



VOLUNTEER HANDBOOK
ST EUSTATIUS NATIONAL PARKS FOUNDATION

10TH EDITION, JULY 2013

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

Dear Volunteer,

Welcome! Thank you for choosing the St Eustatius National Parks Foundation (STENAPA) for your volunteer project. This Handbook will give you an overview of STENAPA and its Volunteer Programme. You are encouraged to familiarise yourself with the handbook and use it as a valuable resource to assist you in your volunteer duties. Please feel free at any time to approach the Director with questions or concerns. Volunteers are an essential part of our organisation and we want to take this opportunity to welcome you to our team! As a volunteer, 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 volunteer opportunity, although different, contributes an important part to the organisation as a whole.

Thank you for volunteering and we hope your experience will be positive and rewarding!

Board and Staff of St Eustatius National Parks

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ABOUT ST EUSTATIUS NATIONAL PARKS

Background history

The St. Eustatius National Parks Foundation (STENAPA) is the primary environmental organisation on St. Eustatius (Statia), and was established in 1988 with the objective of protecting terrestrial and marine areas of ecological, scientific, and cultural significance. The foundation started off extremely small with a 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 assigned the authority to manage the Quill and Boven National Parks. Shortly afterwards, 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 its 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.

Project 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 11 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, 10 year anniversary of National Park in 2008 and 10 year anniversary of the Botanical Garden in 2009.
- ❖ Production of Marine Park guide for divers in 2009.
- ❖ Production of Hikers Guide to Quill / Boven National Park and Guide to Miriam C Schmidt Botanical Garden in 2010.

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.

Name	Officer Position	Place of work
Mr Irving Brown	President	Statia Terminal
Mr Ira Walker	Botanical Garden Committee	Retired from US Botanical Garden
Mr Gene Herbert	Secretary	
Ms Hilda Doek	Treasurer	Public Works Department
Mr Daniel Eaton	Board member	Contracts in New York Theatre
Ms Kay Boyd	Board member	
Mr Mike Harterink	Board member (dive rep)	Scubaqua dive centre

Staff and their roles

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

Position	Name	General area of work
Director	Steve Piontek	Oversees all programmes, financial and project reports, project management, volunteer management, research coordination.
Office Manager	Violet (Tutti) Busby	Provides information to visitors, cash box management, accounting entry and reporting, office supplies, office management.
Marine Park Manager	Jessica Berkel	Directs and coordinates all Marine Park activities, including maintenance, research, monitoring and enforcement. Leads the turtle programme.
National Park Ranger – Botanical Garden emphasis (volunteer coordination)	Claire Blair	Maintenance Botanical Garden, plant research, signage, design and development, coordinates volunteers.
National Park Ranger – Marine Park emphasis	Nadio Spanner	Mooring maintenance, boat maintenance, assists research, assists with snorkel club, and vehicle maintenance
National Park Ranger – Trails emphasis	Hannah Madden	Leads trail maintenance, guided hikes, research surveys.

Interns

There are usually three or four interns who assist STENAPA. 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 3 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 Godet house, 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.

Interns or the National Parks ranger usually organise and lead the volunteer crews working on trails and at the Botanical Garden (coordinated by staff). Volunteers should approach interns with any immediate queries about work or about living arrangements.

About the Volunteer Programme

Aim of Statia Conservation Project

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.

You will find attached a copy of STENAPA's volunteer policy in appendix I, this document sets out the foundation for the involvement of volunteers in STENAPA, as well as the rights and responsibilities of being a volunteer. You should take the time to read this policy during induction and familiarise yourself with its contents.

In addition you should read and sign the volunteer agreement at appendix II and waiver and assumption of risk at appendix III during the induction and return it to the director or coordinator.

Orientation

During the first week of your stay you will receive orientation and training. You will receive a schedule upon arrival that will include, orientation about STENAPA, information about living arrangements, an island tour, training on work in the Garden, turtle conservation (when applicable) and monitoring training and a hike up the Quill. Additional activities will also be arranged depending on the season and changes in programs.

