



INTERN HANDBOOK
ST EUSTATIUS NATIONAL PARKS FOUNDATION

4TH EDITION, SEPTEMBER 2009

PLEASE READ THIS HANDBOOK - THIS DOCUMENT IS YOURS TO KEEP
SIGN/RETURN ACKNOWLEDGEMENT AND RELEASE FORM DURING ORIENTATION

Dear Intern,

Welcome! Thank you for choosing the St Eustatius National Parks Foundation (STENAPA) for your internship. This Handbook will give you an overview of STENAPA and its Intern and Volunteer Programme. You are encouraged to familiarise yourself with the handbook and use it as a valuable resource to assist you in your intern duties. Please feel free at any time to approach the Manager with questions or concerns. Interns and volunteers are an essential part of our organization and we want to take this opportunity to welcome you to our team! As an intern, you are part of a team of staff and volunteers working together to enable STENAPA to achieve its goals. Your contributions, dedication and commitment are vital to our growth. Each intern experience, although different, contributes an important part to our organisation as a whole.

Thank you for joining us as an intern and we hope your experience will be positive and rewarding!

Board and Staff of St Eustatius National Parks

Table of Contents

About St Eustatius National Parks.....	4
Background history.....	4
Informational history	4
STENAPA Organisation.....	5
Board of Directors	5
Staff and their roles	5
Interns	6
Volunteers	6
Programmes / intern activities	6
Miriam Schmidt Botanical Garden	6
Marine Park.....	7
Quill National Park.....	7
Boven National Park.....	8
Education and outreach.....	8
Family Fridays	8
Weekly Meeting.....	8
About the intern Programme	8
Our philosophy towards our interns and volunteers	9
Aim of Volunteer Programme	9
Orientation week	9
Living arrangements at the Botanical Garden.....	10
Pets.....	10
Island tour	10
Rights and responsibilities as an intern.....	11
Intern service.....	12
Working hours and schedules	12
Customs of St Eustatius	13
Volunteer policy and procedure.....	13
Record management.....	13
Dress code	13
Attendance and Time	13
Training	14
Conduct.....	14
Smoking	14
Drug-Free Environment.....	15
Reimbursement of expenses	15
Safety and security.....	15
Emergency situations	15
Safety and liability	15
Use of STENAPA property	16
Sexual harassment in the workplace	17
Conflict of interest.....	17
INTERN acknowledgement.....	18
Waiver and assumption of risk	19

ABOUT ST EUSTATIUS NATIONAL PARKS

Background history

The St. Eustatius National Parks Foundation (STENAPA) is the only environmental organisation on St. Eustatius, and was established in 1988 with the primary objective of protecting terrestrial and marine areas of ecological, scientific, and cultural significance. The foundation started off extremely small with few minor projects and gained importance and standing when, in 1996, STENAPA was legally mandated by the island government to protect and manage the newly declared Marine Park. In 1998, STENAPA was also delegated with nature management authority of the Quill and Boven National Parks. Shortly afterward, the Miriam C Schmidt Botanical Garden was created. STENAPA currently manages three sectors: the Marine Park, National Parks, and Miriam C Schmidt Botanical Garden.

Over the years, STENAPA's activities have been greatly influenced by the fluctuating financial situation and the organisation has received a number of large grants to start up the Parks. However, in between these large grants, the activities and number of staff has diminished and this is one of the reasons that the volunteer programme was established in 2001. The volunteer programme was extended in 2003 with the onset of the *Working Abroad Statia Conservation Project* and the average number of volunteers increased to groups of eight volunteers and three or four interns at any one time.

Informational history

STENAPA has worked on a number of special projects within the over-arching programmes and continues to inspire others to become involved in helping protect and preserve wildlife and the environment on an island level. Some varied examples of STENAPA's hard work in the past eight years include:

- ❖ Establishment of the Miriam C Schmidt Botanical Garden on government and privately owned land in 1998.
- ❖ Agreement of Island Government to declare Zeelandia Beach a protected sea turtle nesting beach (2001) and to prohibit sand mining and driving (2003) on the beach.
- ❖ Observation of first leatherback turtles on Zeelandia in 2003 and the first returning turtle (Green turtle that was tagged in 2002 and returned in 2005).
- ❖ Creation of the Jean Gemmill bird observation trail at the Botanical Garden with educational signs to link the Garden to the Quill National Park trail system (2004).
- ❖ Campaign to reduce use of plastics on Statia in 2005.
- ❖ Production of Botanical Garden mini-guide in 2005.
- ❖ Production of Guidebook about reptiles and amphibians of the Netherlands Antilles windward islands in 2005.
- ❖ Opening of new headquarters and National Park Visitor Centre in 2007.
- ❖ Celebration of 10 year anniversary of Marine Park in 2007 and 10 year anniversary of National Park in 2008.
- ❖ Production of Marine Park guide for divers in 2009.

STENAPA ORGANISATION

Board of Directors

STENAPA is governed by a board of eight directors with local stakeholder representation. Any resident of Statia can apply to the Board for membership and current Board members are listed below. Elections take place every two years for members to vote for a President, Vice President, Secretary and Treasurer. The board meets with the manager on a monthly basis to guide strategy. The Working Committee (composed of the four officers) meets every two weeks to respond to urgent decision making.

