatory science surveys are tide dependent, which may vary by over an hour depending on where you are working within the Inland Bays! By categorizing our activities, we can get you the most relevant and important details regarding your chosen activity. These categories and subcategories used in our volunteer management software (they appear as dropdown menus so you don't have to memorize them) to make registering and recording hours seamless.

The Center currently uses 19 different categories. Each description, possible tasks, and needed qualifications (required documentation, training, or experience to participate in that project) are below. Some volunteer programs (i.e. Master Naturalist and Youth Education) require a background check as a qualification. The Center uses [Checkr.com](https://checkr.com)

to request background checks or you can also obtain one from our state police. For more information about this requirement and before requesting your background check with these resources, contact us at volunteer@inlandbays.org.



Administrative/Office

The Center staff is always in need of individuals with great organizational skills to help with tasks like archiving, data entry, digitizing, mailing, and others. Remote work is possible.

Subcategories:

- Mailings
- Digitalization
- Data Entry

Qualifications: Volunteer waiver* and confidentiality agreement, if indicated.

Coastal Resilience

Assist in activities highlighting our watershed connectivity in keeping our shorelines resilient for the future generations. Presentations/exhibits may take place at the James Farm Ecological Preserve, the Center's office, or involve traveling to new sites.

Subcategories:

- Southern Delaware Resilience Plan
- Other (please describe)

Qualifications: Volunteer waiver*



Education: Public Programs

Assist and/or lead intergenerational group tours and presentations. Tours and presentations may take place at the James Farm Ecological Preserve, the Center's office, or involve traveling to new sites.

Subcategories:

- Discovery Bay
- Animal Mania
- Kid's Day: Backyard Critters
- Other (please describe)

Qualifications: Volunteer waiver*



Education: Youth Programs

Assist and/or lead youth education programs with Center staff. Outdoor exploration at the Preserve that taps into a student's natural curiosity about the world around them. The Center's programs are hands-on, inquiry-based, and help students develop problem-solving and critical thinking skills. All programs are aligned with Delaware Next Generation Science Standards, and can be integrated into classroom learning.

Subcategories:

- Field Trips
- Special Groups

Qualifications: Volunteer waiver* and background check.

Events

Assist Center staff in the planning, organization, and execution of outreach, clean-up, and fundraising events.

Subcategories:

- Decked Out
- Dine & Donate
- Other (please describe)

Qualifications: Volunteer waiver*, and specific tasks may require an ABC Server License



James Farm Ecological Preserve

The James Farm Ecological Preserve (Preserve) is an oasis of wildland on the Indian River Bay, located just a short drive from Bethany Beach, on Cedar Neck Road in Ocean View. The Preserve serves as a hub for many Center programs and outdoor activities.

Subcategories:

- Docents
- James Farm Work Days
- James Farm Usage Survey

Qualifications: Volunteer waiver*, docent training for Docents, James Farm Safety training, and SOPARNA protocol for the Usage Survey.

Horseshoe Crabs

The Center is dedicated to the study and conservation of this iconic species. The Center provides several opportunities to learn and interact with the species including, but not limited to, the horseshoe crab survey and tagging efforts. Join us and discover more about this "living fossil"!

Subcategories:

- Survey at Peninsula
- Survey at James Farm
- Survey at Ellis Point
- Survey at Tower Road
- Survey at Bay Colony
- Survey at Camp Arrowhead
- Survey at Little Assawoman (every 5 years)
- Tagging at all sites
- Data Entry

Qualifications: Volunteer waiver* and inland bays horseshoe crab training for Survey and Tagging.



Terrapins

The Center is dedicated to the study of this charismatic species. The Center provides several opportunities to learn and interact with the species including, but not limited to, land based terrapin surveys and derelict crab pot removal (collaboration with DE SeaGrant). Join us and discover more about this unique species!

Subcategories:

- Land Survey
- Water Survey
- Derelict Crab Pot Removal

Qualifications: Volunteer waiver* and diamondback terrapin survey training for surveys.



Oysters

The Center is dedicated to the study and restoration of this keystone species. The Center provides several opportunities to learn and help restoration efforts including, but not limited to, the construction of oyster reefs and living shorelines.

Subcategories:

- Don't Chuck Your Shucks
- Reef Monitoring & Construction
- Shell Bagging
- Lease Maintenance
- Shell Yard Maintenance
- Data Entry

Qualifications: Volunteer waiver*

Ospreys

Every five-years the Center coordinates and manages an Osprey survey where volunteers help identify active nests throughout the Inland Bays watershed.

Subcategories:

- Survey Phase I: Exploration
- Survey Phase II: Verification & Revisit

Qualifications: Volunteer waiver*, osprey survey training, and specialized training.



Reforestation

Participate in planting events throughout the Inland Bays and assist Center staff in performing reforestation surveys and/or basic monitoring or maintenance.

Subcategories:

- Planting
- Survey & Monitoring
- Maintenance

Qualifications: Volunteer waiver* and reforestation training (survey participants only).

Long Term Salt Marsh Monitoring

The Center often needs assistance with salt marsh monitoring in the Inland Bays. From maintaining and calibrating equipment to assisting during monitoring field days every step counts towards learning more about the Bays.

Subcategories:

- Maintenance
- Monitoring

Qualifications: Volunteer waiver* and specialized training.



Committees

The Center provides opportunities for volunteers to serve as part of various committees including the Citizens Advisory Committee (CAC), the Development Committee, and more.

Subcategories:

- Citizens Advisory Committee (CAC)
- Development
- Scientific and Technical Advisory Committee (STAC), by invitation

Qualifications: Volunteer waiver*, and application for CAC and STAC.

Submerged Aquatic Vegetation (SAV)

The Center is dedicated to the study of and restoration of submerged aquatic vegetation. The Center provides several opportunities to learn and monitor locations for potential SAV restoration.

Subcategories:

- Monitoring
- Data Entry

Qualifications: Volunteer waiver* and SAV training



Special Projects

The Center has a number of projects that require frequent monitoring during the year. Staff is always grateful for the assistance of volunteers during the monitoring of the Bays resources.

Subcategories:

- Living Shorelines
- Eelways
- Photography/ Video
- Other (please describe)

Qualifications: Volunteer waiver*, others as needed





Native Plant Sale/ Water Family Fest

Annual event hosted by the Center in collaboration with DNREC's Division of Watershed Stewardship (DNREC), to highlight efforts to improve Delaware's wetlands, water, and recreational shorelines. It is a FREE family-friendly festival that features educational and outdoor recreational opportunities, multiple organizations, food trucks, and local nurseries selling native plants.

Subcategories:

- Event Set-Up
- Parking/ Crossing Guard
- Beer Tent
- Terrapin Mascot
- Exhibit tables (native plants, clean water & oysters, citizen science, living shoreline, derelict crab pots & terrapins, and fish seining/HSC tagging).
- Activities (story time, camouflage games, and others).
- Cleaning (refill bathrooms supplies, trash pick up, and trash/recycle cans up keep).
- Wellbeing (interact with guest, answer questions, assist with directions, and others).
- Event Breakdown

Qualifications: Volunteer waiver*, and volunteer training for specific program's tables.

Trainings

The Center is always looking for new innovative projects to learn about the Bays and we strive to prepare our volunteers to fully-enjoy performing and successfully completing their volunteer activities. Volunteer trainings are qualifications or requirements, this means that you will not be able to sign-up or actively participate in its associated volunteer activity until you have completed the training. For more information see the “Volunteer Trainings and Policies” section in this handbook.

