



Audubon

Audubon Center
at Debs Park



Volunteer Handbook

Updated February 2020

Table of Contents

Letter from the Director	3
THE CENTER AND THE AUDUBON NETWORK.....	5
Audubon CA and the National Audubon Society.....	5
Audubon Center at Debs Park Mission, Values & Goals.....	5
Ernest E. Debs Park	5
VOLUNTEER PROGRAM OVERVIEW.....	6
Volunteer Program Mission.....	6
Volunteer Program Objectives.....	6
Volunteer Program Agreement & Expectations.....	6
Volunteer Tiers.....	6
Tier 3 Volunteer Positions & Descriptions.....	7
Serving as an Ambassador of the Center.....	7
Communication, Transparency & Feedback.....	7
VOLUNTEER PROGRAM PROCEDURES & POLICIES.....	8
Age Requirements.....	8
Waivers & Background Checks	8
Scheduling & Commitment.....	8
Absenteeism & Punctuality.....	8
Signing In/Out & Recording Your Hours	8
Smoking.....	9
Alcohol & Drug Use.....	9
Weapons Policy.....	9
Technology Policies.....	9
Power Tool Policy.....	10
Dress Code	10
Finding Dead or Hurt Animals.....	10
Volunteer Code of Conduct	10
RESPECT:	10
PERSONAL RESPONSIBILITY:.....	11
SAFETY:.....	11
COLLABORATION:.....	11
Volunteer Dismissal Policy	12

Volunteer Complaint Procedure	12
VOLUNTEER SAFETY & RISK MANAGEMENT.....	13
Basic Safety Practices	13
- TRAILS & TERRAIN	13
- PHYSICAL REQUIREMENTS	13
- TOOLS.....	13
- POISON OAK & OTHER HAZARDOUS PLANTS	13
- HOMELESS ENCAMPMENTS & HAZARDOUS ITEMS.....	13
- TAKING CARE OF YOURSELF.....	13
Rule of Two	14
Radio Policy	14
Injury Protocol.....	14
Minor Injuries or Illnesses.....	14
Moderate to Severe Injuries	14
Injuries on the Trail	15
Sun/Heat Exposure	16
Injury Reporting & Insurance Coverage.....	17
Youth Protection Policy.....	17
Discrimination & Harassment	17
Confrontational and/or Unpredictable Encounters in the Park	18
Emergency Procedures	18
Fire	18
Earthquake.....	19
Theft.....	19
Burglary/Robbery.....	19
Evacuation Procedure	20
Contacts & Resources	21



Audubon Center
at Debs Park

4700 North Griffin Avenue
Los Angeles, CA 90031

323.221.2255
debspark.audubon.org

FEBRUARY 14, 2020

Hello everyone,

I'd like to start off by saying thank you. Your commitment to Debs Park and the Center inspires me to achieve more for our community. The Audubon Center at Debs Park is only possible because of you.

Many of you may know by now that my connection to this wonderful space is strong and my roots run deep. I was born and raised in Highland Park where my family has lived for over 75 years. To be allowed to serve my community is a dream come true. I love my job and enjoy the challenges of being the Center Director for the Audubon Center at Debs Park. To be able to know these hills as well as I do is a privilege and I hope to share that privilege with all our community members.

I am grateful that you will be taking the next step into volunteerism at our Center and deepening your connection to this space. What I find most rewarding about my job are the moments that I get to work alongside with you, the heart and soul of our Center. Whether you are retired, an early career professional or a student, I learn from all of you. I feel the passion that you have for nature and understand how nature sparks our curiosity. I appreciate your gift of time and value everything you have to offer. I remain teachable and welcome you to communicate your experiences here at the center. ACDP staff and I only wish to provide opportunities that help reconnect our relationship back to our land and waterways, but also with each other.

Love and light,

Marcos A. Trinidad
Center Director
Audubon Center at Debs Park

THE CENTER AND THE AUDUBON NETWORK

Audubon CA and the National Audubon Society

The Audubon Center at Debs Park is operated by [Audubon California](#), which is a state field program of the [National Audubon Society](#). The National Audubon Society protects birds and the places they need, today and tomorrow, throughout the Americas using science, advocacy, education, and on-the-ground conservation. With roots dating back over 100 years, the Audubon Society is one of the oldest conservation organizations in the country, and has an impressive reach with 23 state programs, 41 nature centers, and over 500 local chapters. Audubon California is a dynamic state program within the Audubon Society, focusing mainly on the following:

- Bird and wildlife conservation
- Educational programs for adults, children, and families
- Habitat restoration and protection
- Active local chapters
- Putting research into action
- Volunteer science
- Nature Centers and Sanctuaries
- Policy advocacy
- Birding and outdoor fun

Audubon Center at Debs Park Mission, Values & Goals

The Center's mission is to inspire people to experience, understand and care for the local natural world.

In addition to restoring habitat for bird and other wildlife here at Debs Park and along the L.A. River, the Center's primary goal is restoring the connection between people and the land here in Los Angeles. As the first center that Audubon built within an urban environment to specifically engage the Latino community, the Audubon Center at Debs Park has played an important role in building a more diverse and inclusive conservation movement here in Los Angeles and beyond. Community engagement lies at the core of the Center's values and programming. In its holistic, people-focused, approach to conservation work, the Audubon Center at Debs Park serves as a community hub for environmental justice and advocacy work in Los Angeles and across the Audubon network.

