



Volunteer Handbook

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Environmental Learning Center Welcome

Welcome to the Environmental Learning Center! We are delighted you have chosen to share your time and energies with us and look forward to our association.

The Environmental Learning Center (ELC) has important work for you to do; work that will help ELC achieve its goals and mission. You will be provided with the necessary training and materials for your position and a mutually agreed upon work schedule will be established. As needed, additional training, materials and information will also be provided.

Each volunteer should be willing to learn all aspects of their duties and carry them out in an appropriate manner according to established procedures. Courtesy, a helpful attitude and resourcefulness are important attributes particularly in matters relating to the public.

As an ELC Volunteer, you can expect to be listened to and treated as a contributing member of the organization. Communication between you and ELC is important. You are encouraged to ask questions, offer suggestions and both give and receive feedback related to your work here.

Recognition of your work and the chance to expand your knowledge are two tangible benefits you will enjoy as an ELC Volunteer. Gratitude for your hard work will be acknowledged in an on-going fashion and an appreciation event is held each year to honor all volunteers. In addition, you are invited to take part in our annual enrichment series which offers a variety of interesting programs to enhance and expand your own environmental knowledge.

The information in this handbook will serve as an introduction to the ELC and the integral role you and our other volunteers have in our daily operation. It is only the beginning of what we hope will be an opportunity for discovery, knowledge and enjoyment that comes with being a volunteer at the Environmental Learning Center.

Sincerely,

Nancy Puglio

Volunteer Coordinator



Our Mission is to educate, inspire and empower all people to be active stewards of the environment and their own well-being.

Environmental Learning Center Board of Directors

Mr. Don Barr

Mr. Tim Buhl

Mr. Jim Sourbeer

Mr. William Stewart

Mr. Rob Tench

Mr. Alex Mac William IV

Ms. Cindy O'Dare

Ms. Colleen Ryan

Environmental Learning Center Foundation Board of Directors

Mr. Don Barr

Mr. Tim Buhl

Mrs. Alice Cole

Mr. Todd W. Fennell

Mr. Jorge Fernandez

Mr. William H. Friesell

Mr. John D. Lowenberg Sr.

Mr. Robert F. McCabe

Mr. Charles F. Pollard

Mr. Robert Prindiville

Mr. Robert Puff

The ELC's Commitment to Volunteers

ELC has meaningful work for volunteers to do to help the organization achieve its goals. This includes being involved in its daily operation, growth, strategic plan and its efforts to accomplish its mission.

ELC will provide appropriate and on-going training and materials for all volunteer positions and will provide information about current activities to keep volunteers well informed.

ELC will offer volunteers the opportunity to learn new tasks and assume different duties as positions and/or duties become available.

ELC will provide a positive work environment that includes task related feedback.

ELC will treat volunteers professionally since the volunteer's duties are an integral part of our professional organization. An ELC volunteer can expect to be listened to and treated as a contributing member of the organization. ELC will respond in a timely manner to suggestions.

If a volunteer and the Environmental Learning Center are unable to establish a mutually satisfying work relationship, the ELC reserves the right to dismiss any volunteer whose actions or performance reflect poorly on the ELC.

The ELC does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

The ELC is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

The Volunteer's Commitment to ELC

An ELC volunteer will be reliable and willing to learn the duty assumed.

An ELC volunteer will be helpful, informative and resourceful particularly in duties which have contact with the visiting public.

An ELC volunteer agrees to follow the appropriate policy and procedure for volunteer duties.

An ELC volunteer will conduct his/her task professionally including dressing appropriately, being on time and following a generally accepted professional manner.

An ELC volunteer will feel free to share suggestions in keeping with ELC's mission and goals for the improvement of its operation.

Benefits of Volunteering at the Environmental Learning Center

ELC Volunteers are given the opportunity to utilize their talents while gaining valuable knowledge and experience about the environment.

Volunteers are able to participate in ECO Talks Speaker Series and Volunteer Enrichment events. Eco Talks is a series of programs throughout the year. Speakers present topics relating to current issues, our environment and the history of the area.

Volunteers receive a polo shirt to wear when representing the Environmental Learning Center.

Two Volunteer Appreciation events are held annually. One event is in the summer for all year round ELC volunteers. The other event is a winter Volunteer Appreciation event to honor all seasonal and year round volunteers.

Volunteers receive a 20% discount on all Nature Nook purchases. The 20% discount also applies to EcoVenture excursions (Pontoon & Canoe Excursions)

The Environmental Learning Center History

Since inception, the Environmental Learning Center (ELC) has been a proactive leader in making Indian River County's community more environmentally aware and sustainable. As a privately funded 501(c)(3) not for profit organization, the majority of ELC's revenue comes from individual contributions, fund raising events, grants, annual memberships, the ELC Foundation, contracts, and user fees.

The concept of creating an environmental learning center as a place where people of all ages could come to learn about our natural resources was discussed by members of the Pelican Island Audubon Society and the Indian River School District in the mid-1970s. The idea was revived in 1987 with a presentation by the Audubon Society to the School Board. The first major step was taken when a 51 acre Wabasso Island campus was leased from Indian River County.

In 1988, Audubon recognized the need to create a separate, autonomous, not-for-profit organization the sole purpose of which would be environmental education. Incorporation papers were filed creating the organization now known as Environmental Learning Center, Inc. and tax exempt status was granted.

A second major step in the effort was establishing a community partnership. ELC and Audubon presented two goals to IRC School Board in March of 1989. First to build a nature center on Indian River County land and second to petition the School Board to send students to the center for formal environmental education. The endorsement and support was received. Partnership now consisted of Environmental Learning Center, Pelican Island Audubon Society, Indian River County, and the Indian River County School District.

The first building on campus, our Welcome Center was complete in 1992 with a wet lab and dry lab completed by 1995. The first environmental education curriculum for 3rd graders was implemented in the 1992-93 school year and EcoVentures (programs for the general public) were developed to engage area youth, families, and adults.

The Discovery Station, Lagoon Room, and Wetlands rooms, the catering kitchen and bathrooms were completed in 2010 replacing the wet lab/dry lab buildings that were destroyed by fire in 2008. The ELC used

green building practices for the new buildings and received the highest green building certification available at the time: 4 Globes, through the Green Globes Certification program run by the Green Building Initiative.

Today, the campus includes 64 acres of land. What was once a site ridden with invasive, exotic species is now a forest of lush, native plants that provide home and habitat to many native animals, birds and fish. It is a sanctuary where people can immerse themselves in nature and learn about their environment.

Exhibits and signs on campus explain the area's ecology, plants and animals. Both the ELC's Welcome Center and its interactive museum, the Discovery Station, are places where visitors can learn at their own pace.

The Discovery Station includes interactive exhibits, a 1,000-gallon aquarium, three 200-gallon aquariums and a 145-gallon touch tank where trained volunteers help visitors respectfully interact with and learn about sea stars, horseshoe crabs, and other elusive creatures that, in the wild, might go unnoticed.