Subcategories:

- Team Leaders
- Reforestation
- James Farm Docents
- Inland Bays Horseshoe Crab Survey & Tagging
- Diamondback Terrapin Survey
- Discovery Bay



Qualifications: Volunteer Application

Outreach & Public Engagements

The Center is always looking to spread our mission and engage all members of our watershed community. Covering a variety of topics, volunteers are the face of the Center at many community events throughout our watershed.



Subcategories:

- Tabling

- Exhibits

Qualifications: Volunteer waiver*, volunteer application and specialized training, as needed

Volunteer Program

The Center is always looking for new, innovative projects to learn about the Bays and many times they start with an idea or small group initiative. The Volunteer Program is our way to support these initiatives and allow for them to develop on a new effort to support our mission and the people we serve.



Subcategories:

- Clean-Ups
- Volunteer Appreciation

Qualifications: Volunteer waiver* and Volunteer Application.

**All Center volunteers need to complete a volunteer waiver annually.*

Roles and Responsibilities of Volunteers

Volunteering Locations

Volunteers at the Center dedicate their time to a variety of activities based on the location or the activities you enjoy which may be located throughout the watershed, below are some of our more frequent locations:

James Farm Ecological Preserve

The James Farm Ecological Preserve (Preserve) is an oasis of wildland on Indian River Bay, located just a short drive from Bethany Beach, Delaware on Cedar Neck Road in Ocean View (access the James Farm Ecological Preserve



Joshua Rubin James and his family at their farm house, circa 1900.

brochure and a Frequently Ask Questions document at the Volunteer Portal Library). The 150-acre James Farm property was a gift to Sussex County from the late Mary Lighthipe, a descendant of the James family who had farmed the land for generations. She gave it in memory of her son, Harold, who died in an automobile accident. She gave it with the condition that the property be used for environmental education and recreational activities.

In the fall of 1998, the Center was asked by the County to manage the property. Since that time, the Center has worked with volunteers and partners to create an ecological preserve.

Currently, the Preserve serves thousands of visitors each year and hosts numerous volunteer programs (e.g. James Farm Work Days, James Farm Docents, and Horseshoe Crab Survey), events (e.g. Water Family Fest and Native Plant Sale), and educational opportunities (e.g. Youth Programs and Public Programs, such as Discovery Bay).

In 2025, the new James Farm Ecological Preserve maintenance and the Susan K. Ball Environmental Education “The Susie” buildings were inaugurated. These new facilities are part of the next steps to better serve our Inland Bays community and provide more environmental education opportunities at the Preserve.

Center Headquarters

The Delaware Center for the Inland Bays headquarters are located in the Northside Delaware Seashore State Park- address 39375 Inlet Rd. Rehoboth Beach, DE 19971. Headquarters is regularly used to host volunteer meetings, trainings, exchange sampling materials, and perform clerical or administrative tasks, like preparing the horseshoe tags or mailings.

Field Work

As an environmental institution the Center performs a variety of projects in the Inland Bays outdoors (field). Field work performed by volunteers includes but is not limited to assist staff on the water or land-based study sites (e.g. oyster reef and living shorelines), perform surveys at sampling sites (e.g. Horseshoe Crab Survey at Tower Rd. and Diamondback Terrapin Survey at Camp Arrowhead), and participate in events (e.g. Inland Bays clean-up at Massey's Landing and plantings in Frankford or Georgetown and outreach opportunities throughout the watershed).

Remote opportunities

We also offer a variety of tasks that can be performed from home. These tasks include but are not limited to data entry, literature searches, document review, and arranging contacts.

Computer access

While the Center maintains shared equipment that may be used on a first come first served basis (e.g. need a kayak for a terrapin survey? we've got one you can borrow), the ease and speed of digital resources have made mobile phones and computer access a requirement for many of the Center's tasks. We do not have a computer or phone to borrow, and, as we switch to the volunteer management software, you will need to have computer access, or come into the Center to input your data.

Volunteer Recognition

The Center could never adequately thank the volunteers for the extensive donation of effort, time and skill that is made each year. However, the Center does maintain a volunteer recognition program, where we attempt to showcase the efforts of our volunteers, partners and donors in a diversity of ways.

Events

Friend of the Bays Awards and Annual Volunteer Appreciation Event

- Social event in fall to recognize our volunteers and partners for their support in advancing the Center's mission.
- The location can move across the watershed.

Ad-hoc Volunteer Appreciation Events

- Welcome Breakfast- during the winter season, we invite new volunteers to mingle with the Center staff and fellow volunteers during a breakfast, hosted at the Center's headquarters or Preserve.
- Participatory Scientists Celebration- after an individual participatory science survey is complete, participating volunteers may get together for a small celebration (some of these are led/hosted by volunteers).
- Others- after project milestones are accomplished potlucks or another event may be organized to thank our volunteers for their contributions on the project.

Badges

These are digital recognitions earned for specific milestones for completing qualifications, hours milestones, service anniversaries, and/or providing feedback through the volunteer management software. Badges are based on individual achievement and are not limited to only a few individuals. These are constantly evolving and specific ones are related to awards presented during the annual volunteer appreciation event. Ideas for new badges are always welcome.

State Programs & Awards

The Center is a registered entity by the Delaware Office of Volunteerism (<https://volunteer.delaware.gov/>). Volunteer opportunities are offered to qualified volunteers as part of the:

- *Delaware Volunteer Credit*
(<https://volunteer.delaware.gov/delaware-volunteer-credit>)

- *Volunteer Delaware 50+* (<https://volunteer.delaware.gov/volunteer-delaware50>).

Nominated volunteers are also eligible for:

- Governor's Outstanding Volunteer Service Award
(<https://volunteer.delaware.gov/governors-outstanding-service-awards>)
- Governor's Outstanding Youth Volunteer Service Award
(<https://volunteer.delaware.gov/youth-awards>)
- President's Volunteer Service Award (<https://volunteer.delaware.gov/pvsa>)

Development

Development may be the most confusing department at the Center or any non-profit. Often defined as fundraising, development is actually about relationship building. Development volunteers may be called on to coordinate parking for an event or find a meeting space for a training session. Through the relationships built in development, access to land to perform surveys or donations of needed equipment is granted. Development, or friend-raising, is a key component to the Center's success.

Volunteers play an important role in development just by being a part of the Center. Often, a Volunteer is the first impression of our organization and the start of a relationship that has potential to move the Center forward in the mission.

Volunteers can help spread the word about Center events or fundraising initiatives. Rally family, neighbors, and friends to consider supporting the Center via initiatives such as Giving Tuesday or round them up to attend Center events.

Demonstrated volunteer hours are a key component in many of our grant applications. Categorized as "in-kind match," volunteer participation, demonstrates that our community is putting their time and effort into the priority projects we seek to have funded - volunteer in-kind match can be the difference in a successful application. Recording your volunteer hours is critical to these grant requirements.

Financial giving of a volunteer is never required.