Additionally, as the first LEED Platinum certified building in the country at the time of its construction in 2003, the Audubon Center at Debs Park prioritizes sustainability and the building serves as a further tool to educate and engage the community in terms of sustainable building and green infrastructure.

Ernest E. Debs Park

At 282 acres, Ernest E. Debs Park is the fourth largest park in Los Angeles. With its beautiful natural landscape, amazing views of Highland Park and Downtown LA, and hiking trails throughout, the park is a popular destination for the local community to come out and experience, explore, and enjoy nature. The park has great biodiversity and over 150 species of birds have been spotted in Debs Park. The Audubon Center at Debs Park manages 17 acres of Debs Park, with a focus on habitat restoration and building bird-friendly communities. The remaining acreage of the park is operated by City of Los Angeles Parks and Recreation.

VOLUNTEER PROGRAM OVERVIEW

Volunteer Program Mission

To provide opportunity for community members to connect with, learn about, and advocate for the natural world through hands on conservation and advocacy opportunities. Volunteers play a key role in carrying out the mission of the Center and helping it reach its full potential.

Volunteer Program Objectives

- To engage the local community in environmental conservation and advocacy through a diverse number of hands-on volunteer opportunities
- To provide a rewarding and fulfilling volunteer experience where volunteers are able to learn, grow, and develop their skills
- To increase capacity of the Center and its programming, so that the greatest number of people can experience the Center and its programs
- To build a network of knowledgeable ambassadors through which to further promote the Center and its conservation, community engagement, and advocacy work
- To build a network of environmental stewards to restore, enhance, and protect our local parks and waterways

Volunteer Program Agreement & Expectations

What can you expect from the Audubon Center at Debs Park?

- An interesting and rewarding opportunity to serve the community
- An informative orientation
- An engaging and fulfilling volunteer experience
- A supportive climate where volunteers can perform and grow
- Meaningful and necessary tasks to be done
- Recognition and celebration of volunteer contributions
- Opportunity to build new friendships and valuable relationships
- Opportunity to discover and promote the natural and cultural history of Northeast LA

What does the Audubon Center at Debs Park expect from volunteers?

- Show up on time and check in/out when you arrive/leave
- Follow prescribed procedures of volunteer role/position and only perform tasks that are designated by the Staff Lead or Volunteer Coordinator
- Respect the Audubon Center staff, the space, and other volunteers
- Ask questions if you are unsure of what you are doing or why you are doing it
- Let the Volunteer Coordinator know if at any point you feel unsafe or uncomfortable
- Enjoy yourself and let us know how to better our volunteer program

Volunteer Tiers

Tier 1: The easiest way to get involved with the Audubon Center at Debs Park. Tier 1 volunteer roles require minimum commitment and take place on a regular basis. Volunteers can sign up for the volunteer opportunity and show up to volunteer the day-of without any previous training or experience. The only requirement is that volunteers sign the Audubon Center at Debs Park waiver prior to volunteering. One-time volunteers are welcome to attend Tier 1 volunteer opportunities. Tier 1 volunteer opportunities include:

- Habitat Restoration events at the Audubon Center at Debs Park
- Habitat Enhancement events at the L.A. River pocket parks
- Community bird counts (ie. Christmas Bird Count)
- Corporate or large group volunteer events

Tier 2: Volunteer positions that involve a flexible time commitment, but a background check is required in addition to signing the waiver due to increased independence and potential proximity to youth. Tier 2 volunteer positions may require initial training and orientation, but this can typically be completed the day-of the event or volunteer opportunity. Tier 2 volunteer opportunities include:

- Volunteers supporting with special events (ie. Bird LA Day, Arroyo Seco Marketplace)
- “Skilled” volunteers and volunteer “consultants” (ie. Volunteer photographers, graphic designers, IT support, etc.)

Tier 3: The highest level of involvement that a volunteer can reach. Tier 3 volunteer positions require a commitment of at least six months, and involve more rigorous application, screening, onboarding, and training processes. Tier 3 volunteers will need to complete the waiver, a background check, a general Volunteer Training, and participate in position-specific volunteer training as outlined by their Staff Lead. Tier 3 volunteer positions include:

- Front Desk Volunteers, Community Outreach Volunteers, Nature Arts & Crafts Volunteers, Nursery Volunteers, Facilities Volunteers, Education Volunteers, etc.

Tier 3 Volunteer Positions & Descriptions

[CLICK HERE](#) for the current list of Tier 3 volunteer positions. Volunteers are encouraged to choose just one volunteer position. In certain cases volunteers may adopt up to, but no more than, two Tier 3 volunteer positions.

Serving as an Ambassador of the Center

While volunteering for the Audubon Center at Debs Park, please keep in mind that you are representing the Center, its work, and its values. There may be instances where a visitor will only interact with a volunteer, and we want to ensure that their experience is a welcoming and positive one. Please conduct yourself in a professional and appropriate manner whenever you are volunteering with the Center.

Although volunteers play an extremely important role in representing the Center and carrying out its programs, please also keep in mind that volunteer positions are not a means to future employment, nor are volunteers considered employees of the Audubon Center at Debs Park.