Name	Officer Position	Place of work
Mr Irving Brown	President	Statia Terminal (Valero)
Mr Ronnie Courtar	Vice President	Plantation, Nursery (behind ATM)
Ms Ingrid Walther	Secretary	Scubaqua Dive Centre
Mrs Ruth Pandt	Treasurer	Co-director Govt. Beautification Committee
Ms Jana Mason	Botanical Garden Committee	Mazinga Gift Shop
Mr Ira Walker	Botanical Garden Committee	Retired from US Botanical Garden
Mr Daniel Eaton	Board Member	Contracts in New York Theatre
Ms Pamela Berkel	Board Member	Statia Terminal (Valero)
Ms Kay Boyd	Board Member	-

Staff and their roles

Eight staff members have very different roles to ensure that STENAPA achieves its wide range of tasks.

Position	Name	General area of work
Manager	Nicole Esteban	Oversees all programmes, financial and project reports, project management, volunteer management, research coordination.
National Park Ranger – Marine Park emphasis	Laszlo Charles	Mooring maintenance, boat maintenance, assists research, assists snorkel club
National Park Ranger – Marine Park emphasis	Nadio Spanner	Mooring maintenance, boat maintenance, assists research, assists snorkel club
National Park Ranger – Trail/education emphasis	Hannah Madden	Leads trail maintenance, guided hikes in both the Quill and the Boven. Organises snorkel and junior ranger clubs
National Park Ranger – Gardener at Botanical Garden	Carlton van Putten	Maintains all gardens on a regular basis. Coordinates Botanical Garden projects in phase 1
Office Manager	Violet (Tutti) Busby	Provides information to visitors, cash box management, accounting entry and reporting, office supplies, office management
Office Administrator	Jessica Berkel	Provides information to visitors, cash box management, media communication, office supplies, office management

Marine Park Manager	Tadzio Bervoets	Responsible for Marine Park coordination and supervision of all activities. Also schedules and trains volunteers on turtle programme, arranges turtle programme research
---------------------	-----------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Interns

There are usually three or four interns who assist STENAPA as part of the staff team, in particular a National Park intern, Botanical Garden intern and Marine Park intern. Interns assist with normal ongoing activities and often have special projects assigned to them to complete during their internship. Interns generally have relevant experience in their field of work and the internship lasts for a period of six months. Interns work normal working hours (8 hours daily Monday-Friday). The intern work agreement with STENAPA is different from volunteers. Interns have the right to stay in the house at the Garden, they have use of the intern truck during out of office hours, they can use the internet during late afternoons in the office, and they receive a small stipend each month for their role with coordination of the volunteer group.

STENAPA expects interns to organise and lead the volunteer crews working on trails and at the Botanical Garden (coordinated by staff). Interns supervise volunteers who should approach interns with any immediate queries about work or about living arrangements. STENAPA expects interns to report on a weekly basis during intern meetings and also during relevant Marine Park, National Park or Botanical Garden meetings.

Volunteers

Groups of up to eight volunteers come to work on conservation projects for 2 month periods. Volunteers sleep in their tents. They work from 7-12 Monday-Friday except for turtle patrols that are scheduled separately. There is a one week gap between groups to re-organise for the next group. This is usually a slower period of work for interns and gives them an opportunity to clean up, sort out the new projects and help out on different aspects of the parks.

PROGRAMMES / INTERN ACTIVITIES

Miriam Schmidt Botanical Garden

The Botanical Garden is in its second developmental phase and hosts a diverse population of flora found on St. Eustatius and in the wider Caribbean. The aims of the Garden are preservation, conservation and education. The Garden has a house, basic facilities and a public pavilion for picnicking and barbecues. Phase 1 of the Garden is completed with development of a shade house, shade house extension, wind barriers, an educational Sensory Garden, Palm Garden and Lookout Garden. Plans for Phase 2 are underway and currently include the Children's Garden and Fruit Garden and a pavilion and facilities.

The Botanical Garden is open to general public from sunrise to sunset and we offer guided tours to people visiting from 0800-1200hrs. A member of staff or the Botanical Garden intern will guide visitors around the Garden. As the Garden is a public place, it is important for volunteers to keep the public areas (particularly the pavilion) clean and tidy.

Interns and volunteers have greatly contributed to development of Phase 1 of the Garden. Intern and volunteer crews assist with creation of garden areas, propagation and potting of plants, pruning and weeding, grass cutting and watering. There are generally one or two large projects for each volunteer group to complete during their stay. Interns and volunteers also select

personal projects to achieve (with help from staff and interns). The garden crew works in the Garden from 0700-1200hrs from Monday to Friday and several evenings per week to water plants (weather dependant). Mondays are Maintenance Mondays in the Garden and a day when the whole group works on weeding, grass cutting and pruning areas of the Garden. The intern directs daily activities and is supported by Carlton. It's mandatory to wear boots if using machinery or working in long grass. Use your gloves to avoid getting stung or bitten by a centipede, etc. If using machinery, wear eye protection and use ear muffs.

