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2020



IJAMS VOLUNTEER MANUAL

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WELCOME!



On behalf of Ijams Nature Center, welcome! As an Ijams volunteer, you are joining a group of dedicated people without whom Ijams could not keep its doors open. Ijams volunteers serve in many ways, and whether you are leading hikes on the trails, answering questions at the information desk, or clearing invasive plants to make room for native plants, your efforts are crucial and deeply appreciated.

At Ijams Nature Center, staff and volunteers work together to achieve the organization's mission. Just as you support the staff in our work, it is also our responsibility to support you. So, please do not hesitate to come to us with problems, concerns, ideas, or suggestions.

This volunteer manual provides important and helpful information about your role as a volunteer at Ijams. At any time, changes may be made to this document, and updated copies will be made available accordingly. We are excited to have you as part of our team!



IJAMS NATURE CENTER HISTORY

Most information taken from Paul James' book, Ijams Nature Center, 2010. Find this book in the Ijams gift shop for additional reading.

1881: Ross Marble Co paid \$100 for a plot of land to open a TN marble quarry.

1892: Ross Marble Co merged with Republic Marble Co; it became known locally as Mead's Quarry (in honor of company's first president). Mead's Quarry employed over 100 workers, many of whom lived onsite, and was a separate operation from the adjacent John M. Ross Quarry. Both companies would later be hit hard by the Great Depression.

Early 1900s: Harry Ijams, widely known as HP, was a young commercial artist when he married Alice. They met and married in Knoxville, then lived in Florida briefly after their wedding.

1910: After the birth of their first daughter, Elizabeth, HP and Alice purchased a 20-acre piece of riverfront property on the outskirts of town, and they moved their one-story house from Sevierville Pike to their new property on Island Home Avenue.

Fun Fact: When the Ijams family purchased the farm, there was a strange stipulation regarding an elderly pair of ladies living on the property in a rustic cabin. The contract stipulated that they should be allowed to live there the rest of their lives, then ownership of the cabin would revert to the Ijams.



Ijams Homestead, circa 1920s.
Ijams family collection.

IJAMS NATURE CENTER HISTORY

1910s: Three more daughters, Josephine, Mary, and Martha came along, and HP expanded the house to accommodate the growing family. Over the next 50 years, they added ponds, lily pools, greenhouses, bird sanctuary, gardens, trails, and transformed Ijams into an outdoor showplace that they shared with hundreds of visitors.

1920s: They bought a greenhouse and Alice, an avid horticulturist, began a nursery business specializing in flowers. HP was a resident illustrator for the Knoxville News Sentinel and also worked as a freelance artist.

1924: Under HP's leadership, the East Tennessee Ornithological Society was founded. HP served as the first president and meetings frequently took place at the Ijams house. HP later became the statewide president.

Life at the farm: The Ijams family had a pretty typical farm life, complete with a milk cow, donkey, barn with a hayloft, and other outbuildings. The homestead was fairly self-sustaining; they grew corn and other crops to feed the family, and whatever wasn't for family use went to enhancing wildlife habitat. HP paid special attention to using native plants and landscaping in such a way to attract wildlife, especially birds. They were one of the first families in Knoxville to use living Christmas trees, which they planted in the front yard after the holidays. ("All have thrived and developed except the ones that HP accidentally killed with a blow-torch in one of our periodic onslaughts against poison ivy and honeysuckle." -Alice) Fearful of the current, HP preferred that his daughters not swim in the Tennessee River, so he constructed a spring-fed pond (originally called Lake Avis). After the girls had grown, Alice planted Egyptian lotus (water lily) which covered the entire surface, attracting visitors from all over town.



Harry Ijams, circa 1920s. Ijams family collection.

IJAMS NATURE CENTER HISTORY

1930s and 1940s: All of the girls were raised to have an appreciation for the natural world and conservation. Elizabeth attended UT, and was hired as director of Knoxville Girl Scouts. She spent her career in upper and senior level positions across the nation with Girl Scouts. Jo attended UT, worked a couple odd jobs before marrying Albert George Kern Jr., and went on to serve as conservation chairman for the Knoxville Garden Club, advocate for state parks, and serve as a board member for Ijams Nature Center. Mary, like all the girls, was very active with Girl Scouts growing up, until her untimely death at 16. Martha graduated from UT with a bachelor's degree in Home Economics and a master's in early child development; she taught for more than 20 years at Maryville High School. She was also one of the first to have a wedding at Ijams.

During this time, Alice served as president of the Knoxville Botanical Garden and the Knox County Council of Garden Clubs. She was active in 3 local clubs.

1954: HP passed away.

1950s: Jo Ijams Kern moved with her family back to the farm to help care for it. She became an active member of Knoxville Garden Club, which conceived the idea of preserving Ijams as a public nature park.

1964: Alice passed away, and efforts began to turn Ijams into a public nature park.



Martha Ijams and her father's prize possession – a mounted Passenger Pigeon, 1928. Ijams family collection.

IJAMS NATURE CENTER HISTORY

1965: The city took ownership of the original 16 acres.

Restoration efforts began on the house and facilities, including outdoor restrooms and a new parking lot.

1968: Ijams Nature Park was dedicated on April 18, and the family legacy of environmental appreciation continued as volunteers led nature and wildlife education programs for the public.

1976: The first Board of Directors was formed and the center gained formal nonprofit status with the ability to raise revenue in order to expand programs and improve facilities. The original homestead was the headquarters for operations.

1978: The first executive director was hired and formal educational programs began.

Late 1970s: By this time, operations at the neighboring quarries had ceased, and the properties were essentially abandoned and became illegal dumping grounds and a hotspot for criminal activity.

1990: An additional 63 acres, adjacent to the Homesite, was purchased.

1995: Construction began on the new Visitor Center. This building was completed in 1997.

1998: The River Boardwalk was completed and opened to the public.

2001: The Mead's Quarry property (roughly 55 acres) was acquired, and clean-up efforts began in January, 2002. This property was purchased by Knox County, to be managed by Ijams.



Alice Ijams, circa 1940s.

