

VOLUNTEER HANDBOOK

“I greatly enjoy volunteering with the Community Boating Center. It’s pretty magical to see children from all walks of life work together to overcome the mental and emotional obstacles that sailing can present. It’s seeing that personal growth and confidence in these kids that keeps me coming back, I’d even sweep seashells off the pier.”

-- A former CBC student turned volunteer



Last Updated 1/16/25

WELCOME

Welcome to the Community Boating Center! For over 25 years, we have been fulfilling our mission “to teach positive life values to youth through boating.” We couldn’t have gotten here without the help, guidance and support of our volunteers and we are excited to have you join us. We strive to give each volunteer the ability to utilize their own strengths and creative talents to meet the challenge of fulfilling our mission.

This handbook has been written to introduce you to the organization—who we are and what we do. It will also help answer any questions you may have regarding policies and procedures. If you have a question or concern not addressed here or that you feel needs further discussion, please don’t hesitate to ask me.

Thank you for choosing to volunteer. By doing so you are helping to make a difference in the lives of so many area youth.

Andy Herlihy
Executive Director



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ABOUT CBC

History

One hot and humid day in 1995, a New Bedford social worker named JoAnn Tschaen had a vision. On her way home across the New Bedford/Fairhaven Bridge, after visiting seven young children, seven small boats caught her eye. Seven kids, seven boats. Turning her vision into what would eventually become the Community Boating Center took time, hard work and patience, but the mission was clear.

In 1998, CBC incorporated as a 501(c)(3) public charity dedicated to enriching the lives of area youth, especially those who are considered underprivileged and/or at-risk, by exposing them to a new and challenging environment built upon a foundation of trust and respect. For many of these children, CBC's on-the-water program is their first exposure to the marine environment in their own backyard. The CBC staff, acting as role models, provide friendship and mentorship, teach responsibility and team work and demonstrate commitment and compassion with all CBC students. Safety, Fun and Learning are the cornerstones of all CBC programs.

Mission

CBC's mission is to *"To teach positive life values to youth through boating."* CBC offers a variety of educational and recreational programs throughout the year built upon the waterfront heritage of New Bedford. CBC strives to instill in the young and continue to teach people of all ages the value of integrity, sound judgment, teamwork and environmental awareness. We do this, regardless of means, through instruction, mentoring and coaching.

Structure

CBC is a non-profit organization overseen by a Board of Directors. We operate out of two sites in the South End of New Bedford—our main facility on Clark's Cove and our satellite site, the Stucco Building at Fort Taber. Fort Taber is a historic site overseen by the City of New Bedford, so please be particularly respectful of the property and the other people who use the park.

Board of Directors

Oliver Moore, President	Kamile Khazan
Mark Smith, Vice President	Chris Latham
Peter Kavanaugh, Treasurer	Lauren Lemieux
Jennifer Vescio, Secretary/Clerk	Abigail Magni
Ricardo Bermudez	Mariann Monteiro
Patrick Carney, Jr.	Kelsey Pelsue-Martins
Andy Herlihy, Ex-Officio	Kevin Rocha
Kevin Horst	

Staff

Andy Herlihy	<i>Executive Director</i>	Richard Feeny	<i>Education Director</i>
Andy Chin	<i>Assistant Director</i>	Amy Larkin	<i>Development Director</i>
Caroline Conzatti	<i>COO</i>	Erik Reuther	<i>Operations & Instruction</i>
Jay Desrosiers	<i>Waterfront Activities Manager</i>	Felicia Soares	<i>Program Associate</i>
		Nicole Williams	<i>Education Specialist</i>

What We Do

CBC connects thousands of Greater New Bedford youth, ages 5 to 18, to the water through a wide range of programs year-round, providing youth development, education, mentorship, and access to a network of community partners.

Youth Development

Every time a student steps into a boat, pulls the tiller, or trims a sail they are experiencing hands-on, powerful lessons. Sailing encourages individuals to come together as a team and overcome challenges together. CBC's flagship program, Summer Youth Sailing, is designed to instill positive life values, such as trust, integrity, sound judgment, and teamwork. The program is accessible to all and approximately 85% of participants receive financial aid in a typical summer.

Education

CBC's year-round education programs, both in-school and out-of-school, provide youth with hands-on learning opportunities that emphasize math, engineering, creativity, and teamwork. CBC's approach to STEM learning puts students at the helm of the learning process, with the instructor acting as facilitator as they learn to build a boat or design and build a model wind turbine or a remote-controlled sailboat.

