



VOLUNTEER SERVICE HANDBOOK

Guidelines, Policies and Procedures

As Approved February 16, 2016

WELCOME TO THE VOLUNTEER PROGRAM.

Thank you for choosing to give your time and energy to the Port of Newport volunteer program. We hope you enjoy your time with us, find it a very enriching experience, and make lifelong friendships.



PURPOSE OF THIS HANDBOOK

The purpose of this handbook is to answer the following questions:

- What and who make up the Port of Newport?
- How is the Volunteer Services Program (VSP) structured and how do you fit into it?
- What are the rules that you as a volunteer are expected to know and follow?

We want you to know what is expected of you. These guidelines, policies and procedures have been developed to ensure that you and your fellow volunteers know how to respond in most situations and who to ask when you don't know.

WHO ARE WE?

The Port of Newport is located on the central Oregon coast in the City of Newport, Lincoln County and is a major business/economic hub of the area. Newport encompasses approximately 59 square miles and has an estimated population of 10,800. Port boundaries reach north to Otter Rock, east up to six miles inland, south to Seal Rock, and west to the Pacific Ocean. Commercial and sport fishing, fish processing, shipping, tourism, recreation, and lumber and wood processing are the area's major industries. The Port's primary business centers are the International Terminal, the Commercial Fishing Marina, the Recreational Marina and RV Parks, and the NOAA Marine Operations Center- Pacific Facility. The Port also leases property to Hatfield Marine Science Center, Oregon Coast Aquarium, Rogue Brewery, Pacific Seafood, and many other businesses.

Many programs involved in conveying educational information to the public—exhibits, signage, tours, school programs and volunteers—are under the direction of Port Operations. **VSP**, a program within the department, recruits volunteers to meet Port needs and provides support and direction to all volunteers within the program. Contact the **VSP** if you would like to volunteer.

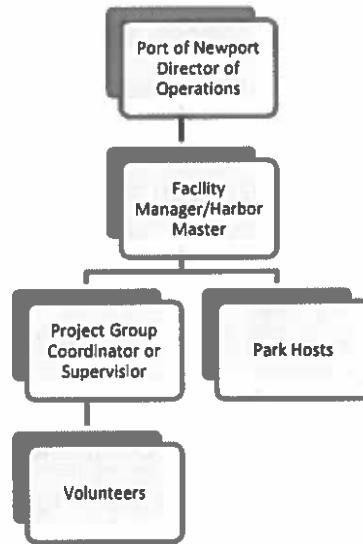
VSP works with staff & volunteers for...

- Clear understanding of expectations
- Assurance that support will be provided
- Maintenance of accurate records

PORT OF NEWPORT MISSION STATEMENT

"Build and maintain waterfront facilities, and promote/support projects and programs in cooperation with other community organizations and businesses that will retain and create new jobs and increase community economic development."

PORT OF NEWPORT VOLUNTEERS ORGANIZATION CHART



VSP GOALS

- Educate, Inform, and Interpret
- Promote the Port of Newport as a place of interest.
- Be a valued member of the community.
- Maintain a high level of public interest and strive for repeat visitors.
- Promote education and be ambassadors on behalf of the Port of Newport.
- Take pride in appearance and maintenance of the Port of Newport. P
- Promote the Port of Newport as an authentic working waterfront
- Provide a welcoming and safe environment for visitors on all Port property.

TASKS AND DUTIES

Some of the tasks and duties you may be asked to perform include but are not limited to the following:

- Special projects including painting, carpentry, clean-up, etc.
- Landscape and beautification projects
- Kiosk display & maintenance
- Sign maintenance
- Public Ambassador
- Event attendant or greeter

POLICIES AND PROCEDURES

Volunteers are subject to the rules of the Port of Newport personnel manual. All rules within this handbook will apply—even if you haven't read them—so, please

take a few minutes to review the following policies. In addition to those listed, there may be policies that are specific to the area in which you volunteer.

- Agree to a background check.
- Wear Port provided Volunteer clothing at all times when on assignment, unless on a work crew where work clothes are acceptable.
- Need to know all work areas and what is required.
- Work a minimum of 50 hours per year. While every volunteer is not expected to work on every project, they will need to participate as often as possible to be part of the team.
- Wear your name badge at all times.
- Know your work environment and follow Port safety procedures. Remember SAFETY FIRST.