Communication, Transparency & Feedback

The Audubon Center at Debs Park is committed to offering a safe, engaging, and enjoyable volunteer experience. Much of this depends on clear communication, transparency between staff and volunteers, and feedback from volunteers. If you are enjoying, or not enjoying, the volunteer experience, then we want to know about it so that we can work together to improve the program if needed.

We encourage volunteers to provide feedback on the program and their experience. Volunteers can always contact the Volunteer Coordinator in person or via email with feedback. If you would prefer to do so anonymously, there is an anonymous feedback box located in the front office, or volunteers can complete the Google Feedback Form [HERE](#).

VOLUNTEER PROGRAM PROCEDURES & POLICIES

Age Requirements

Due to the nature of our volunteer activities, the age limit for Habitat Restoration and Enhancement events is **9 years old**. Tier 2 volunteers supporting with special events must be at least **16 years old**. Age requirements for Tier 3 positions will depend on the volunteer duties and will be set at the discretion of the Staff Lead.

Waivers & Background Checks

Prior to volunteering, **all volunteers will need to complete a waiver**. There is an [ADULT WAIVER](#) and a [MINOR WAIVER](#). Volunteers can print the waiver at home and bring it with them on their first day of volunteering, or they can fill out a copy when they arrive onsite. Volunteers will only need to complete a waiver once per year. Waivers are stored in alphabetical order by last name in the Welcome Center.

Any volunteer over 18 years old who is volunteering in a capacity designated as Tier 2 or Tier 3 will additionally need to complete a background check. Background checks are processed at no cost to the volunteer by Orange Tree Screening, and are typically completed within a week. The Volunteer Coordinator will issue and track all background checks.

Scheduling & Commitment

For Tier 1 and Tier 2 volunteers, commitment is flexible. Volunteers do not need to commit to coming for more than one event. Tier 1 volunteers will sign up via the system designated by the Volunteer Coordinator for each Tier 1 event or opportunity.

For Tier 3 volunteers, a commitment of at least **6 months** is required and a consistent schedule must be agreed upon with the volunteer, the volunteer coordinator, and the Staff Lead. Volunteers must complete a minimum of **3 hours per month**. All specific volunteer tasks will be assigned directly by the Staff Lead.

If something comes up and you are no longer able to volunteer with the Audubon Center at Debs Park, or you need to reduce your commitment for any reason, please contact the Volunteer Coordinator as soon as possible.

Absenteeism & Punctuality

Although volunteers are strongly encouraged to honor their commitment to the fullest extent possible, the Audubon Center at Debs Park understands that volunteers have their own lives outside of the Center, and that a wide variety of things may come up that volunteers will need to take care of or attend to. Please just communicate with us as much as possible. If you are no longer able to attend a volunteer shift that you had scheduled with the Volunteer Coordinator or your Staff Lead, please let us know via email, text, or call as soon as possible. If you are running late, please reach out as well.

Signing In/Out & Recording Your Hours

Tier 1 volunteers will sign in on the event-specific sign in sheets, which will be provided by the Volunteer Coordinator at the beginning of each volunteer opportunity.

All other volunteers must sign in and out in the front office when you arrive onsite and before they leave. At the welcome desk, there is a dark red binder where volunteers can record their time in, time

out, and what they were working on. If you forget to sign in or out on a given day, or if the front office happens to be closed, you may email or text the Volunteer Coordinator at 206-595-2887 (ideally by the end of the day).

Please record hours to the nearest half hour. Volunteers may include travel time when reporting their hours. Please also be sure to report any volunteer hours that are completed at home (washing gloves, planning for a workshop, etc).

It is important that we accurately track volunteer hours as they are used for grant reporting and funding purposes, volunteer appreciation, and more.

Smoking

The Audubon Center at Debs Park is a **smoke-free campus**, including electronic cigarettes. Please refrain from smoking while you are here onsite. If you need to smoke, please do so in the parking lot or along Griffin Ave.

Alcohol & Drug Use

Reporting for volunteer duty while under the influence of alcohol, legal, or illegal drugs could result in immediate separation from the Audubon Center at Debs Park.

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. If the use of a medication could compromise the safety of visitors, staff or other volunteers, it is the volunteer's responsibility to notify the Volunteer Coordinator in order to make adjustments if necessary to maintain safety.

The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free policy to intentionally misuse and/or abuse prescription medications. Appropriate action will be taken if volunteer duties deteriorate and/or accidents occur.

Weapons Policy

The bringing of weapons of any type onto Audubon Center at Debs Park property is expressly prohibited.

Technology Policies

Volunteers who utilize Audubon Center at Debs Park computers for assigned projects will be instructed on our policies in detail. Audubon technology includes our computer systems, email, Internet, telephone systems (including voicemail) and any other Audubon-provided and/or maintained computer or network related hardware or software. Access to Audubon technology is provided to support the Center, its staff, and its visitors. You are responsible for the content of all text, audio or images that you place or send over Audubon technology.

Prohibited uses of Audubon technology include:

- Use Audubon technology in violation of any Audubon policy including but not limited to the Discrimination and Harassment-Free Workplace Policy or Violence-Free Workplace Policy
- Use Audubon technology for personal financial gain or commercial activities unrelated to the organization

- Use Audubon technology to access or distribute inappropriate text or graphic materials, specifically pornographic or sexually explicit materials
- Use Audubon technology in violation of copyright law
- Use Audubon technology to break-in or attempt to break in to a computer system
- Use Audubon technology with any other employee's password
- Use Audubon technology to access Audubon data unrelated to duties and/or to which they have not been granted access authorization
- Use Audubon technology to read, record, copy, or listen to data delivered to another person's email or voicemail without management authorization
- Use Audubon technology for any activity that violates federal, state, or local laws

Any violation of this policy will result in discipline, up to and including immediate dismissal.