Marine Park

Statia National Marine Park surrounds the island of St. Eustatius from the high water mark to 30 m. Within the Marine Park are two reserves where anchoring and fishing are not permitted. The Marine Park maintains 30 dive, 3 snorkel, and 12 yacht moorings, conducts research and monitoring (conch, lobster, fishery, fish catch, long term monitoring), and has an active education programme (snorkel club and junior ranger club).

There are opportunities for Botanical Garden and National Park interns to assist the Marine Park (mooring maintenance, research dives) in spare time in afternoons (once they have an Open Water dive certification and minimum of 10 dives experience).

Turtle Conservation Programme: This is the main area of involvement of volunteers in the Marine Park. The purpose of this programme is to increase the nesting populations of sea turtles on Statia, to increase hatchling survival rates, to fully protect turtle nesting habitats, to educate local residents and tourists about sea turtle conservation and to encourage research to improve knowledge and conservation of turtles on Statia. Interns and volunteers assist with night patrols, nest excavations, beach clean-ups and in-water surveys when scheduled. Usually all interns assist with a night patrol once each week.

Interns and volunteers assist with daily or nightly patrols in line with the schedule set by Lee. Night patrols start at 2100hrs and finish towards 0400hrs. Make sure you wear dark clothes, bring water and a snack or two. It is not recommended to go barefoot. Lee will collect you from the Garden at 2030hrs and drive you back around 0400hrs. If Lee is not on patrol then he has the Turtle Truck with him on-call. On these evenings you use the Working Abroad truck. It is very important to be punctual for the programme as turtles often nest at 2100hrs so please make sure you start the first patrol on time. If you are on night patrol on Sunday through Thursday nights, you have the following morning free.

Quill National Park

The 550-ha National Park comprises the Quill Sector (600-m dormant volcano with intact rim) and the Boven Sector (remains of a strato volcano with hills of 200–300 m). The Quill National Park has a network of seven maintained and signposted trails, and guided hikes can be arranged with a Ranger. The research programme is ongoing with both re-occurring species monitoring as well as special projects (bird monitoring, reptile population assessment, land crab population, goat control, and more).

Volunteers assist the intern with projects such as maintenance of the trail system, creation and improvement of trails, sign posting, clean-ups and also species monitoring. There is usually one main project that the trail crew will work on. The trail crew works from 0700-1200hrs from Tuesday through Thursday. The intern directs daily activities and is supported by Hannah. Make sure you are wearing hiking boots and use your gloves to avoid bites/stings when picking up

wood or stones and to protect your hands when hammering, etc. Remember to take anti-histamines, water and a snack.

Boven National Park

This sector of the National Parks has been under a land dispute between a livestock farmer and the Island Government for years. As a result, active management has only just commenced. Work has started to determine routes for the trail network and start basic trail construction.

Education and outreach

A main influence on attitude to nature protection is information gained at a young age. For this reason, large emphasis is placed on the education and outreach. The snorkel club, snorkel assistant and junior ranger clubs are very active for 8-14 year olds. Monthly presentations take place at all island schools. School and church groups also visit the Botanical Garden. Press articles are regularly released and a quarterly newsletter is published and distributed on island.

Interns and volunteers are always welcome to assist with Snorkel Club (Tuesdays 1400-1600hrs) and Junior Ranger Clubs (Wednesdays and Thursdays 1400-1600hrs) in their spare time. From time to time, we request help with special projects such as school trips, library displays, etc.

Family Fridays

Every Friday is a team work day and the entire group, including interns, work on a particular project, either at the Botanical Garden, in the Quill or elsewhere. Activities are very variable, ranging from clearing the fence at the Garden, signposting a new trail, clearing the trail to the Boven, cleaning Zeelandia beach, clearing the overhanging vegetation along the access road to the Garden and more. You will be informed about the forthcoming Family Friday activity at each weekly meeting.

Weekly Meeting

A weekly intern meeting is held with Nicole every week, usually at 1pm on Fridays. This is an opportunity to report on the week's activities, discuss problems and approach to difficulties, prepare for the following week's activities and discuss other park work. It is time for interns to appreciate and learn about work in other sectors of the National Parks.

ABOUT THE INTERN PROGRAMME

Interns usually come for a period of six months and have an overlap period with departing interns and arriving interns at the beginning/end of their internships in order to pass on information.

Interns have the following responsibilities:

- ❖ Working from 7am until 4pm (Monday-Friday) to complete the weekly schedule of activities with staff and volunteer crews;
- ❖ Attendance and reporting of activities at weekly meetings with the Manager;
- ❖ Responsibility for one or more designated projects, such as a research project to be carried out during afternoons. It is important that interns complete at least one major research or development project during their internship. Past examples of projects have included Assessment of conch populations in the Marine Park, Fish baseline assessment in the

Marine Park, Landscaping plan and planting for the Lookout Garden, Re-design and replacement of National Park trail system, Visual census of bird populations in St Eustatius.

- ❖ Coordination of volunteers when arriving and departing, and during orientation week;
- ❖ Preparation of schedules for the interns and volunteers living arrangements (cooking, cleaning, etc);
- ❖ Assistance with Turtle Programme in line with the schedule set by Lee;
- ❖ Care and cleanliness of house and intern truck. Interns should arrange amongst themselves to keep the house area and intern truck clean at all times. Due to negative experience in the past with house sitting arrangements, it is not permitted to arrange any house sitting and interns are registered for living at the Botanical Garden only.