The Imagination Station, located just next to the Welcome Center, is an outdoor nature play area designed where young children can play without set guidelines. It was awarded national-level certification as a Nature Explore Classroom through the Dimensions Educational Research Foundation and the Arbor Day Foundation in 2015.

The ELC campus features four marked fitness trails, swings for children or adults, boardwalks and paths with benches shaded by umbrellas or shade sails and plenty of spots to enjoy watching or listening to the sounds and sights of nature that surround the visitor. Our explorer backpacks give children all the tools needed to find and examine the plants and animals that call the ELC campus home.

Native plants offer shade and are great habitat for butterflies and lizards. One and a half miles of raised boardwalks, trails, docks and elevated lookout stations with educational signage and a wireless audio tour allow guests to learn about mangrove forests and the lagoon and how they can protect them.

Laura (Riding) Jackson Home History

On the ELC property, there is a home that was once owned and occupied by Laura (Riding) Jackson. Laura Riding was a widely noted avant-garde poet of the early 1920s. She lived and collaborated with English poet and novelist Robert Graves in the 1920s and 30s. Around 1939, Laura Riding renounced poetry, terminated her relationship with Graves and married Time Magazine's poetry editor and critic, Schuyler B. Jackson. They moved to Florida in 1940 and purchased a small frame house in Wabasso. The Jacksons raised citrus organically for a gift fruit business and worked together on literary manuscripts. Laura won the Bollingen Prize for poetry in 1990. Laura (Riding) Jackson died in Sebastian on September 2, 1991. She and Schuyler are buried at the old Winter Beach cemetery.

The Jackson's home was constructed around 1890 when the region was still a wilderness. It is a good example of Florida's historic "cracker" style of vernacular architecture with the typical deep porches and large windows for cross-ventilation. Following her death, the unprotected house was vandalized and threatened with demolition. A group of concerned individuals created the Foundation to save the home as a focal point for study of literature, philosophy, history, architecture and the environment.

The Jackson home was moved on August 9, 1994 from approximately one mile west on Rt. 510 to the ELC grounds. The home is registered as a Friends of the Library USA National Literary Landmark and is listed on the Florida Literary Map. The house is open for tours every Saturday 10am-12pm October through mid-April

Staff Phone Extension – main number 772-589-5050

Staff Member	Title	#	Duties/Programs	
Barbara Schlitt Ford Barb@DiscoverELC.org	Executive Director	105		
	Chief Operating Officer	104	<ul style="list-style-type: none"> Human Resources Facilities 	<ul style="list-style-type: none"> Finance Insurance
Lesley Lichko Lesley@Discover ELC.org	Director of Philanthropy	103	<ul style="list-style-type: none"> Donations Fundraising 	<ul style="list-style-type: none"> Fundraising Events
Sara Pottter SaraP@Discover ELC.org	Director of Education & Outreach	111	<ul style="list-style-type: none"> Public School Programs Senior Resource Association 	<ul style="list-style-type: none"> Environmental Ambassadors Programs for Guests w/Disabilities
Sarah Christopherson SarahC@DiscoverELC.org	Naturalist	108	<ul style="list-style-type: none"> Pre K & K Programs (including Head Start) Tiny Seedlings 	<ul style="list-style-type: none"> General Public ELC Summer Camps Young Explorer's Nature Hour National Estuaries Day
Amy Shea Amy@DiscoverELC.org	Naturalist	106	<ul style="list-style-type: none"> College Summer Internships, Junior Interpreters 	<ul style="list-style-type: none"> Certified Interpretive Guide Science Fair Fairchild Challenge
Nancy Puglio Nancy@DiscoverELC.org	Volunteer Coordinator	107	<ul style="list-style-type: none"> Group Tours Volunteering 	<ul style="list-style-type: none"> Homeschool groups Speaking Engagements
Bev Shea Bev@DiscoverELC.org	Guest Services & Events Manager	101	<ul style="list-style-type: none"> Room rentals Private Pontoon Boat Rentals Group Tours Office Supplies Mail 	<ul style="list-style-type: none"> Team Building Birthday Parties, family gatherings Company or organization meetings Point of Sale System Community Events
Phil Chieco Phil@DiscoverELC.org	Marine Facilities Supervisor	321-549-1599	<ul style="list-style-type: none"> Canoe Excursions Kayak Rentals Pontoon Boat Captain 	
Kenny Kinchen Kenny@DiscoverELC.org	Development Data Manager	102	<ul style="list-style-type: none"> Memberships Database Reports 	<ul style="list-style-type: none"> Gift Acknowledgements Donor Records
Kat Redner Kat@DiscoverELC.org	Development Communications Associate	109	<ul style="list-style-type: none"> Advertising/Promotion 	<ul style="list-style-type: none"> Brochures & Signage

			<ul style="list-style-type: none"> Website Design & Maintenance 	<ul style="list-style-type: none"> Press (Newspaper, television, radio, or magazine) Inquiries Video & Photography Inquiries
Wendy O'Neil Wendy@DiscoverELC.org	Executive Assistant & Development Associate	113	<ul style="list-style-type: none"> Board Member Communication Gala Coordinator 	<ul style="list-style-type: none"> Out of Office contact for Executive Director
Ray Weatherdon Ray@DiscoverELC.org	Facilities Manager	302-547-3949	<ul style="list-style-type: none"> Property Maintenance 	<ul style="list-style-type: none">
Nicole Lemmo Nicole@DiscoverELC.org	Environmental Educator	110	<ul style="list-style-type: none"> Educational Programming Summer Camps 	<ul style="list-style-type: none"> Summer Internships

Volunteer Policies & Procedures

Age

Volunteers must be 14 years of age or older to work in any of the jobs described in this manual. Younger individuals may act as co-volunteers with a parent or responsible adult.

Personal Appearance

Volunteers represent the ELC across our campus. We are judged not only by the service we render and our actions toward our guests, but also by our dress, appearance, and personal hygiene. Volunteers such as naturalists assistants, canoe guides, seining volunteers, Green Team members and pond volunteers may be required to wear clothing specific to the activity they are involved in and wear closed toed/heel shoes .

The following are examples of items that should not be worn:

- leggings (unless worn with long blouse or sweater, cover-up)
 - sports apparel (e.g. t-shirts, sweatshirts or hats with printed messages, pictures, images, or logos not associated with the organization's functions)
 - halter tops, bare midriffs, crop tops, tank tops
 - low-cut clothing or very short dresses, skirts or shorts
 - facial/tongue rings or studs
 - excessive perfume or cologne
 - clothes that are transparent on any part of the garment (i.e. chiffon, lace)
 - unsafe footwear
 - clothing or tattoos containing printed messages, or images of profanity or other inappropriate language
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- non-ELC-related novelty buttons/pins

The ELC Identification Badge

All Volunteers are issued a name tag. The badge should be worn if interacting with our visitors. If you lose your identification badge, please request a replacement from Nancy Puglio, the volunteer coordinator.