Mentorship

CBC's goal is to mentor all children from the first time they enter a program to when they graduate high school and beyond. The mentorship model has developed full circle through the Sailing and Leadership Training Program for our junior instructors. Our staff, from executive director to junior instructor, provides children with positive role models. Studies have shown that youth with mentors are more likely to participate in extracurricular activities, graduate from high school and volunteer.

Network

The success of CBC's programs involves collaboration with schools, other organizations, and marine-related businesses, who can provide subject matter expertise as well as connections in the community for future opportunities.



VOLUNTEER INFORMATION

Through our Volunteer Program, CBC strives to expand our volunteer opportunities and their quality throughout the organization to allow volunteers and staff the ability to collaborate, increasing our capacity to teach positive life values to youth through boating.

Your responsibility as a volunteer:

- Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of CBC.
- Learn your volunteer assignment as well as you can, asking questions and staying in touch with your supervisor.
- Contribute to CBC by being reliable and dependable in doing your job and working with your coworkers.
- Follow all CBC policies and sign the acknowledgement page of the Volunteer Handbook.
- Participate in the feedback process by letting CBC know how you feel about your volunteer experience and by giving constructive suggestions for improvement.

What you can expect CBC to provide for you:

- A suitable assignment based upon your interests, skills and availability, as well as the needs to CBC.
- The opportunity to work as part of a team, to contribute to the welfare of the community and organization and to be recognized for your contribution.
- The support you need to do your job, including necessary equipment, supplies, workspace and helpful supervision.
- The opportunity to give feedback about your CBC volunteer experience.



POLICIES AND PRACTICES

Volunteers are expected to be aware of and abide by the following policies:



Alcohol and Controlled Substances

Alcohol or controlled substances are not allowed on CBC property. Additionally, volunteers are not to return to CBC property under the influence of alcohol or controlled substances

Attendance and Punctuality

Just as it is for our paid staff, your punctuality and regular attendance are essential for efficient operations. We are counting on your help for your designated volunteer assignment. If something arises and you cannot report at your assigned time, let the Executive Director or COO know as soon as possible.

Child Abuse and Neglect – Mandated Reporting

A main goal of CBC is to provide a healthy atmosphere for the growth and development of our area youth. The law requires an individual to report any suspicion of child abuse to the police and to the Department of Children and Families (DCF). CBC takes student comments seriously. Each staff member and volunteer is to report to their supervisor anyone, especially those working with children, whose actions appear to be questionable in this regard. Staff members and volunteers should avoid being alone with a student unless there is an emergency situation that creates an unavoidable condition.

CBC recognizes our role as being an advocate for children. For the protection of our students, their families and our staff, volunteers and board, CBC has an established Child Care Policy:

Reporting Procedures:

- Immediately inform the Executive Director, who will confirm the facts reported and the condition of the child. The Executive Director will inform members of the Executive Committee.
- The Executive Director will request from the adults involved an incident report with the date, time, and specific details observed (including type and location of physical marks).
- Since CBC is a mandated reporter under the law (Chapter 119, Section 51A), the Executive Director must review each incident and within 24 hours notify DCF regarding any suspected child abuse or neglect.
- Specified program staff will be made aware of the abuse to allow further documentation.

In the event of a CBC staff member or volunteer being accused of child abuse or neglect:

- The staff member or volunteer will be immediately removed from the work environment for their safety and the safety of others until an investigation has been completed. DCF will be contacted.
- Upon the completion of the investigation it will be at the discretion of the Executive Director whether the employee or volunteer may return to their original position or continue work at CBC.

Community Relations

Volunteers are asked to be sensitive to the people in the community near CBC. Each volunteer represents CBC in his or her dealings with members of the local community, as well as behavior off CBC property. Any media inquiries should be directed to the Executive Director

Confidentiality

Volunteers and board members of CBC may be exposed to information which is confidential and/or privileged. It is the policy of CBC that such information must be kept confidential both during and after volunteer service.

CORI and SORI Check

Any volunteer who participates in CBC programming and/or may be alone with children is required to allow CBC to conduct criminal and sexual offender background checks with the Commonwealth and they must satisfactorily clear these background checks in order to volunteer at CBC.

Dress

Volunteers are expected to dress appropriately for their given assignment. Suitable footwear (closed toe shoes, water shoes or sailing boots) must be worn at all times when on the water with program participants. Don't forget to apply sunscreen when working outside.

