



# GUMBO LIMBO VOLUNTEER MANUAL

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# Welcome New Volunteers!

## MISSION STATEMENT

To inspire stewardship of coastal marine ecosystems

## WELCOME LETTER FROM THE MANAGER

Here at Gumbo Limbo, a well-trained and enthusiastic volunteer corps is vital to our success! Thank you for taking that first step to becoming part of our team.

Whether you have been a life-long visitor, an occasional guest, or this is your first time here, you'll find that Gumbo Limbo is a truly unique place. Becoming a volunteer here means that you recognize that, and you want to be a part of it – I'm so excited to hear that!

You'll see that if you have the desire to assist, we will always have someplace for you to help out. Whether your gifts are in customer service, animal care, gardening, education, history, guiding tours, or something else entirely – we need you and your talents!

Gumbo Limbo is a great place. On our 20 acres, you'll find our nature center, butterfly garden, nature trails, elevated boardwalk, classrooms, lab, sea turtle rehabilitation, and over 75,000 gallons of saltwater aquariums. As a volunteer in training, you will have the opportunity to experience Gumbo Limbo "behind the scenes" and may have a chance to participate in activities that our guests would never get to do. Of course, we will never ask you to do anything unsafe, or outside your comfort zone. Our staff is here to help and to ensure your success. In fact, many of our staff members started out as volunteers themselves, so never hesitate to ask for assistance from any Gumbo Limbo staff member!

We host an average of 200,000 visitors every year, and we depend on our volunteers to be that first smiling face they see when they walk in the door. Your participation and enthusiasm is so important! Thank you for being here, and please let me know if there is anything I can do for you!

Thanks,

Leanne Welch

Gumbo Limbo Nature Center

(561) 544-8602

# Important General Information

## GLNC GENERAL INFORMATION

### Park Rules and Regulations:

We need YOU to help us enforce these rules and regulations...

**Proper Dress:** Shirts and shoes required, bathing suits must be covered up.



**No Pets** are allowed anywhere in the park unless they are a service animal (emotional support pet is not considered a service animal). A pet in a stroller, purse, or being carried is no exception. Pets should never be left in vehicles.



**Non-Smoking park.** Smoking is not permitted anywhere within the park.



**No public picnic facilities** available. School classes are allowed to eat here on the premises with prior approval. Drinks are available for purchase from a drink machine located in front of the lab building.



**Parking is for Gumbo Limbo visitors only**, beach parking is **not** allowed.

Remind visitors to never leave any valuables in plain sight in their car; secure them in the trunk or carry with them.



**Bicycle Parking:** Three sculptures are located on the north and south sides of the Nature Center and serve as bicycle parking; locks are not provided, but are recommended.

### Injured Wildlife:

**ALL** calls about injured Sea Turtles must be handled **IMMEDIATELY!**

1. Write down: Name of caller  
Phone number of caller  
Location of sea turtle
2. Tell caller to call the sea turtle stranding number : 561-212-8691 (ONLY for sea turtles, no other animals)
3. Alert staff member and give them the message

**Other than sea turtles**, we do **not** accept any other injured animals as a rule.

**Refer calls about other injured wildlife to:**

**Cindy Rokhamm**

2821 NE 45th Street

Lighthouse Point FL 33064

954-942-6798

**OR**

**The Wildlife Care Center**

3200 Southwest 4th Ave

Ft. Lauderdale FL 33315

954-524-4302

## GLNC HISTORICAL TIMELINE

### The 1970s

- The City of Boca Raton began to make a special effort to preserve the five miles of coastline and recognized that an outdoor, hands-on interpretive program would be extremely beneficial to the community.
- Greater Boca Raton Beach and Park District (GBRBPD) acquired Red Reef Park
- The City of Boca Raton formed a permanent association with the Palm Beach County School Board to begin an environmental program at Spanish River Park. Mr. Gordon Gilbert began teaching environmental programs for students.
- The master plan for Red Reef Park recommended the development of a nature center. A group of concerned citizens formed the Gumbo Limbo Friends of the Nature Center, an advisory and fundraising committee.
- The City of Boca Raton's Sea Turtle Conservation Program began in Development Services.

### The 1980s

- The auxiliary group, Gumbo Limbo Nature Center of South Palm Beach County, Inc., was formed from the Gumbo Limbo Friends of the Nature Center and registered its 501(c)(3) organization under Federal tax laws
- The GBRBPD provided \$750,000 to the Parks and Recreational Department (now Recreational Services) to build Gumbo Limbo Nature Center (GLNC). After completion and official dedication as GLNC, the public school environmental program moved from Spanish River Park to GLNC.
- The City entered into an agreement with Florida Atlantic University (FAU) for an easement deed for the purpose of maintaining future salt water lines (running from the Atlantic Ocean).
- A \$200,000 project was completed that added a 1/3 mile boardwalk and tower to Gumbo Limbo.
- The Sea Turtle Conservation Program was transferred to Recreation Services and located at GLNC.

### The 1990s

- The Trustees of Gumbo Limbo commissioned artist Sharon Earl to design six stained glass windows to recapture the natural world of 1513. These windows were installed in the north side of the Nature Center.

- Two new buildings, the Florida Atlantic University research lab, and the outdoor tanks were completed. Gumbo Limbo was rededicated as Gumbo Limbo Environmental Complex
- Gumbo Limbo received the Howland Award for Environmental Enhancement from the National League of Cities.

### **The 2000s**

- An extension to the south end of Red Reef Park was added onto the existing boardwalk, and a boardwalk bridge connecting the Hammock to the tank area was completed.
- An outdoor classroom with an authentic chiki roof was constructed over the teaching platform near the Intracoastal Waterway along the Ashley Trail.
- A ceremony was held to honor the retirement of Mr. Gordon Gilbert, and the 20th Anniversary of Gumbo Limbo Nature Center was celebrated.
- The First Annual Sea Turtle Day was held to celebrate 30 years of sea turtle conservation and research in Boca Raton.
- A Sea Turtle Sculpture Garden depicting life-size representations of the seven species of sea turtles worldwide was completed.

### **The 2010s**

- The Sea Turtle Rehabilitation Facility was permitted by the Fish and Wildlife Conservation Commission and opened. Cold weather takes a toll on Florida's sea turtle population, and the Rehabilitation Facility took in over 180 patients within the first few weeks of opening.
- New seawater tanks and pavilions were constructed, funded by the Greater Boca Raton Beach and Park District.
- Friends of Gumbo Limbo conducted the "Fill the Tanks" campaign to provide animals and habitats for the new seawater tanks.
- Phase One of the boardwalk renovation was completed, connecting the Nature Center to Red Reef Park West.

## AREAS OF GUMBO LIMBO

### **OUTDOOR MARINE AQUARIUMS**

There are four large outdoor marine aquariums at Gumbo Limbo, each designed to represent a different ecosystem that can be found in South Florida. All the fish and marine species in the tanks are native to Florida. Gumbo Limbo runs on an open system. That means the water in the tanks is pumped in from the Atlantic Ocean and constantly cycles through the tanks, eventually draining into the intracoastal. The water is filtered through a sand filtration system to remove large particles. This system ensures that we are providing the most natural environment possible for our species.