Power Tool Policy

Volunteers may operate Audubon Center power tools and equipment only when necessary to perform their assigned tasks. Operation of power tools and equipment is voluntary. The Staff Lead will review the safe operation of equipment with a volunteer prior to its use. Volunteers may not operate equipment until Audubon Center staff has provided training and the volunteer is able to demonstrate the safe operation of the equipment and agrees to abide by Audubon's Safety and Risk Management policies (see below). Appropriate protective gear must be worn.

Dress Code

Volunteer dress code will vary depending on roles and responsibilities. In general, please keep in mind that at any given time there may be youth here onsite. Refrain from wearing any clothing displaying profanity, promoting alcohol or drug use, or featuring images that may be triggering for another individual. Once received, Tier 3 volunteers should wear their shirt and nametag while volunteering whenever possible.

Finding Dead or Hurt Animals

The Audubon Center at Debs Park is unfortunately not equipped to handle bird or animal rehabilitation. In regards to finding hurt or dead animals on the Center grounds, our policy is to leave the animal untouched and let nature take its course as much as possible. If it is extremely visible and near where kids are playing, then please contact an Audubon Center staff member and we will move the animal out of sight in a sanitary manner. To report a dead bird call the California Dead Bird Hotline at **877-WNV-BIRD**. For an injured, distressed or deceased wild animal or other wildlife concerns, contact LA Animal Services at **888-452-7381**.

Volunteer Code of Conduct

RESPECT:

- Treat all individuals with a sense of dignity, respect, and worth. Make a personal commitment to be nonjudgmental about cultural differences, living conditions and/or the lifestyle of each person with whom you interact. Be courteous and polite in all of your actions.
- Avoid abusive language and disruptive behavior that is dangerous to self and others.
- Abstain from the use of photo, audio or video recording equipment unless given consent.

- Respect all confidential information. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, visitor or other person.
- Do not pressure anyone to accept your political, cultural, or religious beliefs.
- Be mindful of the others' personal space and boundaries, and keep in mind that comfortability levels of others' may differ from your own in a variety of situations.
- Be respectful of the Center building, the grounds, and the natural landscape.

PERSONAL RESPONSIBILITY:

- Be dependable and recognize the commitment and responsibility to your volunteer assignment.
- Accept assignments consistent with your interest, abilities, and available time.
- Accept assignments with an open mind and a willingness to learn.
- Avoid conflict of interest situations and refrain from actions that may be perceived as such. Volunteers should reveal any potential or actual conflicts of interest as they arise.
- Be mindful that you are representing the Audubon Center at Debs Park whenever you report for volunteer duty.
- Communicate with Audubon Center staff if you are ever feeling unsure, uncertain, or unsafe.
- If you are unable to continue volunteering with the Audubon Center at Debs Park, let the Volunteer Coordinator and/or your Staff Lead know as soon as possible.

SAFETY:

- Volunteers are to follow Audubon Center at Debs Park safety guidelines as outlined below, as well as participate in trainings led by the Volunteer Coordinator and the volunteer's Staff Lead. This includes following safe practices, including participation in applicable education sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations as required by the Audubon Center.
- Do not engage in criminal conduct or acts of violence, or make threats of violence toward anyone, fight or provoke a fight or negligently damage property when representing the Audubon Center at Debs Park.
- You are expected to obey instructions properly as issued by your Staff Lead and Volunteer Coordinator.
- Do not use, possess, or be under the influence of alcohol or illegal drugs at any time.
- Abstain from all illegal activity.
- Do not willfully falsify or misrepresent yourself on your volunteer application or other volunteer records; do not alter agency records or other agency documents.
- Behave appropriately toward visitors; do not violate organizational policies and guidelines on abuse or harassment.
- Wear appropriate clothing. All items of clothing must be suitable for the professional environment, your volunteer position, and should not contain offensive or objectionable material.
- Report suspicious activities to the appropriate authorities.

COLLABORATION:

- Be a team player and be open to collaboration at all times
- Keep an open mind and value the input and suggestions of fellow volunteers and staff.
- Be patient when working on group projects. Support your project to the best of your ability.

- Be open to working with volunteers whose experience may be less than your own

Volunteer Dismissal Policy

Volunteers who do not adhere to the rules and procedures of the Audubon Center at Debs Park or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be released until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of visitors, staff or other volunteers, failure to abide by agency policies and procedures, and failure to satisfactorily perform assigned duties.

Volunteers committing any of the following acts will be subject to immediate dismissal:

- Possessing intoxicants, illegal substances, illegal gambling devices, or firearms while on duty at the Audubon Center at Debs Park
- Drinking or consuming alcohol or illegal substances while on duty at the Audubon Center at Debs Park. (Exceptions to alcohol consumption may be made during Audubon Center sponsored social events.)
- Reporting for volunteer duty noticeably under the influence of drugs or alcohol.
- Stealing, intentionally destroying or mutilating property
- Fighting or inciting a fight
- Disregarding the Audubon Center at Debs Park's Safety and Risk Management policies, safety or equipment operating instructions, carelessly operating machinery or equipment or unauthorized use of machinery or equipment

All Audubon Center property, including nametags, badges, patches, equipment, reference books, and binoculars, must be returned by volunteers on or before their last day.