There are many opportunities to support the Center with a financial gift. Here are a few examples:

- Contribute to the annual appeal
- Purchase Tickets to Center Events
- Consider becoming a monthly donor
- Speak with employers about Funding Opportunities or Matching Gifts
- Inquire about Donor Advised Funds

Volunteers Trainings and Policies

The Center brings a mixture of traditional and innovative projects to learn about the Bays. We strive to incorporate volunteers in as many of the efforts as possible. We therefore must prepare our volunteers to fully-enjoy performing and successfully completing their volunteer activities in a safe manner. By providing guidance and personal development opportunities via trainings, our volunteer community is ready and willing to assist in meaningful, impactful activities that protect our watershed. Volunteer training may be a qualification or requirement associated with a participatory science project. This means that you will not be able to sign-up or actively participate in this volunteer activities until you have completed the associated training.

Volunteer trainings are conducted annually, in the spring, and provide the needed information for our volunteers to participate in the selected activity. Most programs require annual training, even for ongoing programs. To adapt to an always changing training offerings, their location, format, times, and others, change every year. The virtual trainings are recorded and may be watched at a later time to complete the training requirement. For some projects an E-learning or Online Only training may be a pre-requisite to participate in an activity or specialize training. Below is a list of recurring training and when they are normally offered. Asterisk (*) indicate those with pre-requisite training.

- Team Leaders - second Tuesday in February
- Osprey Survey (*every 5 years*)- third Wednesday in February
- Reforestation - last Wednesday in February
- Better Impact Workshop- third Wednesday in March
- Horseshoe Crab Survey - fourth or last Wednesday in March
- James Farm Docents Walkthrough* - last Tuesday in March
- Diamondback Terrapin Survey - second Wednesday in April
- Discovery Bay Walkthrough*- first Wednesday in June
- Youth Education Team Leaders*- second Wednesday in March

It is up to you to document attendance by checking in on a provided sign-up sheet or providing your name in the chat box of Zoom, or by emailing volunteer@inlandbays.org. This will notify the volunteer program manager that you have completed the training and you are ready to sign-up for your volunteer dates.

Annual renewal of training is required. Not documenting training may delay your ability to search for and sign-up for your volunteer activities.

Safety and Inclement Weather

Safety first! Center volunteer activities occur outdoors in a variety of weather conditions. For example, the Horseshoe crab surveys take place at night, on dark beaches and the Diamondback terrapin surveys are from kayaks during hot sunny days. Volunteers may encounter a variety of hard to see hazards, which could lead to falls, cuts, or other

injuries. To keep everyone as safe as possible, it is essential that all volunteers be familiar with and observe the following practices during the activities. Depending on the activity, staff, partners or team leaders will be responsible for enforcing safety rules. Volunteers who do not, or cannot, follow these rules will not be permitted to participate.

- All volunteers must sign a liability waiver, including parents or guardians who accompany minors. Minors must be supervised by an adult at all times.
- If thunderstorms are in progress, do not go onto the beach.
- If the Air Quality Index is orange or better, proceed with caution if you do not have associated pre-existing conditions. An index higher than red will result in immediate cancellation of all outdoor volunteer activities. Red activities will proceed on a case by case basis, please contact your volunteer supervisor if in doubt of the activity's status.

The Air Quality Index (AQI) is used for reporting daily air quality. It tells you how clean or polluted your air is, and what associated health effects might be a concern for you within a few hours or days after breathing polluted air. EPA calculates the AQI for five major air pollutants regulated by the Clean Air Act: ground-level ozone, particle pollution (also known as particulate matter), carbon monoxide, sulfur dioxide, and nitrogen dioxide.

AQI Basics for Ozone and Particle Pollution

Daily AQI Color	Levels of Concern	Value s of Index	Description of Air Quality	Outdoor Activity Guidance	Outdoor Activity Guidance <i>(based on AQI and Outdoor Guidance for Schools)</i>
Green	Good	0 to 50	Air quality is satisfactory, and air pollution poses little or no risk.	Great day to be active outdoors!	Great day to be active outside!
Yellow	Moderate	51 to 100	Air quality is acceptable. However, there may be a risk for some people, particularly those who are unusually	Good day to be active outdoors! *	Good day to be active outside! Students who are unusually sensitive to air pollution could have symptoms. *

			sensitive to air pollution.		
Orange	Unhealthy for Sensitive Groups	101 to 150	Members of sensitive groups may experience health effects. The general public is less likely to be affected.	It's OK to be active outdoors, especially for short activities such as land-based terrapin survey and Docenting at the James Farm. For longer activities such as water-based terrapin survey, take more breaks and do less intense activities. *	It's OK to be active outside, especially for short activities such as recess and physical education (PE). For longer activities such as athletic practice, take more breaks and do less intense activities. Watch for symptoms and take action as needed. *
Red	Unhealthy	151 to 200	Some members of the general public may experience health effects; members of sensitive groups may experience more serious health effects.	For all outdoor activities, take more breaks and do less intense activities. Consider moving longer or more intense activities indoors or rescheduling them to another day or time. *	For all outdoor activities, take more breaks and do less intense activities. Consider moving longer or more intense activities indoors or rescheduling them to another day or time. Watch for symptoms and take action as needed. *
Purple	Very Unhealthy	201 to 300	Health alert: The risk of health effects is increased for everyone.	All outdoor activities are canceled and rescheduled to another day.	Move all activities indoors or reschedule them to another day.
Maroon	Hazardous	301 and higher	Health warning of emergency conditions: everyone is more likely to be affected.	All activities are canceled.	

**Watch for Symptoms - Air pollution can make asthma symptoms worse and trigger attacks. Symptoms of asthma include coughing, wheezing, difficulty breathing, and chest tightness. Even individuals who do not have asthma could experience these symptoms.*

- During night activities, bring a headlamp or flashlight. Headlamps are preferred because they free up your hands. [High lumen headlamps with a red filter are best!]
- Wear appropriate clothing for weather and conditions at the water's edge or in the water. Closed-toe shoes with soles are required. No bare feet, flip-flops, or neoprene booties will be allowed. We recommend rubber boots, waterproof shoes (with soles) or old sneakers.
- Work gloves are useful and often required when working with your hands or handling specimens (e.g. weeding and counting horseshoe crabs).
- Keep an eye out for tripping hazards or debris that may cause injuries to you or your teammates.
- Bay water contains bacteria that may, in rare cases, lead to serious infections of cuts or puncture wounds. If you have any open cut or wound, we recommend that you do not participate until it is healed.
- Inform your team leader or supervisory staff immediately if you sustain any type of injury, even if it seems minor. Consult a medical provider if you have any concerns, particularly if you sustain a cut or puncture wound that could become infected.
- Team leaders or supervisory staff should complete an incident report form (see section below).
- Drink water. Dehydration can occur before you are thirsty. Maintaining your hydration is key to being safe and productive.
- Use sunscreen during the day and insect repellent when needed (reef-safe and DEET-free, preferred).
- Do not take risks or do anything that makes you uncomfortable. Safety is always the most important consideration.

Be Prepared

The Center hosts a variety of volunteer activities. The requirements will depend on the type of activity you will be participating in. For example, if you will be outdoors, closed-toe shoes, sunscreen and bug spray may be required. All day activities should also include a packed lunch or snack. Please, always dress for the expected conditions. Light rain is generally not a reason to cancel, and rain jackets, waterproof boots, hats, etc. are helpful. The staff member in charge of the event will attempt to communicate via email 24-hours in advance of the event to make sure you have project-specific information. Volunteer activities will describe specific needs in their descriptions, but if you are unsure, you can contact the staff member or volunteer coordinator using the Volunteer Portal Contact tab or emailing us at volunteer@inlandbays.org.