#### **Mangrove Aquarium**

This aquarium represents a mangrove ecosystem found in tropical/ sub-tropical coastal zones. This ecosystem can be found in the intracoastal region of South Florida. Mangrove trees are the defining feature of this habitat. There are three species of mangrove trees: Red, white, and black. Mangrove trees can tolerate salt water and can grow in anaerobic soil. The root structure of mangrove trees provides a nursery habitat for small fish to hatch and develop in. The shallow water and root structure creates a haven that is inaccessible to larger predatory fish. The detritus, which is the decomposing aggregation of mangrove leaves, is broken down by bacteria that becomes a food source for these little fish. Mangrove trees also protect our shorelines from hurricanes, waves, and erosion. In Gumbo Limbo's mangrove aquarium, you can find many juvenile fish species, eels, stingrays, and our resident loggerhead sea turtle, Cane.

#### **Nearshore Reef Aquarium**

Nearshore reefs include the structures of rock outcroppings in shallow water and the plants and animals attached to or living on them. They are typically made from limestone or worm rock. Nearshore reefs can be found in shallow waters less than 30 feet, along the coast of South Florida. These habitats provide shelter for many species of marine life and are breeding and spawning sites for many offshore organisms. They also protect our shoreline from rough seas. In the nearshore reef aquarium there are many types of schooling fish such as snapper and grunts, pufferfish, and eels.

#### **Tropical Coral Reef Aquarium**

Our tropical coral reef aquarium represents deeper natural reefs off of the coast of southeast Florida in approximately 40-70 feet of water. These are more "dramatic" reefs, as they contain hard and soft coral. You will notice that Atlantic reefs don't contain the same vibrant colors that you might associate with a coral reef. In the Atlantic, the colors are more muted than in the

Pacific. Reefs are created from living coral polyps and require very specific environmental conditions to survive. Tropical coral reefs are some of the most diverse and productive ecosystems on the planet. Species you might find in the tropical coral reef aquarium include: parrotfish, lobsters, angel fish, eels, and pufferfish.

### Shipwreck Aquarium

Our shipwreck aquarium represents an artificial wreck, used to replace diminishing coral reefs. These artificial reefs or wrecks are sunk in deep waters offshore and provide habitat for marine species, as well as a structure which corals can grow on. The shipwreck aquarium at Gumbo Limbo is the largest aquarium at the center and contains the largest fish. You can find lookdowns, spade fish, barracuda, stingrays, and our resident green sea turtle, Morgan.

### SEA TURTLE REHAB FACILITY

The sea turtle rehab center opened in 2010 to treat sick and injured turtles found in our area. Shortly after its debut, our facility was put to the test. A cold snap hit Florida in early 2010, stranding nearly 5000 endangered green sea turtles. Gumbo Limbo treated and released more than 177 of those turtles. 35 of those turtles also had surgery to remove noncancerous tumors from their eyes and flippers. These tumors are caused by a disease called fibropapilloma. Shortly after, the sea turtle rehab facility had to close for repairs but officially reopened in 2012. We now treat about 100 sea turtles per year and are one of the few facilities in Florida which treats turtles with fibropapilloma. We also treat turtles for a variety of other reasons including, entanglement, boat strikes, predator attacks, and infection. The rehab staff provide daily medical care and treatments and an on-call veterinarian performs surgeries when necessary.

### THE BOARDWALK



Enjoy our 1/4 mile boardwalk through a preserved Hardwood Hammock that meanders through a West Indian Coastal Hammock. Our hammock looks almost exactly like it did when the Glades Indians used it. In fact, there is evidence of them living here; scattered around the hammock are middens which are actually trash piles. A local archaeologist and F.A.U. professor, Dr. Arlene Fradkin, explored these middens with her archaeology students. Her findings revealed these

ancient people lived on these barrier islands over two thousand years ago. There are benches spaced throughout the boardwalk for your convenience. The original boardwalk consisted of the straight goes in a loop and the addition leads down to the overflow parking across from Red Reef Park. There are ceramic information signs by key areas along the boardwalk.

## **ASHLEY TRAIL / BUTTERFLY GARDEN**



The Ashley Trail - Is well known to our visiting school children and becoming better known to our other visitors. This trail is not quite as long as our boardwalk and is not elevated. It starts out as a concrete sidewalk next to FAU's driveway, and meanders past our outdoor amphitheater and the butterfly garden. The trail turns to a mulch path with two small loops. One loop is just past the butterfly garden and the other is just past the Chiki Hut/teaching platform.



Outdoor Amphitheater – An open stage with wooden seats covered with composite plastic wood, Thanks to Team Home Depot! We occasionally have programs here.

Butterfly Garden - The plants here include cassias, pentas, plumbago, porterweed, lantana, ruellia, and passionvine. The benches are memorials and are composed of recycled plastic lumber. Other butterfly attracting plants were here naturally- Spanish needle, Rivinia, and more. The Green Thumb Club, which includes

volunteers & our groundskeeper, keep this area looking beautiful. Plant labels have been installed on some of the plants with more to come. A Butterfly ID sign will soon be installed.



Teaching Station/Chiki Hut – Situated next to the Intracoastal Waterway, this outdoor classroom is used primarily by the school classes and some public programs. The Chiki was built by Seminole Indians in December 2007 using ancient techniques and re-thatched in 2013.

## **CLASSROOM**



This multi-purpose building is used on a daily basis by the constant stream of school children we cater to during the school year and by other interested groups. It serves as the Complex's auditorium: the place where films, slides, videos, movies and presentations are given. The chairs can be rearranged and the room made to accommodate

almost any environmental program. Our popular Turtle Walks and Hatchling Release Programs are held in this room from late May through mid- Sept. The sink has City water and running salt water.

## **LABORATORY**



This building is used as a laboratory by local students, in the summer as “Sea Turtle Camp Central” and as the base for Summer Camp activities. Through the faucets in the sink, students are able to choose either fresh City water or salt water (direct from the Atlantic). Solar panels power the stereoscopes that are used by the local school students and for selected other classes, the lights and the computers.