IJAMS NATURE CENTER HISTORY

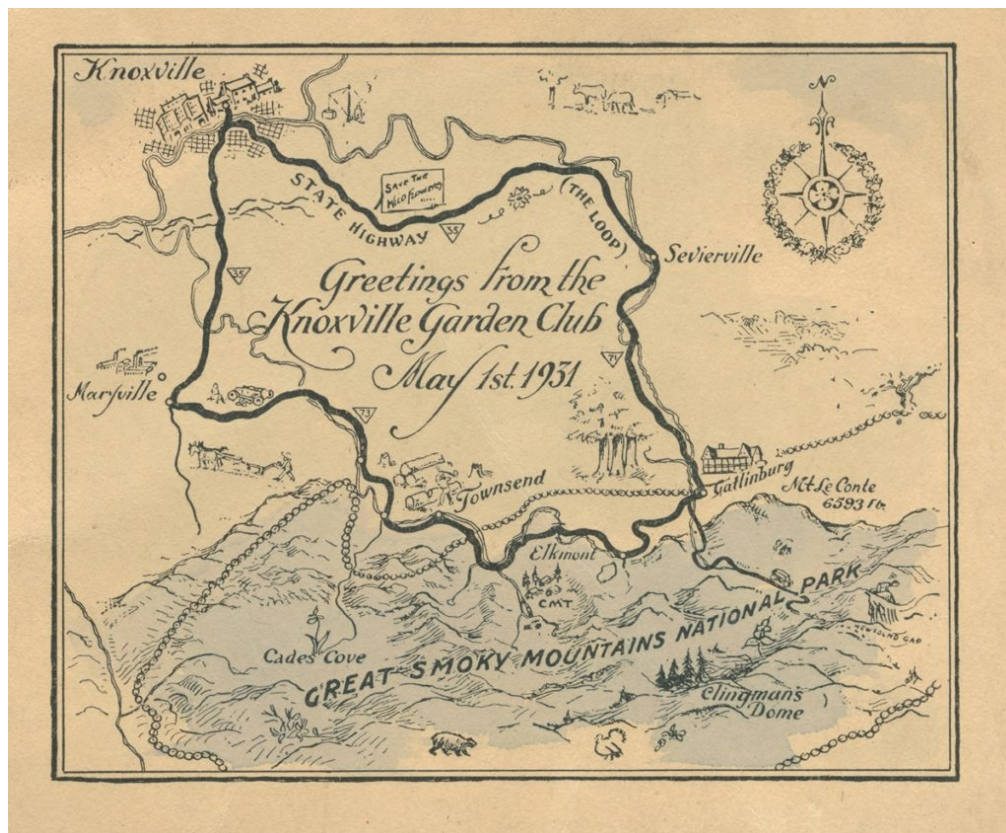
2005: Ijams opened Mead's Quarry to the public.

2007: The John M. Ross Quarry was donated to Ijams.

2010: That quarry was opened to the public as Ijams celebrated its 100th anniversary.

2017: An additional 13.4 acres adjacent to the Ijams Quarries was purchased, bringing the total acreage to about 315.

Ijams has been summed up as a botanical garden, nature park, arboretum, and bird sanctuary all in one. We continue the Ijams family's vision and legacy by offering environmental educational programming and maintaining Ijams Nature Center as a space for all people to interact with the natural world.



Postcard drawn by H.P. Ijams for the Knoxville Garden Club which often led wildflower tours in the Smokies in the 1930s and '40s

IJAMS MISSION & VISION

Mission: To encourage stewardship of the natural world by providing an urban greenspace for people to learn about and enjoy the outdoors through engaging experiences.

Vision: Through direct experience with the outdoors all people will appreciate and care for the natural world.

NONPROFIT STATUS

Ijams Nature Center is a 501(c)(3) nonprofit organization governed by a Board of Directors composed of volunteers from the community. We rely on donations, memberships, and grants to maintain the trails, care for our Education Animals, and offer outstanding educational programs that inspire visitors to become better stewards of the natural world. In fact, half of Ijams' annual operating budget comes from members, donors, corporations, foundations, and special fundraising events.

GOALS OF THE VOLUNTEER PROGRAM

1. To further the Ijams mission of encouraging stewardship of the natural world.
 2. To expand Ijams' capacity beyond the work of paid staff.
 3. To equip volunteers with the training and tools they need to perform their volunteer duties with ease and confidence.
 4. To provide volunteers with opportunities for personal and professional development, wherein they gain new skills and have valuable experiences.
 5. To have fun!
-

CORE VALUES OF IJAMS

Ijams Nature Center achieves its mission through a deep commitment to:

- Perpetuating the Ijams spirit and family legacy
- Practicing what we preach and leading by example
- Intellectual and spiritual discovery. Truthful and valuable education philosophy
- Innovation and quality
- Sustainable land ethic, earth friendliness and promoting respect for nature in all practices
- Accessibility, welcoming all people



PROGRAMS AND ROLES

Ijams Nature Center's Volunteer Program is split into four main areas: Education, Natural Resource Management, Behind-the-Scenes, and Special Events. Here are the volunteer roles within these program streams:

Education:

Lead school group hikes, assist with public programs, set up touch tables and information booths, and much more. You don't have to know every rock, tree, and bird at Ijams- we're looking for people who are enthusiastic and willing to share their love of the outdoors with others.



Trail Guide Volunteering:

Roving Volunteer

- Volunteers greet, assist, and inform trail users and act as goodwill ambassadors for Ijams Nature Center.
- Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).

Booth Volunteer

- Volunteers assist the Education Department with outdoor informational pop-up booths and concessions.
 - Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).
-

PROGRAMS AND ROLES

Field Trip / Camp Volunteering:

Field Trip / Camp Leader

- Volunteers lead and participate in camp or field trip activities, and work with Ijams staff to meet the needs of the campers or field trip participants.
- Volunteers are expected to commit year-round.

Field Trip / Camp Assistant

- Volunteers support Field Trip Leaders during exploration hikes by assisting with group management.
- Volunteers are expected to commit year-round.

Preschool Volunteering:

- Assist the Lead Teacher with a mixed-age preschool classroom in daily curriculum activities focused on outdoor exploration and nature-based learning.
- Volunteers are expected to commit to helping for a full school year.