Our philosophy towards our interns and volunteers

STENAPA greatly values the contribution made by interns and volunteers and seeks to recognise that by ensuring that:

- ❖ The relationship between interns and STENAPA is a reciprocal one;
- ❖ Interns exercise free choice in committing to STENAPA;
- ❖ Interns are of equal status and deserve the same treatment and respect as paid employees, and that STENAPA can expect the same standards of its interns as it expects from its paid employees;
- ❖ Interns are not used to replace paid staff positions and only carry out work that they have agreed to;
- ❖ The contribution of interns in STENAPA programmes is documented in newspaper articles, newsletters and periodic reports;
- ❖ The opportunity exists for the development of skills and experience; and
- ❖ There are clear guidelines, training and recognition for all interns.

Aim of Volunteer Programme

In collaboration with Working Abroad, the purpose of our volunteer programme and Statia Conservation Project is to:

- ❖ Recruit and maintain a committed group of volunteers who assist the work in the Botanical Garden, National Park and Marine Park;
- ❖ Attempt to provide volunteers with the level of responsibilities and involvement that meet their expectations; and
- ❖ Help St Eustatius National Parks Foundation achieve its goals.

The main aim is to assist the National Parks with conservation of two parks (Marine Park and Quill National Park) and the Botanical Garden. Volunteers have an opportunity to acquire new skills and knowledge about conservation, local flora and fauna of Statia and to take part in trail work and species monitoring. Also working as a volunteer on the Statia Conservation Project will enable you to gain lots of hands-on field experience if you wish to pursue a career in conservation.

Orientation week

The first week of your stay focuses on orientation and training. You will receive a schedule upon arrival that will include introduction sessions with staff, orientation about STENAPA and the volunteer programme, information about living arrangements, an island tour, training on work in the Garden, turtle conservation and monitoring training and a hike up the Quill. Additional

activities will also be arranged depending on the type of internship, season and changes in programmes.

Living arrangements at the Botanical Garden

Interns live at the Botanical Garden during their stay. Interns are provided with a bed in a shared bedroom and bedding is available. They have full access to kitchen, WC and shower facility. There is an area of the garden that interns and volunteers can grow herbs or vegetables. We expect interns to:

- ❖ Keep the house area clean;
- ❖ Close and lock the house when leaving the Garden;
- ❖ Look after Foxy (feeding, shampooing, keeping bed outside house);
- ❖ Arrange schedules for cleaning and cooking at beginning of volunteer periods;
- ❖ Participate actively in the weekly cleaning schedule;
- ❖ Participate actively in the weekly cooking schedule;
- ❖ Keep all belongings within their area in the house;
- ❖ Keep the house 'home' to interns and, with the exception of a small box or envelope of valuables (tickets, passport, traveller cheques) from volunteers, refrain from keeping belongings of volunteers in the house;
- ❖ Ensure that the public pavilion is in a clean and tidy state and respect that the public will use this area during visits;
- ❖ Use the 'Chill Out Zone' if sleeping during daytime, and not the pavilion;
- ❖ To ensure settings are correct in the electrical system (solar panels, wind turbine, batteries, fuse panels, pumps) and to ask staff as soon as a problem occurs;
- ❖ Change gas bottles for the fridge or cooker when they run out of gas and the gas bottle needs changing. Be responsible for taking gas bottles to the shop and obtaining replacement gas bottles before the next bottle is empty;
- ❖ Ensure that the weekly rubbish clean-outs are carried out to the landfill;
- ❖ Know the location and contents of the First Aid kit; and
- ❖ Not to have visitors to sleep over without prior permission from the Manager. If interns wish to have a visitor to stay, the visitor will need to camp and there is a charge of \$50/week to cover costs.

Pets

There are two pets at the Botanical Garden. Foxy was rescued by interns from the land fill at Smith's Gut in early 2003 when he was found as a starving and mistreated puppy. The costs for Foxy are sponsored by Gay Soetekouw whom you will meet on the historical tour. If a group of visitors comes to the Garden, please pay special attention to Foxy so that he does not disturb the group. Interns have full responsibility for care of Foxy (please do not feed him scraps otherwise he will overeat). Vincent Blue is a fairly wild young cat who is at the Garden to help with control of the rat population. He also needs some attention.