Employees as Volunteers

Employees of the ELC are encouraged to volunteer their time for activities that are not part of the scope of the work they are paid to perform.

Court Ordered Community Service Volunteers

Due to the nature of the activities conducted on the ELC campus, court ordered community service opportunities are limited to specific areas of campus and supervised activities. Volunteering by court ordered community service volunteers must be approved in advance by the Executive Director

Electronic Communications Policy

Some Volunteers use the ELC's computer system to perform their jobs, with varying levels of access. Certain rules must be followed to protect the organization, employees, members, and donor confidentiality and security of the computer system.

The Internet

- Internet materials sent or received on any computer at the ELC is considered the property of the ELC.
- All electronic communications (e-mail or Internet) sent from the ELC should go only to people who have a business need to receive them.
- Use of the ELC's e-mail and Internet system is generally restricted to business purposes. However, volunteers are welcome to access the Internet for personal use during breaks or slow periods.
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The following is a list of what you are not to use the ELC's systems for, under any circumstances: playing games, gambling activities, pornography, business activities unrelated to the ELC, and any activity that would be considered a violation of the ELC's Harassment policy.

- Users should not download any software or materials that are copyrighted, patented, trademarked or otherwise identified as another's property. Any appropriate material that is downloaded will be scanned using the ELC's antivirus software.

Attendance Policy

Good attendance and timely arrival are essential for every volunteer position at the ELC. Most volunteers do one shift a week or every other week. The ELC is flexible as to how many shifts you work and appreciate your help and support.

If you are not able to fill a shift that you are scheduled for, please contact the Volunteer Coordinator as soon as possible. Many of the volunteer areas are manned by one volunteer it is important to know as soon as possible if you need a replacement. Notification can be made by e-mail, calling or sending a text to Nancy Puglio at 772-559-7826.

Student volunteers are responsible for keeping track of their community service hours on the service sheet from your Guidance Counselor.

Volunteers who do not appear for a scheduled shift three times will not be permitted to return as a volunteer. We ask for a commitment of 20 hrs. for volunteer assignment.

Expense Reimbursement

Any supplies needed to perform your job will be provided by the ELC. If you wish to purchase something to enhance the campus or the program you are working in, please tell an ELC staff member prior to making the purchase so that they are able to obtain approval and authorize you to make the purchase.

Confidentiality

In the course of volunteering at the ELC, volunteers may have access to a variety of employee and organizational information. We ask that if you come in contact with any confidential or sensitive information as a volunteer that it will be kept in confidence. If you are not certain if the information you have is confidential, please ask the Volunteer Coordinator or any staff member for clarification.

No Smoking Policy

Smoking is prohibited in all ELC facilities and on all ELC properties and vehicles. This applies to all forms of tobacco, including but not limited to cigarettes, cigars, pipes, and herbal tobacco products.

No Firearms Policy

Carrying or discharging a fire arm is prohibited in all ELC facilities and on all ELC properties and vehicles.

Drug-Free Workplace

The ELC is committed to a drug-free workplace and compliance with the Drug-Free Workplace Act of 1988. All volunteers are prohibited from possessing, using, or distributing drugs or alcohol, having a prohibited amount of a drug or alcohol in their body, or being under the influence of a drug or alcohol while acting as a volunteer for the ELC.

This policy covers alcoholic beverages of any kind, and controlled substances and illegal drugs, as well as the inappropriate use of drugs prescribed by a physician, dentist, or other person licensed to prescribe or dispense controlled substances or drugs. Where approved in advance, the responsible consumption of alcoholic beverages is permitted at certain ELC-sponsored events.

Personal Calls/ Cell Phones

The ELC understands that volunteers may need to make or receive personal calls during the day. Personal calls should not interfere with the working environment or customer service.

Professional Conduct

All ELC volunteers are representatives of the ELC Center. It is important to maintain professional behavior regardless of work location. As an ELC representative, all volunteers should present the ELC positively, work to promote the ELC and support its mission.

Storage

ELC has a Caterer's Kitchen with a refrigerator available for lunch storage. Purses, coats and other personal

items can be left in the back of the Tidal Gallery, in lockers in the catering kitchen or Administrative Building while volunteering. All volunteers are responsible for cleaning up after themselves.

Volunteer Photos

ELC volunteers are often photographed while on duty. These photos are used in ELC brochures, displays, advertisements and press releases. The ELC reserves the right to use photographs of adult volunteers for these purposes. If you do not want to have your photograph used to promote the Center, please contact the ELC Volunteer Coordinator.

Changes to Personal Contact Information

Please inform the ELC Volunteer Coordinator if you have a change of address, phone number or e-mail. The ELC will only use your personal information for ELC purposes

Safety procedures

See Something, Say Something If you witness any suspicious or potentially dangerous behavior, or if you witness a criminal act, contact Staff on radio channel 4 and/or call 911 immediately.

Providing a safe work environment is a shared responsibility. Volunteers are expected to

- report all hazardous conditions, regardless of their nature, to the Volunteer Coordinator,
- perform one's job in a safe manner, and
- operate equipment only if specifically trained to do so.

Individual safety, as well as the safety of co-workers, is every individual's responsibility.

Training is required for the use of power tools and required safety procedures should be followed

Personal Safety

If possible, walk with a companion when it is dark. Avoid shortcuts and poorly lit walkways and sidewalks.

Theft Prevention

Avoid being a victim of theft by securing personal property. When volunteers leave the office or work area, lock purses, wallets, briefcases, laptops, and other valuable items in a locker, desk, or cabinet.

The ELC is not responsible for the personal property of employees while on the premises.

Parking Lot

When parking a vehicle, remove all valuable items. The ELC assumes no responsibility for items left in cars.

Emergency Services

Contact the IRC Sheriff's office in case of emergency (911).

Incident reports

Incident reports should be filled out when any incident occurs on campus (for example: when a volunteer or visitor is injured). Any injury, trip or fall, animal threat, or suspicious person report should be recorded on an incident report. Reports are useful ways to record an event. The blank reports are kept in a folder on the Welcome Center greeter's desk or are available at the administrative offices. A staff member or volunteer should complete the report. When completed, the report should be delivered to a staff member in the administrative office or placed in the blue folder labeled office at the greeter's desk in the Welcome Center.

Sexual harassment, fraud and unsafe conditions should be reported to the Volunteer Coordinator or the Chief Operations Officer.

Radio Communication

Two way radios are located behind the greeter's desk, near the touch tank in the Discovery Center, and in the Administrative Offices. These radios are all tuned to channel 5 and can be used to communicate with staff in the administration offices, the touch tank docent, or the greeter.