Incident Report

Safety first! *Call 911 in case of emergency or escalation. Contact Center personnel and complete the incident report immediately after the situation is safe and stabilized.*

Incident reports are a way to provide supervisory staff with the required information to address and follow-up a situation when an individual is injured. They are completed by including and answering the information below:

- Date
- Name of Title of Reporter
- Name of Center Supervisory Personnel
- Name or Description of Project or Program
- Detail of incident (*who, what, when, why, how. Was help provided? What was the situation conclusion? Continue on back if needed.*)
- Names and contact information of those involved
- Name and contact information of a witness
- Name and contact information of emergency responders (if it applies)
- Date, Time, and Outcome of follow up contact

This information will be submitted via the Volunteer Management Software (VMS) after you have completed your volunteer time during your volunteer hours and feedback (appears as the questions “*Did any incident occur during your volunteer activity? If yes, please provide the information in the description.*”).

Volunteer Waivers

Must be filled out or updated each calendar year for each active volunteer and submitted for approval by the VMS manager.

- **All waivers must be filled out COMPLETELY.** Failure to do so has resulted in ineligible or incomplete forms, which results in a delay in opening up volunteer activities and the inability to count those volunteer hours.
- **All volunteers under the 18 of age MUST submit a waiver completed with their parent or guardian signature, before participating in a volunteer activity.** This can be downloaded and uploaded on the Volunteer Portal Library.
- **New volunteers** can fill out their Volunteer Liability Waiver as part of their application process.
- **Existing volunteers** will fill out the waiver before their first project at the beginning of each year. Volunteers are responsible for completing their waiver on their VMS Profile. Reminders will be sent beginning in December of the prior calendar year. Hardcopies will not be allowed, however the form can be downloaded from the Volunteer Portal Library.

- **Participatory Science walk-ups** are always welcome to participate in volunteer events with the approval of the project-lead on-site IF they have the proper attire and IF they sign a waiver before participating via the VMS. Note, they may not have taken the required training so they should not lead in any data collection activity.
- **Other activities** such as a tree planting are by their nature designed to work with new volunteers, please assist staff on site or volunteers on site to ensure new volunteers comply with the waiver requirements.
- **Only one waiver needs to be completed each calendar year.** If you complete multiple activities, one waiver is enough.

Photo Release

As a Center volunteer you grant the Center authorization and permission to capture and use photographs and/or video footage taken of yourself and any minors you are responsible for during the program for publicity, promotional, and/or educational purposes including but not limited to social media, website, publications, presentations, broadcast via newspaper, internet, or any other media. You do this with full knowledge and consent, and waive all claims for compensation for use, when signing the annual Volunteer Liability Waiver.

Confidentiality Agreement

In performing their duties, volunteers that assist with data entry could be privy to a variety of information about individuals. Due to the sensitivity of this information, it is important that all volunteers adhere to the policy that information shared with them remains confidential, is not discussed with others in private or public settings, and is not disclosed or used for any other purposes. A signed Confidentiality Policy Agreement may be required to assist with specific data entries. Violation of the confidentiality agreement will result in a lifetime ban of participation in any Center volunteer activity.

Operations and Work Outlines

Volunteer Management Software

In 2022, the Center acquired Volunteer Impact by Better Impact as our volunteer management software (VMS). A VMS is a resource for organizations to recruit, track, engage, and retain volunteers. This software will allow the Center to streamline the process and increase effectiveness in



managing all volunteer needs. This is a key step to developing and maintaining effective, passionate, and dedicated volunteers (and volunteer managers).

The software provides the Center with a platform to streamline volunteer application, track volunteer screening, communicate with volunteers, manage schedules, simplify submission and reporting of volunteer hours, gather feedback, recognize engagement and much more!

For volunteers it facilitates applying to become a volunteer, learn about opportunities, sign-up for opportunities, online training, see and manage their schedule, log hours, run reports on their contributions, contact the Center staff, track their engagement progress and much more!

Volunteer Application

Completing your volunteer application has never been easier. The Volunteer Application is an opportunity to start your volunteer journey with the Center. During the application process you will answer questions about your contact information, availability, interests, etc. This will allow the Center to better service and communicate with you and other volunteers.

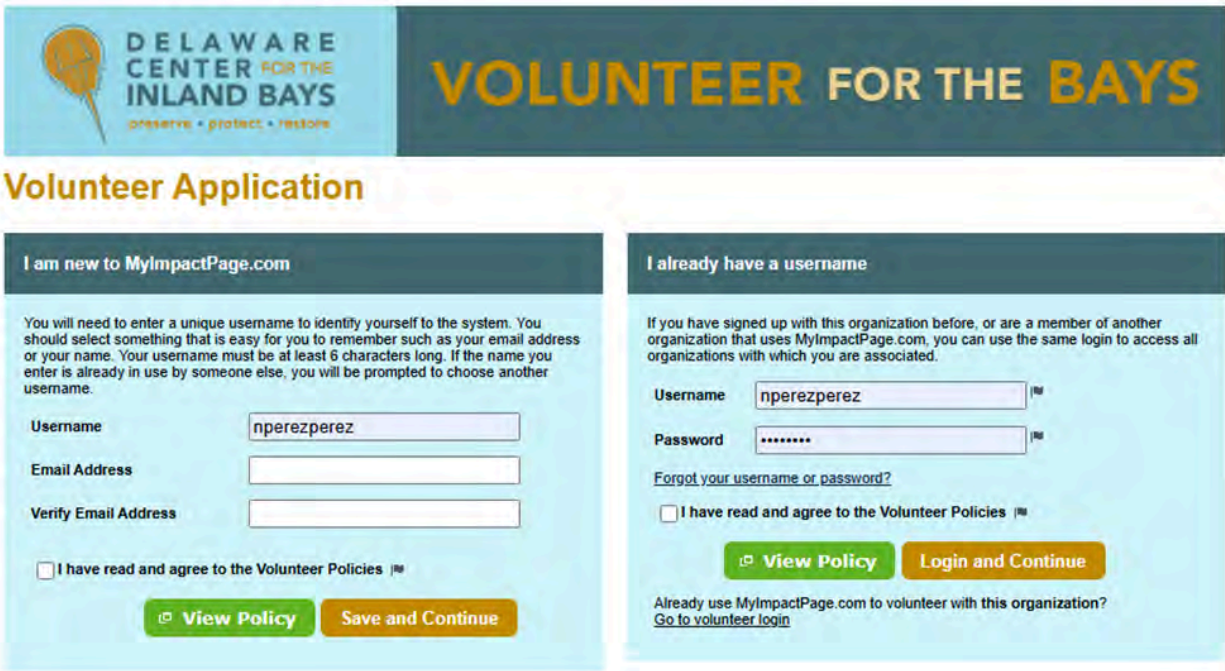
Please note that your application will not be submitted until you fill in all the fields flagged as “required” and click the “Submit Application” button. Completing the application should take less than five minutes. You’ll know your application was successfully submitted if when you click the “Submit Application” button, it takes you to another screen. If you stay on the application screen, it may mean that you missed a required field and your application has not yet been submitted, review all fields to make sure you’ve completed all the required fields.

Once you’ve submitted your application you will need to access your newly created “Volunteer Impact Account” and submit a Volunteer Liability Waiver, to be accepted into the volunteer program. See more information below about how to access your *Volunteer Portal*.