Volunteer Complaint Procedure

Even in the best of situations, conflicts can arise, and a volunteer may feel he/she has been treated unfairly. A volunteer grievance is a complaint brought by a volunteer, and may concern interactions with other volunteers and/or Audubon Center staff. It can include allegations that the volunteer was treated unjustly or in an arbitrary manner concerning job performance or it can be a disagreement with a specific Audubon Center at Debs Park policy. The Audubon Center at Debs Park believes in harmonious and cooperative volunteer relations. **Every attempt should be made to resolve differences and disputes before making use of the steps in the Grievance Procedure.**

When a volunteer decides to file a grievance, the following procedures should be followed:

Step 1: Discuss the grievance with the Volunteer Coordinator in an attempt to resolve the complaint. If the grievance is being filed against the Volunteer Coordinator, please reach out directly to the Center Director via email (contact included below).

Step 2: If the grievance is not settled at Step 1, it should be submitted in writing to the Volunteer Coordinator. The Volunteer Coordinator shall reply within 14 days of receiving the grievance and will outline next steps and remediation procedures.

Step 3: If the grievance is not settled at Step 2, it should be submitted in writing directly to the Center Director. The Center Director shall reply within 14 days of receiving the grievance. The decision of the Center Director is final.

VOLUNTEER SAFETY & RISK MANAGEMENT

Basic Safety Practices

Volunteer safety is of the utmost importance and should be prioritized at all times. If you are volunteering in a capacity where you will be leading other volunteers or community members, please make sure to provide a safety overview, covering the following basic safety practices. Keep an eye out for safety hazards (ie. Slippery trails, inappropriate clothing) at the beginning of the event. At all times, volunteers should keep the following in mind:

- **TRAILS & TERRAIN:** Please keep in mind that the terrain here in Debs Park can oftentimes be uneven and unpredictable. If you have any kind of injury or disability that limits your ability to walk along uneven surfaces, please bring this to the Volunteer Coordinator's attention so that we can adjust volunteer tasks accordingly. Volunteers working outdoors must always wear close-toed shoes. Additionally, keep in mind that trails surrounding the Audubon Center at Debs Park may become extremely slippery when wet.
- **PHYSICAL REQUIREMENTS:** Volunteer tasks may require lifting fairly heavy objects and/or repetitively bending down and standing up. If you have any kind of injury or disability that limits your ability to lift objects or bend down, please bring this to the Volunteer Coordinator's attention so that we can adjust volunteer tasks accordingly.
- **TOOLS:** Volunteers will often be asked to use various tools while volunteering here onsite, especially when participating in Habitat Restoration work. Please be overly aware of your surroundings when using any given tool. If you are unsure how to use a given tool, please ask an experienced volunteer or staff member. Be mindful where you are placing your tools, and make sure that they are in plain sight and are not a tripping hazard. Do not run while carrying tools.
- **POISON OAK & OTHER HAZARDOUS PLANTS:** There is poison oak found in various locations around the park. Please be mindful of this and stay on the trails, unless otherwise directed by Audubon Center staff. Volunteer training will cover identification of poison oak, and what to do if you accidentally touch poison oak. Additionally, there are many invasive species that are prickly and can easily scratch skin. If you have skin that can be easily irritated, please let the Volunteer Coordinator know so that we can adjust volunteer tasks accordingly.
- **HOMELESS ENCAMPMENTS & HAZARDOUS ITEMS:** Debs Park is a public park, and there are many outside factors that may impact the safety of the surrounding environment. There are frequently homeless encampments scattered throughout the park. Please keep your distance and respect their space. It is not uncommon to find hazardous or unsanitary items in the park. Be mindful of where you are walking and do not pick up anything that you are not comfortable touching. If you feel threatened or unsafe at any point, please let an Audubon Center staff member know immediately.
- **TAKING CARE OF YOURSELF:** While volunteering, be aware of how you are feeling physically and mentally. If you are feeling weak or tired, do not try and "power through." Eat beforehand, stay hydrated, and take breaks as needed.

Rule of Two

The Rule of Two is strongly encouraged. Whenever possible, volunteers should work alongside, or be in close proximity to, at least one additional volunteer or staff member. Volunteers who have not completed the appropriate training should NEVER be working unsupervised. Volunteers who have completed the necessary training are permitted to work alone in some circumstances, but they must carry a radio at all times and consistently check in with their Staff Lead or the Volunteer Coordinator.

Radio Policy

Tier 3 volunteers who have completed the necessary training are permitted to work without direct supervision, however any volunteer working outside of the building complex/courtyard area must have a functioning radio with them at all times. Radios will be distributed by the Volunteer Coordinator or Staff Lead before volunteers begin their tasks. Staff Leads and Volunteers should check in via the radio at least once per hour. There should also always be a radio with someone in the main office.

Injury Protocol

Although we hope to avoid volunteer injury at all costs, it is important to know the steps to take if an injury does occur. If an injury or illness occurs to you, another volunteer, or staff member, assess the situation and call 911 ASAP if needed. If you are certified, provide standard first aid and notify Audubon Center at Debs Park staff in the main office via the radio as quickly as possible.