Island tour

The island tour usually takes place with a member of staff or intern. By the end of the tour, you should have seen:

General

- ❖ Hospital
- ❖ Laundry
- ❖ Telephone exchange

- ❖ Library
- ❖ Post office
- ❖ Internet Cafe
- ❖ Windward Islands Bank
- ❖ First Caribbean Bank
- ❖ Car Mechanics for tyre repair (Garry Brown's)

Shops

- ❖ Mazinga Gift Shop
- ❖ Duggins Supermarket
- ❖ Happy City Supermarket
- ❖ Peso's and other small supermarkets
- ❖ Bakery
- ❖ River's Enterprises (hardware)
- ❖ Dutch Plumbing Services (hardware)
- ❖ Mansion Hardware
- ❖ Petrol stations (diesel at harbour, petrol at harbour and in town)
- ❖ Bottled gas vendors (for fridge and cooker)

Restaurants and bars:

- ❖ Sunny's
- ❖ Fruit Tree
- ❖ Intermezzo
- ❖ Super Burger
- ❖ Ocean view
- ❖ Blue bead restaurant
- ❖ Gin house hotel and restaurant
- ❖ Golden Era hotel and restaurant
- ❖ Kings Well hotel and restaurant
- ❖ Smoke Alley
- ❖ Chocolate Bar
- ❖ Chucky's
- ❖ Local bar

Rights and responsibilities as an intern

As an intern with St Eustatius National Parks, you have the right to:

- ❖ Be given worthwhile intern jobs;
- ❖ Be kept informed and up to date;
- ❖ Be trusted to do your job the best way you know how;
- ❖ Be trained and supervised in a supportive and positive environment;
- ❖ Give feedback in the appropriate way using the proper methods; and
- ❖ Be given recognition.

As a result, you have the following responsibilities:

- ❖ To familiarise yourself with all materials in this handbook and other conservation and educational materials where appropriate;
- ❖ To respect confidences of the organisation and its Board, staff, interns and other volunteers;
- ❖ To respect professional attitudes and methods;
- ❖ To abide by the operating principles of the organisation;
- ❖ To state your limitations and concerns; and
- ❖ To bring issues forth to the Manager so that they can be addressed.

STENAPA has the right to:

- ❖ Decline or dismiss unproductive or dissatisfied interns. Please note that every reasonable effort will be made to address issues and solve problems with all due respect to the volunteer. A focused effort is put into preventing these things from occurring;
- ❖ Know the limitations and expectations of interns; and
- ❖ Expect communication from volunteers about progress of assignments.

STENAPA recognises having the following responsibilities:

- ❖ To utilise volunteers to accomplish goals within a timeline and budget;
- ❖ To define jobs, expectations and to provide personalised service when needed;
- ❖ To create a positive, challenging and rewarding work environment;
- ❖ To prepare staff to work with volunteers;
- ❖ To provide a full circle evaluation, including getting feedback from the intern and the staff person regarding the progress of the assignment and the satisfaction and performance of the intern; and
- ❖ To keep the private information of each intern confidential and use it only as appropriate and relevant to STENAPA and the volunteer programme.

Intern service

STENAPA recognises your right, as an intern, to discontinue the project at any time and for any reason. Whenever it is deemed to be in the best interest of the Foundation, we also reserve the right to discontinue the intern relationship. With the exception of housing at the Botanical Garden and stipend of fl 125,- per full month of work, interns shall not nor shall be expected to receive any form of payment, including cash (wages), food or other kinds of payment, for intern talents and services. There is normally no reimbursement for costs if an intern decides to leave.

Working hours and schedules

Interns work 8 hours per day Monday-Friday. Volunteers generally work Monday to Friday from 0700-1200hrs. Duties outside of these hours include night patrols for the turtle programme, weekend beach clean-ups, evening watering at the Botanical Garden and any additional work that interns may decide to do (e.g. evening surveys for crabs or birds, afternoon dives with the Marine Park, etc). There are three schedules.

Cooking schedule: this is arranged by the interns and each person will be cooking approximately once per week in a team of two. The day after you cook, it is your turn to wash up dishes (in your own time) which includes wiping down the sides and putting away dishes. With regard to the BBQ: move it to a clear grassed area for cooking; it is your responsibility to remove grates to be cleaned by the washer-uppers; and inform interns if the gas runs out.

Cleaning schedule: this is also arranged by interns. Cleaning takes place in your own time. Each person has an area to clean each week (e.g. shower, WC, kitchen, etc), and cleaning days are specified on the schedule. It is important to follow the guidelines as unclean areas have different implications in the tropics. For example, if the compost bin is not rinsed out after emptying, the eggs will develop into maggots within a day or so. Also, the WC relies on a septic tank which breaks down contents through bacterial action. It is therefore very important not to throw toilet paper or any other items down the toilet, and not to use bleach when cleaning the toilet.

Activity schedule: the project activity schedule is arranged by Nicole or Lee (during turtle season) and schedules are distributed to interns and volunteers at weekly meetings to provide an opportunity for discussion and change. No changes are to be made to schedules without an ok from interns or staff.

Customs of St Eustatius

Interns need to recognise that Statia is a very unique community with traditional customs. It is not acceptable for interns or volunteers to enter any premises (shops, bank, restaurants, etc) without a shirt and footwear. Shorts and bare shoulders are not accepted in government buildings, including the police station, government guest house, prosecutor's office and schools. It is not acceptable for anyone to be in a STENAPA truck without a shirt on.

When entering a building or approaching a group of people, it is customary to greet people with a 'Good Morning' or 'Good Afternoon'. Please do so, otherwise people will think that you are rude and that STENAPA is not informing its volunteers about appropriate behaviour on Statia.

When driving, it is important to wave at everyone you pass (whether they are in a vehicle, walking along the road or standing on their porch). People that you see might not return your greeting at first, but will do so in time.