The radios are meant to be used as a backup for communicating with ELC staff in the administrative offices. Please telephone the staff person you are trying to reach using their extension first. If your call is not answered, feel free to use the radio.

Please make sure the radios are returned to their charging station after use.

Panic Button

There is a panic button located under the greeter's desk. If pressed, the panic button sends a silent duress signal to police. Once the button is pressed, it cannot be cancelled.

*If you encounter a threatening situation or hostile persons
Press the Panic Button and Move to a Secure Location*

Emergency Response Protocol (ERP)

The onset of an emergency does not usually allow adequate time to warn others about the specifics of what has transpired. However, the actions taken in the initial minutes thereafter are extremely critical. This is expressly why the Environmental Learning Center has adopted an **Emergency Response Protocol (ERP)**.

Critical incidents can best be defined as conditions in a place of employment whereby danger exists and has the reasonable expectation of causing serious physical harm or death. It can erupt at any time and is capable of appearing in many forms.

If the ELC ever faced the unforeseen peril of an active shooter or any other major emergency, individuals must adhere to the following **Emergency Response Protocol (ERP)**.

If an Emergency occurs

Phase I

- The person identifying the emergency will notify staff and volunteers by:
 1. Using the two way radio and announcing one of codes below and providing location, description of
-

the assailant, weapon(s) if it is safe to do so.

2. Pressing the panic button under the greeter's desk if police assistance is needed and you are located in the Welcome Center
3. Calling 911

Code	Meaning	Action to Take
Red	Fire	Evacuate Building / Call 911
Blue	Medical	Call 911 if critical
Green	Need Police	Push Panic Button or Call 911
White	Help	Call for Staff Assistance
Adam	Missing Child	Call for Staff Assistance or call 911
Black	Non-Fire Emergency	Call 911 / Push Panic Button
Shark Spotted	Armed Assailant	Call 911 / Push Panic Button

Phase II

- Assess your current location and determine if you are able to evacuate or if you need to shelter in place. All fire emergencies require evacuation. – See Fire Safety Section of this document

Evacuation

- Move away from buildings and try to put as much distance as possible between members of a group
- Pick a spot that is hidden, where you cannot be seen
- Silence phones, radios and anything else that might make noise and give away your location

Taking Shelter in Place

- Lock or barricade entry door(s)
- Silence phones, radios and anything else that might make noise and give away your location
- Remain calm.
- If you are in clear, immediate danger in your present location and it is possible to escape from the building or area you are in, do so by the nearest exit.
- Move out of hallways and open areas to look for a well-hidden and protected room with a locking door. If the door will not lock, look for objects to barricade it with, if necessary.
- Avoid tight places that might trap or restrict your movement.
- Turn off lights and noisy devices.
- Try to stay silent.
- If you have important information about the emergency, call 911. If you know exactly how to describe where you are within the ELC, call 911 if it is safe to do so.
- Do not leave your area until you receive an "All Clear" message or are instructed to move by police or Staff.
- If you are instructed by police or Staff to leave your area, move quickly. Leave your belongings behind.

If you are in the Discovery Station- lock the doors and move to the area near the drinking fountain

If you are in the Lagoon/Wetland room – lock the doors and move to the back of the room

If you are in the Welcome Center- lock the doors and move to the bathroom, inventory closet or storage area at the back of the Tidal Gallery

Phase III

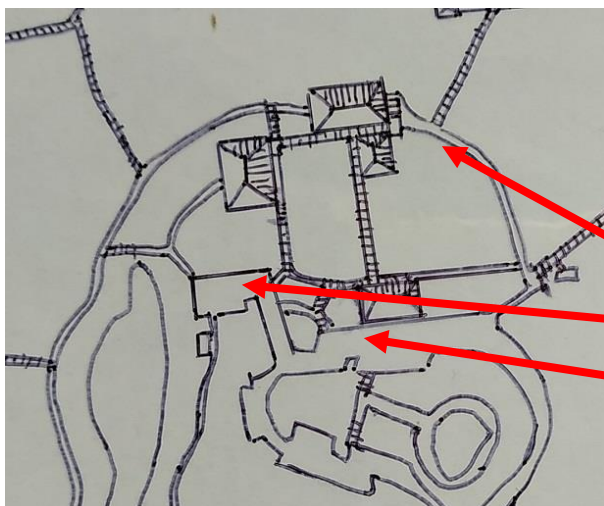
- Wait for Emergency Agency response to arrive on site
- Once the authorities have arrived, raise hands above your head with fingers open and proceed in the opposite direction the responders are moving
- Do not ask questions or seek assistance

Fire/Explosion/General Evacuation

If you see signs of a fire (e.g., smell smoke or see flames), and do not hear the fire alarm, dial extension 911 or Staff on radio channel 4 from a safe location or pull the nearest fire alarm.

If you hear the fire alarm or are told to evacuate the building:

- Immediately shut down all hazardous operations (e.g., cooking, welding, etc.).
- Follow all instructions from staff
- Do not stop to gather personal articles or put things away.
- Accompany and assist visitors, disabled persons, and/or any coworkers who appear to need direction and/or assistance.
- Shut (but do not lock) all doors behind you as you go. Closed doors can slow the spread of fire and smoke.
- Proceed as quickly as possible out of the building via the safest route you can determine. Do so in an orderly manner. Walk—do not run. Do not push or shove. Hold handrails when using stairs.
- Once out of the building, move away from the structure.
- Proceed to the nearest designated assembly area (see chart below) and wait there for further instructions. Do not block the street or driveways.
- **No one** except authorized personnel assisting with the evacuation may remain inside, or return into, any affected area unless and until instructed to do so by staff or emergency response personnel.



Designated Assembly Areas

Entrance to the boardwalk that leads to the canoe dock

Staff Parking Lot

Parking lot in front of Welcome Center

Severe Weather Procedures

- Once a severe weather warning has been issued, communication will be disseminated via radio or in person. Anyone in greenhouses or outdoors should move to the Welcome Center and away from windows immediately.
- Once a weather alert has been issued, the ELC Staff will deliver notices of severe weather and/or instructions to move to shelter will be given. Proceed immediately to the nearest designated shelter area (see chart below). Staff will help to direct you to the shelter area, if necessary. Remain in that area until Staff advises that it is safe to leave.
- If you are responsible for other members of your department, volunteers, or guests who are out on the ELC grounds, notify them that they are to move to shelter. If necessary, use a two way radio to call for assistance.
- If weather forces a campus closure, staff will be notified via email.

Bomb Threat/Suspicious Object

If you receive a **threatening phone call**, follow these steps:

- Listen carefully. Be polite and show interest. Try to keep the caller talking so that you can gather more information. You might want to ask how they came to know about the ELC, their name, if they are from the area, how long they have lived here, do they have an interest in environmental education?
- If possible, write a note to a colleague to call your supervisor, or, as soon as the caller hangs up, immediately notify Staff on radio channel 4.
- Write down as much information as you can as soon as possible about the call and include those details in an incident report and give it to your supervisor, the COO or the Executive Director.