Citizen Science Volunteering:

- Volunteers help with ongoing scientific observations at Ijams Nature Center focused on phenology, salamanders, caterpillars, and ornithology.
 - Volunteers are expected to commit per season. (Winter, Spring, Fall, or Summer)
-

PROGRAMS AND ROLES

Natural Resource Management:

Lead school group hikes, assist with public programs, set up touch tables and information booths, and much more. You don't have to know every rock, tree, and bird at Ijams- we're looking for people who are enthusiastic and willing to share their love of the outdoors with others.



Weed Warriors:

Weed Warriors - Adopt-a-Spot

- Volunteer is assigned a space that is theirs to maintain. (Primary duty is invasive species removal.)
- This is an independent opportunity.
- Volunteers can create their schedule.
- Volunteers are expected to commit per season. (Winter, Spring, Fall, or Summer).

Weed Warriors - Group

- Volunteers commit to participating in group volunteer workdays in which tasks vary depending on the season.
 - Group will meet once a month.
 - Volunteers are expected to commit per season. (Winter, Spring, Fall, or Summer.)
-

PROGRAMS AND ROLES

Litter Pickup Volunteering:

Solo Pickers

- Volunteers comb the grounds and pick up litter with gear provided from the Visitor Center.
- This is an independent opportunity.
- Volunteers can create their schedule.
- Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).

Lead Pickers

- Volunteers take charge and help scout, lead, and plan public cleanups.
- Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).

River Volunteering:

River Volunteer (Crew)

- Volunteers work alongside Ijams' River Captain to clean up the Tennessee River.
- Volunteers are expected to commit per season (Winer, Spring, Fall, or Summer).

River Volunteer (Solo)

- Volunteers use their personal boat and coordinate with Ijams' River Captain to help clean up the Tennessee River.
 - This is an independent opportunity.
 - Volunteers can create their schedule.
 - Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).
-

PROGRAMS AND ROLES

Trail Preservation Volunteering:

Trail Maintenance Volunteer

- Volunteers help maintain Ijams Nature Center trails.
- Volunteers create their own schedule.
- Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).

Trail Scout Volunteer

- Volunteers monitor the condition of trails and other spaces at the nature center.
- Volunteers create their own schedule.
- Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).

Behind-the-Scenes:

In every non-profit organization, "behind the scenes" volunteers are the unsung heroes. They enter data, look over spreadsheets, prepare materials, assist with office work, and generally keep Ijams running smoothly. Caring for our Animal Ambassadors can also be a duty for behind-the-scenes volunteers.



PROGRAMS AND ROLES

Animal Care Volunteering:

- Volunteers assist the Animal Care Coordinator by helping with upkeep, care, and feeding of Ijams' animal ambassadors.
- Volunteers are expected to commit to serving for a minimum of a year.

Digital Media Volunteering:

- Volunteers help document and market events, programs, and volunteer work through various digital media (i.e. photography, videography, graphic design, etc.)
- Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).

Bird Feeder Volunteering:

- Volunteers help upkeep and fill the bird feeders around Ijams' grounds.
- Volunteers are expected to commit per season (Winter, Spring, Fall, or summer).

Support Volunteering:

Admin Volunteer

- Volunteers help Ijams' staff in the office with various projects and datakeeping.
- Volunteers are expected to commit per season (Winter, Spring, Fall, or Summer).

Plaza Volunteer

- Volunteers assist the visitor center staff with an outdoor booth and handle map sales, food and beverage sales, and visitor information.
-

PROGRAMS AND ROLES

Special Events:

Volunteers are essential in helping Ijams put on some of the biggest and best events in East Tennessee.

Volunteers assist in every aspect of our events, from event setup, event take down, crowd engagement, event marketing, and more. Every month brings opportunities to help out with events big and small.



Event Support Volunteering:

- Volunteers help with various special events at Ijams.
- Volunteer are expected to commit per season (Winter, Spring, Fall, or Summer).

Ijams River Rescue Volunteering (Annually):

Ijams River Rescue Site Captain

- Site Captain Volunteers are in charge of their own site through managing Ijams River Rescue volunteers, assisting with gear and trash pickup, setting up and taking down the site, and reporting back their site's data.

Ijams River Rescue Volunteer

- Volunteers help pick up litter at one of the approved Ijams River Rescue sites.
-

PROGRAMS AND ROLES

Ijams Hummingbird Volunteering (Annually):

Ijams Hummingbird Festival Volunteer

- Volunteers help with a variety of tasks on the day of the festival, such as informing visitors, helping with the set up and cleanup, staffing the entrance of the festival, and assisting in guided hikes.

Ijams Hummingbird Feeder Volunteer

- Volunteers help clean and fill hummingbird feeders around Ijams' grounds.
- Volunteers are expected to help during the full hummingbird season.

Weed Wrangle Volunteering (Annually):

- Volunteers are needed at various sites around Knoxville and its greater areas to help remove invasive plants that are threatening landscapes and upsetting the ecological balance.

PROGRAMS AND ROLES

Internships

Ijams Nature Center has seasonal internship positions that assist the natural resource management and education departments. All of Ijams' internship positions are volunteer non-paid positions; internships may be eligible for school credit, pending on a school's approval.



Ijams Nature Center Internships (18+):

Weed Warrior Internship

- Interns assist with invasive species removal efforts throughout the grounds
- Volunteer are expected to commit per season (Winter, Spring, Fall, or Summer).
- 6-8 weeks
- 20-40 hours per week

River Internship

- Interns assist the Ijams River Captain in collecting trash and debris from the Tennessee River as well as a quarry lake, ponds, and creeks.

Leadership Development Internship

- Assist the Volunteer & Administrative Coordinator with the logistics and creation of volunteer events.

Ijams Nature Center Internships (Teen)

Natural Resource Management Internship

- Interns participate in group invasive species removal efforts in garden spaces and on trails.
-

PROGRAMS AND ROLES

- 10 weeks
- 3-4 workdays per month
- End of internship essay or creative project required.

River Internships

- Interns assist the Ijams River Captain and other River Team members in collecting trash and debris from the Tennessee River as well as a quarry lake, ponds, and creeks.
- 10 weeks
- 3-4 workdays per month
- End of internship essay or creative project required.

For more information about applying to internships, contact Madelyn at mcollins@ijams.org.