## **F.A.U.’ s BUILDING**

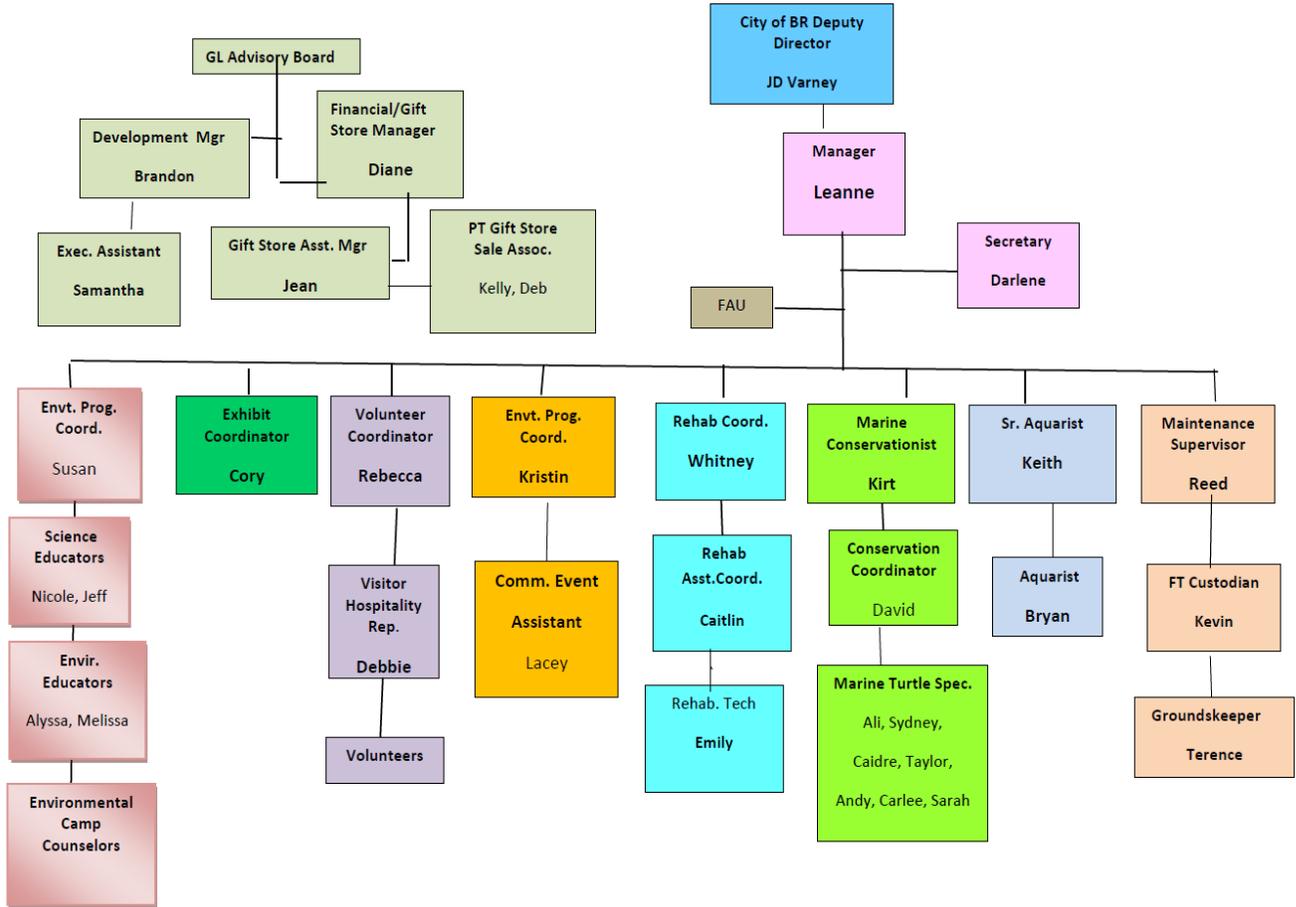
This building is leased by Florida Atlantic University for marine biology research. From the gallery vantage point, you are able to see offices, laboratory for this research, and actual ongoing research being conducted. All of the research is being conducted by F.A.U. professors and their students. Projects include the Sea Turtle Gender Determination Study which is led by Dr. Jeanette Wyneken, which began in the summer of 2002 and continues on into each new turtle season; Shark and Ray Sensory Study which is led by Dr. Steve Kajuirea and is how we sometimes get new inhabitants for our outdoor aquariums; and Sea Grass & Algae Study led by Dr. Marguerite Koch. At times, some of the graduate students will be providing assistance for visitors in the Gallery as part of their grant requirements. In the gallery there are 3 aquariums owned and maintained by Gumbo Limbo Nature Center, which includes sea horses and other interesting marine life.

STAFF CONTACT INFORMATION

NAME	JOB TITLE	OFFICE NUMBER
<b>Gumbo Limbo Front Desk</b>		561-544-8605
<b>Administration</b>		
Leanne Welch	Manager	561-544-8602
Darlene Rosa	Office Manager	561-544-8601
Kristin Child	Environmental Program Coordinator	561-544-8603
Susan Elliott	Environmental Program Coordinator	561-544-8606
Rebecca Mannen	Volunteer Coordinator	561-544-8538
Debra J. Wilson	Visitor Hospitality Representative	561-544-8609
Cory Keester-O'Mills	Exhibits Coordinator	561- 544-8604
<b>Education</b>		
Cole Reintsma	Science Educator	561-544-8611
Jeff Dobbs	Science Educator	561-544-8612
Alyssa Saldarriaga	Environmental Educator	561-544-8606
Melissa Paduani	Environmental Educator	561-544-8606
Cori Scanlon	Environmental Camp Counselor	561-544-8606
<b>Conservation</b>		
Dr. Kirt Rusenko	Marine Conservationist	561-544-8613
David Anderson	Conservation Coordinator	561- 544-8614
Sydney Jimenez	Marine Turtle Specialist	561- 544-8614
Taylor Roe	Marine Turtle Specialist	561-544-8614
Caidre Rice	Marine Turtle Specialist	561- 544-8614
Ali Courtemanche	Marine Turtle Specialist	561-544-8614
Carlee Jackson	Marine Turtle Specialist	561-544-8614

Andrea Krebs	Marine Turtle Specialist	561-544-8614
Sarah Korner	Marine Turtle Specialist	561-544-8614
<b>Sea Turtle Rehabilitation</b>		
Whitney Crowder	Sea turtle Rehab Coordinator	561-544-8616
Caitlin Boverly	Sea Turtle Rehab Assistant Coordinator	561-544-8616
Emily Mirowski	Sea Turtle Rehab Technician	561-544-8614
<b>Aquarists</b>		
Keith Herman	Senior Aquarist	561-544-8618
Bryan Danson	Aquarist	561-544-8618
<b>Maintenance</b>		
Reed Benardo	Maintenance Supervisor	561-544-8619
Kevin Addison	Custodian	561-544-8619
Terrance White	Ground Keeper	561-544-8619
<b>Friends of Gumbo Limbo</b>		
Diane Bilodeau	Financial/ Gift Store Manager	561-544-8607
Brandon Canute	Development Manager	561-544-8608
Jean DeLuca	Gift Store Assistant Manager	561-544-8610

# STAFF ORGANIZATIONAL CHART



## ANNUAL EVENTS

Exact dates and times are TBD

### **January**

Eco-Watch Lecture Series begins Bi-Weekly 7:00pm-8:30pm

### **February**

Sea Coast Toast Last Friday of the month 6:00pm – 9:00pm

### **March**

Sea Turtle Day 1st Saturday 10:00am-4:00pm Different theme every year Volunteer Awards Banquet 4th Sunday 12:00noon-3:00pm

### **April**

Run for Sea Turtles 1 mile/ 10k 1st Sunday 6:00am-11:00am

Great American Clean-up 3rd Saturday 8:00am-11:30am

Turtle Egg Hunt (Easter Weekend)

### **May**

Turtle Walk Reservations open

Turtle Walks Start 3rd week Tuesday-Thursday 9:00pm-11:00pm

### **June**

Turtle Walks continue Tuesday-Thursday 9:00pm-11:00pm

Turtle Hatchling Release Reservations open

World Oceans Day Celebrations

### **July**

Turtle Walks finish 1st week

Hatchling Releases begin 4th week Monday-Thursday 8:00pm-9:30pm

### **August**

Hatchling Releases continue Monday-Thursday 7:30pm-9:00pm Volunteer Turtle Talk/Ice Cream Social 2nd Sunday 1:00pm-3:00p