CBC requires that everyone wear a securely fastened, properly fitted USCG approved PFD before crossing the street (at Padanaram Ave.) or before going on to the beach (Fort Taber) and heading on to the water. CBC provides life jackets to all students for use during the program and can provide one to anyone else as necessary.

Emergency Procedures

CBC's emergency protocol is outlined on our "Emergency Card," a copy of which is included on the back page of this handbook. Familiarize yourself with these steps. Copies of this card are displayed throughout CBC's facilities in case of emergency.

First Aid Kits

Each CBC site is equipped with multiple first aid kits. Each instructor is responsible for making sure that a kit is with them during programming. At our Clark's Cove site, kits and extra supplies are in the kitchen cabinet to the right of the refrigerator. If materials from a kit are used, they should be replaced; included supplies should be checked against the checklist in each kit and the box should be resealed. If replacement materials need to be purchased, let the COO know.

Grievances

Should there be a disagreement over the interpretation of CBC's policies or a grievance related to one's duties or relationships with staff members, fellow volunteers, or students, it should be reported to the Executive Director promptly.

Harassment

I. Introduction

It is the goal of CBC to promote a workplace and educational experience that is free from sexual harassment or any harassment that denies civil rights. Harassment of employees, fellow volunteers or youth in programs at CBC or in other settings which youth, employees and volunteers are involved with CBC is unlawful and will not be tolerated. Further, any retaliation against an individual who has

complained is similarly unlawful and will not be tolerated. To achieve our goal of providing a facility and experience free from harassment, the conduct described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by employees, volunteers or students.

Because CBC takes allegations of harassment seriously, we will respond promptly to complaints of harassment and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as necessary, including disciplinary action where appropriate.

Please note that while this policy sets forth goals of promoting facilities and experiences that are free of harassment, it is not designed or intended to limit our authority to take discipline or remedial action for conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of harassment.

II. Definition of Harassment/Denial of Civil Rights

CBC affirms the right of all staff, students and volunteers regardless of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information or any other characteristic protected by applicable federal, state or local laws (referred to as “protected characteristics”) to be treated with respect and to be protected from intimidation, physical harm and/or harassment.

Harassment that denies civil rights or equal opportunities includes comments, name-calling, physical conduct or other expressive behavior directed at an individual or group that intentionally demeans the qualities listed above of the individual or individuals or creates an intimidating, hostile or demeaning environment for programs.

III. Definition of Sexual Harassment

In Massachusetts, the legal definition for sexual harassment is this: “Sexual Harassment” means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

(A) Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or the provision of educational benefits, privileges or placement services, or as a basis for employment or the evaluation of academic achievement;

or

(B) Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an employee’s work performance or student’s education by creating an intimidating, hostile or humiliating or sexually offensive work or educational environment.

Under these definitions direct or implied requests by any employee, instructor or volunteer for sexual favors in exchange for actual or promised benefits, such as in the case of employees’ favorable reviews, salary increases, promotions, increased benefits, or continued employment or, in the case of students, promotion or favorable treatment, constitutes sexual harassment.

Both males and females may be victims of sexual harassment. Employees, volunteers or students may commit sexual harassment. Same gender harassment may occur. Victims need not suffer economic

injury. A victim may be someone other than the individual at whom the sexual harassment is directed. Sexual harassment is defined in part by how conduct is perceived by the victim, not the intent of the harasser.

Sexual harassment by students against other students, employees or volunteers shall also not be tolerated.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating an environment that is hostile, offensive, intimidating, or humiliating to male, female, or non-binary workers or students may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances including the severity of the conduct or pervasiveness:

- Unwelcome sexual advances-whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct; gossip regarding one's sex life; comments on an individual's body; comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures or cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences;
- Discussions of one's sexual activities.

All employees, students and volunteers should take special note that as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated.

IV. Complaints of Harassment

If any of our employees, volunteers or students believes that he or she has been subjected to harassment, he or she must make it clear to the offender that such behavior is offensive to them and must file a complaint with our administration. This may be done in writing or orally.

If you would like to file a complaint, you may do so by contacting:

Andy Herlihy, CBC Executive Director
1641 Padanaram Avenue, New Bedford, MA 02740
(774) 929-6015
aherlihy@communityboating.org

The above individual is also available to discuss any concerns you may have and to provide information to you about our policy on sexual harassment and our complaint process.

V. Harassment Investigation

When we receive the complaint, we will promptly investigate the allegation in a fair and expeditious manner.