SWITCHING ROLES

If at any time a volunteer would like to switch to a different role in Ijams' volunteer program they must do the following:

- Contact and get permission from their program supervisor and the volunteer coordinator about the switch
 - Complete a "Transfer Survey"
 - Schedule and complete necessary transfer trainings and workdays
-

POLICIES & EXPECTATIONS

NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY

Ijams Nature Center is committed to providing a working environment free from discrimination and harassment of its volunteers and employees based on race, color, gender, marital status, sexual orientation, religion, age, national origin including physical, cultural, or linguistic characteristics, ancestry, disability (physical, mental, or sensory), medical condition, veteran status, genetic information, or any other characteristic protected by applicable state and federal law. The Organization will not tolerate any type of discrimination or harassment of Ijams volunteers or employees by anyone, including any owner, officer, supervisor, coordinator, co-worker, contractor, vendor, customer, client, volunteer, or visitor of the Organization.

ACCESSIBILITY

It is Ijams Nature Center's policy to comply with the Americans with Disabilities Act (ADA) and other applicable laws that prohibit discrimination against qualified volunteers and applicants with respect to any terms, privileges, or conditions of volunteer service because of a disability. This policy applies to all personnel, employment, and volunteer management practices. Ijams Nature Center endorses the mandate of the ADA and other applicable laws to remove barriers that prevent qualified individuals with disabilities from enjoying the same volunteer opportunities that are available to persons without disabilities.

In accordance with the ADA, reasonable accommodations will be provided to qualified disabled applicants and volunteers with known limitations and who require an accommodation for their disability to perform their essential job functions, unless such accommodation would cause an undue hardship.

Disabled volunteers and applicants are invited to identify any reasonable accommodation that would enable them to safely perform the essential functions of the position. Information regarding any disability and other medical information will be kept confidential in accordance with the ADA and retained in separate medical files.

POLICIES & EXPECTATIONS

VOLUNTEER ONBOARDING FEE

Volunteers who would like to serve in an ongoing commitment must pay a \$15 onboarding fee. This fee helps to cover the cost of background checks, volunteer t-shirts, and the volunteer management software.

BACKGROUND CHECKS

Ijams will perform background checks on all new volunteer applicants who serve in certain ongoing commitments. Acceptance of new volunteers is conditional on acceptable background check reports. Background checks are performed to promote a safe working environment and maintain a high-quality workforce. A satisfactory background check is defined as the absence of a criminal history record that bears a significant relationship to the applicant's or volunteer's suitability to perform the duties and responsibilities of the position while not increasing Ijams' liability. Volunteers who refuse to submit to such public records checks will be refused assignment.

AGE REQUIREMENTS

Regular, ongoing volunteer positions have a minimum age limit of 18 years old (volunteers who are younger need to be accompanied by their parent or guardian).

Volunteers 16-17 years of age have the opportunity to volunteer for specific one-time events (some special events, garden, and grounds workdays) with a signed permission form. Ijams requires that volunteers younger than 16 years still remain under the supervision of their parent/guardian or other responsible adults such as a teacher, or scoutmaster.

POLICIES & EXPECTATIONS

FITNESS FOR DUTY

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a Fitness for Duty Medical Certification completed by their physician as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment which might affect their volunteer work will not be accepted without a written Fitness for Duty Medical Certification of suitability completed by their physician. A Fitness for Duty Medical Certification form may be obtained from the Volunteer Coordinator.

Any volunteer who, after acceptance and assignment by Ijams Nature Center, enters a course of treatment which might adversely impact the performance of the volunteer should immediately consult with the Volunteer Coordinator.

Ijams Nature Center does not discriminate against any qualified applicant or volunteer with a known physical, mental, or sensory disability in any Volunteer Program practice including, but not limited to, work assignment, training, and termination. Ability, not disability, is the basis of all Volunteer Program decisions. Any volunteer with disability-related questions or discrimination complaints, is encouraged to contact the Volunteer Coordinator or the coordinator of their team.

FAMILY/FRIENDS AT VOLUNTEER EVENTS

We understand that volunteers may want to have family and friends attend programs with which they are helping. It is our expectation that volunteers should not be distracted from their volunteer duties by the presence of family and/or friends. The following guidelines have been established for having guests participate in programs:

1. All guests must pre-register and pay following the age requirements and fees.
 2. If an event is full, then guests are not permitted to attend.
 3. No guests under the age of 18 can attend unless they are accompanied by an additional (paying) adult.
-

POLICIES & EXPECTATIONS

DRESS CODE

The dress code for Ijams Nature Center is very relaxed due to the nature of our operations and programs. Volunteers are expected to dress consistent with good hygiene, safety and appropriate attire whenever volunteering. Volunteers are also reminded that some visitors, participants, fellow volunteers, and staff have chemical/odor sensitivities to tobacco smoke, perfumes, colognes, and candles. It is important that volunteers be considerate of these sensitivities and limit or omit the use of potentially offensive products.

Specific dress codes vary between volunteer positions (example - long pants and long sleeves are preferable for trail work to prevent contact with poison ivy). Volunteers serving on an ongoing basis (those who have paid the onboarding fee) will receive an Ijams Volunteer t-shirt; they are strongly encouraged to wear their volunteer t-shirts anytime they are actively volunteering at Ijams. Volunteer shirts should only be worn when acting in a volunteer capacity for Ijams, as volunteers represent Ijams while wearing this shirt. Volunteers should also be prepared for forecasted weather conditions by dressing appropriately and are encouraged to contact their staff supervisor with any specific questions.

If volunteers report for work improperly dressed or groomed, their supervisor may instruct them to change clothes or to take other appropriate action.



POLICIES & EXPECTATIONS

SOCIAL MEDIA POLICY

This policy provides guidance for volunteer use of social media, which should be broadly understood for purposes of this policy to include social networking sites, blogs, message boards, chat rooms, online forums, and other sites and services that permit users to share information. Volunteers should avoid excessive use of personal social media sites during service hours. Volunteers are prohibited from using social media to violate any applicable state, federal, or local laws, policies, or regulations.