Please, see below access options to the volunteer application.

Access using this URL <https://bttr.im/tfqv0> from your computer

A window resembling the image below will open.



Scan the QR code with your mobile device

A window resembling the image below will open.



On the Center's website, click the gold button "Volunteer"

Under "Become a Volunteer" complete your application by selecting your access type desktop or mobile (<https://inlandbays.org/volunteer/become-a-volunteer/>).

Note: Internet connection is needed to submit your application.

Volunteer Portal

As part of the application process, you will have automatically created a Volunteer Impact account or Volunteer Profile (Note: Your information will not be shared broadly, it will only be used by specific staff or trained volunteer members). This account will allow



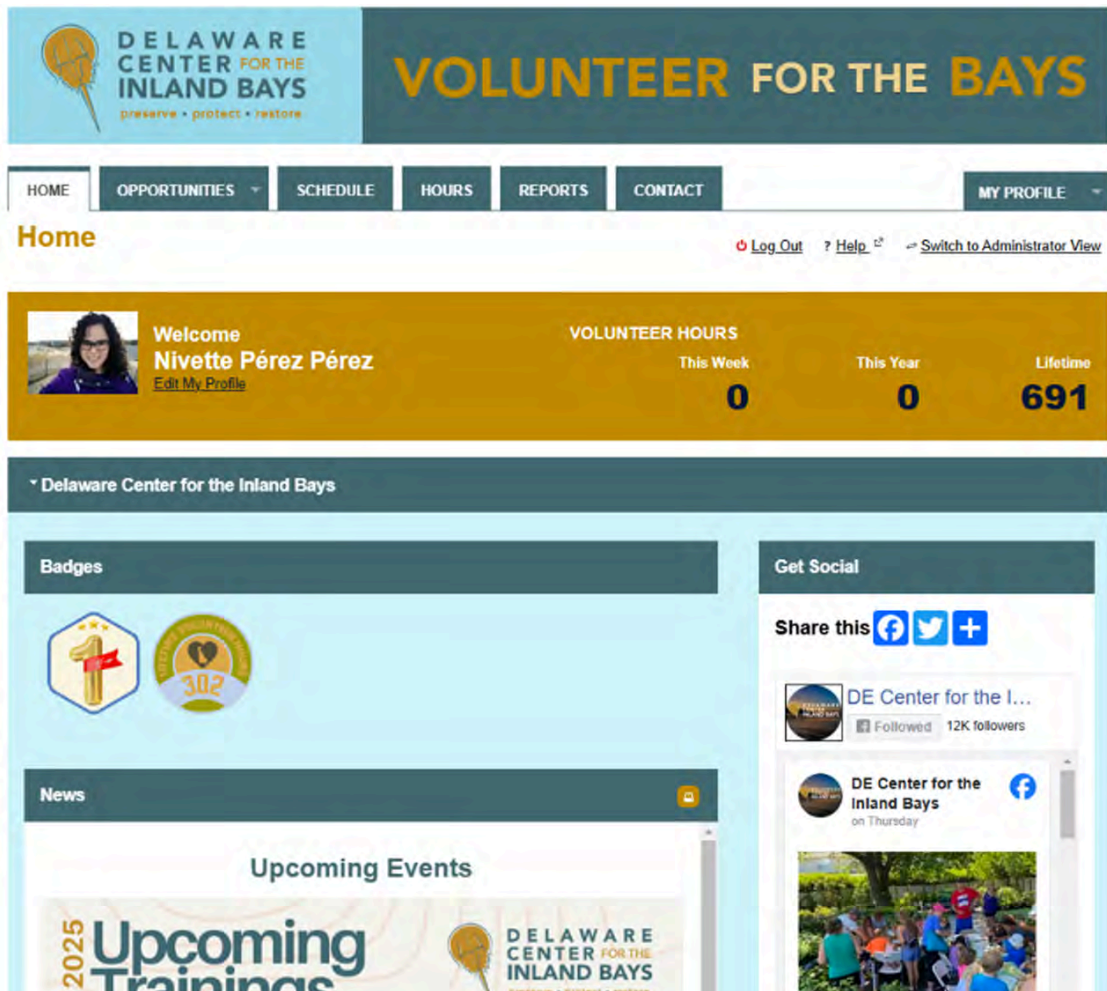
you to review and complete qualifications, search and sign-up for the diverse volunteer opportunities with the Center, report your volunteer hours, provide feedback, access documents, earn badges and contact us- all in one place.

Please keep in mind that you can always edit your interests and availability as needed. This information will allow us to communicate more effectively with you and provide information about upcoming opportunities.

Over the next few years, the Center will create a customized e-Learning experience within Volunteer Impact. E-Learning will provide you with access to the required trainings and documentation to participate in our programs, at any time. Please note that you will only see opportunities that you are qualified for. If you can't find a particular volunteer opportunity, please search and review its qualifications. Please, see below for more information about your profile functionalities.

Access Your Volunteer Portal

- Search "My Impact Page" on your favorite online browser (we highly suggest Google Chrome) and access <https://app.betterimpact.com/Login/Login>
- Login using your username and password (created during your Volunteer Application process).



The screenshot shows the Delaware Center for the Inland Bays Volunteer Portal. At the top, there is a navigation bar with links: HOME, OPPORTUNITIES, SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE. Below the navigation bar, the user is logged in as Nivette Pérez Pérez. The dashboard displays the user's volunteer hours: This Week (0), This Year (0), and Lifetime (691). There are also sections for Badges, News, Upcoming Events, and a Get Social section with social media links.

Download Mobile Application

Volunteer Impact offers a FREE mobile application. You can access your Volunteer Portal and sign-up for activities or submit your volunteer hours from anywhere with an internet connection on your mobile device (cellphone and tablet). To download scan the QR code below for your Android or Apple device.



My Profile

- **Contact Information-** your profile contact information can always be changed. We ask that you maintain your profile information to receive timely and relevant communications. Also, we encourage uploading a profile picture, this will allow staff and other volunteers to recognize you as you participate together in volunteer activities.
- **Additional Info-** within this section you will find categories like “Forms” where you can submit documentation for the Center approval like your signed liability waiver, “About You”, and “Demographics”.
- **Qualifications-** are requirements to volunteering or participating/sign up for an activity. In other words, this tracks your eligibility for specific volunteer activities. For participatory science like the Horseshoe Crab Survey you will need to complete the training in-person or as E-learning. Until you complete this qualification and it is approved by the Center you will not be able to search for or sign up for survey dates. In this section you can search, update, submit, and track qualifications approval.
- **Badges-** are granted as recognition of your progress in the Center volunteer program. These can be awarded based on your qualifications, volunteer hours, engagement, and others.
- **Interests-** are used to guide the sharing of volunteer opportunities, recruit for particular needs, and learn about your volunteer preferences. You can always update them as you gain experience within the Center programs.
- **Availability-** as the Interests section, availability is used to guide the sharing of volunteer opportunities and recruit for particular needs. For example, if you are not available during weekends, we will not share weekend-only events with you.
- **Files-** also referred to as the Volunteer Portal Library; is an active document library that the Center will maintain. From protocols to brochures, these resources can guide and aid your volunteer experience in a diversity of programs.
- **Timeclock QR code-** Coming Soon!

Submit Volunteer Liability Waiver

Many of the Center’s volunteer activities will step outside your comfort zone, and as such they are an at-risk activity. A signed Volunteer Liability Waiver acknowledges that there may be risks involved in completing the activity. You never should feel obligated to participate if you personally feel unsafe.