If you receive a **written threat** or a **suspicious parcel**, or if you find a **suspicious object** anywhere on the premises, follow these steps:

- *Keep anyone from handling it or going near it.*
- Immediately notify Staff or call 911.
- Promptly write down everything you can remember about receiving the letter or parcel, or about finding the object.

Utility Failure

Steps in the event of a power outage in your area:

- Remain calm.
- Remain where you are and open all available blinds/shades/curtains to receive more outside light.
- If you are in an area without lights, proceed cautiously to an area that has emergency lights.
- Call Staff using radio channel 4 to report the outage.
- If you are told to evacuate by Staff, assist others as necessary and proceed to the nearest Assembly Area.

Further instructions will be communicated to Staff based on the duration and severity of the outage.

Each employee/ volunteer will be shown their Evacuation Assembly & Severe Weather Shelter area.

Campus Area	Assembly Area (for evacuation)	Shelter Area (for severe weather)
Administrative Center	Staff Parking	Welcome Center storage & bathroom
Classrooms/ Discovery Center	Entrance to Canoe Dock Boardwalk	Welcome Center storage & bathroom
Welcome Center	Parking Lot in front of Welcome Center	Welcome Center storage & bathroom
Greenhouse/Gazebo	Lawn area by Laura Riding Jackson house	Welcome Center storage & bathroom
Maintenance Building	Lawn area by Laura Riding Jackson house	Welcome Center storage & bathroom
All other Garden areas	Closest Assembly Area listed above	Welcome Center storage & bathroom

ELC Programs & Events

Adventures in Learning – Hear thought provoking interactive lectures from global experts who are pushing the boundaries of knowledge and exploring new possibilities. Ticket prices are published on our website and tiered for member, student and financial needs discounts.

Annual Fundraising Benefit- This is an annual fundraising event that features dinner and a live auction to benefit the ELC. It usually occurs in January

Audio Tour – At the Welcoming Center, visitors are provided a map with a cell phone number and 13 designated stops around the ELC campus where information is provided concerning each stop. This activity is free with paid admission.

Canoe Excursions –. The Canoe excursions are a group tour and are led by an ELC guide. The length of the excursion is either 1 or 2 hours. Guests must sign a waiver in advance and wear closed toe and closed heel shoes. There is a charge for this excursion and the customers will participate by paddling

Captain Forester's Hammock Preserve Walk- A guided hike through the Capt. Forester's Preserve, learn about the history of the preserve, the native plants and animal life on a 2 mile round trip, comfortably paced hike through a coastal maritime hammock preserve.

Eco Talks Speakers Series – Learn more about current issues, our environment and history through an informative new series of Eco talks. These talks are held monthly and are free with paid admission.

Edible & Medicinal Plant Walks- Learn about the native plants that can feed and heal us with Michael Ball. These talks are held twice a month and require reservations.

Environmental Ambassadors (EA's)- 4th and 5th grade students that serve as a spokesperson for the ELC at school and in the community. Free with paid admission.

Forest Therapy: Forest Therapy is a research-based framework for supporting healing and wellness through immersion in forests and other natural environments. Forest Therapy is inspired by the Japanese practice of Shinrin-Yoku, which translates to "forest bathing." Studies have demonstrated a wide array of health benefits, especially in the cardiovascular and immune systems, and for stabilizing and improving mood and cognition.

Gopher Tortoise Fun Facts – This amazing reptile can dig a burrow up to 40 feet long and host over 400 different species of animals at various times. It is known as a keystone species of upland habitats.

Half Haunted Halloween- This is an annual public event held in October, close to Halloween with spooky themed arts and crafts, costumes, and activities geared to fun and learning. All activities free with paid admission

Jungle Trail Bicycle Tour- Eco- History bicycle tour is a relaxed pace bicycle ride led by experienced guides with several interpretive stops along the way.

Junior Interpreters (JI's)- Junior Interpreters are 6th-8th grade students that help lead public information programs, have the opportunity to serve as a senior summer camp counselor, take part in local clean ups and gain a greater awareness of environmental issues facing Florida.

Master Gardener- A master gardener will be in the Lagoon Room the 1st Sat. of the month Oct.-May 10-Noon. It is a clinic format not a lecture and is free with paid admission.

National Estuaries Day- A half day event in late September celebrating the Indian River Lagoon. Pond dip-netting, seining and canoe excursions are some of the activities. All activities are free with paid admission.

Pontoon Boat Excursions –The cruise takes you by Pelican Island National Wildlife Refuge (the nation's first national wildlife refuge) and mangrove islands where birds, manatees, and dolphins gather. Our naturalist guide provides just the right touch of education through commentary and props, and will also provide information about ways you can positively impact the Indian River Lagoon. There is a charge for this excursion.

Retreats, Parties and Rentals – The ELC is also available for corporate, family and special function parties and rentals. These events are by reservation only and arranged through the Guest Services.

School and Early Childhood Center Programs – The ELC offers a variety of programs designed for specific age groups such as young explorers for pre-K and K, Splash 1 for first graders, Splash 3 for third graders, Lagoon Days for 4th and 5th graders as well as elementary science teacher workshops.

Spoil Island Splash- A two hour cruise that takes you to a spoil island where you disembark to enjoy wading, hunting for shells, or exploring. Guests are encouraged to bring snacks. We provide noodles for their in water entertainment. Spoil Island Splash trips are offered during the summer season.

Summer Day Camps – The summer day camps focus on fun, learning and discovery. It is for children from pre-K through the 8th grade and is held at the ELC campus. Please check the ELC web site for a more detailed list of the various camps. Summer Camps

- All camp sign ups should be done on line at the website DiscoverELC.org
- Camp scholarship calls should be directed to The Education Department at ext. 108
- Members are given a 2 week sign up period before it is open to the general public

Touch Tank Encounters - This is a true hands-on experience with the marine animals occupying our 145 gallon Touch Tank in the Discovery Station interactive museum. You never know what may be in the Touch Tank! It may be hermit, horseshoe or spider crabs, sea cucumbers, brittle stars, or sea urchins! Gently and safely interact with the small animals in the tank. Our knowledgeable volunteers are on hand to describe the animals and show you how best to touch them. The Discovery Station has several aquarium tanks with information about the inhabitants of the Indian River Lagoon along with many other exhibits. All activities are free with paid admission.

Treks and Tracks Nature Walks - This guided walk throughout our campus, led by a knowledgeable Nature Guide, provides you information on the amazing flora and fauna of our region. Free with paid admission.

WinterGreen Night Lights – This is an annual event held in December to celebrate the holiday season. The ELC campus is decorated in colored lights. There are Eco booths with hands-on activities, special presentations, music, food and canoe quick trips that offer a unique viewing of the holiday lights. All activities are free with paid admission.