Personal use of social media should not be attributable to Ijams or a volunteer's job function at Ijams. Use of social media must be conducted in such a manner that a reader would not think that a volunteer is speaking for or on behalf of Ijams. If Ijams is listed as a volunteer's place of service on personal social media profiles, any information posted will be held to a higher level of scrutiny.

Personal use of social media must be in conformance with relevant portions of this handbook, laws and regulations, including, but not limited to, harassment and discrimination policies, confidentiality policies, ethics rules, standards of conduct, workplace violence, etc. Any information that is considered confidential shall not be released on any social media account.

Volunteers shall not use Ijams' logo on, or create any links to the Ijams website or social media pages from personal postings without the express consent of the Executive Director. Violation of this policy may result in disciplinary action, up to and including termination of volunteer position.

STANDARDS OF CONDUCT

The following conduct is prohibited and may lead to immediate and/or permanent dismissal.

- Drinking, taking, or possessing alcohol or illegal drugs during the course of volunteer duties or coming to any scheduled service under the influence of drugs or alcohol
 - Illegal activity including but not limited to underage drinking, underage smoking, illegal drug use, or contributing to underage drinking, smoking, or drug use
-

POLICIES & EXPECTATIONS

STANDARDS OF CONDUCT

- Cursing, threatening, intimidating or gossiping about a visitor, Ijams staff member, or fellow volunteer
- Behaving in a reckless manner
- Falsification of personal records, volunteer application, or background check forms
- Unsatisfactory job performance or poor attitude
- Removing or borrowing Ijams property without prior permission
- Abuse of Ijams property
- Engaging in criminal conduct whether or not related to job performance
- Insubordination, including but not limited to failure or refusal to carry out the instructions of a supervisor
- Posting inappropriate personal information, blogs, messages, photos, or videos in public places including online areas such as Facebook, Twitter, or other social networking sites
- Other types of conduct injurious to security, personal safety, employee and volunteer welfare, and general operation

OTHER RESPONSIBILITIES AS AN IJAMS VOLUNTEER

There are responsibilities that come with being an Ijams Volunteer. All of those involved in the relationship must have respect for one another and a desire to cooperate in meeting designated needs. Your responsibilities include:

- If you have feedback regarding another person, convey it to the Volunteer Coordinator or to your staff supervisor.
 - Be prompt and reliable in reporting for scheduled work. Keep accurate records of your hours worked by logging them in Volgistics.
 - Notify the Volunteer Coordinator or your staff supervisor as early as possible if you are unable to work as scheduled.
 - Attend orientation and training sessions scheduled.
 - Be considerate, respect the ability of the staff, and work as a member of the team.
 - Carry out assignments in good spirit, and seek assistance if necessary.
 - Accept Ijams' right to dismiss any volunteer for poor performance, including poor attendance.
-

POLICIES & EXPECTATIONS

OTHER RESPONSIBILITIES AS AN IJAMS VOLUNTEER

- Communicate personal limitations- transportation needs, time constraints, etc.
- Provide feedback, suggestions, and recommendations to the Volunteer Coordinator and staff if these might increase the effectiveness of the program.
- Give written notice if you cannot continue in your volunteer position or if you are requesting a leave of absence from the program.
- Have the ability to work with a culturally diverse population of clients.
- Respect Ijams policies (e.g. Drugs and Alcohol, Sexual Harassment, etc.)

YOUR RIGHTS AS A VOLUNTEER

The assets you bring to Ijams Nature Center are considerable. As a volunteer you have the right to:

- Receive accurate information about the agency
 - Receive a clear, comprehensive job description
 - Receive training and be appropriately assigned
 - Do meaningful and satisfying work
 - Be seen as belonging, through inclusion at meetings, social functions, etc.
 - Be seen as a person and to be supported in your role
 - Be safe on the job
 - Have choices and feel comfortable about saying "no"
 - Not be exploited
 - Be consulted on matters that directly or indirectly affect you and your work
 - Receive feedback on your work
 - Be appreciated for your contribution
 - Have your personal information be kept confidential
 - Be trusted with confidential information if it is necessary in order to do your job
-

SCHEDULING, ATTENDANCE, RECORDING HOURS

- Methods for scheduling volunteers will vary based on the volunteer opportunity. Please see the individual volunteer position descriptions for more details.
- Volunteers who need to be absent from a scheduled service time should inform their supervisor as far in advance as possible so that alternative arrangements can be made. Continual absenteeism may result in dismissal from volunteer service.
- All volunteers are expected to log their hours using the volunteer software, Volgistics.

USING VOLGISTICS

The VicNet module is a tool of Volgistics that allows volunteers to view and manage their schedule, sign up for openings, update personal information, post and track their hours, and much more. Please visit the link below for an in depth tutorial for using the VicNet module of Volgistics.

<https://www.volgistics.com/ex/Help.dll?ACT=21&TOPIC=1148>

TERMINATION OF A VOLUNTEER

In the event that an Ijams Nature Center Volunteer feels the need to terminate his/her assignment, the volunteer is expected to inform his/her volunteer coordinator a minimum of two (2) weeks prior to their next volunteer commitment.

Ijams reserves the right to limit the use of volunteers, adjust the hours of any volunteer, or to reject services as Ijams staff members see fit, in order to best achieve the Ijams mission and policies. Grounds for termination may include, but are not limited to: unsatisfactory background check, failing to adhere to the policies and standards of conduct outlined in this handbook, and/or failure to perform the essential functions of the volunteer position.

SAFETY & EMERGENCY PROCEDURES

SAFETY

Our priority is to protect volunteers against job-site injury and illness, as well as minimize the potential interruption of operations. Each volunteer is expected to obey safety rules and to exercise caution in all volunteer activities. Volunteers must immediately report any unsafe condition to the Volunteer Coordinator or to their staff supervisor. Volunteers who violate safety standards, cause hazardous or dangerous situations, or fail to report or (where appropriate) remedy such situations, may be subject to termination from the volunteer program.