Gopher Tortoise Awareness Day 3rd Saturday

### **September**

Hatchling Releases finish 1st week

Teacher's Open House 1st week 3:30pm-5:00pm

International Beach Clean-up 4th Saturday 8:00am-11:30am

STEAM month- ongoing events

### **October**

Eco-Watch Lecture Series starts Bi-Weekly 7:00pm-8:30pm

Halloween in the Garden 3rd Saturday 6:00pm-10:00pm

### **November**

Eco-Watch Lecture Series continues 1st / 3rd Wednesday 7:00pm-8:30pm

### **December**

Holiday Parade first week 6-10pm

Ornaments Naturally last week



**Hope to see you there!**

## FRIENDS OF GUMBO LIMBO

### **About Friends**

The Friends of Gumbo Limbo (actually our legal name is Gumbo Limbo Nature Center, Inc.) formed over 30 years ago to support the development of what is now the Gumbo Limbo Nature Center. In the early days, members worked with the City of Boca Raton and the Greater Boca Raton Beach and Park District (GBRBPD) to secure the land, create the guidelines for operation, and undertake construction of the Center.

Over the years as the Center grew, the Friends grew too. Today, Friends is a membership organization with a Board of Trustees and a small paid staff dedicated to supporting the goals of conservation, education and research on Coastal marine environments at the Center. Membership is only one of the ways we raise money for the Center. Friends operates the gift store on site; works with individual, foundation, and corporate donors; writes grants; and coordinates special events.

On average, Friends has contributed over \$200K a year to the operation of the Center. Regular operating costs for such things such as printing and mailing the Hammock Happenings newsletter, the website, veterinary care for rehab, and volunteer program expenses are funded by Friends. And we have funded a number of major enhancements to the Center, including most recently the creation and operation of the sea turtle rehabilitation facility (over \$200K to date), and the habitats in our new tanks (\$250K). Friends also provides advisory and planning assistance to the Center.

We work to build strong ties with the GBRBPD, which is the basic source of funding for the City Center staff, elected officials which are responsible for the operations at the Center, and others who share our Mission. We reach out to the and businesses in the area and have close associations with companies such as Whole Foods, and Shake Shack which has become a significant corporate connection. The Palm Beach Zoo and Banfield Pet Hospital on Linton support our sea turtle rehabilitation efforts. And the list could go on. What has distinguished us in many of these relationships is the passion and commitment we have been able to bring, coupled with sound business sense.

The Board of Trustees meets on the second Wednesday of the month, and meetings are open to members. We currently have year-round committees for: Scholarship, Finance, Development, Nominating, and Personnel, as well as a seasonal committee for the Sea Coast Toast. Our leadership is made up of Officers and key individuals with backgrounds ranging from law to engineering, from education to business. We value diversity in all its forms – and are continually looking to engage talent to improve our ability to support the Mission of the Center.

We would like to welcome you as Members of Friends.

## Friends Board of Trustees

### **President**

Michele Kurucz Peel

### **Vice President**

Andrew Winninger

### **Treasurer**

Ross Appel

### **Secretary**

Bronwen de Villiers

### **Board Members**

Kenneth Imhoff

James D. Miller

Manjunath Pendakur

Susan Walker

Darlene Ward

### **Honorary Trustee**

Gordon Gilbert

### **Finance Director**

Diane Bilodeau

### **Executive Assistant**

Brandon Canute

# Volunteer Program Information

## VOLUNTEER BENEFITS

- Volunteers are entitled to a **20% discount** on most merchandise in the gift store. Keep this in mind when you need a unique gift for a special person or occasion.
- Most programs are free to volunteers excluding Eco-Watch and Turtle Walks. We ask that volunteers do not purchase Public Hatchling Release tickets as there is a limited amount available and we do **special releases that are free for volunteers only.**
- Free parking pass for Red Reef West to use when you volunteer at GLNC
- Eligibility for the Volunteer of the Month and Year awards
- Annual dinner cruise, holiday potluck, summer ice-cream social, and other fun appreciation events
- Special Recognition Pins for different accomplishments
- Be an important part of a wonderful and truly unique place!
- **Meet new people and have fun!** 😊

## VOLUNTEER POSITIONS

- **Front desk greeter**

All about customer service! Greet visitors with a smiling face as they arrive, explain the highlights of the center, inform of programs and daily presentations.

- **Aquarium guide (need to take additional training class)**

Become a marine life expert. Learn about the ecosystems and species we have at Gumbo Limbo. Interact with visitors and educate about the marine aquariums

- **School Program assistant**

Work with children. Help education team with fieldtrips and summer camp programs. Set up and help run craft projects, science experiments, lessons.

- **Green thumb**

Gardening. Work in the butterfly garden, on the Ashley trail, and along the boardwalk. Keep paths clear and maintained. Plant, water, and prune plants.

- **Special events assistant**

Attend and assist at one of the many events occurring at Gumbo Limbo throughout the year (i.e Halloween in the Garden, World Oceans Day, Sea Turtle Day Festival). Responsibilities vary.

- **Luna**

Be our Sea Turtle mascot! Wear the Luna costume; interact and take pictures with visitors at special events

- **Rehab educator (Need at least 50hrs + training class)**

Work in the sea turtle rehab facility educating visitors about sea turtles.

- **Aquarist assistant (Referral from Senior Aquarist)**

Prep food for aquariums and give a daily presentation about aquariums to guests.

- **Animal Husbandry (Need at least 50hrs + training class)**

Assist in the care and feeding of the center's reptiles (Snakes, lizards, box turtles, tortoises)

- **Naturalist guide (Need training by Education Supervisor)**

Give daily guided tours through our butterfly garden and Ashley trail

- **Evening Sea Turtle programs**

Assist Marine Turtle Specialists with crowd control and answering questions at night time sea turtle hatchling releases or turtle walk programs

## VOLUNTEER RESPONSIBILITIES

### **Work Schedule:**

We depend on you! Volunteers are expected to provide availability to staff supervisor for scheduling in advance. All volunteers are then expected to follow the work schedule that has been agreed upon. If you are unable to fulfill your commitment for a week, notify your supervisor as soon as possible so that other arrangements can be made. Please use VicNet which is in online self-scheduling program!

### **Attendance:**

The Visitors depend on you! Volunteers are expected to adhere to scheduled days, hours, and assignments as assigned and remain for the entire shift unless cleared with your supervisor.

If a volunteer fails to report to work for three or more scheduled days, and does not contact the coordinator, termination may result.

### **Volunteer Check-In:**

Don't forget! All volunteers are issued Pin Numbers for Volgistics, an online volunteer management system used to keep track of volunteer hours, trainings and assignments.

When volunteers enter the Nature Center, they are to proceed to the Welcome Desk where the Touch Screen Computer is located and enter their pin number. All name tags have the number printed on the back. Also, each volunteer's name & pin number appear on the clipboard hanging beside the computer. There is a list of assignments per volunteer, select the one you will be performing as assigned on the monthly schedule (see calendar on the Volunteer Bulletin board in the kitchen). If your assignment during your shift is changed, please change it on the computer too. This system allows everyone to be located if the need arises.