Living arrangements at the Godet house

Volunteers live in a rented house located just above Oranje Bay during their stay. The house has beds in shared bedrooms, full kitchen facilities, WC, shower, and a very large private garden where tents can be erected if you should wish to do so. There is scope to develop an area of the garden that volunteers can grow herbs or vegetables and the Botanical Garden Ranger can help with this process. We expect volunteers to:

- ❖ Keep their personal area around their bunk clean and tidy;
- ❖ Participate actively in the weekly cleaning schedule;
- ❖ Participate actively in the weekly cooking schedule;
- ❖ Sleep in their own bed and keep all their belongings in their designated area;
- ❖ Keep the porch in a clean and tidy state;

- ❖ Inform interns or staff if the cooker runs out of gas and the gas bottle needs changing;
- ❖ Participate in weekly rubbish clean-outs to the landfill;
- ❖ Know the location of the First Aid kit; and
- ❖ Not to have visitors (including family members and friends from abroad) sleep over.

Pets

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. Interns have full responsibility for care of Foxy (please do not feed him too many scraps otherwise he will overeat). Vincent (Vinnie) the cat also lives at the house and his care and feeding are also the responsibility of the interns. He is present to deter vermin such as rats and mice and although he is very social and will often stay around people at the house, he does not like to be picked up and will scratch if you attempt to 'cuddle' him.

Customs of St Eustatius

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

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 although it is usually only verbal. They will whistle, hiss and attempt to engage in conversation even outside of normal 'chatting up' environments such as bars and clubs. Do not be surprised if you are approached whilst shopping, working, driving or on the beach etc. A polite but firm response is all that is needed.

PROGRAMMES / VOLUNTEER ACTIVITIES

Working hours and schedules

Volunteers generally work Monday to Friday from 0700-1200hrs and one to two afternoons per week for a few hours. Duties outside of these hours include night patrols for the turtle programme, weekend beach clean-ups and any additional work that volunteers may decide to do (e.g. evening surveys for crabs or birds, etc). There are three schedules.

Cooking schedule: this is arranged by the interns and each person will be cooking approximately once per week (using money from the kitty). The night you cook, you also

wash up dishes (in your own time), which includes wiping down the surfaces and putting away dishes.

Cleaning schedule: this is also arranged by interns. Cleaning takes place in your own time as well as from 11-12am every Friday. 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.

Activity schedule: the project activity schedule is arranged by staff and management and schedules are distributed to volunteers at weekly meetings (Mondays at noon) to provide an opportunity for discussion and change. No changes are to be made to schedules without an ok from staff.

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 visitor's centre, basic facilities and a public pavilion for picnicking and barbeques. Phase 1 of the Garden has been completed with development of a shade house, shade house extension, wind barriers, an educational Sensory Garden, Palm Garden and Lookout Garden. Work on phase 2 is now underway and includes development of a children's garden and a fruit garden as well as buffers of native species around these areas.

The Botanical Garden is open to the 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.

Volunteers have greatly contributed to development of Phase 1 of the Garden. 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. 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. 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 Garden Ranger directs daily activities and is supported by the Intern. 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 30m. 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).

On occasions when possible volunteers may be able to assist the Marine Park (mooring maintenance, research dives) This is done in their spare time in the afternoons (once

they have an Open Water dive certification and minimum of 10 dives experience) and is dependent on equipment availability and work requirements.

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 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. Volunteers assist with night patrols, nest excavations, beach clean-ups and in-water surveys when scheduled.

Volunteers assist with daily or nightly patrols in line with the schedule set by the turtle programme coordinator. Night patrols start at approx 2100hrs and finish in the early hours. Make sure you wear dark clothes, bring water and a snack or two. It is not recommended to go barefoot as there can be hazards such as broken glass. It is very important to be punctual for the programme as turtles often start as soon as it is dark 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 day free.

Quill / Boven 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 / Boven National Park has a network of fifteen 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, orchids, butterflies, bees, arachnid surveys, goat control, and more).

Volunteers assist with 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 on Tuesday and Thursday. The intern directs daily activities and is supported by the ranger. 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.

Education and outreach

Information gained at a young age has a major influence on attitudes to nature protection. For this reason, a large emphasis is placed on education and outreach. The snorkel club and junior ranger club are very active for 8-14 year olds. School and church groups also visit the Botanical Garden. Press articles are regularly released and a quarterly newsletter is published and distributed on island.

Volunteers are always welcome to assist with Snorkel Club (Mondays 1400-1600hrs) and Junior Ranger Club (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 varied, such as 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.