- All volunteer applications will be pending approval until a completed Volunteer Liability Waiver is submitted.
- All volunteer applications from individuals younger than 18 years old will need a completed Volunteer Liability Waiver with a parent or guardian signature.

Younger individuals need to be accompanied by an adult at all times, and some of our programs requires volunteers to be 18 years or older.

- Volunteer Liability Waivers only need to be signed once per year, however, not all activities have the same risks, e.g. you've signed a waiver for a tree planting, but have decided to participate in a night-time horseshoe crab survey. The same waiver is in effect for all activities.

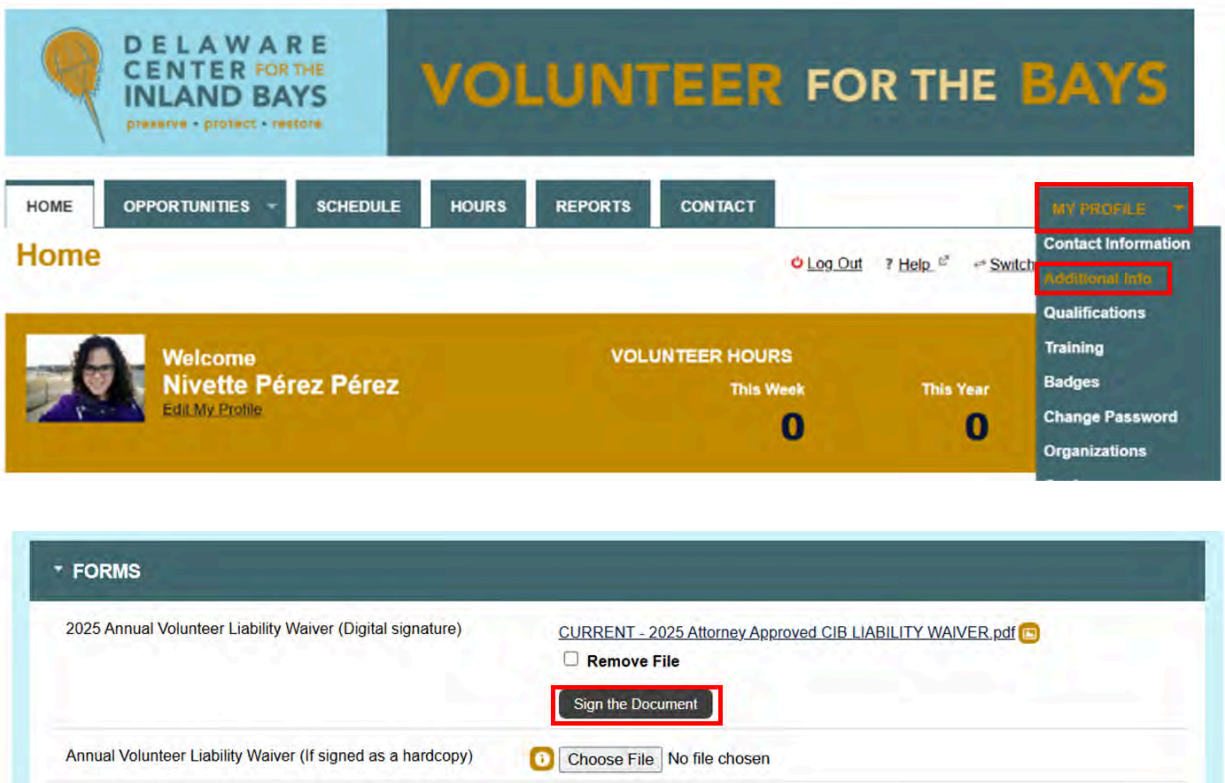
You can access the waiver from:

Your volunteer welcome email, click the provided link to download or follow the instructions to digitally sign it.

Your Better Impact Account, click the button right corner of your volunteer portal in My Profile > Additional Info> Annual Volunteer Liability Waiver.

You can digitally sign the document or download it and manually sign it

To digitally sign the document, click "Sign the Document"> a new window will open up, complete the required fields> click "Done"> complete submission by clicking "SAVE". See screenshot below.



DELAWARE CENTER FOR THE INLAND BAYS
preserve • protect • restore

VOLUNTEER FOR THE BAYS

HOME OPPORTUNITIES SCHEDULE HOURS REPORTS CONTACT MY PROFILE

Home Log Out ? Help Switch

Welcome Nivette Pérez Pérez
Edit My Profile

VOLUNTEER HOURS

	This Week	This Year
	0	0

MY PROFILE

- Contact Information
- Additional Info**
- Qualifications
- Training
- Badges
- Change Password
- Organizations

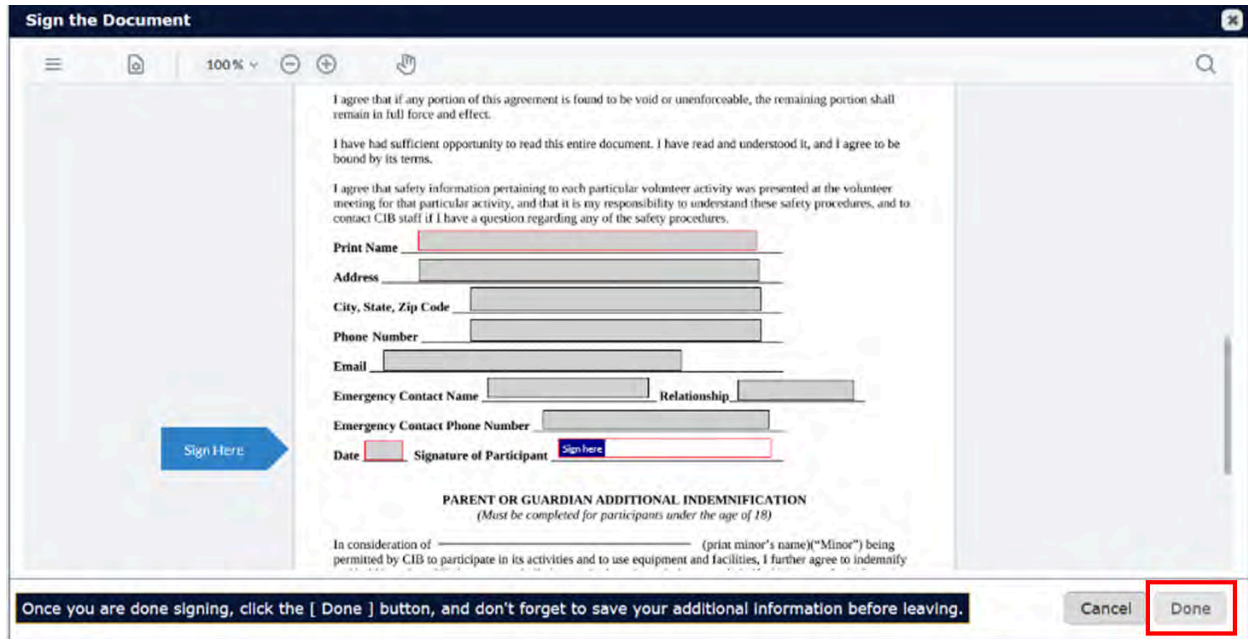
FORMS

2025 Annual Volunteer Liability Waiver (Digital signature) [CURRENT - 2025 Attorney Approved CIB LIABILITY WAIVER.pdf](#)

☐ Remove File

Sign the Document

Annual Volunteer Liability Waiver (If signed as a hardcopy) No file chosen



Sign the Document

I agree that if any portion of this agreement is found to be void or unenforceable, the remaining portion shall remain in full force and effect.