### **Timeliness- Imperative**

The City of Boca Raton and Gumbo Limbo Nature Center adheres to a strict tardy policy. Volunteers are expected to arrive to work on time and stay for their designated shift. You may only log out when your shift is complete or if you have prior approval from your supervisor.

### **Customer Service:**

Provide visitors with top quality service, including:

**Always** putting the visitor first, Provide prompt and courteous service. Knowledge about Gumbo Limbo Nature Center and the various programs offered at Gumbo Limbo. This can be through self education, completing any special training classes for volunteers, attending the public nature programs that are offered, even shadowing staff if approved. Inquire with staff about other volunteer opportunities that may fit your interests and skills.

Seek additional help or resources, when needed. Help to resolve visitor issues or complaints.

### **Answering Phones:**

A listing of all Gumbo Limbo staff numbers is at the Welcome Desk, this also includes instructions on transferring calls.

Please answer all phone calls promptly, transfer all calls accurately (refer to the instruction sheet), provide correct information, and/or refer patrons to someone who can assist them. Use the 'hold' button instead of leaving receiver on the counter.

Brochures, Newsletters, Pamphlets, and other Reading Materials:

Provide the supervisor with notification when materials need to be refilled.

### **Work Environment:**

Maintain a clean and safe work environment for one another.

It is everyone's responsibility to alert their supervisors to unsafe conditions and help correct the concern.

Other duties as appropriate for each individual position, and as assigned.

### **Professional Communication:**

- ❖ Maintain an open line of communication with all staff and volunteers.
- ❖ Ask questions if unclear about any directives.
- ❖ Be respectful
- ❖ Strictly observe the confidentiality of all GLNC business.

#### **Always:**

**Arrive on time**

**Wear appropriate uniform and name badge**

**Give supervisor 48 hours notice of cancellation in shift.**

**Present yourself in a professional manner,**

**Remember, you are a City of Boca Raton and**

**Gumbo Limbo Ambassador.**

## VOLUNTEER STANDARD OF CONDUCT

Volunteers covered by this policy are employed to fulfill certain duties and expectations that support the mission and values of Gumbo Limbo Nature Center and are expected to conduct themselves in a manner deserving of public trust. The following list is not all-inclusive but is intended to illustrate the minimum expectations for acceptable workplace conduct and performance.

Volunteers who contribute to the success of Gumbo Limbo's mission:

- Report to work as scheduled and seek approval from their supervisor in advance for any changes to the established work schedule, including late or early arrivals and departures.
- Perform assigned duties and responsibilities with the highest degree of public trust.
- Devote full effort to job responsibilities during work hours.
- Maintain the qualifications, certification, licensure, and/or training requirements identified for their positions.
- Demonstrate respect for Gumbo Limbo and toward coworkers, supervisors, managers, subordinates, students, and customers.
- Use equipment, time, and resources judiciously and as authorized.
- Support efforts that ensure a safe and healthy work environment.
- Meet or exceed established job performance expectations.
- Make work-related decisions and/or take actions that are in the best interest of Gumbo Limbo Nature Center.
- Comply with the letter and spirit of all policies and procedures.
- Report circumstances or concerns that may affect satisfactory work performance to management, including any inappropriate (fraudulent, illegal, unethical) activities of other employees.
- Work cooperatively to achieve Gumbo Limbo's goals and objectives.
- Conduct themselves at all times in a manner that supports the mission of Gumbo Limbo and the performance of their duties.

# Position Descriptions

## FRONT DESK GREETER

### General Description of Work

Greet all visitors entering the Nature Center and collect general demographics. Provide information on facility, programs, Memberships, etc. Position is also required to answer phones and redirect calls as applicable, restock brochures, newsletters, rack cards, etc. in the Nature Center. Work is performed under the general supervision of the Visitor Hospitality Representative

### Position Duties

Greet all visitors.

Collect demographic data for all visitors.

Keep daily count of number of visitors.

Answer questions about the Center's resources.

Distribute map of facility

Keep the Welcome Desk neat and clean; do not leave unattended

Answer telephones at the desk & redirect calls

Replenish literature, brochures, and newsletters.

Assist in training of new Welcome Desk Greeters.

Conduct opening and closing tasks.

### Related Tasks

Other tasks as assigned.

### Knowledge, Skills, and Abilities

Professional demeanor.

Great customer service skills.

Good organizational skills and the ability to handle multiple tasks.

Able to share information in an informative & professional way.

### Requirements

Must be 16 years old. Approval of Volunteer Coordinator required

### Physical Demands

Must be able to lift 40 pounds.

Must be able to stand for extended periods of time.

### Time Commitment

One 4 hour shift per week for a minimum of 4 months OR one 4 hours shift bi-weekly for a minimum of 6 months (\*NOTE: Sunday is a 4.5 hour shift).

Available shifts: Mon - Sat. 8:45am-12:45pm and 12:15pm-4:15pm; Sunday 11:45pm-4:15pm

## MARINE AQUARIUM GUIDE

### **General Description of Work**

Provides interpretational information to visitors of the habitats and animals in the aquarium exhibits.

### **Position Duties**

Interact with visitors, providing accurate information on the tank environments  
Provide excellent customer service to all visitors  
Promote the Gumbo Limbo mission statement  
Answer guest questions  
Follow proper protocols to clean aquarium windows  
Properly identify fish and marine animals in the tanks and monitor animal behavior.  
May help train new Marine Tank Guide volunteers.

### **Related Tasks**

Other tasks as assigned

### **Knowledge Skills and Abilities**

Ability to provide accurate information in a professional manner regarding the aquarium exhibit habitats and animals.  
Great customer service skills  
Ability to communicate information to an audience composing of a wide-range of ages, etc.

### **Requirements**

16 years and older.  
Completion of the Marine Aquarium Guide training class  
Cell phones to be put away. \*Unless being used in case of emergency or to help answer a guest question

### **Physical Demands**

Ability to stand for long periods of time  
Ability to volunteer outside in south Florida, tolerate exposure to heat, noise, dust, pollen, animals, and insects.

### **Time Commitment**

One 4-hour shift per week for a minimum of four months OR one 4-hour shift bi-weekly for a minimum of 6 months.  
Available shifts: Mon. through Sat., 8:45 a.m. through 12:45 p.m. and 12:15 p.m. through 4:15 p.m. The Sunday shift is 11:45 a.m. through 4:15 p.m.

## GREEN THUMB

### **General Description of Work**

Assist in maintaining the container plant garden, butterfly garden and landscaping that surrounds the Gumbo Limbo Nature Center.

Work is performed under the general supervision of the Visitor Hospitality Representative.

### **Position Duties**

Weeding, watering, and pruning plants

Assist with mulching

### **Related tasks**

May assist in occasional landscape planning

Assist Exhibits Coordinator with plant labels and signage

Interact with visitors, providing accurate information on the habitats and animals

Other tasks as assigned

### **Knowledge, Skills, and Abilities**

General knowledge of native plants, flowers and shrubs

General knowledge of native butterflies, including host vs. food plants

Great customer service skills

Good organizational skills and the ability to handle multiple tasks.

Able to share information in an informative & professional way to visitors.

