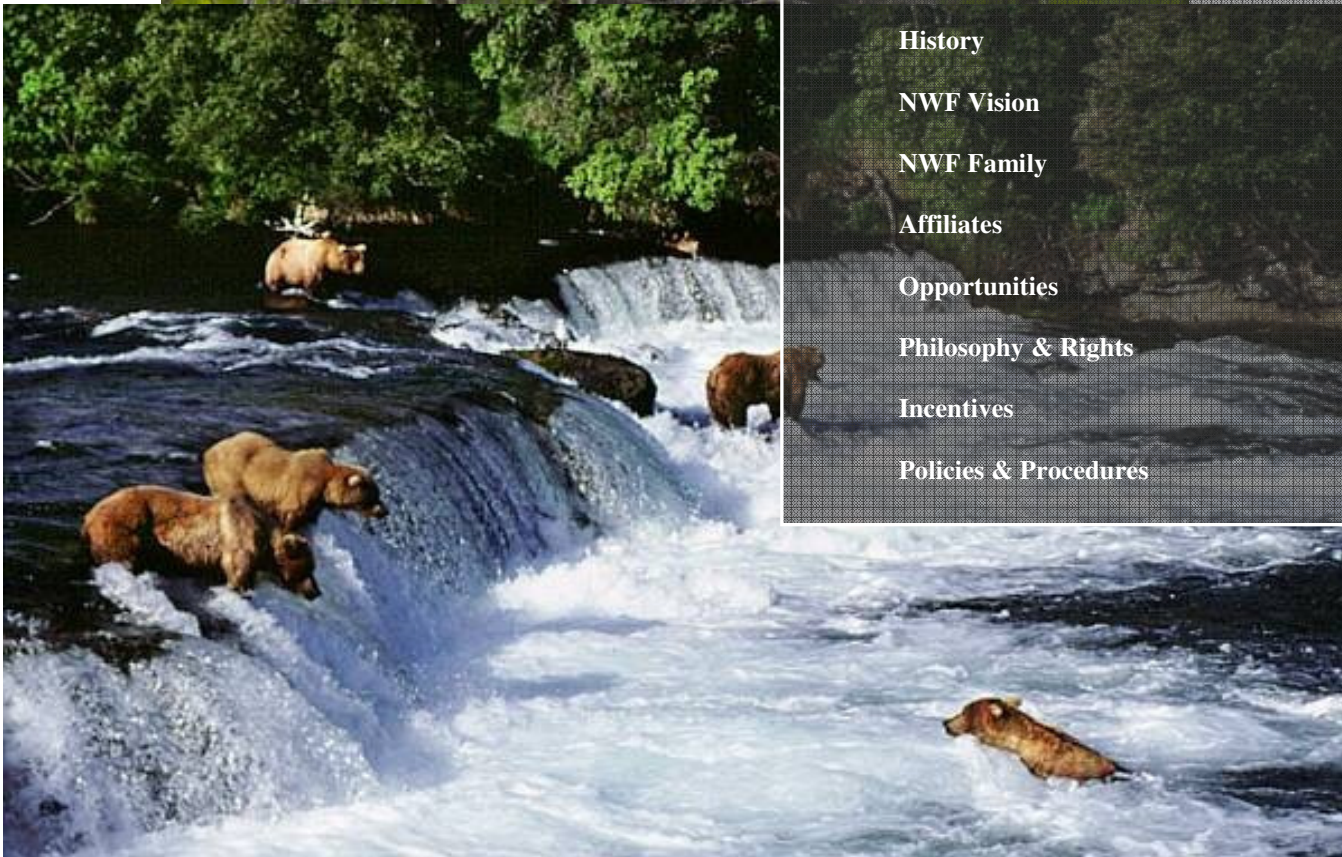




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# Office Locations

## **Alaska Project Office**

750 West Second Ave., Suite 200  
Anchorage, AK 99501  
(907) 339-3900  
(907) 339-3980 (Fax)

**Region: AK**

## **Great Lakes Natural Resource Center**

213 West Liberty St., Suite 200  
Ann Arbor, MI 48104-1398  
(734) 769-3351  
(734) 769-1449 (Fax)

**Region: IL, IN, MI, MN, OH, WI**

## **Gulf States Natural Resource Center**

44 East Ave., Suite 200  
Austin, TX 78701  
(512) 476-9805  
(512) 476-9810 (Fax)

**Region: AR, IA, KS, LA, MO, OK, TX**

## **Mid-Atlantic (also NWF Headquarters)**

11100 Wildlife Center Drive  
Reston, VA 20190  
(703) 438-6000  
(703) 438-6468 (Fax)

**Region: DC, DE, MD, NC, NJ, PA, VA, WV**

11100 Wildlife Center Drive Reston, Virginia 20190 [www.nwf.org](http://www.nwf.org)

## **Northeastern Natural Resource Center**

58 State St.  
Montpelier, VT 05602  
(802) 229-0650  
(802) 229-4532 (Fax)

**Regions: CT, MA, ME, NH, NY, RI, VT**

## **Northern Rockies Project Office**

240 N. Higgins, Suite 2  
Missoula, MT 59802  
(406) 721-6705  
(406) 721-6714 (Fax)

**Regions: ID, MT, ND, SD**

## **Northwestern Natural Resource Center**

6 Nickerson St., Suite 200  
Seattle, WA 98109  
(206) 285-8707  
(206) 285-8698 (Fax)

**Regions: OR, WA, CA, HI**

## **Office of Congressional, Federal & International Affairs**

1400 16th St., NW, Suite 501  
Washington, DC 20036-2266  
(202) 797-6800  
(202) 797-6646 (Fax)

## **Rocky Mountain Natural Resource Center**

2260 Baseline Rd., Suite 100  
Boulder, CO 80302  
(303) 786-8001  
(303) 786-8911 (Fax)

**Regions: AZ, CO, NE, NM, UT, NV, WY**

## **Southeastern Natural Resource Center**

730 Peachtree St. NE, Suite 1000  
Atlanta, GA 30308  
(404) 876-8733  
(404) 892-1744 (Fax)

**Regions: AL, FL, GA, KY, MS, SC, TN, Virgin Islands, Puerto Rico**



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# Our Mission

The mission of the National Wildlife Federation® is to inspire Americans to protect wildlife for our children's future.



# Welcome

Thank you for volunteering with the National Wildlife Federation® (NWF). Volunteers have been at the heart of the organization since its founding in 1936. Over the years, NWF has been at the forefront of the conservation movement. We do this with the hope of protecting the Earth's environment in order to achieve a peaceful, equitable, and sustainable future.