CHECKING IN/OUT

- Log in and out on the specified sign in sheet provided by your coordinator. The Port tracks all volunteer labor and totals.
- Be prompt and check in with Supervisor of project and be in position at agreed on time.

OTHER THINGS YOU SHOULD KNOW

- Cell phones should be turned on and used in case of an emergency. Personal cell phone usage is discouraged unless necessary.
- Volunteer parking will be wherever volunteer is working at the time, however, be aware and considerate of Port employees, commercial fishermen, recreational and charter fishermen and do not block their parking. Always practice caution when you are working on or around the docks and be courteous of fishermen and the public.
- For your safety and the safety to the Port employees, always be aware of your surroundings.
- Training may be required in order to perform certain tasks. It is expected that you will attend the training sessions as required.

CONTACT OPERATIONS WHEN:

- If a Volunteer is injured while on duty the injury must be reported immediately—no matter how minor. Workman's compensation coverage is provided by the Port while on duty. Forms are available through Operations.

- Visitors are behaving inappropriately - putting themselves or others at risk, creating a disturbance, harassment, or any behavior of concern. Incident reports must be filled out whenever you observe or are involved in an accident or negative interaction involving a visitor. Port provided Incident report forms or personal notes regarding an incident should be turned in directly to the Port staff in authority.
- Found items of value are to be turned over to Operations.

ATTENDANCE

- Be ready to start on time as required per assignment in Port clothing or work clothes.
- Call if you will be late or unexpectedly absent. Messages can be left on the coordinators voice mail, but if direct contact cannot be made you must phone Operations to relay a message.

APPEARANCE

- Name badges should be worn at all times while you are on duty.
- Be neat and clean. Dress appropriately. Volunteers should wear the appropriate Port clothing for the job or work clothes. Practice good hygiene.
- Port clothing consists of dress shirt or polo shirt, trousers of a plain color – black, blue, tan, khaki, etc. – not patterned. Blue jeans in good condition are acceptable. Trousers cannot bag and drag on the ground and sweat pants or tights are not acceptable. Shorts are allowed but must be mid-thigh length or longer.
- Shoes should be clean and shoestrings tied. Flip-flops are not allowed. Rubber boots or work boots may be required for some task assignments.
- Hats should be plain. Port hats are provided for dress wear.

DESIRABLE BEHAVIOR

- Customer Service is a priority
- You are considered a representative of the Port of Newport when wearing authorized items and should conduct yourself accordingly, even if you are not on Port grounds. This includes using internet forums and public websites. Posting information on the internet is a form of publication. When you post a profile of yourself on a public website, and state that you are a volunteer at the

Port of Newport, and/or post a photo of yourself in your volunteer clothing, you are representing the Port. This is no different than being off-site in your port clothing and as such the same code of conduct is expected.

- If you don't know an answer to a question, "I don't know" is a perfectly acceptable answer, just be sure follow up with them, if possible.
- Be helpful; stop and talk with visitors if they look confused. Be available to answer questions.
- Be respectful and considerate when communicating with staff and fellow volunteers.
- Be on site on the days you are scheduled.
- Treat Port equipment with regard and never remove from Port grounds.
- Practice an attention to detail.
- If you see a problem or have a concern let the supervisor know.

UNDESIRABLE BEHAVIOR

- Illegal drug use or prescription drug abuse is not tolerated and is cause for immediate dismissal.
- Alcohol cannot be consumed by staff or volunteers on Port grounds during public hours. Alcohol can be consumed (but not abused) when served with the approval of Port administration at an after hour, volunteer or volunteer & staff event.
- Disregard of safety guidelines will not be tolerated. Be sure that you understand safety requirements for the area in which you volunteer.
- Falsification of information is cause for dismissal.
- Theft of property, the Port's or that belonging to another volunteer or staff, will lead to dismissal and can result in criminal prosecution.
- Use of profanity or offensive language is not allowed in public areas or around staff and volunteers who may be uncomfortable with this type of language.
- Harassment of any kind will not be tolerated and must be reported immediately.