The following are some general safety rules to be followed for the protection of all volunteers:

- Avoid overloading electrical outlets with too many appliances or machines.
- Ask for assistance when lifting heavy objects or moving heavy furniture.
- Sit firmly and squarely in chairs that roll or tilt.
- Keep your work area clean and orderly, and the aisles clear.
- Watch out for the safety of fellow volunteers.
- Promptly report all unsafe or potentially hazardous conditions to the Volunteer Coordinator or to your staff supervisor.
- Carry a basic first aid kit, and/or know where you can locate first aid supplies. First aid kits are available at the Ijams Information Desk, the staff restroom, and the staff hallway (hung on the wall near the staff bathroom). We offer simplified first aid packs for all volunteers leading field trips. If you have first aid training, please carry one of these packs with you during field trips.
- Keep your cell phone on your person at all times, and make sure that your contact number listed on Volgistics is up to date.

If you have not been trained in first aid please find a volunteer or staff member to assist with administering first aid. If first aid needs are beyond Ijams Nature Center staff abilities they will contact 911 depending on the severity of the injury.

SAFETY & EMERGENCY PROCEDURES

ON-SITE EMERGENCY OR INJURY

In the case of accidents that result in injury of a visitor or program participant regardless of how insignificant the injury may appear, volunteers should immediately notify the Volunteer Coordinator and their Ijams Supervisor.

FIRE ALARM

If the Nature Center fire alarm is sounding please evacuate to the pavilion in front of the building. Remain on the plaza or lawn away from the building until an Ijams Nature Center staff member or the fire chief advises you that it is okay to return to the building.

INCLEMENT WEATHER

Be aware of current weather conditions during volunteer opportunities and be in contact with your staff coordinator regarding inclement weather plans. If you are away from the building and inclement weather occurs, report to your staff coordinator (at the Visitor Center or other meeting place as appropriate) as quickly and safely as possible.

SNOW EMERGENCY

In the event of a snow emergency, your supervisor will notify you by phone/email with details regarding cancelation or postponement of your shift.

SAFETY & EMERGENCY PROCEDURES

AUTOMOBILE USE

Employees and approved volunteers who have a current, valid driver's license and are approved by and covered under Ijams' insurance policy are permitted to operate Ijams vehicles and motorized equipment. For vehicle usage, a check out/in form can be found outside the Office and Finance Manager's office. This form must be completed for each instance that a company vehicle is used. Employees and approved volunteers are responsible for reporting immediately to a supervisor any damages incurred to any Ijams vehicle or equipment while under that employee's charge.

Generally, if an employee or volunteer receives a citation for any violation while operating an Ijams vehicle, that employee/volunteer will be responsible for paying any fine or penalty and may be subject to disciplinary action. Any employee/volunteer who receives a DUI, DWI, or other citation deemed inappropriate by the insurance company will be removed temporarily from the list of those authorized to operate an Ijams vehicle. The list of approved drivers will be reviewed on an annual basis in line with Ijams' automobile insurance policy renewal.

VISITOR ACCESSIBILITY

Ijams Nature Center welcomes all visitors to its facilities and field trips. We are committed to making all accommodations necessary to promote a welcome atmosphere at Ijams.

Below are some points to remember when communicating with people who have disabilities.

1. Speak directly to the person with a disability rather than through a companion or sign language interpreter who may be present.
 2. Offer to shake hands when introduced. People with limited hand use or an artificial limb can usually shake hands. Offering the left hand is an acceptable greeting.
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SAFETY & EMERGENCY PROCEDURES

VISITOR ACCESSIBILITY

3. When meeting someone with a visual disability, identify yourself and others who may be with you. When conversing in a group, identify the person to whom you are speaking.
 4. If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.
 5. Treat adults as adults. Never patronize people in wheelchairs by patting them on the head or shoulder. Address people with disabilities by their first names only if you are extending that same familiarity to all others.
 6. Do not lean against or hang on someone's wheelchair. People in wheelchairs may treat their chairs as extensions of their bodies. This is same for people with service dogs. Never distract a work animal from their job without the owner's permission. You could put their person and/or the dog at risk.
 7. Listen attentively when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers or nod of the head. Never pretend to understand; instead, repeat what you have understood and allow the person to respond.
 8. Place yourself at eye level when speaking with someone in a wheelchair or on crutches.
 9. Tap a person with a hearing disability on the shoulder or wave your hand to get their attention. Look directly at the person and speak clearly slowly and expressively to establish if the person can read your lips. If so, face the light sources and keep your mouth visible. Never shout at a person. Speak in a normal tone of voice.
 10. Relax. Don't be embarrassed if you happen to use common expressions that relate to a person's disability.
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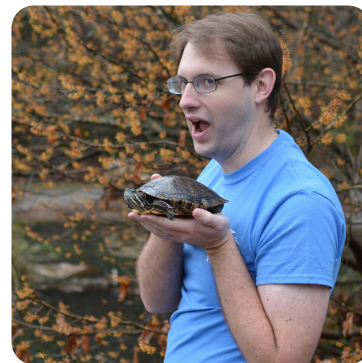
SAFETY & EMERGENCY PROCEDURES

IMPORTANT CONTACTS EDUCATION TEAM

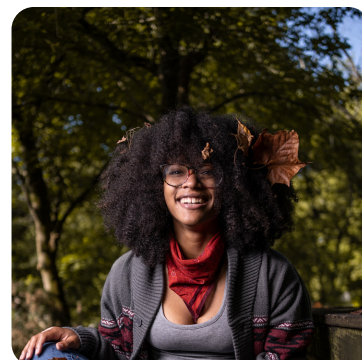
Tyler Edmondson – Youth
Programs Manager
tedmondson@ijams.org
(865)577-4717 ext. 114



Jeremy Clothier – Public
Program Coordinator
jclothier@ijams.org
(865)577-4717 ext. 127



Madelyn Collins – Volunteer & Administrative
Coordinator
mcollins@ijams.org
(865)577-4717 ext. 132



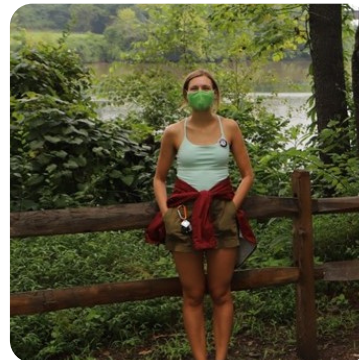
SAFETY & EMERGENCY PROCEDURES

IMPORTANT CONTACTS

Mabre LaFollette –
Animal Care Coordinator
mlafollette@ijams.org
(865)577-4717 ext. 142