Females should be aware that volunteers are often a target of much attention from local men and caution is advised.

VOLUNTEER POLICY AND PROCEDURE

Record management

The Manager maintains records on each intern. Records include dates of intern service, duties performed, evaluation of intern performance and training attended. Intern records, including application, reference checks, police report and background checks, are confidential. Interns are responsible for submitting and updating information contained in their files to the Manager.

Dress code

Everyone on Statia will know immediately that you are an intern with STENAPA and we therefore ask interns to dress appropriately. Interns are representatives of STENAPA and are responsible for presenting a positive image to the community. Interns should dress appropriately for the conditions and performance of their duties. Interns that serve in a capacity of a presenter or a speaker should wear a work shirt and trousers. If interns are working in and around the office or showering, they should dress according to the accepted code (no bathing suits are accepted in the office - shirt and shoes must be worn).

If an intern is observed inside or in the back of a STENAPA truck without a shirt and footwear, they will be asked to return to the Botanical Garden to dress appropriately, even if it means walking if the truck has to continue on its journey. This applies to all journeys, including to go diving, to carry out trail work in the Quill, to carry out turtle patrols or for beach clean-ups.

Attendance and Time

Intern attendance is important to the operation of each programme. If an activity starts at 0700hrs, you should be in place and ready to start work rather than just leaving the house. Interns are responsible for ensuring the work starts on time and need to be strict with volunteers. Interns should notify their colleagues (staff or volunteers) in advance if they are unable to be present on time due to illness or inability to work.

Training

Interns receive training as part of their intern service with STENAPA. All interns must complete the orientation training period. Orientation provides an overview of STENAPA, its mission, history and goals and this is designed to provide a framework for internship. Interns will also receive training regarding specific duties within each programme. If interns have any questions, please see their trainer.

Conduct

Interns are expected to follow rules of conduct that will protect the interest and safety of all interns, staff and STENAPA. The following are only some examples of inappropriate conduct which could lead to dismissal:

- ❖ Theft or inappropriate removal or possession of STENAPA's property or that of any STENAPA volunteer, staff, agent or visitor, including failing to cooperate fully in any STENAPA investigation;
- ❖ Altering STENAPA reports or records;
- ❖ Working under the influence of alcohol or illegal drugs and/or illegal or unauthorised possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment;
- ❖ Creating a disturbance on STENAPA premises, at sponsored activities or in areas which could jeopardise the safety of others;
- ❖ Improper use of STENAPA's property or property owned by any other individual or organisation;
- ❖ Lack of cooperation, or other disrespectful conduct;
- ❖ Violation of STENAPA, state, or local safety and health rules (e.g. no fires near wooden buildings, no unsupervised fires, don't leave food uncovered which attracts rodents, clean dishes after use);
- ❖ Inappropriate use of telephones, computer equipment or systems, e-mail system, facsimile machines, or other STENAPA-owned equipment;
- ❖ Unauthorised disclosure of STENAPA proprietary or confidential information;
- ❖ Unsatisfactory performance or conduct;
- ❖ Drunken and disorderly conduct; and
- ❖ Driving under the influence of alcohol.

A reminder of what is stated in the intern orientation document you received when applying for the internship:

"By joining this internship you accept that you might have certain discomforts and difficulties while travelling and working in Statia where standards are different to Western standards. You must be ready to integrate yourself with local customs and adopt a degree of flexibility. Tolerance, adaptability and a smile should see you through most situations. You may be dismissed from the project if the Project Manager decides that your behaviour is inappropriate. This is particularly so in the case of drug consumption, alcohol excess, violence, racial discrimination, cultural insensitivity or aggressive behaviour towards other volunteers, interns or the Project Manager. You are expected to abide by the laws and customs of the country and inappropriate behaviour may lead to immediate dismissal without any reimbursement of costs."

Smoking

STENAPA intends to provide a safe and healthy environment. Smoking in the office workplace or in the Botanical Garden house is prohibited except in outside locations away from the porch. It is not permitted to smoke in STENAPA vehicles (inside or in the back).

Drug-Free Environment

STENAPA provides a drug-free, healthy, and safe environment. While in St Eustatius, an intern may not use, possess, distribute, sell or be under the influence of illegal drugs. While at work or driving a STENAPA vehicle, an intern may not drink or be under the influence of alcohol. Occasionally, STENAPA arranges events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during intern service only if it does not impair an intern's ability to perform the essential functions of the intern position effectively and in a safe manner that does not endanger other individuals in the workplace. Interns must inform the Manager beforehand of any necessary prescription drug being taken.

Reimbursement of expenses

Interns are eligible for reimbursement of pre-approved, actual out-of-pocket expenses, including fuel expenses, incurred while engaging in intern service for STENAPA. Upon the approval of a member of staff, volunteers need to submit receipts (to Tutti) for all actual project expenses for which they seek reimbursement.