Staff and volunteers are prohibited from administering any medication to victims. Staff/Volunteers may provide over-the-counter medication (i.e., alcohol wipes, sting relief, Tylenol) to the parent/guardian of child victim or to an adult to administer to self.

See below for further, injury-specific, protocol:

Minor Injuries or Illnesses

- **Bee Stings:** Ask the victim if they are allergic to bees or wasps. Observe the person carefully for extreme swelling at site of sting, swelling around face or neck, difficulty in breathing. If you observe any of these signs, call 911 immediately, whether or not the victim concurs with your decision.
- **Possible Ingestion of or Exposure to Poisonous Plant:** Try to identify the plant. Call 911 if you observe allergy symptoms (swelling, difficulty breathing) or LA County Poison Control at 800-222-1222.
- **Scrapes, Small Cuts, Bruises**
Offer person (adult) or parent/guardian (for minor) a first aid box for treatment and offer to call 911 if they so choose.

Moderate to Severe Injuries

- Remain calm; use your best judgment in all emergencies. Check the scene for clues to what happened, additional dangers, additional victims and/or additional adults to assist you.
- AED is located in the Discovery Room storage. Only use this equipment on someone who is unconscious/unresponsive and not breathing.
- Call 911 if victim shows any of the following life-threatening conditions or any other serious symptom; whether or not the victim concurs with your decision:
 - Unconsciousness
 - Trouble breathing/Not breathing

- No signs of circulation (no pulse)
 - Deep burn to face/neck
 - Pain in abdomen that does not go away
 - Vomiting blood
 - Seizures
 - Injury to the head
 - Injury with bone showing through skin
 - Persistent chest, arm or neck pain (may be symptomatic of a heart attack)
 - Suspected bone fracture or break
 - Severe allergic reaction
 - Incoherent
 - Severe pain
 - Severe or uncontrolled bleeding
 - Suspected poisoning
 - Prolonged dizziness
 - OR - If victim requests ambulance transport
- Treat any injuries WITHIN YOUR CAPABILITIES and according to your CPR/First Aid training.
 - Do not transport a victim to a medical facility in your own car or an Audubon Center at Debs Park vehicle; wait for medical personnel to arrive.
 - Stay with the victim; if available, send someone to get help. If away from buildings, alone with victim and without a cell phone, you may have to leave the victim to get help; use your best judgment.
 - If possible, communicate to emergency personnel and Audubon Center at Debs Park staff victim's exact location on property.
 - If possible, send someone to greet and direct emergency vehicles.
 - If possible, obtain names and telephone numbers of the victim's contacts in case of emergency. Many volunteers and program participants already have this information on file. If needed, contact the Volunteer Coordinator for access to this information.
 - You may yield care of victim to a doctor, nurse, paramedic or other medically trained person.
 - Audubon Center at Debs Park staff do not have the authority to pronounce someone dead. If a person is found unconscious, call 911 and stay with the person until relieved by emergency personnel.

Injuries on the Trail

- If you have a cellphone, call 911 and/or radio the Nature Center (323-221-2255) or send a runner to the nearest building. The caller/runner must be able to specify which trail and approximately where on the trail the injured person is and what type of injury/illness. When sending a runner, if possible, write down the information before sending the runner out.
- If possible, send a person go stand at the front gate or trail head to direct emergency personnel to the injured or ill person.
- If you have been trained, care for the ill person by administering basic First Aid. Unless necessary, do not move an injured person.
- Move bystanders away. As most groups have two or more adults, the staff person or volunteer should provide care to the injured person while other adults move the group away. If the injured/ill person is with a school or other group, make sure an adult from the group is with an

injured or ill child at all times. The teacher or group leader should call his/her superintendent, council office or other central authority as soon as possible.

Sun/Heat Exposure

When the body is unable to cool itself through sweating, serious heat illnesses may occur. The most severe heat-induced illnesses are heat exhaustion and heat stroke. If left untreated, heat exhaustion could progress to heat stroke and possible death. If you suspect someone is suffering from heat illness, act immediately and following these guidelines:

- **Heat Cramps**
 - **What are the signals?** Painful muscle spasms, usually in the legs or abdomen.
 - **Care:** Move the victim to a cool place, give the victim cool water to drink and have the victim lightly stretch the muscle and gently massage the area.
- **Heat Exhaustion**
 - **What are the signals?** Headaches; dizziness or lightheadedness; weakness; mood changes such as irritability, confusion or the inability to think straight; upset stomach; vomiting; decreased or dark colored urine; fainting or passing out; and pale, cool, ashen or clammy skin.
 - **Care:**
 - Get the person to a cool shaded area to rest. **Do not leave the victim alone.** If victim is dizzy or light headed lay the person on his/her back and raise the legs about 6-8 inches. If sick to the stomach, lay the person on his/her side.
 - Loose and/or remove any tight/heavy clothing.
 - If the person is conscious, have him/her drink some cool water (about one cup every 15 minutes).
 - Try to cool the person by fanning him/her. Cool the skin with a cool spray/mist of water or a wet cloth.
 - If the person does not feel better in a few minutes, call 911.
 - **Call 911 immediately if the person refuses water, vomits, has seizures, starts to lose consciousness, or becomes unconscious.**
- **Heat Stroke**
 - **What are the signals?** Dry, pale skin with no sweating; hot, red skin that looks sunburned; mood changes such as irritability, confusion, or the inability to think straight; rapid/weak pulse; rapid/shallow breathing; seizures or fits; and unconsciousness with no response.
 - **Care:** Call 911 for emergency help immediately and then follow the care steps above for heat exhaustion.
- **To reduce the risk of sun and heat exposure:**
 - Use sunscreen and wear sunglasses, hats or protective clothing.
 - If you are a program leader, inform program participants in advance to bring sunglasses, hats, caps or protective clothing on extended programs or field trips.
 - Carry extra sunscreen (SPF 15) with you on all field trips and off-site programs.
- **To prevent heat emergencies, do the following:**
 1. Keep water handy. Take frequent water breaks – one cup every 15 to 20 minutes