Ali Goodman - Ijams Nature Center-Education
Steward CAC AmeriCorps
agoodman@ijams.org



Jennie McGuigan – Education Director
jmcguigan@ijams.org
(865)-577-4717 ext. 130



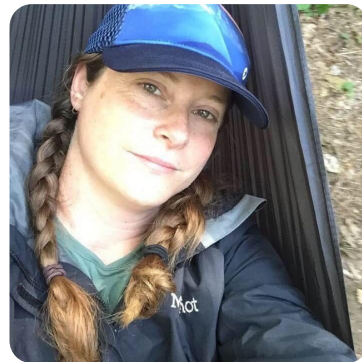
SAFETY & EMERGENCY PROCEDURES

IMPORTANT CONTACTS

David Hutto - Summer Camp Coordinator
dhutto@ijams.org
(865)577-4717 ext. 119



Leslee Moore - Ijams Nature Preschool
Administrator
preschool@ijams.org
(865)-679-5491 (cell)



RIVER

Jerry Weaver – River Captain
jweaver@ijams.org
(865)-577-4717 ext. 119



SAFETY & EMERGENCY PROCEDURES

IMPORTANT CONTACTS

NATURAL RESOURCE MANAGEMENT

Cele Weakfall –
Ijams Nature Center-Conservation Steward
CAC Americorps (Director of Weed Warriors)
cweakfall@ijams.org



Joseph Bailey –
Assistant Natural Resource Manager
jbailey@ijams.org
(865)577-4717



Ben Nanny - Natural Resource Manager
bnanny@ijams.org
(865)-577-4717 ext. 122



SAFETY & EMERGENCY PROCEDURES

PHONE ETIQUETTE

In some cases, Ijams staff may share their personal cell phone number with volunteers, and Ijams staff members have access to volunteer contact information listed on Volgistics. Cell phone numbers should be kept confidential and only used as needed. It is expected that both parties will be conscientious and respectful in deciding when a phone call on a personal cell phone is appropriate.

OTHER IMPORTANT CONTACTS & ADDRESSES

Ijams Office Number

(865)-577-4717

Ijams Fax Number

(865) 577-1683

Ijams Visitor Center Address

2915 Island Home Avenue
Knoxville, TN 37920

Ijams Mead's Quarry Parking Lot Address

3518 Island Home Ave
Knoxville, TN 37920

Ijams Miller Building & Homesite Pavilion (via Ijams Nature Center Main Entrance)

2935 Island Home Ave
Knoxville, TN 37920

Ijams Crag Parking Lot

2525 Aberdeen Ln
Knoxville, TN 37920

COVID-19 POLICIES

In accordance with City of Knoxville's Emergency Executive Order No. 19, Ijams Nature Center requires all staff, visitors, and volunteers to wear masks while inside the Visitor Center. Masks are optional outdoors, with exception in proximity with a group or near staff.

GENERAL IJAMS STAFF AND VOLUNTEER PROTOCOLS:

- Masks must be worn indoors.
 - When outdoors masks must be worn when unable to consistently maintain 6 feet of physical distance from another person.
 - Masks can be homemade, surgical style, a buff, or of any variety that adequately covers the mouth and nose to keep the transmission of respiratory droplets from spreading.
 - The Nature Center has a limited supply of cloth masks available at no charge to anyone who needs them.
 - It is understandable that masks will need to come off while eating, to blow your nose, or for various other reasons. When doing so, please use clean hands to adjust or remove your mask, do not set the mask "face down" (meaning the part that comes into contact with your mouth) on an un-sanitized surface, and make all adjustments and removals in an isolated area.
 - As of July 9th, 2020, upon entry into the Visitor Center, a health screen must be performed before proceeding further into the building. This included the following steps:
 - o Take your temperature using a digital thermometer and then wipe it down afterwards. If your temperature is above 100.4 F, you must not advance, but instead leave the building and contact your supervisor or volunteer contact.
 - o Do a mental body scan, considering symptoms of respiratory illness.
-

COVID-19 POLICIES

GENERAL IJAMS STAFF AND VOLUNTEER PROTOCOLS:

- o If you feel generally okay and your temperature is within normal range, you may advance into the building. If not, you must promptly exit the building and contact your supervisor or volunteer contact.
- o Upon finishing a health screen, you must complete a daily entry on your personal health screening form.
- Staff and volunteers are also encouraged to wash their hands as soon as they enter the building and regularly throughout the day. While hand sanitizer is a good tool, it does not compare to a thorough 20 seconds scrubbing with soap and water. Hand sanitizer is to be used between hand washings.
- Use hand sanitizer before using shared equipment such as the printer, projectors, setting up tables, etc.
- Staff and volunteers must sanitize bathroom surfaces (toilet, sink, soap dispenser, paper towel dispenser, door handles, and any other surfaces) touched in the process of using the bathroom with sanitizer spray upon exiting the bathroom. Using Lysol spray is to be avoided indoors, as it aerosols too well and is affecting people (headaches, etc.). As such, the spray provided may need to be sprayed on a paper towel and wiped on the surfaces.
- Whenever possible, staff and volunteers should work with tools dedicated to the individual (tools include office tools such as scissors and staplers as well as outdoor tools such as chainsaws, axes, etc.). Shared tools will be disinfected after each day's use.

STAFF AND VOLUNTEER DISTANCING POLICY

- Maintain a 6 feet of distance from others at all times.
 - Do not stand inside a coworker's office to have a conversation. Please stay in the doorway or in the hallway just outside of their space.
-

COVID-19 POLICIES

STAFF AND VOLUNTEER DISTANCING POLICY

- Refrain from looking over coworkers shoulders at computer screens. The person will need to get up and leave the space for you to get a closer look.
- Treat the narrow hallway of the admin offices as well as the hallway between the gift shop and staff entrance as a one-lane road. If someone is headed toward you, step aside and let them get past before you enter the hallway.
- No more than 2 employees or volunteers in the copier hub at one time (one at a time is preferred) and give each other adequate space. Do not reach around someone to grab something off the printer.
- Meetings of 2 or more employees or volunteers should be held in larger areas where adequate spacing is attainable. The back patio or the pavilion are preferred. The Multipurpose Room or Glass Room are also an option. Please avoid holding meetings in the Classroom as individuals may need to pass through this space.