Youth and Young Adult Mentoring Programs – These 3 programs are junior interpreters for middle schoolers, summer internships for high school students and summer internships for college students.

Welcoming Guests to the ELC

Admission

- General Admission Cost is \$5.00 for children 12 and older and adults and \$3.00 for children 2 years to 11 years old
- Members and Individuals who present proof of Financial Need may visit free of charge.
- Active service members or veterans are charged \$3.00 admission fees.
- Donation of any size are welcome to support our nature programs. A donation box is located by the back door of the Welcome Center.

Admission Stickers

Each day of the week has a specific colored sticker. Any visitor to campus should be wearing a sticker. If they are not, please ask them if they checked in at the Welcome Center, and direct them there if they have not.

Useful Information

- ELC Campus Maps are available in the Welcome Center
 - Bathrooms are located near the classrooms and Discovery Station. An additional bathroom is located in the Welcome Center.
 - Service dogs are the only dogs allowed on campus
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- We are a no smoking campus
- Time to walk the boardwalks- about 1 hr., length- about 1 ½ miles
- Firearms are not allowed on campus

Self-Guided Activities

- Audio Tour- Point out the Telephone Number on the Map and let the guests know that there are 13 stops with a brief description of the area they are viewing. Let them know that the audio tour starts out the front door to the left in the Butterfly Garden
- Read & Walk- Fourteen display pedestals are located on the boardwalks and trails. Each station contains the page of a book, an educational message or a literary offering. The first pedestal is in the Butterfly Garden. Offerings are changed several times a year.
- Activities Books
 - Younger than 8- Nature Passport, a scavenger hunt is included in the book
 - 8 and above- Take A Closer Look-
(backpack is checked out with a form of ID left as a deposit)
- Fit Trails- There are four walking trails that have been measured for length in steps and marked with colored trail markers. These trails are shown on the visitor map and will lead the visitor to less visited parts of campus.

Scheduled Campus Activities – check the Ecology Adventures calendar for dates and times

- Discovery station- The discovery station is an interactive museum with aquariums and displays that explain and illustrate the area habitats. It is open every day that the campus is open.
 - Touch Tank- The touch tank is located in the Discovery Station. It is home to a variety of marine animals that live in the lagoon. Guests are allowed to touch the animals under supervision of a docent. The touch tank is only open when a docent is scheduled.
 - Roving Nature Guides - The roving nature guides are docents that are very familiar with the campus and can show our guests critters that might go unnoticed if a guest didn't know where to look, or help identify plants and terrain, and speak about the history of the area and the people that came before us.
 - Master Gardener- The 1st Saturday of each month October through May from 10:00 am to 12:00pm
 - Laura Riding Jackson House- Open for tours every Saturday October to April from 9:00am to 12:00pm
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General Information

- Reciprocal Nature Centers, if they have a card from another nature center affiliated with ANCA (the list is on the following pages). The ANCA member will receive whatever discount the card calls for. The list is available on line too
- We cannot accept any donations of nature items. Special permits are required that we do not have. There is a Seaside Naturalist book on the greeter's desk. Visitors are welcome to use it while at ELC to try to identify any nature items.
- Donations of items should be directed to the Director of Philanthropy at ext. 103 or Executive Director ext.104
- Fundraising event questions, sign ups should go to the Director of Philanthropy at ext. 103
- Injured wildlife Referral Numbers
 - Humane Society, Vero Beach 772-388-3331 6230 77th Street, Vero Beach FL 32967. The humane society will transport injured animals to the Wildlife Hospital & Sanctuary
 - Wildlife Alert (Florida Fish & Wildlife) 888-404-3922 Indian River Cty # 407-275-4150
 - Florida Wildlife Hospital & Sanctuary 4560 N. US1, Melbourne, FL 32935 – 321-254-8843
 - Treasure Coast Wildlife Center 8626 SW Citrus Blvd., Palm City FL 34990 – 772-286-6200
 - Stranded Sea Turtle Hatchling Drop off at Barrier Island Center 8385 S. Hwy A1A, Melbourne Beach, FL 32951 – 321-723-3556

Frequently Called Numbers

Early Learning Coalition (ELC)	772-567-7480 or 877-220-1223	2455 St. Lucie Ave. Vero Beach, FL 32960
Human Society of Vero Beach	772-388-3331	6230 77th Street Vero Beach, FL 32967
Manatee Observation & Education Center	772-466-1600 ext. 3355	480 N. Indian River Drive Ft Pierce, FL 34950-3024
Turtle Walks – Sebastian Inlet State Park	772-388-2780	9700 S. Hwy A1A Melbourne Beach, FL
Turtle Walks – Barrier Island Center	321-723-3556	8385 S. Hwy A1A Melbourne Beach, FL 32951
Wildlife Assistance- Wildlife Alert Florida Fish & Wildlife Service	888-404-3922 407-275-4150 (Indian River Cty #)	
Wildlife Assistance- Florida Wildlife Hospital & Sanctuary	321-254-8843	4560 N. US Hwy 1, Melbourne, FL 32935
Wildlife Assistance – Treasure Coast Wildlife Center	772-286-6200	8626 SW Citrus Blvd Palm City, FL 34990
Wildlife Assistance -Stranded Sea Turtle Hatchling Drop Off – Barrier Island Center	321-723-3556	8385 S. Hwy A1A Melbourne Beach, FL 32951

General tips on providing service to customers with disabilities

- If you're not sure what to do, ask your customer, "May I help you?" Your customers with disabilities know if they need help and how you can provide it.
- Speak directly to the person with a disability, not to his or her support person or companion.
- Avoid stereotypes and make no assumptions about what type of disability or disabilities the person has. Some disabilities are not visible and customers are not required to give you information about any disabilities they may have.
- Take the time to get to know your customer's needs and focus on meeting those needs.
- Be patient. People with some kinds of disabilities may take a little longer to understand and respond. A good start is to listen carefully.

Tips on talking to customers with disabilities over the phone

- Speak naturally, clearly and directly.
- Don't worry about how the person's voice sounds. Concentrate on what they are saying.
- Don't interrupt or finish your customer's sentences. Give your customer time to explain or respond.
- If you don't understand, simply ask again, or repeat or rephrase what you heard and ask if you have understood correctly.
- If a telephone customer is using an interpreter or a Relay Service, speak naturally to the customer, not to the interpreter.
- If you encounter a situation where, after numerous attempts, you and your customer cannot communicate with each other due to the customer's disability, consider making alternate arrangements, such as suggesting email if they have a computer available, or asking if there is someone who could speak for them.

Tips on how to interact and communicate with customers who have vision loss

Vision loss reduces a person's ability to see clearly. Few people with vision loss are totally blind. Some of these customers may use a guide dog or white cane, but others may not.