APPENDIX I

VOLUNTEER POLICY AND PROCEDURE

Definition and principles of volunteering

STENAPA refers to Volunteering Victoria's definition of Formal Volunteering which is an activity which always takes place through a not for profit organisation or project and is:

- ❖ Of benefit to the community and the volunteer;
- ❖ Undertaken of the volunteer's own free will and without coercion; and
- ❖ In a position not designated as paid.

Our philosophy towards our volunteers

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

- ❖ The relationship between volunteers and STENAPA is a reciprocal one;
- ❖ Volunteers exercise free choice in committing to STENAPA;
- ❖ Volunteers are of equal status and deserve the same treatment and respect as paid employees, and that STENAPA can expect the same standards of its volunteers as it expects from its paid employees;
- ❖ Volunteers are not used to replace paid staff positions and only carry out work that they have agreed to;
- ❖ The contribution of volunteers 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 volunteers.

Rights and responsibilities as a volunteer

As a volunteer with St Eustatius National Parks, you have the right to:

- ❖ Be given worthwhile volunteer duties;
- ❖ Be kept informed and up to date;
- ❖ Be trusted to do your duties 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 volunteers. 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 in the first place;
- ❖ Know the limitations and expectations of volunteers; 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 volunteer and the staff person regarding the progress of the assignment and the satisfaction and performance of the volunteer; and
- ❖ To keep the private information of each volunteer confidential and use it only as appropriate and relevant to STENAPA and the volunteer programme.

Volunteer service

STENAPA recognises your right, as a volunteer, 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 volunteer service relationship. Volunteers shall not nor shall be expected to receive any form of payment, including cash (wages), food, shelter or other kinds of payment, for volunteer talents and services. There is normally no reimbursement for project costs if a volunteer decides to leave.

Record management

The Manager maintains records on each volunteer. Records include dates of volunteer service, duties performed, evaluation of volunteer performance and training attended. Volunteer records, including application, reference checks, police report and background checks, are confidential. Volunteers 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 a volunteer with STENAPA and we therefore ask volunteers to dress appropriately. Volunteers are representatives of STENAPA and are responsible for presenting a positive image to the community. Volunteers should dress appropriately for the conditions and performance of their duties. Volunteers that serve in a capacity of a presenter or a speaker should wear their Statia Conservation Project t-shirt (keep one clean). If volunteers 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 a volunteer is observed inside or in the back of a STENAPA truck without a shirt and footwear, they will be asked to return to the house 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

Volunteer 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. Volunteers should notify their supervisor (staff or intern) in advance if they are unable to be present on time due to illness or inability to work.

Training

Volunteers receive training as part of their volunteer service with STENAPA. All volunteers 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 volunteering. Volunteers will also receive training regarding specific duties within each programme. If volunteers have any questions, please see their trainer.

Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, 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;
- ❖ Volunteering 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;
- ❖ Use of any illegal substances; and
- ❖ Drunken and/or disorderly conduct;

A reminder of what is stated in the agreement between volunteers and Working Abroad:

“By joining this project 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 the project fee."

Smoking

STENAPA intends to provide a safe and healthy environment. Smoking in the office workplace, garden visitor centre and the Godet house is prohibited except in outside locations and 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, a volunteer may not use, possess, distribute, sell or be under the influence of illegal drugs. While at work a volunteer 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 volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must inform the Manager beforehand of any necessary prescription drug being taken.

Reimbursement of expenses

Volunteers may be eligible for reimbursement of pre-approved, actual out-of-pocket expenses, incurred while engaging in volunteer service for STENAPA. Upon the approval of a member of staff, volunteers need to submit receipts to the Office Manager for all actual project expenses for which they seek reimbursement.

Safety and security

Volunteers 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.
- ❖ Do not leave money or equipment inside or on the back of trucks as they are not secure. Lock the truck when parked in town.
- ❖ 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 a volunteer 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 elsewhere in town, then you need to ensure that you are at the STENAPA office at 0700hrs for scheduled activities.

Emergency situations

In the event of inclement weather, volunteers will be responsible for reacting to advice from interns or staff. Staff will instruct volunteers about appropriate actions (to include preparedness in case of hurricane warnings or severe storms.)