OUTDOOR AND FIELD OPERATIONS PROTOCOLS FOR STAFF AND VOLUNTEERS

- Equipment and vehicles will be disinfected prior to and after each day's use.
 - When working around the public, staff and volunteers will wear gloves and mask.
 - Field staff will wear orange vests when working in isolation.
 - All outdoor garbage collection will be done daily and by individuals to maintain social distance.
 - Ijams staff and volunteers will wear gloves and mask during garbage collection.
-

COVID-19 POLICIES

OUTDOOR & FIELD OPERATIONS PROTOCOLS FOR STAFF AND VOLUNTEERS

- Staff and volunteers will disinfect all surfaces of garbage and recycling receptacles.
- Equipment used for garbage collection will be sanitized after each use.

FRONT DESK PROTOCOLS FOR STAFF AND VOLUNTEERS

- A Plexiglas barrier is currently in place to keep visitors at a safe distance.
 - Staff and volunteers will wear mask and gloves at all times while manning the desk and interacting with guests.
 - Sanitizing items (bleach wipes, hand sanitizer, cleaning sprays, etc.) will be at the desk and will be used to clean down the area frequently--desk, Plexiglas, sales station, etc.
 - Gloves will need to be changed frequently based on busy times and any time a staff member or volunteer touches their face/mask.
 - The Signature option for payments will be turned off to minimize customers from having to touch equipment.
 - Products for sale will be brought to the window area and Ijams staff and volunteers will retrieve items and concessions that guests would like to purchase.
-

COVID-19 POLICIES

KITCHEN PROTOCOLS FOR STAFF AND VOLUNTEERS

Only ONE person in the kitchen at a time. This is a small space and cannot provide adequate spacing.

- Use of communal items will be limited. Hand towels will be replaced with single use paper towels.
 - You are encouraged to use gloves when preparing your food, which are available to you on the counter.
 - Do not hand wash dishes. All dishes need to be washed in the dishwasher in order to attain proper disinfection. Gloves must be worn when putting clean dishes away. It is encouraged that you prewash plates, bowls, and utensils before using them to ensure that they were not contaminated by the person that put them away, but this is only a suggestion for your own safety, not a requirement.
 - Knobs and handles in the kitchen will be disinfected throughout the day, but staff and volunteers are encouraged to wipe down the things they have touched before leaving the space.
-

SCREENING PROCESS

A screening process will be undertaken for certain volunteer roles in the organization.

If at any time volunteers wish to switch roles within the organization that include Education Volunteering and Behind-the-Scenes Volunteering, they will be subject to the same screening process as external potential volunteers.

SCREENING APPLICATION

Either using the completed application form already on file or completing a new one, individuals must submit an application form including necessary personal information (such as name, e-mail address & phone number) and questions relevant to the position, if applicable. Additional requirements may be requested, including writing samples, cover letter and references.

To request police reference checks or vulnerable sector screenings, the following criteria must be met:

- There is a bona fide reason to request this check – examples include working with vulnerable clients (animals, youth, people with disabilities), handling money, driving, or certain unsupervised programs
- The check is not requested until the final round of the screening process (after interviews) to ensure the candidate is a right fit for the role
- Any information found on the check that is not relevant to the role or its requirements will be disregarded and have no impact on decision making

In the screening process, candidates will:

- Fill out an Application Form or follow similar Application Requirements from postings on the Ijams Nature Center website
 - Submit additional requirements based on their relevance to the role communicated to applicant and as determined by the risk assessment
 - Be interviewed in a single- or multi-phase process by one or more staff
 - Submit personal and/or professional references if required for the purposes of selection
 - Attend orientation & training if selected for the volunteer role
-

INCIDENT REPORT

“Incident” is a circumstance serious enough to require immediate attention to a volunteer, client or staff. Incidents can occur because of a volunteer’s actions, or instead in the presence of a volunteer. This can include breaking boundaries or rules, failing to follow instructions, near-accidents or any occurrence that is problematic.

- Date & Time:
- Location:
- Report Completed By (& Contact Info):
- Names of individual(s) involved:

- Details of Accident:

- Signature(s)

Individual(s) _____

Supervisor _____

Date: _____

Date: _____

ACCIDENT REPORT

“Accident” is an unforeseen or unexpected occurrence that could lead to bodily harm or injury and/or damage to property. Accidents are without apparent or deliberate cause and can happen to anyone involved – volunteers, clients, staff and/or community members.

All parties present during an accident – volunteers and/or staff – are required to fill out an accident report form. Use the following format:

- Date & Time:
 - Location:
 - Report Completed By (& Contact Info):
 - Names of individual(s) involved:
 - Nature of Accident:
 - Medical Emergency / Physical Injury / Property Damage / Assault or Violence / Other
 - Details of Accident:

 - Circumstances Leading to the Accident:

 - Was there a supervisor present (and who was it?):

 - Action Taken (by you or another individual):

 - Who was contacted?:

 - Signature(s)
-

ACCEPTANCE OF ROLE & RESPONSIBILITIES FOR VOLUNTEERS

I FULLY UNDERSTAND AND AGREE TO ABIDE BY THE POLICIES OF IJAMS NATURE CENTER VOLUNTEER PROGRAM AS OUTLINED IN THE ORIENTATION AND TRAINING SESSION AND POLICIES AND STATEMENTS PROVIDED IN THE IJAMS NATURE CENTER VOLUNTEER MANUAL. I FURTHER AGREE TO REPRESENT IJAMS NATURE CENTER IN A PROFESSIONAL AND COURTEOUS MANNER WHICH REFLECTS THE ORGANIZATION'S KEY MESSAGES AND CORE VALUES. I AGREE TO CONSULT WITH A IJAMS NATURE CENTER STAFF PERSON SHOULD ANY SITUATION ARISE DURING THE EVENT WHICH REQUIRES CLARIFICATION, CONSULTATION, OR APPROPRIATE INPUT BEFORE MAKING A DECISION.

Signature: _____

Name: _____

Date: _____