ABUSE OF PRIVILEGE

- No entrance into Port owned areas without expressed authorization.
- The copying, use or transference of keys or combinations for non-Port use without expressed authorization.
- Family and friends are not allowed in work areas.
- Proprietary information is Port information learned while volunteering that is not to be shared without consent. This includes social network sites.

- Information to media cannot be provided without prior approval. Volunteers are not authorized to make statements to the press unless it has coordinated with appropriate staff. Media persons contacting volunteers should be referred to the Director of Operations or General Manager.
- Information of a sensitive nature should never be released or discussed by volunteers with anyone outside the Port. This information includes but is not limited to:
 - Financial
 - Attendance
 - Engineering
 - Program plans
 - Personnel data
 - Security/Lock Combinations

DISCIPLINE PROCEDURES

- A first offense that fails to meet program expectations or policy requirements will lead to a verbal reminder.
- A second offense of the same behavior will result in a verbal reminder followed by a written warning from the Director of Operations.
- A third offense of the same behavior can result in dismissal.
- Immediate dismissal will occur if there is blatant disregard of policy, staff, volunteers or visitors, insubordination, or any behavior that is deemed to be a detriment to the Port or a violation of its goals.

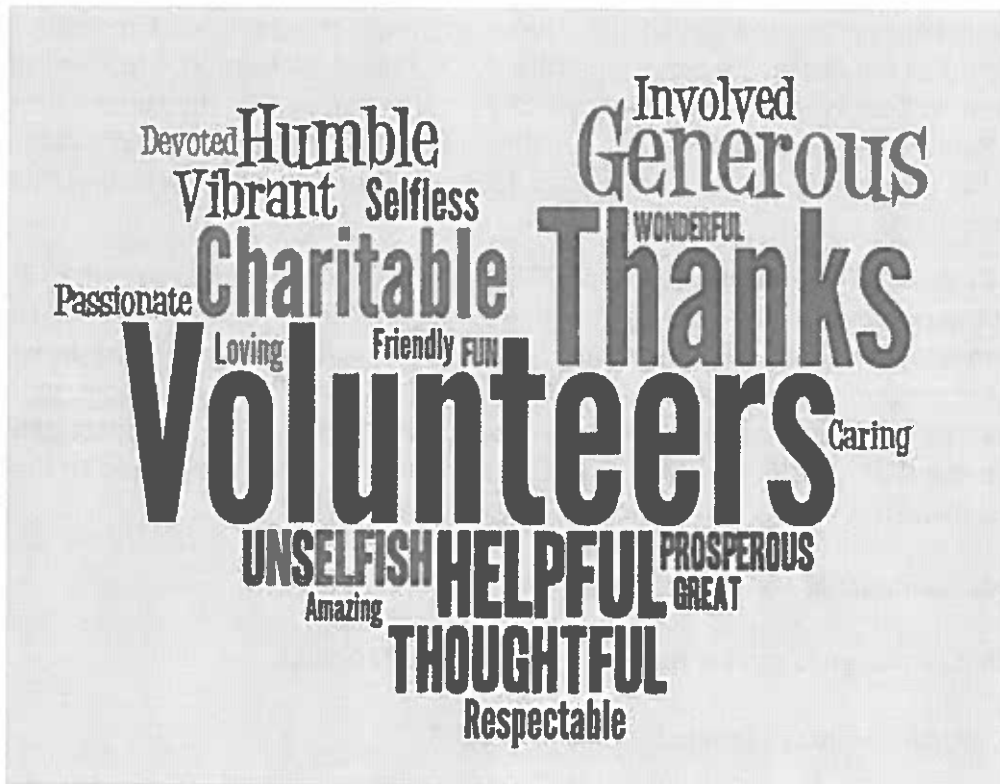
BENEFITS

- Benefits include personal gratification, education, some benefits provided by the Port of Newport and community benefits from volunteering.

PARK HOSTS AND OTHER VOLUNTEER CLASSIFICATIONS

- Port of Newport park hosts may be subject to additional rules and policies.

Thank you for being a Port of Newport volunteer!