Injury & Incident Reports

Any time an employee, volunteer or student is injured while on CBC's property or participating in a CBC activity, an incident report needs to be completed and submitted. Reports are available in the office.

Insurance

CBC carries liability insurance that covers each volunteer when carrying out assigned program responsibilities, as long as the volunteer is not negligent in carrying out those responsibilities.

Non-Discrimination Policy

Community Boating Center, Inc. (CBC) provides equal employment opportunities to all qualified individuals, volunteer opportunities and program services to all applicants, employees, volunteers, participants and students, without regard to actual or perceived race; traits historically associated with race, including hairstyle; color; age; sex; sexual orientation; gender; gender identity; religion; national origin; pregnancy; physical or mental disability; military or veteran status; citizenship and/or immigration status; genetic information, including family medical history; criminal record; child or spousal support withholding; health insurance status; marital status; or any other protected class, in accordance with applicable federal, state, and local laws.

Equal employment opportunity includes, but is not limited to, hiring, training, promotion, demotion, transfer, leaves of absence, and termination. The Company takes allegations of discrimination, harassment, and retaliation seriously, and will promptly conduct an investigation when such behavior is reported.

CBC is committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, participants and students.

Personal Equipment

CBC is not responsible for the loss or damage of any personal property, sports equipment, cell phones, iPods, cameras, radios, etc., brought to our facilities.

Physical Fitness, Nutrition & Water

All adults at CBC are role models for our students. We ask that all volunteers keep this in mind while on CBC property or while participating in CBC activities. Setting a good example for our students includes, but is not limited to, proper warm up/cool down during sailing, nutrition, hydration, and hand washing.



Program Participant Welfare

The first responsibility of each and every person at CBC is the health and welfare of our students. Each staff member is expected to take every care to protect the privacy and person of each student. Physical punishment or any sexual contact between staff/volunteers and students is inappropriate and will be grounds for dismissal. Caution should be taken anytime an adult is alone with a student. This is for the protection of the student and adult, as well as CBC.

Requirements

All volunteers must complete our Waiver & Photo Release before beginning their volunteer assignments.

Site Rules

These rules have been established so that all volunteers know what is expected of them, and to give examples of **unacceptable behavior** that could result in disciplinary actions and/or termination.

The following list is subject to change by CBC management at any time and is by no means exhaustive. The list is intended only to illustrate CBC's expectations regarding conduct. It does not include all situations that may arise. Violations of any of these rules or other unacceptable behavior may subject a volunteer to disciplinary actions and/or termination:

- Mistreatment or gross neglect of students, staff members, fellow volunteers and guests of CBC;
- Any harassing or discriminatory behavior towards students, staff members, fellow volunteers or guests of CBC;
- Unsatisfactory performance or service;
- Damage, loss or destruction of organization, student, staff or guests' property due to willful or careless acts;
- Theft or dishonesty;
- Fighting, swearing or abusive language while at work;
- Excessive absence or tardiness;
- Any act against CBC that threatens the financial or social position of the organization;
- Violation of any commonly accepted reasonable rules of responsible personal conduct, including inappropriate behavior, threats, speech, attitude or appearance;
- Violation of any CBC policy or guideline or any other action that in the judgment of CBC management merits disciplinary action or termination.

Smoking

No smoking is allowed on CBC properties or while performing duties of CBC jobs. Smoking is strictly prohibited around and/or in view of CBC students.

Social Media Use

CBC respects the right of any employee or volunteer to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook, Instagram and LinkedIn. However, to protect Company interests and ensure employees and volunteers focus on their job duties, employees and volunteers must adhere to the following rules:

- Employees and volunteers may not post on a blog or web page or participate on a social networking platform, such as Twitter or similar site, during work time or at any time with Company equipment or property.
- All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, Instagram, LinkedIn or similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

- Whether the employees or volunteers are posting something on their own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee or volunteer mentions CBC and also expresses either a political opinion or an opinion regarding CBC's actions that could pose an actual or potential conflict of interest with CBC, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is their personal opinion and not CBC's position. This is necessary to preserve CBC's goodwill in the community.
- Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is forbidden. CBC policies apply equally to employee and volunteer social media usage.
- CBC encourages all employees and volunteer to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees and volunteers must use their best judgment. Employees or volunteers with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including discharge.
- CBC discourages any employees or volunteers from engaging with participants on social media. Staff and volunteers should refrain from photographing or recording participants, unless permission has previously been granted by CBC management. Under no circumstances should a CBC employee or volunteer publish a photo or video of a participant to social media of any kind unless previously approved by CBC management.