In the case of medical emergencies, sick or injured persons should be taken to the medical center in town as soon as possible. A list of emergency telephone numbers is located in the house on the fridge for any out of hours emergencies. Interns should contact staff members who have STENAPA vehicles first in these instances so that they are able transport people to the hospital. If you or someone else in the groups is unwell and you feel immediate medical attention is needed please let one of the Interns know straight away.

Safety and liability

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

Child Protection

You may assist with the junior ranger club or snorkel club if you wish, but please be aware that you must always have a member of staff present when working with the children and that you should not make physical contact with the children except for safety reasons.

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 or interns can answer any questions about the volunteer's responsibility for maintenance and care of equipment or vehicles used during the project.

Rules for the truck are:

- ❖ Do not sit inside the truck if you are in wet clothes;
- ❖ Take work tools out of the truck and return to the tool shed after work;
- ❖ The truck is a reflection of STENAPA: Volunteers are requested not to leave personal effects in the truck, to clear any debris left after use.

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.

Telephones—Telephones are for business purposes. In exceptional circumstances, volunteers 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 volunteer service. In addition, long distance charges resulting from a volunteer's personal use of a STENAPA telephone must be reimbursed to STENAPA.

Computer usage—STENAPA has internet computers at the office which can be used for a fee of \$15 per month. If a member of the public requires the use of these computers Volunteers will be asked to leave their session and return when the computer is available again. Personal business should not be conducted during work time (7am-12noon.) Local internet provider is working on producing 'pay-as-you-go' cards for hot-spot internet use – ask staff for further details when you arrive.

Diversity Policy

STENAPA is firmly committed to diversity in all areas of its work. We believe we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organisation more effective in meeting the needs of all our stakeholders. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. We will regularly evaluate and monitor our progress towards diversity.

STENAPA is committed to providing volunteers 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 volunteers to bring any incidents of 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 volunteers. STENAPA recognises the importance of a volunteer's duty to STENAPA to act in a manner that merits trust and confidence. The actions of a volunteer are seen as a reflection of STENAPA and community members will often notice the bad and not the good. Each volunteer must therefore act in all matters in a manner that will safeguard the reputation and integrity of STENAPA with the general public. Likewise, volunteers must refrain from engaging in any transaction in which personal interests would conflict with those of STENAPA. Examples of conflicts of interest include:

Improper influence: Any volunteer should not attempt to influence STENAPA's position on any issue, matter 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 volunteer shall prevent or hinder STENAPA from lawfully competing with others or divert business or personnel from STENAPA.

The making of statements: No volunteer 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.

APPENDIX II

VOLUNTEER AGREEMENT

The St Eustatius National Parks Foundation (STENAPA) Volunteer Handbook describes important information about STENAPA. I understand that I should consult with the Director, Steve Piontek, (manager@statiapark.org) if I have questions regarding anything covered in the Volunteer Handbook or any other STENAPA volunteer policies or incentives. I have entered into a volunteer relationship with STENAPA and acknowledge that I shall not nor shall I expect to receive any form of payment for volunteer talents and services I contribute to STENAPA. I can terminate my volunteer 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 volunteer service whenever STENAPA deems it to be in the best interest of STENAPA.

Since the information and policies described in the STENAPA Volunteer 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 Volunteer 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 volunteer service of five days' work per week (0700-1200hrs generally and/or night patrols for the turtle programme) during my volunteer work period on St Eustatius. While this commitment may increase according to the type of work each volunteer participates in, this commitment is the minimum from a volunteer. In addition, I understand that any materials provided to me for the purpose of my volunteer service are to be returned to STENAPA upon completion of service or due to termination of participation as a STENAPA volunteer.

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 volunteers. While STENAPA endorses the policies and procedures described herein, they are not a condition of volunteer service. I acknowledge that this Handbook is in honour only and is neither a contract of volunteer service, 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 volunteer service 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 volunteer service for STENAPA are the property of STENAPA.

Volunteer Signature _____ Date _____
 (Please sign and return this copy to the Director, STENAPA)

¹ This applies to non permanent residents only.

APPENDIX III

WAIVER AND ASSUMPTION OF RISK

The undersigned, _____ (STENAPA volunteer), 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 volunteer service.

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

Volunteer's Signature

Date of Birth

Home Address

Identifying document