Safety and security

Interns are responsible for using the following common-sense suggestions to help ensure a safe environment:

- ❖ Be aware of any unknown person who comes into your area and is not accompanied by a staff member;
- ❖ Never leave your purse, wallet, or other valuable items unattended. Keep these items out of sight. Lock the truck when it parked in town.
- ❖ Do not leave money or equipment inside or on the back of trucks as they are not secure.
- ❖ Keep your wallet or purse with you at all times or keep them secure in the locked house or office. Avoid carrying large sums of money.
- ❖ STENAPA is not responsible for lost or stolen personal property. STENAPA will not reimburse an intern for any personal property that disappears from a volunteer site.
- ❖ If you decide to separate from the group for leisure activities, please ensure that the group is aware of your whereabouts to avoid unnecessary concern. If you stay in town, then you need to ensure that you are at the Botanical Garden at 0700hrs for scheduled activities.

Emergency situations

In the event of inclement weather, interns will be responsible for reacting to advice from interns or staff. Staff will instruct interns about appropriate actions (to include striking a tent and lodging in town) in case of hurricane warning or severe storms.

Safety and liability

If an intern is injured in the course of the intern's service, it is important that they advise their supervisor and visit the hospital if advised. Interns are required to submit details of their insurance policy and emergency contact details to the Manager in case of an emergency situation. Interns must sign a release absolving STENAPA of liability while performing directed intern services on behalf of STENAPA.

Use of STENAPA property

Equipment and Vehicles —Any equipment, machines, tools, or vehicles which appear to be damaged, defective, or in need of repair should be reported. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to others. Staff can answer any questions about the intern's responsibility for maintenance and care of equipment or vehicles used during the project.

As part of the intern programme you will be using the V28 truck on a daily basis, and the volunteers use V401. Only designated drivers are insured to drive the vehicle. Rules for the truck are:

- ❖ Maximum speed allowed is 40 km/h, unless otherwise signposted, and 25 km/h on the Botanical Garden road;
- ❖ Drivers have to slow down to 10 km/h or less when encountering bumps and holes on the road, and at blind crossings;
- ❖ Drivers must be considerate and work as a team in usage of the trucks (i.e. coordinate trips, work out the planned trip with the group before leaving the Botanical Garden so that no one gets left behind);
- ❖ If a driver is seen handling the truck in an irresponsible way, keys will be immediately removed from the truck (by any staff member) and the truck will be parked until the matter is discussed;
- ❖ Everyone is responsible for the truck (drivers and passengers); if a driver is driving in a reckless way notify staff immediately;
- ❖ The truck log book (in the glove compartment) should be filled in each time the vehicle is fuelled, serviced, fitted with new parts, or involved in an accident;
- ❖ The truck should be cleaned outside and inside (vacuum is in the back office room) once per week (see schedule). Make sure vehicle has a spare tyre at all times. Windows have to be closed when the truck is parked to avoid dust entering;
- ❖ Do not sit inside the truck if you are in wet clothes and, if you have to drive, then move the floor mat onto the seat to protect the seat;
- ❖ Take work tools outside of the truck and return to the tool shed after work; and
- ❖ If you come across animals on the road, stop the truck to wait for them to leave the road before continuing.
- ❖ Each volunteer group has a maximum fuel budget that is calculated for reasonable use of the truck without multiple daily trips to the Botanical Garden, i.e. it is calculated with use of the truck for three or four daily trips to town. As an environmental project, volunteers are requested to avoid unnecessary use of the truck, to coordinate trips and avoid use of air conditioning (adds 40% to the fuel bill).
- ❖ The truck is for the use of volunteers only and should not be used as a taxi service unless instructed by staff (e.g. for an educational trip to the Garden).
- ❖ The truck is a reflection of STENAPA: Volunteers are requested not to leave personal effects in the truck, to clear any debris left during out-of-work hours (e.g. beer bottles, food wrappers) and to replace the seat covers if they come loose.
- ❖ The truck takes diesel. There is often a fuel shortage in Statia and volunteers should fuel the truck every Monday and Friday to ensure that fuel levels are maintained.
- ❖ If the truck is involved in an accident, which is found to have been caused by the driver not complying with these guidelines, the driver will be required to pay any insurance excess;
- ❖ The law requires drivers to have a driving license in their possession at all times;
- ❖ If the event that an accident occurs or the truck is stopped by police, copies of the insurance certificate and tax certificate are kept in a plastic folder in the glove compartment.

- ❖ Any accidents should be reported immediately to the Manager. If a collision with another vehicle occurs you must leave the truck in place until police arrive on the scene of the accident.

STENAPA owned or leased equipment and vehicles are to be used for STENAPA's business purposes only and may not be borrowed or otherwise used for personal use, with the exception of the assigned vehicle which can be used for activities outside of work hours. Interns must have a valid driver's license on their person to operate a STENAPA owned or leased vehicle. There is a continuing obligation on the intern's part to notify the Manager if the intern's driver's license is suspended or revoked at any time throughout the project. Intern use of a STENAPA vehicle without a valid driver's license (which must be in their possession during all driving activity) may result in disciplinary action.

Telephones—Telephones are for business purposes. In exceptional circumstances, interns may use the phone, with permission from a member of staff. When permitted, personal phone calls should be kept to a minimum and should not interfere with normal work. In addition, long distance charges resulting from an intern's personal use of a STENAPA telephone must be reimbursed to STENAPA.