Current staff responsible for VSP programs

Port of Newport Board of Commissioners:

- Walter Chuck, President
- Ken Brown, Vice President
- David Jincks, Secretary
- Stewart Lamerdin
- Patricia Patrick-Joling

Kevin Greenwood, General Manager. (541)265-7758. Mr. Greenwood joined the Port as General Manager in February 2014 after serving five years as the Port Manager in Garibaldi. During his time there, Greenwood financed a \$6MM wharf reconstruction project through grants and assisted the Port Commission through its adoption of the state's first Strategic Business Plan. Prior to working at the Port, Greenwood was City Administrator for five years and helped create Tillamook County's first urban renewal district. Greenwood was also hired as a downtown development coordinator for the City of Rockaway Beach and helped build many

of the sidewalk improvements along US101. Before arriving in Newport, Mr. Greenwood served as the President of the Northwest Housing Authority (NOHA) in Warrenton, President of the North (Tillamook) County Recreation District (NCRD) in Nehalem, and is the current President of the Oregon Public Ports Association (OPPA). A 1990 graduate of the University of Washington, Greenwood has lived on the Oregon Coast since 1998. Mr. Greenwood reports directly to the Port Commissioners.

Rick Fuller, Director of Operations. (541)265-7758. Mr. Fuller comes with more than 30 years of experience in construction management and facility operations. He first arrived in Newport in 2011 as the NOAA Marine Operation Center of the Pacific (MOC-P) Lease Manager with the construction management firm Day CPM who headed the NOAA-MOC-P development. Mr. Fuller had oversight of construction closeout and managed the transition into sustainable operations at the NOAA-MOC-P facility. In 2012 his employment was transferred to the Port where he continues his “boots on the ground” management style.

Kevin Bryant, Commercial Marina Harbormaster (541)270-5557

Chris Urbach, South Beach Marina Harbormaster (541)270-5558

Jim Durkee, NOAA Facilities Manager (541)270-0545

Pete Zerr, Newport International Terminal (NIT) Supervisor (541)961-6010

Port of Newport Volunteer Application

Please print

First Name..... Last Name.....

Address..... City/State/Zip.....

Telephone..... Drivers License #.....

Date of Birth..... Spouse's Name.....

Personal Information (please circle correct response):

Gender: Male Female

Work Limitations: No Yes (Please Explain)

Education (highest level completed)

Grades 1-5 6-9 11-12 College Business Graduate School Technical/Vocational

Former work/occupation..... **Most recent employer (optional)**.....

List previous volunteer experience.....

Skills (List your skills and indicate proficiency level) Skilled Can Teach Amateur

1.....

2.....

3.....

Languages Fluent Read Write

1.....

2.....

Volunteer availability: (Circle all applicable)

Number of Days per week: 1 2 3 4 5

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Transportation: (How you will get to your assignment)

Public Trans. Walk Bus/Van Taxi/Car Svc Car

In an emergency, notify:

First Name..... Last Name.....

Address.....

City/State/Zip..... Telephone.....

Volunteers hereby agree to serve any client who is assigned regardless of race, sex, creed or national origin.

.....
(Signature/Volunteer) (Signature/Staff) (Date)



PORT OF NEWPORT VOLUNTEER AGREEMENT

By signing below I acknowledge that I have met with the Volunteer Coordinator, read over the Volunteer Handbook and agree to the terms and conditions set out in the Handbook.

I understand that...

- I need to wear my ID badge and designated uniform while on-site or representing the Port of Newport, unless it is deemed work clothes are acceptable for a specific project.
- I need to know a background check will be performed which could be cause for dismissal.
- I need to orientate myself of all work areas, especially those that are restricted, and what is required of me as a volunteer. Most important is that I remember **SAFETY FIRST!**
- I agree to work the required amount of hours of service.
- I need to login either on the computer or sign in sheet when I report to work.
- I will attend meetings and training sessions, depending on the requirement for a specific project or as recommended by the Port of Newport.
- I am not allowed to share proprietary information to which I am exposed while serving as a volunteer. This includes any information that is not generally shared with the public and should not be shared with friends, family or through social networks, as set out in the Volunteer Service Handbook.
- I am expected to be friendly, respectful and considerate of visitors, other volunteers and staff.

If I DO NOT follow these policies, I understand that the discipline process by Volunteer Services may include oral warnings, written warnings, suspension and/or termination of services at any time.

Volunteer

Name: _____

Volunteer

Signature: _____ **Date:** _____

1st Emergency

Contact: _____ **Phone:** _____

2nd Emergency

Contact: _____ **Phone:** _____