- Don't assume the individual can't see you.
- Don't touch your customer without asking permission.
- Offer your elbow to guide the person. If he or she accepts, walk slowly, but wait for permission before doing so. Lead – don't pull.
- Don't touch or speak to service animals.
- Don't leave your customer in the middle of a room. Show him or her to a chair, or guide them to a comfortable location and let him or her know you are leaving.
- Identify yourself when you approach your customer and speak directly to him or her, even if he/she is accompanied by a companion.
- There is generally no need to raise your voice because the person does not necessarily have hearing loss. Say your name even if you know the person well as many voices sound similar.
- Be clear and precise when giving directions, e.g., two steps behind you, a foot to your left, etc. Don't use "over there" or point in the direction.
- When providing printed information, offer to read or summarize it.
- Offer to describe information. For example, verbally itemize the bill or explain what the special events are taking place or what is on the calendar for the day.

Tips on how to interact and communicate with customers who are deaf, oral deaf, deafened or hard of hearing

In Deaf culture, indicated by a capital “D,” the term is used to describe a person who has severe to profound hearing loss, with little or no hearing. Oral deaf is a term describing a person who was born deaf or became deaf before learning to speak, but is taught to speak and may not typically use Sign Language. The term “deafened” describes a person who has lost their hearing slowly or suddenly in adulthood. The term “hard of hearing” describes a person who uses their residual hearing (hearing that remains) and speech to communicate.

- Attract the customer’s attention before speaking. Generally, the best way is by a gentle touch on the shoulder or with a gentle wave of your hand.
- Ask how you can help. Don’t shout.
- Don’t put your hands in front of your face when speaking. Some people read lips.
- If necessary, ask if another method of communicating would be easier, for example, using a pen and paper.
- Look at and speak directly to your customer. Address your customer, not the interpreter or support person.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Confirm that your customer understands you.
- If the person uses a hearing aid, reduce background noise or move to a quieter area, if possible, so the person can hear or concentrate better.
- Don’t assume that the customer knows sign language or reads lips.

Tips on how to interact and communicate with customers who are Deafblind

A person who is deafblind can neither see nor hear to some degree. Many people who are deafblind will be accompanied by a professional who helps with communicating.

- Don’t assume what a person can or cannot do. Some people who are deafblind have some sight or hearing, while others have neither.
- A customer who is deafblind is likely to explain to you how to communicate with him or her or give you an assistance card or a note explaining how to communicate with him or her.
- Identify yourself to the support person when you approach your customer who is deafblind, but then speak directly to your customer as you normally would.
- Don’t touch or address service animals.
- Don’t suddenly touch a person who is deafblind or touch them without permission.

Tips on how to interact and communicate with customers who have physical disabilities

There are many types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a person with a physical disability.

- Speak naturally and directly to your customer.
- If you need to have a lengthy conversation with someone in a wheelchair or scooter, consider sitting so that you can make eye contact.
- Respect your customer’s personal space. Do not lean over him or her or on his or her assistive device.
- Don’t move items or equipment, such as canes and walkers, out of the person’s reach.
- Don’t touch assistive devices without permission. If you have permission to move a person in a wheelchair, remember to:

- Wait for and follow the person’s instructions
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- Confirm that your customer is ready to move
- Describe what you're going to do before you do it
- Avoid uneven ground and objects
- Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- Let your customer know about accessible features in the immediate area

Tips on how to interact and communicate with customers who have mental health disabilities

Mental health disabilities are not as visible as many other types of disabilities. You may not know that your customer has a mental health disability unless you're informed of it. Examples of mental health disabilities include schizophrenia, depression, phobias, as well as bipolar, anxiety and mood disorders.

A person with a mental health disability may have difficulty with one, several or none of these: inability to think clearly, hallucinations, depression or acute mood swings, poor concentration, difficulty remembering, apparent lack of motivation.

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- Be patient, confident and reassuring. Listen carefully and work with your customer to try to meet their needs.
- If someone is experiencing difficulty controlling his or her symptoms, or is in a crisis, you may want to help out. Be calm and professional and ask your customer how you can best help.

Tips on how to interact and communicate with customers who have intellectual or developmental disabilities

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. You may not know that someone has this type of disability unless you are told. As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate that you treat them with respect.

- Don't assume what a person can or cannot do. Be supportive and patient.
- Use plain language and speak in short sentences. Provide one piece of information at a time.
- To confirm if your customer understands what you have said, consider asking the person to repeat the message back to you in his or her own words.
- If you cannot understand what is being said, simply ask again.
- Speak directly to your customer, not to their companion or support person.

Tips on how to interact and communicate with customers who have learning disabilities

The term "learning disability" describes a range of information processing disorders. Examples include dyslexia (problems in reading and related language-based learning); dyscalculia (problems in mathematics); and dysgraphia (problems in writing and fine motor skills). It is important to know that having a learning disability does not mean a person is incapable of learning. Rather, it means they learn in a different way.

- When you know someone with a learning disability needs help, ask how you can help.
 - Speak naturally, clearly, and directly to your customer.
 - Allow extra time if necessary - people may take a little longer to understand and respond.
 - Be patient and be willing to explain something again, if needed.
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Wheelchair & Walker Protocol

General Information

The wheelchair can only be operated with a person pushing the chair. It is not motorized and is not designed for the user sitting in the chair to move it on their own.

Staff and volunteers may give instructions on how to operate the wheelchair, but should not physically assist the wheelchair user into or out of the chair, or push the wheelchair.

There are 8 total wheelchairs and 8 walkers that are available on a first-come first-serve basis. However, if someone calls in advance to reserve one for a particular time slot, that is OK. Just make sure there is a note on the check-out form stating that.

Use of a Wheelchair or Walker is free with admission.

One display wheelchair and walker will be kept in Entry Pavilion/Welcome Center, six are stored in a storage shed across from the Welcome Center. A key labeled wheelchair shed is on a shelf in a tray under the greeter desk on the left side

When not in use, each wheelchair and walker should have cord over their seat to discourage visitors from sitting in them, plus the check-out sign on them to encourage them to check them out.

Maximum weight is 300 lbs. There is no advised minimum weight. It is OK to put the car-seat type structures that some children use in the chair. However, this is up to the user group to decide.

Advise any users that the seatbelt must engaged when in the chair.

Advise users or people interested in trying out the wheelchair or walker to practice using it in centerfield area first, down ramps and on boardwalk in that area. If someone only wants to try one out to decide whether they want to check it out, they still need to sign the hold harmless agreement and go through the sign out procedure anyway.

Point out to users that the wheelchairs and walkers have a wide turning radius. For example: "If you want to turn to the right, move farther to the left first."

Advise wheelchair and walker users to put break on when not in motion. This should be not only when transferring user to wheelchair, but also when stopping to look at things, resting, etc.

User group is responsible for loading and unloading the user from the wheelchair. Volunteers or staff may assist if comfortable doing so. User's own wheelchair, if brought on campus, should go stored back in user's vehicle.