### **Education and Experience**

16 Years and older

Approval of Volunteer Coordinator

### **Physical Demands**

Must be able to lift and carry up to 50 lbs. Must be able to tolerate exposure to extreme temperatures, heights up to 40 ft., noise, dust, pollen, animals, insects, poisonous plants, and dark or confined spaces.

### **Time Commitment**

One 4 hour shift per week for a minimum of 4 months OR one 4 hours shift bi-weekly for a minimum of 6 months (\*NOTE: Sunday is a 4.5 hour shift).

Available shifts: Mon - Sat. 8:45am-12:45pm and 12:15pm-4:15pm; Sunday 11:45pm-4:15pm

## SCHOOL PROGRAM/ SUMMER CAMP ASSISTANT

### **General Description of Work**

Assist the Education Team in conducting environmental school programs primarily for 1<sup>st</sup>, 3<sup>rd</sup>, 5<sup>th</sup>, and 7<sup>th</sup> grades (public, private, and home school). Classes are Monday to Friday, 10:00 AM to 1:00 PM, mid-September through May. Work is performed under the general supervision of the Science Educator.

### **Position Duties**

Assist in the preparation of lesson materials and equipment for demonstrations.

Supervise students in classrooms and on Gumbo Limbo grounds.

Distribute teaching materials such as papers and pencils to students.

Monitor students in the use and care of equipment and materials.

Provide extra assistance to students with special needs, such as non-English-speaking students or those with physical and mental disabilities.

Assist in bus loading and unloading.

Assist students with stereoscopes in classrooms and laboratories

Stock teaching materials and supplies.

### **Knowledge, Skills, and Abilities**

Must be able to take charge and direct children in case of an emergency.

Ability to work well with and enjoy working with children.

Ability to assist in developing, coordinating, and directing varied activities.

Ability to follow verbal and/or written instructions.

Ability to work under stress and handle stressful situations

Ability to use a copier/fax/printer/scanner

Good organizational skills and the ability to handle multiple tasks.

Good public speaking skills

### **Education and Experience**

16 Years and older; Knowledge of lesson plans and children's programming, preferred; Prior experience working with children preferred. Approval of Science Educator and Environmental Program Coordinator required.

### **Physical Demands**

Must be able to lift and carry up to 50 lbs. Must be able to walk, kneel and stand for long periods of time (including sand and wading in water). Must be able to tolerate exposure to extreme temperatures, heights up to 40 ft., noise, dust, pollen, animals, insects, poisonous plants, and dark or confined spaces.

### **Time Commitment**

One 4 hour shift per week for a minimum of 6 months; available shifts: Mon - Fri. 9:30AM-1:30PM, mid-September through May.

## LUNA PERFORMER

### **General Description of Work**

From inside a custom-made mascot costume, portray a lively, entertaining, and kind character as the Green Sea Turtle Ambassador for GLNC at various events on/off site. Work is performed under the general supervision of the Exhibits Coordinator.

### **Position Duties**

Animate the costume to exude a variety of emotions without speaking  
Provide excellent performance with the kindest demeanor  
Interact with visitors without speaking

### **Related tasks**

Possibly switch to "Escort" at last minute notice  
Assist in keeping the costume clean and in like-new condition.  
May be asked to transport the costume to/from appearances

### **Knowledge, Skills, and Abilities**

Good body language skills, able to communicate moods or needs without speaking.  
Ability to be clownish, silly, and animated.  
Ability to follow direction.  
Ability to maintain an upbeat and enthusiastic demeanor for extended periods of time.  
Ability to recognize that different age groups need to be approached with caution, tact, and/or finesse.

### **Education and Experience**

18 Years and older  
Self confident and outgoing. Able to approach complete strangers comfortably; comfortable in large crowds. Experience with children of various ages a plus.

### **Physical Demands**

Must be able to lift and carry up to 50 lbs; Must be able to tolerate exposure to extreme temperatures and confined spaces; Must fit and wear the costume properly. Must be able to stand, walk and remain jubilantly active for one hour at a time without the ability to rest or sit.

### **Time Commitment**

Complete LUNA Orientation as both escort and performer  
Hours vary depending on appearance request.  
Minimum shift is approximately 2hrs. Travel is required for most appearances; must be able to provide your own transportation to/from events; must arrive at location as scheduled and on time to allow sufficient time to dress in costume and be in place as scheduled.  
Attend mandatory LUNA refresher once a year, dates TBA

## AQUARIST ASSISTANT

### **General Description of Work**

Perform various specific tasks associated with Gumbo Limbo aquariums including specimen collection, feeding, maintenance, and aesthetics. Work is performed under the supervision of the Aquarist.

### **Position Duties**

Prepare food for each aquarium  
Conduct public presentation and feeding for aquariums  
Clean exterior windows for all aquariums  
Monitor animal behavior  
Take water quality measurements  
Complete entries and maintain log book (must be done daily)  
Interact with visitors, providing accurate information on the habitats and animals

### **Related tasks**

Assist in specimen collection for outdoor and indoor aquariums (seining and netting in shallow water)  
Assist in training new Aquarium Guide Apprentices or Aquarist Assistants  
Other tasks as assigned

### **Knowledge, Skills, and Abilities**

Good public speaking skills  
General knowledge of flow-through systems.  
Thorough knowledge of aquarium habitats and animals  
Ability to share information in an informative & professional way to visitors.  
Ability to learn about salt water life support and filtration systems and troubleshoot problems.  
Ability to learn and implement proper procedures for quarantine and to avoid cross contamination

### **Education and Experience**

16 Years and older. Complete the Marine Aquarium Guide Training Program. Complete 50 hours as Apprentice Marine Aquarium Guide. Approval of the Aquarist required.

### **Physical Demands**

Must be able to lift and carry up to 50 lbs. Must be able to tolerate exposure to outdoor south Florida temperatures, noise, dust, pollen, animals, and insects. Must be able to walk, stand, and wade in deep water for extended periods of time.

### **Time Commitment**

One three hour shift per week for a minimum of six months OR one three hour shift bi-weekly for a minimum of 12 months

Available shifts: Daily 11-2 Please Sign up on VicNet

The Aquarium Team keeps a general calendar of which Aquarist Assistant will be in each day. You will be asked to keep us updated to any changes in your availability (classes, vacations, or otherwise) so that we can make any as needed adjustments in a timely manner.

## SEA TURTLE REHAB EDUCATOR

### **General Description of Work**

Provide supplemental information to visitors of the patients, treatments, and procedures that occur in the Sea Turtle Rehabilitation Facility. Work is performed under the general supervision of the Sea Turtle Rehabilitation Coordinator.

### **Position Duties**

Interact with visitors.

Provide accurate information on the patients including where they came from, ailment/injury, treatment, species, etc.

Interpret treatments or procedures being performed without distracting medical staff

Ensure a safe and educational environment for visitors.

Monitor visitor behavior and address as appropriate. (ie: no flash photography, no throwing items in tanks, no reaching over the railings)

Appropriately respond to dynamic situations and alert staff in case of emergencies

### **Related tasks**

Wipe down patient information signs daily

Wipe down viewing window daily

Ensure light for sea turtle rehabilitation exhibit is plugged in and on

Sweep rehabilitation area daily

Other tasks as assigned

### **Knowledge, Skills, and Abilities**

Good public speaking skills

General knowledge of the history of GLNC's Sea Turtle Rehabilitation Facility.