2. Avoid eating large meals before working in hot environment.
3. Avoid alcohol or beverages with caffeine. These make the body lose water and increase the risk for heat illnesses.
4. Use the buddy system, if you are working on a project outside, work in pairs.
5. Check with your physician or pharmacist to see if any medicines you are taking may affect you when working in hot environments.

Injury Reporting & Insurance Coverage

All volunteers have coverage for injuries sustained while performing functions at the direction of Audubon staff. **If an injury does occur, a [National Audubon Society Incident Report](#) needs to be completed ASAP, within 24 hours (no matter how slight the injury is or appears to be).** If you are injured while performing volunteer duties at the Audubon Center at Debs Park, please contact the Volunteer Coordinator immediately, even if you choose not to seek medical care.

Youth Protection Policy

Audubon seeks to ensure that youth have a positive, healthy experience when they participate in its programs. Because each young person is an individual, the interaction with each youth will be unique and based upon the youth's needs. This requires that employees and volunteers exercise good judgment and be thoughtful about the speech, gestures and touch they employ and about the boundaries they establish. Volunteers working with youth are required to view [National Audubon Society's Guidelines on Youth Protection video](#) and sign an [acknowledgment form](#) that will be kept in the personnel file. The Youth Protection video outlines Audubon's policies and guidelines for reporting sexual misconduct, sexual abuse and neglect.

School groups participating in Audubon Center at Debs Park educational programs will have two adults present whenever possible. **Volunteers should ensure they are never alone with a child – always be within eyesight of others.**

Discrimination & Harassment

Audubon is committed to providing a workplace that is free of discrimination and harassment based on race, color, creed, religion, sex, pregnancy, national origin, ancestry, immigration status, citizenship status, age, physical or mental disability, gender, gender identity, gender expression, sexual orientation, marital status, military or veteran status, medical condition, genetic information, sexual or reproductive health decisions, or any other status protected by applicable local, state or federal laws ("protected status"). This policy prohibits unlawful discrimination, harassment, and retaliation by any supervisor, manager, coworker, volunteer, and/or any third party that comes into contact with an employee, intern, volunteer, community member, or independent contractor, and applies to all aspects of employment including recruitment, hiring, rates of pay, promotion, training, termination, benefit plans, and all other forms of compensation, terms, conditions, and privileges of employment for employees, applicants, interns and volunteers. This policy governs all conduct in the workplace, on our computer systems and network, and at all work related events, including Audubon-related functions or trips. Employees or volunteers who violate this policy are subject to discipline, up to and including immediate termination of employment or volunteer service. Violators may also be subject to individual liability.

We strictly prohibit and will not tolerate harassment, including but not limited to sexual harassment.

Employees and volunteers are prohibited from harassing other employees, interns, other volunteers and independent contractors whether or not the conduct occurs on Audubon's premises or during working hours. This conduct includes but is not limited to the following:

- sexually suggestive statements, questions, insults or jokes, or sexual innuendos;
- repeated unwanted sexual flirtations, advances, or propositions;
- pressuring for sexual activity, including offering employment benefits in exchange for sexual favors or denying employment benefits in response to a refusal to provide sexual favors;
- comments of a sexual nature about a person's physical attributes;
- offensive touching or assault, obscene gestures, or suggestive sounds;
- use of slurs or negative stereotyping, including sex stereotyping;
- using Audubon e-mail or Internet resources to receive, view, or send offensive jokes, pictures, posters, or other similar material;
- intimidating acts, such as bullying or threatening based on an individual's protected status;
- circulating or displaying offensive pictures, letters, notes, e-mails, invitations, or other similar materials;
- falsely denying, lying about, or otherwise covering up or attempting to cover up conduct that is prohibited by this policy; or
- any other conduct that shows hostility toward, disrespect for, or degradation of an individual based on the individual's protected status.

If you experience or witness any activity that you think may be discrimination or harassment, please bring this to the Volunteer Coordinator's attention immediately. Audubon Human Resources will be contacted and appropriate action will be taken.

Confrontational and/or Unpredictable Encounters in the Park

As previously mentioned, Debs Park is a public park and it is not uncommon to encounter individuals who may be under the influence, incoherent, and/or detached from reality. If you encounter an individual who is disgruntled and/or confused, please do not attempt to deescalate the situation on your own. Notify Center staff as soon as possible and the necessary actions will be taken. If you feel that your safety is immediately threatened, call 911.