Storage of Toxic and Poisonous Materials

All toxic and poisonous materials shall be stored out of reach of children. Applicable materials on-site include toxic cleaning products, lighter fluids, paints, fuels, oils and medications.



Visitors

Volunteers are not to bring guests to CBC at any time or for any reason without clearing it with the Executive Director or COO ahead of time. Medical and liability regulations dictate this policy. Unfamiliar faces wandering around CBC's facilities should be politely directed to the office.

Weapons

Any item that could be used as a weapon is not permitted on CBC property. These items include, but are not limited to, knives (unless they are being used for sailing purposes), fireworks, BB guns, pellet guns, martial arts weapons and firearms. Anyone who brings these items to CBC will have them confiscated and will be subject to disciplinary action.

VOLUNTEER ACKNOWLEDGEMENT OF HANDBOOK

I acknowledge that I have received and reviewed the Volunteer Handbook. I understand and recognize that there may be changes to the information and policies in the handbook. I understand that Community Boating Center, Inc. may add new policies to the Handbook as well as replace, change, or cancel existing policies. I understand that I will be told about any handbook changes and I understand that handbook changes can only be authorized by Community Boating Center, Inc. management.

I understand that it is my responsibility to read and comply with all policies included within the Volunteer Handbook. I further understand that I should consult the executive director regarding any questions I may have.

Signature	
_____	_____
<i>Signature</i>	<i>Date</i>
_____	_____
<i>Printed Name</i>	<i>CBC Representative</i>



Community Boating Center
 41° 36' 30.91" N, 70° 55' 56.20" W
 NEW BEDFORD, MA

EMERGENCY CARD

In case of emergency follow these steps:

1 Render Assistance 

2 Make Contact with Program Staff or Coaches for Assistance 

3 Call for Help & Emergency Attention





(Who to call and order should be customized for location.)

- * 911
- * New Bedford Harbormaster VHF#16
- * Dartmouth Harbormaster VHF#09/(508) 999-0759
- * Local U.S. Coast Guard VHF#16/(508) 999-0072
- * CBC Office VHF #72/(508) 992-6219

4 Monitor and Administer First Aid 


(CBC Stucco Building & Headquarters have AED's)

5  Send Someone to Meet/
Direct Emergency Vehicles

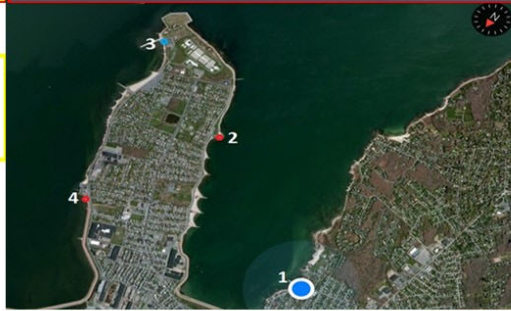
6 Transfer Injured to Care of Emergency Team 

7 Debrief and Inform Key People: Executive Director, COO 

(They will communicate with families, press, etc.)

8 Complete an Incident Report 

Emergency Response Pick Up Locations



Name	Address
1 CBC Padanaram Ave. Headquarters	1641 Padanaram Ave., New Bedford
2 Coral Street Boat	Coral St. & West Rodney French
3 CBC Stucco Building at Fort Taber	Fort Taber, 1000 South Rodney French Blvd., New Bedford
4 East Rodney French Boat Ramp	East Rodney French Blvd., South of Hurricane Barrier, New Bedford

Be prepared to tell 911:

- * Current location of injured person
- * Description of boats (if requesting on water help)
- * Where you plan to bring injured person ashore (see below)
- * Age/gender/number of injured person(s)
- * Type of injury/situation
- * Your name and call back number

Emergency Numbers	CBC Numbers
911	Main Number (508) 992-6219/VHF#72
New Bedford Port Authority/Harbormaster: VHF#16/(774) 328-0414	Executive Director: Andy Herlihy (774) 644-0523
Local U.S. Coast Guard: VHF#16/(508) 999-0072	COO: Caroline Conzatti (508) 317-7786
New Bedford Police Non Emergency: (508) 991-6350	Assistant Director: Andy Chin (508) 317-3614
New Bedford Fire Non Emergency (Brock Ave.): (508) 991-6124	Operations: Erik Reuther (401) 297-7554

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