General knowledge of sea turtle species, life history, threats, etc.

Ability to learn basic medical terminology, treatments, and procedures for interpretation and informational purposes

### **Education and Experience**

18 Years and older; Approval of the Sea Turtle Rehabilitation Coordinator required.

### **Physical Demands**

Must be able to tolerate exposure to extreme temperatures, noise, dust, pollen, animals, and insects.

### **Special Requirements**

Must complete 50 hours volunteering at Gumbo Limbo in other areas.

Must attend Sea Turtle Rehabilitation Education Orientation and Training session(s),

### **Time Commitment**

One 4 hour shift per week for a minimum of 6 months OR one 4 hours shift bi-weekly for a minimum of 12 months (\*NOTE: Sunday is a 4.5 hour shift).

## NATURALIST

### **General Description of Work**

Conducts weekly/daily scheduled public Boardwalk/Ashley Trail tours, leads group tours throughout facility, and conducts and/or assists offsite tours at Wakodahatchee Wetlands. May assist staff with other public programs such as Beach Treasures, Seining the Lagoon, and Mangrove Paddle (canoeing). Work is performed under the general supervision of the Environmental Program Coordinator.

### **Job Duties**

Meets and greets groups prior to tour/program

Educates groups about the flora and fauna appropriate to tour/program

Conducts presentations and tours of facility for scheduled groups

Assists staff with setup/breakdown for public programs

Ensures all program participants complete the sign-in process, including liability waiver

Conducts program announcement over PA as appropriate or ensures a staff person conducts announcement

Submits group numbers immediately post tour

Ensures the safety and security of tour/program participants

### **Knowledge, Skills, and Abilities**

Knowledge of one or more of the following local ecologies (flora and fauna): hammock, mangrove, wetlands (including water bird ID), beach/dune system (including shell ID)

General knowledge about Gumbo Limbo Nature Center

Ability to provide appropriate information to all ages and abilities

Ability to conduct program within a scheduled timeframe

Knowledge of emergency protocols and procedures (i.e. lightning, injury)

Proficient in public speaking

### **Education and Experience**

18 Years and older. Completion of Gumbo Limbo General Orientation. Completion of Florida Coastal Master Naturalist Program encouraged. Must have experience conducting similar programs/tours at an equivalent facility and/or have completed 50 hours as a Gumbo Limbo Marine Aquarium Guide or Education Assistant. Naturalist candidates must attend two programs/tours before taking GL Naturalist training program, assist GL Education staff with 2 programs/, and present program/tour to GL Education staff or trained Naturalist.

### **Physical Demands**

Must be able to tolerate exposure to extreme temperatures, dust, pollen, animals, and insects. Must be able to climb a 40 ft. observation tower. Must be able to walk on sand and/or mulch trails for long distances.

### **Time Commitment**

Must conduct or assist with 1 weekly program/tour for 4 months; times and days of programs vary. Volunteer should allow for approximately 4 hours per program/tour.

# Volunteer Policies, Procedures, and Guidelines

## DRESS CODE POLICY

In conjunction with the City Dress Code Policy, GLNC volunteers are required to adhere to the following Dress Code Policy whenever they are 'on the clock'. Violations to this policy will be handled as per the City of Boca Raton's Dress Code Policy which states:

“Should an employee come to work in inappropriate attire, he/she is subject to progressive discipline. The employee may be sent home to change clothes if the attire is in violation of this policy. Repeated violations of this policy will be cause for more serious disciplinary action up to and including termination.”

- Name tag is to be worn at all times
  
- T-shirt or polo with GLNC logo
  - Any alteration of uniform shirts is prohibited
  - Front desk and any inside position should wear a polo
  - Aquarium Guides, Rehab Educators and any outside position may wear a t-shirt
  - Camp and all other water-related programs must keep their logo shirt on at all times.
  
- Blue Jeans, Khakis, chinos, Dockers (pants, shorts, capris or skirt, cargo pants/shorts)
  - Tan/khaki preferred but other acceptable colors include: white, gray, black, navy, brown, hunter/forest green or 'khaki green'
  
- Short shorts/skirts are prohibited. Shorts/skirts must be professional length (**no more than 6" above the knee cap**).
  
- Shorts, skirts, or pants of sweat-pant or warm-up material, running shorts, athletic shorts, and yoga pants are also prohibited (this is not an all inclusive list!)

- Board shorts allowed only if you will be in the water (i.e. seining), on the beach, canoeing, or cleaning the tanks in rehab or the sea tanks, but only during that time.
  - Females must wear shorts (and shirt) over their bathing suits at all times
  - One piece swim suit preferred
  
- No undergarments showing
  
- All caps must be worn with the bill facing front. They should be plain or have City or GLNC logo (or bought from our gift store) on them.
  
- Close-toed shoes/sneakers required at all times
  - Shoes must have a backstrap (i.e. crocs)
  - No flip-flops, sandals, or open-toed shoes of any kind

\*Exception: When working on the beach, flip flops/sandals will be allowed. But you must change to proper footwear once you are back on property.

\*Exception: medical reason which must be approved by the Manager

## The Good



Khaki or solid colored shorts longer than 6" above the knee



Long pants: Jeans, khaki, blue, black, tan, hunter green  
Close toed shoes



Nametag, Volunteer shirt, and Smile!

## The Bad



Flip-flops/ Open toed shoes



Shorts shorter than 6" above the knee  
Athletic clothes



Pants with rips or holes

## PARKING POLICY

In an effort to provide excellent customer service, given the limited onsite parking, all volunteers shall be required to park off-site throughout the year. This will enable our visitors to have access to parking spaces on property.

Volunteer Parking available at Red Reef West (RRW): Volunteers may park at RRW but will require a parking pass issued by the Volunteer Coordinator which waives the parking meter fees. The parking pass is to be used ONLY when working at/for GLNC.

The Red Reef West (Golf course) parking lot is located about .5 miles south of the Gumbo Limbo Parking lot on the west side of A1A. Volunteers can walk the Gumbo Limbo boardwalk (about .7 miles) to get from the parking lot to the nature center

### [Map to Red Reef West Parking Lot](#)



Exception to offsite parking: If you have a medical reason that prevents/restricts you from being able to walk the distance from RRE or RRW volunteer parking areas, you may request approval from the Manager to park onsite at Gumbo Limbo. A limited number of spaces will be available per day for such requests in the north parking lot extension area.

Volunteers must park their vehicles prior to clocking in for their shift. Failure to abide by the Gumbo Limbo Environmental Educational Complex Parking Policy may result in disciplinary action.

**\*Do not leave any valuables in view in your vehicle! If you plan to place the in your trunk, do so prior to arriving at Gumbo Limbo.**

## LIGHTNING GUIDELINES

In the event that lightning is seen in the area and thunder is heard within 30 seconds of seeing lightning;

**OR** if Thor-Guard system emits a 15-second audio blast :

Gumbo Limbo Nature Center outdoor areas will close for at least 30 minutes.