Membership Information

As a privately funded, not for profit organization, the ELC relies on annual memberships and contributions of all sizes to operate. Revenue also comes from fund raising events, grants, contracts, the ELC Foundation, and user fees.

Member Benefits – for all categories of membership

- Free, unlimited visits to our 64-acre nature campus with outdoor and indoor exhibits, including Discovery Station Interactive Museum with touch tank and aquariums, outdoor play areas, boardwalks and nature trails
 - 10% discount on most programs, including boat excursions and walking Qigong
 - Free guided nature walks, canoe quick trips and creature fun fact presentations
-

- 10% discount on gifts, souvenirs and refreshments
- Discounted fees and early registration for summer camps
- Free admission to many special events, including Half Haunted Halloween, Wintergreen Night Lights and more
- Priority reservations for private pontoon boat excursions
- Invitations to Members Only events
- 20% discount on purchases at White Flower Farms
- Free one year subscription to Better Homes & Gardens or Martha Stewart Living magazine
- Reciprocal benefits to nature centers across the country via the Association of Nature Center Administrators

Membership Categories

Society for Environmental Education

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|-------------------|-------------|
| • Summa Cum Laude | \$10,000.00 |
| • Magna Cum Laude | \$5,000.00 |
| • Cum Laude | \$2,500.00 |
| • Dean's List | \$1,000.00 |

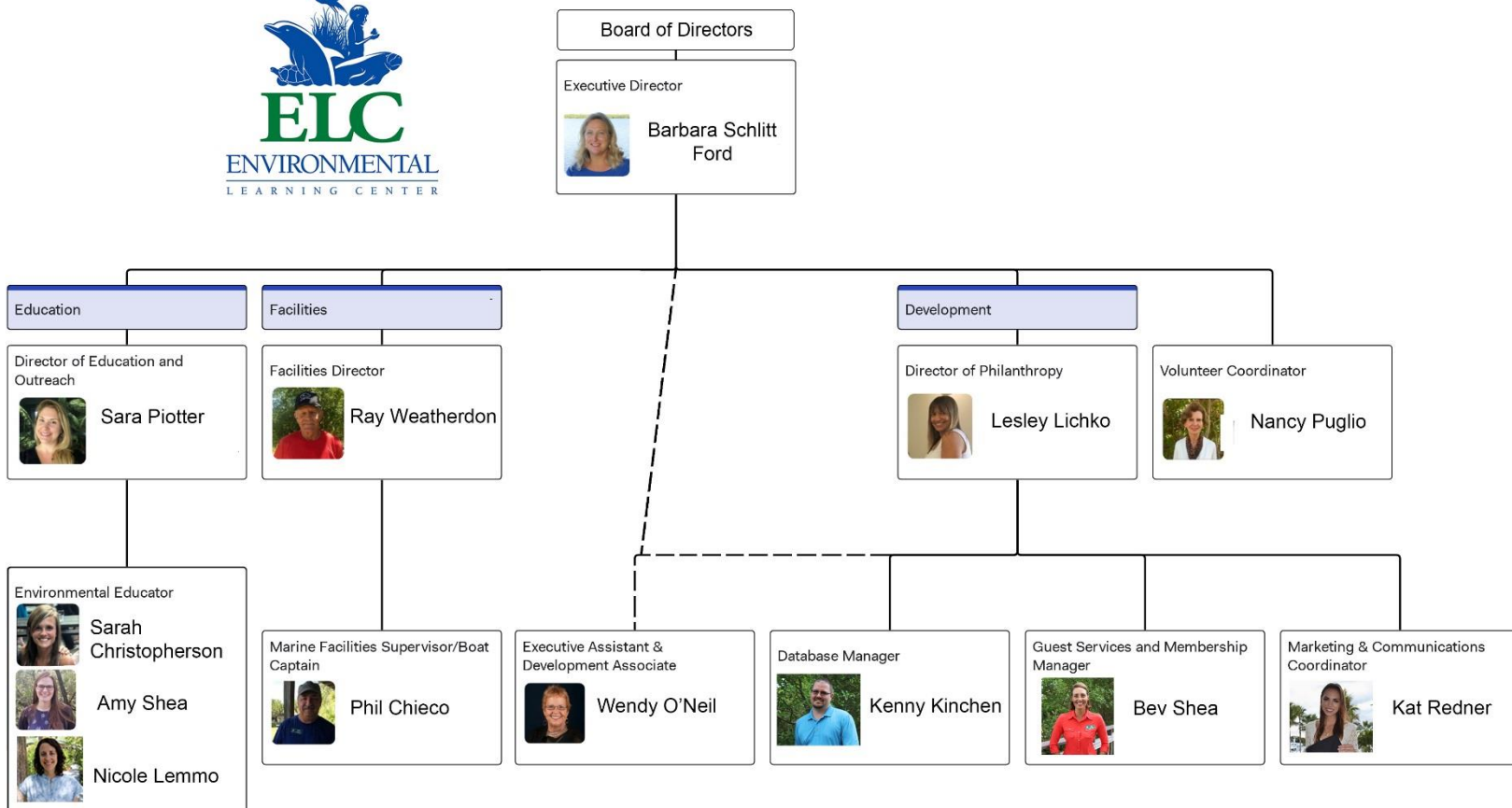
The Society for Environmental Education is a way to support ELC through philanthropic giving while enjoying the benefits of ELC membership. When you make an annual gift of \$1,000 or more, you become a part of a group of dedicated patrons who provide critical support to sustain our ongoing mission. Help us maintain and protect our beautiful 64-acre campus, continue dynamic youth and adult educational programming and fulfill our vision of educating, inspiring and empowering all people to be active stewards of the environment and their own well-being.

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|---------------|----------|--|
| • Sustaining | \$500.00 | *All benefits listed above for two adults and children/grandchildren under the age of 18. Plus six guest passes for free admissions |
| • Supporter | \$250.00 | *All benefits listed above for two adults and children/grandchildren under the age of 18. Plus four guest passes for free admissions |
| • Fellow | \$150.00 | *All benefits listed above for two adults and children/grandchildren under the age of 18. Plus two guest passes for free admissions |
| • Grandparent | \$40.00 | *All benefits listed above for two adults in the household and grandchildren under the age of 18 |
| • Family | \$40.00 | *All benefits listed above for two adults in the household and children under the age of 18 |
| • Friend | \$25.00 | *All benefits listed above for one adult |

Additional Information

- A List of Current members is kept in a binder at the Greeter's Desk.
- If the membership is new, it may not be recorded in the binder. You can call the Development Data Manager at ext 102 Monday through Friday to check the database for member information.

Environmental Learning Center Organizational Chart



By my signature, I acknowledge that I have read, understand, and agree to the policies and procedures in the Environmental Learning Center Volunteer Handbook.

Signature

Date