I have had sufficient opportunity to read this entire document. I have read and understood it, and I agree to be bound by its terms.

I agree that safety information pertaining to each particular volunteer activity was presented at the volunteer meeting for that particular activity, and that it is my responsibility to understand these safety procedures, and to contact CIB staff if I have a question regarding any of the safety procedures.

Print Name

Address

City, State, Zip Code

Phone Number

Email

Emergency Contact Name Relationship

Emergency Contact Phone Number

Date Signature of Participant

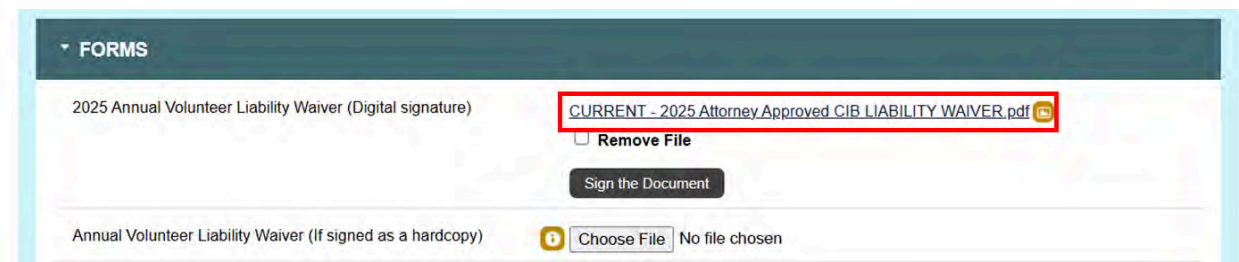
PARENT OR GUARDIAN ADDITIONAL INDEMNIFICATION
(Must be completed for participants under the age of 18)

In consideration of _____ (print minor's name)("Minor") being permitted by CIB to participate in its activities and to use equipment and facilities, I further agree to indemnify

Once you are done signing, click the [Done] button, and don't forget to save your additional information before leaving.

Cancel Done

Download the document PDF by clicking the link



FORMS

2025 Annual Volunteer Liability Waiver (Digital signature) [CURRENT - 2025 Attorney Approved CIB LIABILITY WAIVER.pdf](#)

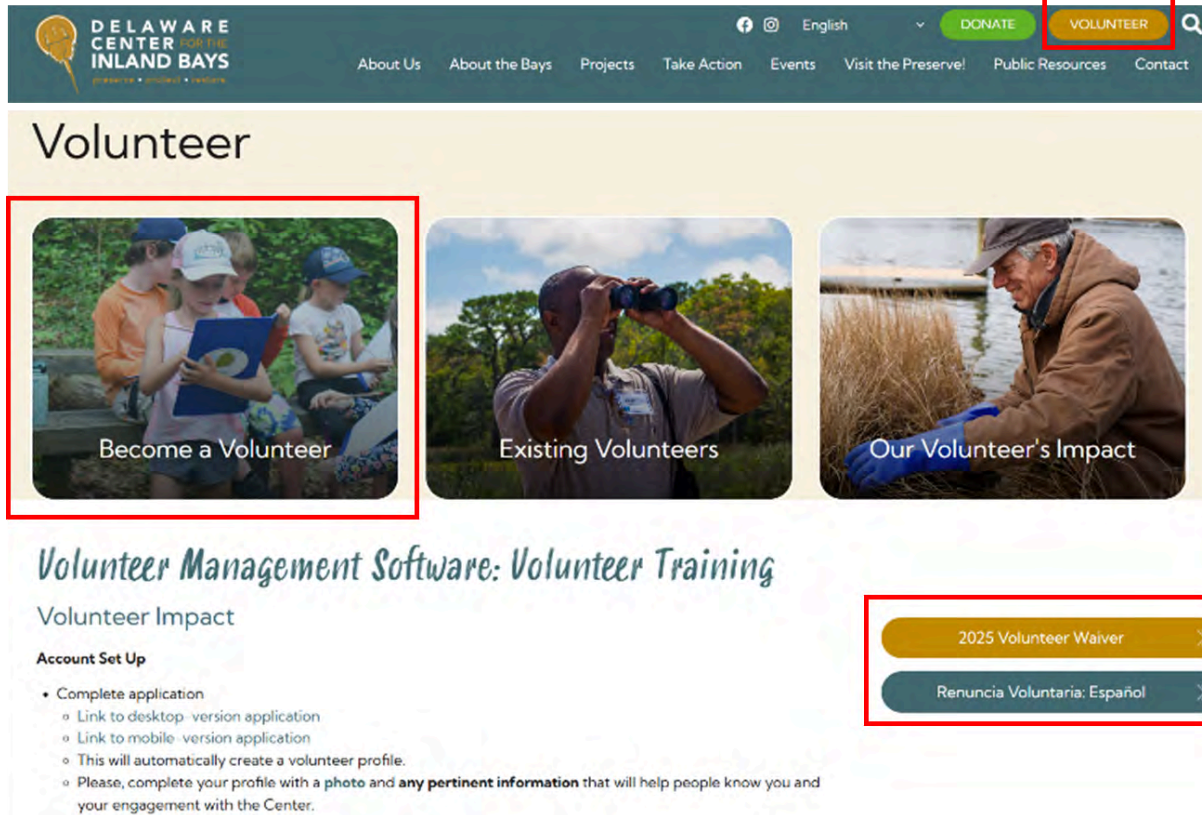
☐ Remove File

Sign the Document

Annual Volunteer Liability Waiver (If signed as a hardcopy) No file chosen

Once you have manually signed it upload it as a PDF by clicking “Choose File”> [select your file from your computer or mobile device] > complete submission by clicking “SAVE”

Center’s website, click the gold button “Volunteer”> click “Become a Volunteer”> in the right side, click the gold button “Volunteer Waiver”



The screenshot shows the Delaware Center for the Inland Bays Volunteer Portal. At the top, there is a navigation bar with the center's logo, social media icons, a language dropdown set to 'English', and buttons for 'DONATE' and 'VOLUNTEER' (the latter is highlighted with a red box). Below the navigation bar is a search bar and a list of links: 'About Us', 'About the Bays', 'Projects', 'Take Action', 'Events', 'Visit the Preserve!', 'Public Resources', and 'Contact'.

The main section is titled 'Volunteer' and features three large images with text overlays: 'Become a Volunteer' (highlighted with a red box), 'Existing Volunteers', and 'Our Volunteer's Impact'.

Below these images, there is a section titled 'Volunteer Management Software: Volunteer Training' and 'Volunteer Impact'. Under 'Account Set Up', there is a list of steps: 'Complete application' (with sub-links for desktop and mobile versions), 'This will automatically create a volunteer profile.', and 'Please, complete your profile with a photo and any pertinent information that will help people know you and your engagement with the Center.' To the right of this section, there are two buttons: '2025 Volunteer Waiver' and 'Renuncia Voluntaria: Español' (both highlighted with a red box).

Staff will review your submission and approve your acceptance to the program.

Note: this is not automatic so it may take a few days.