All visitors, volunteers, and staff are required to seek shelter inside the main nature center building. All gates will be shut and locked, and no visitors will be allowed to be outside while we are closed for lightning. This includes the tanks, sea turtle rehabilitation facility, boardwalk, Ashley trail, butterfly garden, and sea turtle statue garden. If visitors would like to leave the center they can walk to their car.

Gumbo Limbo Nature Center will re-open and normal activity may resume 30 minutes after the last flash of lightning. If lightning flashes within the 30 minutes that the center is closed, the time will restart, and the center will be closed for another 30 minutes.

Staff will monitor the weather and alert volunteers if we are closing for lightning and when Gumbo Limbo will reopen after lightning has passed.

If you see lightning, alert staff.

## SAFETY GUIDELINES

The safety of all individuals (visitors, volunteers, and staff) involved in activities at Gumbo Limbo Nature Center is a primary concern. Staff and volunteers should be aware of any and all potential safety hazards and should act prudently to prevent such conditions from occurring.

### General Safety Procedures:

1. Be alert – Try to identify hazardous conditions and prevent any accidents.
2. Safety Hazards – Report any safety hazards or concerns to a staff member.
3. Do not operate any equipment for which training or orientation has not been received. No power tool usage is allowed.
4. Identify Injury – Notify a paid staff member immediately.
5. First Aid Treatment – Do NOT administer any first aid. You may hand out a Band-Aid, tweezers, or an ice pack to a parent/guardian of a child or to an adult patron.
6. Accident Report – Once the injury has been treated / reported, a Non-Employee Accident Report form MUST be completed. An up to date report form is located on the City Intranet which a paid staff member will access, print and help complete the form.

### Emergency Response:

When responding to emergency situations, personnel should determine the severity of the crises and then react quickly. They should remain calm, as to ensure the safety of the individuals within Gumbo Limbo Nature Center. If there is any doubt on how to proceed, a staff member will call 9-911 for help.

**IN ALL CASES, IMMEDIATELY ALERT A STAFF MEMBER TO THE SITUATION.** The following are the approved procedures to be followed should any of the following events occur:

### Personal Injury:

1. For minor cases, do not administer first aid. Provide band aids, tweezers, and ice packs so the individual may treat his/her own injury, parents their own children.
2. For major injuries, call 9-911 for EMT or paramedic assistance.
3. Complete an Accident Report Form for all incidents.

**Accidents or Criminal Activity:**

1. Notify a staff member first, call the Boca Raton Police Dept. non-emergency line #338-1333 and/or radio a Park Ranger for suspicious malevolence or minor accidents.
2. Potentially hostile situations, felonies and major accidents warrant a 9-911 call to dispatch police.

**Fire:**

In any case, evacuate all patrons from the facility.

1. Notify Staff, pull fire alarm, call 9-911.
2. Assist people in using the closest accessible door to exit in an orderly fashion. We evacuate using the front and side doors. Staff, including volunteers, gather at the center island in the north parking lot.
3. If trained properly, use fire extinguisher to douse the flames.

## SERVICE ANIMALS

1. City code prohibits animals in parks and facilities, unless;

- Specifically approved by the director; or
- The animal is a dog or miniature horse, which is also a service animal (note: no other animal qualifies)

2. When an animal is brought into a park or facility, staff should inform the patron of city code prohibiting animals (Unless it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability.)

3. If the service animal is a dog or miniature horse ( and it is not readily apparent that the animal is a service animal), staff may ask only 2 specific questions:

- Is the dog/horse a service animal required because of a disability?
- What work or task is the service animal trained to perform?

4. Staff is not permitted to ask about the nature or extent of a person's disability. Staff may not require documentation, such as proof that the animal has been certified, trained or licensed as a service animal. If the individual refuses to answer these questions, then staff should document the incident and may ask the individual to remove the animal from the premises.

5. If the answers to the questions are related to a disability, then staff should document the incident and allow the animal to remain in the park, EXCEPT:

- The animal is out of control and the handler does not take effective action to control it (control includes a harness, leash, tether, voice controls, or signals); or
- The animal is not housebroken

## EMOTIONAL SUPPORT AND COMFORT ANIMALS

1. Animals whose sole function is to provide emotional support, well-being, comfort or companionship do not qualify as service animals under the ADA

## POST TRAUMATIC STRESS DISORDER (PTSD):

1. Animals whose purpose is to calm a person with PTSD are defined as a service animal
2. Staff are not allowed to ask someone if they suffer from this disorder

**VOLUNTEERS:** You may inform people of the City Code which prohibits animals (other than service animals) at Gumbo Limbo Nature Center. If you do not feel comfortable telling people about this policy, or if the visitor tries to argue the policy, get a staff member immediately.

# City of Boca Raton Policies

Click the links to read the City of Boca Raton Policies

[Drug and Alcohol Free Workplace](#)

[Violence in the Workplace Policy](#)

[Sexual Harassment Policy](#)

[General Complaint Policy](#)

[Volunteer ID badges Policy](#)

[Felony and Misdemeanor Crimes Policy](#)

# Customer Service

## POSSIBLE GREETINGS AND ANSWERS

-----When guests arrive at front desk:

*Hi! Welcome to the Gumbo Limbo Nature Center. Have you visited us before?*

If No:

*Welcome, we are glad you're here! Where are you visiting from? You will find lots of fun things to explore. I can give you a map and show you some of the things you can see here.*

If Yes:

*Welcome back! Let me know if you have any questions or need a map of the center.*

----- At the aquariums:

*Hi! Welcome to Gumbo Limbo. If you have any questions, please let me know.*

*Hi, would you like me to tell you some information about this aquarium or the species in it?*

*Hi! Have you seen the eel (turtle, ray, tarpon, etc.) that lives in this tank? Let me show you!*

----If you see guests not wearing shoes or shirts:

*It's a city policy that shoes and shirts are required at our facility. Do you have a coverup or towel you can put on over your bathing suit? You will need to put on shoes before you come in to the center.*

----- If you see guests with food

*Before you go in, we ask that you dispose of your food in the garbage cans provided. Or, if you prefer, you can keep it in your purse or bag. Due to the wild animals that live here at the nature center (raccoons, fox, etc.) we cannot have food eaten on the grounds of the Center.*

----- When answering the phone:

*Thank you for calling Gumbo Limbo Nature Center. This is \_\_\_\_\_, how can I help you.*

## TIPS FOR PROVIDING EXCELLENT CUSTOMER SERVICE

- Smile!!!
- Greet every guest with a “hello” “good morning” “good afternoon”
- Use age appropriate greeting, but avoid slang phrases
- Ask how you may assist a visitor... stay visible and available, but do not hover
- Remember to politely excuse yourself from assisting a visitor if an emergency requires your attention
- Leave your personal items or food in the kitchen
  - Use of cell phones and electronics are prohibited unless you are on a break and out of earshot/ eyesight of visitors
- It’s OK to say “I don’t know” but always follow it up with “but I can find out for you”
- Recognize body language to determine if a visitor is looking for help
- Make sure to spend equal time with all visitors, don’t spend all your time with one person/group while ignoring the rest
- Don’t be afraid to ask staff for help if it gets busy
- Avoid possible offensive conversations i.e. politics, religion, etc.
- Politely remind visitors of nature center rules, never talk to anyone rudely or condescendingly