Emergency Procedures

Fire

Building Fire

- If there is a fire in the Center building, call 911 then notify Center staff as soon as possible
- If you are in the building, do your best to stay calm and find the safest exit route. Head to the parking lot unless a different meeting spot is designated by Center staff. If the fire expands beyond the building, follow the evacuation procedure listed below.
- For small scale fires there are fire extinguishers located in the kitchen and the Discovery Room. Do not attempt to extinguish any electrical fires or fires that are large and spreading quickly.

Fire in Debs Park

- If there is a fire in Debs Park call 911 then notify Center staff as soon as possible
- Stay calm and move to a safe location, do not go closer to investigate or attempt to put the fire out with a hose

- If there is a fire in the park that is closer than 300 yards in any direction please follow the evacuation procedure included below

Earthquake

- If there is a minor earthquake, check in with staff as soon as possible. Staff will do a scan of the building and grounds to ensure that it is safe to continue working.
- If there is a large earthquake:
 - o Drop to your hands and knees and cover your head and neck with your arms
 - o If there is a sturdy table or desk nearby, crawl underneath for shelter. If no shelter is nearby, crawl next to an interior wall (away from windows). Crawl only if you can reach better cover without going through an area with more debris. Stay on your knees or bent over to protect vital organs.
 - o If you are under a table or desk, hold on with one hand and be ready to move with it if it moves. If you can't find a table or desk, cover your head and neck with both arms and hands. If seated and unable to drop to the floor, bend forward, cover your head with your arms, and hold on to your neck with both hands.
 - o Once the earthquake subsides, do your best to stay calm and follow the evacuation procedure listed below
- The Center has emergency water and food stored in the office by the toolboxes if needed

Theft

Vehicle or facility theft or break-ins on Audubon Center at Debs Park property must be reported to the Los Angeles Police Department and the Center Director. Audubon Center at Debs Park does not assume responsibility for loss due to theft of personal items, cars or other property. Audubon Center at Debs Park recommends filing a police report if personal property is stolen from our site.

Burglary/Robbery

Upon arriving at the Audubon Center at Debs Park, if you observe any unusual disturbance of the gates, doors, windows or any part of the building(s) on Audubon Center property (i.e., broken/open/ajar windows or doors), get to a telephone and call 911 immediately. After calling 911, notify the Center Director. DO NOT enter the building. DO NOT touch or disturb anything. Be aware of your surroundings in case a break-in is in progress and the perpetrator(s) are around.

Encountering a Robber

- If confronted by a person who intends to rob you or the Audubon Center at Debs Park, consider your safety first and cooperate to protect yourself.
- Be extremely careful to avoid any sudden movements that might anger the robber or cause panic.
- If it is possible to alert staff members or volunteers that a robbery is taking place without making the robber aware of your actions, do so but with extreme caution. Do nothing that will endanger you or others.
- If you or someone else is attacked or assaulted by another person while on Audubon Center at Debs Park property, take no action that would further jeopardize your safety. If robbery is the motive and the person has a weapon, do whatever is necessary to protect yourself from harm while giving the robber what he/she wants.
- If close enough to the robber to observe physical characteristics, make note of them. If more than one person is involved, study the closest one. Pay attention to:
 - Race
 - Approximate age, weight, height
 - Body build

- Complexion
- Color of hair and eyes
- Clothing worn (from head to foot)
- Speech or accent
- Any noticeable marks tattoos, scars, piercings or deformities

Also note the robber's method of operation and try to remember exactly what words were said. If the robber has a weapon, note its characteristics (gun, knife, club, size, shape, color, brand, etc.)

Look for any accomplices that may be outside in a waiting vehicle or in another section of the premises. If a vehicle is there, try to note some distinguishing characteristics such as taillight design, hood ornament or front grille design. Observe if anything is unusual about the vehicle such as a dented fender or a burned out taillight. If safe to do so, write down the license.

After the Robbery

Call 911 when it is safe to do so. Write down everything you observed about the robbers and robbery immediately. Do your best to give police the following information:

- Location of robbery
- Whether anyone was injured
- Exact time the robber(s) left
- Kind of weapon used
- Direction in which robber(s) escaped
- Description of the vehicle(s)
- Description of the robber(s)
- Description of what was taken (money, equipment, etc.)

Ask all witnesses to stay until authorities arrive. If a staff member is not present, protect the crime scene. Stop others from disturbing the premises and do not allow anyone to enter except police officials. To preserve clues and/or fingerprints, do not touch or move anything that might have been touched or left by the robber.

Evacuation Procedure

If the Center grounds need to be evacuated for any reason, please make contact with your Staff Lead either in person or via the radio. Once contact has been made, calmly make your way down the driveway to Griffin Ave. Staff and volunteers will gather at the empty park directly across the street from the driveway entrance. Stay with your Staff Lead and do not leave the group until everyone has been accounted for. If the driveway is unsafe for any reason, we will take the closest safe trail to Griffin Ave.

Contacts & Resources

Mika Perron

Volunteer Engagement Coordinator

Mika.Perron@audubon.org

O: 323-221-2255 x 110

C: 206-595-2887

Marcos Trinidad

Center Director

Marcos.Trinidad@audubon.org

O: 323-221-2255 x 111

*Contact only in emergency situations or outstanding situations

Animal Services – Stray & Injured Animals

Office: 888-452-7381

LAPD Security Services

Dispatch: 213-305-9233

Park Ranger Division

Duty Ranger Dispatch: 323-644-6661

Office: 323-644-6281