Search and Sign-Up for Volunteer Activities

- The top menu of the Volunteer Portal under the "Opportunities" tab provides you with two options to search and visualize upcoming volunteer opportunities: Opportunities Calendar and Opportunities List. The Opportunities Calendar allows you to visualize upcoming opportunities based on dates and times when the Opportunities List will provide you with options to filter, search, and display opportunities based on your preferences and needs. Please remember you may only be able to see or sign-up for opportunities that you are qualified for. If you can't see a particular activity, check if there are any qualifications associated with it and complete specialized qualifications before signing-up for those activities.
- Clicking on an interesting volunteer activity will display more information about it. You can then "Go to the Activity Page", see "More Like This" or "+ Sign Up" using the bottom display in the window.
- You can now see your activities in the "Schedule" menu tab.
- Note: It is a standard practice at the Center to provide 72hrs from the start time of an activity as the cut off to sign up for an activity. After that volunteers interested in signing up for that activity would need to contact us directly at

volunteer@inlandbays.org or be present at the event (we will try our best to accommodate any walk ups but participation is not guaranteed). Exceptions may occur. For example a 24hrs sign up may happen for short notice or specific events or for events with many participants in many volunteer positions (like the Native Plant Sale & Water Family Fest) sign up many need to be completed weeks ahead of the event.

Submit Your Volunteer Hours and Feedback

- One of your greatest responsibilities as a Center volunteer is to submit your hours.
- Exact metrics and clock-in / clock-out information from volunteering is matched by the EPA and other funders, often as cash grants. As of 2025, each volunteer service hour is worth \$34.79, well above the minimum wage, to reflect just how valuable volunteers are.
- Please complete the hours and feedback form for each volunteer activity you complete. Submission within 72 hours of the activity is highly recommended.
- As part of your hours report you will also have the opportunity to provide feedback about the activity to Center staff. This includes but is not limited to specific activity metrics, injury report, and comments.
- Report any injury by submitting the report.

Directory

At the Center, we strive to stay connected with our volunteers. In order to ensure that volunteers find the best contact during emergency situations, inquiries, questions, and others; below we provide the current Center's contact information. Please, be aware that during the specific program training the best contact person will be shared (which includes but is not limited to staff, volunteer team leaders, or partners), this section serves as a one-stop shop to find the contact information for the person you are looking for. For a full list of the Center's staff contact information see *Appendix B*.

Center Contact Information

- **Address:** 39375 Inlet Rd., Rehoboth Beach, DE 19971
- **Phone:** (302) 226-8105
- **Operating Hours:** Monday - Friday: 9am - 4pm (*Schedule an appointment!*)
Saturday - Sunday: Closed

Emergency Contact Information

James Farm Ecological Preserve

- Emergency or life-threatening situation
 - **CALL 911** for the RESCUE SQUAD and give them your name, the Preserve address **30048 Cedar Neck Road, Ocean View, DE**, current location, when the incident occurred, the nature and severity of the injury, and how it happened. If WATER RESCUE is needed, provide the following

address **Pasture Cove, Indian River Bay, Coordinates: 38.581416, -75.083905. Do not hang up until released by the emergency operator.**

- In circumstances involving a person who is **unconscious and/or not oriented**, calling the RESCUE SQUAD and POLICE is the appropriate response.
 - Keep the victim still and comfortable until help arrives. Do not move the victim.
 - In case of a minor injury or illness, the individual should have a trained person provide appropriate first aid.
- If **conscious and oriented**, the individual has the right and responsibility to determine his/her own health care needs and the response to those needs. Under such circumstances, staff should refrain from recommending specific health care vendors.
- For **school groups**, follow additional emergency procedures required by the sending organization in consultation with the school staff member in charge of the students (notification of school administration/parent, etc.)
- In circumstances involving a person who is **unconscious and/or not oriented**, calling the RESCUE SQUAD and POLICE is the appropriate response.
 - Keep the victim still and comfortable until help arrives. Do not move the victim.
- Once the emergency has been addressed, contact the James Farm Manager, phone **(302) 226-8105 Ext 3**, as soon as possible to alert the Center of the incident AND Nivette Pérez Pérez at nperezperez@inlandbays.org.
- “Urgent” situation
 - James Farm Manager, phone **(302) 226-8105 Ext 3**

Volunteer leader’s contact information (horseshoe crab survey, terrapin survey, James Farm Docent, and others) are found within each project protocol. Program protocols can be found in the project website or the Volunteer Portal Library in Better Impact.

I understand that my signature below indicates that I have read and understand the above Volunteer Policies and Agreements.

Volunteer’s Printed Name: _____

Volunteer’s Signature: _____

Date: _____

Appendices

Appendix A: Board of Directors

Pat Coluzzi

Board Chair, Appointee of the Speaker of the House of Representatives of the Delaware Legislature

Aimee Isaac

Vice Chair, Appointee of the Pro Tempore of the Senate of the Delaware Legislature

David Baird

Treasurer, Sussex Conservation District

Patti Drago

Secretary, Board Elected Director

Nicole Bailey Ashton

Board Elected Director

Rony Baltazar

*Appointee of the Pro Tempore of the Senate of the Delaware Legislature
ex-officio*

Jaime Burk

Sussex County Association of Towns

Gerard Esposito

Board Elected Director and Development Committee Chair

Amie Howell

U.S. Environmental Protection Agency Region III ex officio

Todd Lawson

Sussex County Administrator

Dr. Marlene Saunders

Board Elected Director

Wm. Donald Clifton II

Delaware Department of Agriculture

Dr. Claire A. Simmers

Citizens Advisory Committee Chair

Andrew Wozniak

Scientific & Technical Advisory Committee Chair

Justin Healy
Board Elected Director

Gregory Patterson
Delaware Department of Natural Resources and Environmental Control

Appendix B: Center's Staff Contact Information

Below you will find the independent extensions for Center staff members and their emails. Please, be aware that individual's working hours may differ from the Center's operating hours. If we are unable to answer your call please leave a message or reach us via email and our staff will contact you as soon as possible. For emergencies or specific programs, please refer to the sections below.

Staff Name	Position	Ext	Email
Christophe Tulou	Executive Director	704	ctulou@inlandbays.org
Bryan Ochs	Deputy Director	705	bochs@inlandbays.org
Jaime Argo	Director, Finance	701	jargo@inlandbays.org
Shannon Clark	Coordinator, Administration	720	sclark@inlandbays.org
Meghan Noe Fellows	Director, Estuary Science & Restoration	723	mnoefellows@inlandbays.org
Robert Collins	Manager, Programs and Facilities	711	jamesfarm@inlandbays.org
Nivette Pérez-Pérez	Manager, Community Science	709	nperezperez@inlandbays.org
Taylor Hoffman	Coordinator, Science & Restoration	710	thoffman@inlandbays.org
Morgan Krell	Technician, Science		mkrell@inlandbays.org
John Gazda	Shellfish Program Specialist (DCYS)	715	dcys@inlandbays.org

Mary Kunst	Participatory Science Specialist		volunteer@inlandbays.org
Andrew Twarowski	Shellfish Program Specialist		atwarowski@inlandbays.org
Lisa Swanger	Director, Outreach & Education	703	lswanger@inlandbays.org
Jackie Knoll	Manager, Environmental Education	708	jknoll@inlandbays.org
Clare Magargal	Coordinator, Communications	716	cmagargal@inlandbays.org