Computer usage—Interns may use STENAPA computers for work purposes in line with agreed schedules. Interns may use STENAPA computers for personal use from 1600-1700hrs each week day or during lunch hour. Personal business should not be conducted during work time.

Sexual harassment in the workplace

STENAPA is committed to providing interns with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. STENAPA encourages interns to bring any incidents of sexual harassment to the immediate attention of the Manager.

Conflict of interest

STENAPA is judged, in large part, by the individual and collective performance of its interns and volunteers. STENAPA recognises the importance of an intern's duty to STENAPA to act in a manner that merits trust and confidence. The actions of an intern are seen as a reflection of STENAPA and community members will often notice the bad and not the good. Each intern must therefore act in all matters in a manner that will safeguard the reputation and integrity of STENAPA with the general public. Likewise, interns must refrain from engaging in any transaction in which personal interests would conflict with STENAPA. Examples include:

Improper influence: Any intern should not attempt to influence STENAPA's position on any issue or transaction nor participate in any discussions pertaining to a related organisation.

Inside information: Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organisation.

Competing with STENAPA: No intern shall prevent or hinder STENAPA from lawfully competing with others or divert business or personnel from STENAPA.

The making of statements: No intern shall use STENAPA stationery or any title of STENAPA or refer to STENAPA or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorised as a representative of STENAPA and to express an opinion on its behalf. If asked a question that you are not sure about, ask the person to contact the National Parks office.

INTERN ACKNOWLEDGEMENT

The St Eustatius National Parks Foundation (STENAPA) Intern Handbook describes important information about STENAPA. I understand that I should consult with the Manager, Nicole Esteban, (STENAPA@goldenrocknet.com) if I have questions regarding anything covered in the Intern Handbook or any other STENAPA intern policies or incentives. I have entered into an intern relationship with STENAPA and acknowledge that I shall not nor shall I expect to receive any form of payment for intern talents and services I contribute to STENAPA (except stipend of \$100/month). I can terminate my intern service at any time and for any reason, at which time I will leave St Eustatius in accordance with provisions of my residence permit¹. STENAPA also reserves the right to end my intern service whenever STENAPA deems it to be in the best interest of STENAPA.

Since the information and policies described in the STENAPA Intern Handbook are necessarily subject to change, I acknowledge that revisions to the Handbook may occur. STENAPA reserves the right to make changes in content or application as it deems appropriate, and these changes may be implemented even if they have not been communicated and may supersede, modify, or eliminate existing policies. Although I have received a printed copy of the current STENAPA Intern Handbook, I understand that the Manager maintains a current electronic version of this information on the STENAPA Internet site (www.statiapark.org).

I understand that as a volunteer for STENAPA there is a commitment to intern service of five days' work per week (0700-1600hrs generally and/or night patrols for the turtle programme) during my internship period on St Eustatius. While this commitment may increase according to the type of work each intern participates in, this commitment is the minimum from an intern. In addition, I understand that any materials provided to me for the purpose of my internship are to be returned to STENAPA upon completion of service or due to termination of participation as a STENAPA intern.

The contents of this Handbook and the policies and procedures described in it are presented as a matter of information and general guidance only. The Handbook is intended to provide guidelines for supervisors and interns. While STENAPA endorses the policies and procedures described herein, they are not a condition of internship. I acknowledge that this Handbook is neither a contract of internship, employment nor a legal document. I have received the Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it. I further acknowledge that I will not, during or subsequent to my internship with STENAPA, divulge to anyone (other than in the regular course of business of STENAPA) any knowledge or information regarding any past, current, or possible future plans or programmes of research for STENAPA. I understand that all materials and products which may be created by me in the course of my internship for STENAPA are the property of STENAPA.

Intern Signature _____ Date _____
 (Please sign and return this copy to the Manager, STENAPA)

¹ This applies to non permanent residents only.

WAIVER AND ASSUMPTION OF RISK

The undersigned, _____ (STENAPA intern), voluntarily makes and grants this Waiver and Assumption of Risk in favour of STENAPA for the opportunity to use the facilities, equipment, materials and/or other assets of STENAPA; and/or to receive assistance, training, guidance, and/or instruction from the personnel of STENAPA. I do hereby waive and release any and all claims whether in contract or of personal injury, bodily injury, property damage, damages, losses and/or death that may arise from my aforementioned use or receipt, as I understand and recognise that there are certain risks, dangers and perils connected with such use and/or receipt, which I hereby acknowledge have been fully explained to me and which I fully understand, and which I nevertheless accept, assume and undertake after inquiry and investigation of extent, duration and completeness wholly satisfactory and acceptable to me.

I understand and recognise that it is illegal to possess and/or transport illegal substances and submit through this waiver that I do not have illegal substances in my possession for the duration of my internship.

I further agree to use my best judgment in undertaking these activities, use and/or receipt and to faithfully adhere to all safety instructions and recommendations, whether oral or written. I hereby certify that I am a competent adult assuming these risks of my own free will, being under no compulsion or duress. This Waiver and Assumption of Risk is effective from _____ to _____ inclusive, and may not be revoked, altered, amended, rescinded or voided without the express prior written consent of STENAPA.

Print Name

Date

Intern's Signature

Age

Address

Identifying document