Education. Inspiration. Assistance. These are the means through which NWF works toward its goal of a healthy and sustainable world where people can live in harmony with wildlife and wild places. NWF's role is to bring people together in support of this goal and to give them the knowledge, the tools and the help they need to build a better future.

Today NWF is the nation's largest member-supported conservation group with more than four million members and supporters and countless conservation victories. The key to that success remains the diversity of the many grassroots groups and individuals who come together, with the help of NWF to safeguard the wildlife and wild places that are special.

As a volunteer, your contributions, dedication, and commitment are vital to our growth. Each volunteer opportunity, although different, contributes an important part to the organization as a whole.

This NWF Volunteer Handbook will introduce you to NWF, its mission, history, guidelines and policies. You are encouraged to familiarize yourself with the handbook. This is a valuable resource and will assist you in your volunteer duties.

Thank you.  
The NWF Volunteer Team



# History

Founded in 1936 by editorial cartoonist J.N. “Ding” Darling, NWF has emerged as the nation’s premier grassroots conservation organization, with over four million members and supporters and 47 state affiliate organizations.

NWF was founded during the time when President Franklin D. Roosevelt convened the first North American Wildlife Conference to stimulate public interest in the management and development of America’s natural resources. Even then, America’s land, water and wildlife were threatened. Recognizing the link between the people’s health, the environment and our quality of life, conference participants set out to protect them.

Nearly 76 years later, NWF’s magazines and hands-on nature programs provide information and inspiration linking children and families back to nature. NWF provides the tools to help college students and concerned citizens practice conservation at home, on campus, and in everything they do. NWF educates America’s lawmakers, political leaders, business leaders, and grassroots activists about environmental problems and works with them to find effective, equitable solutions. NWF reaches out to people worldwide to share information and ideas on how we can work together for a brighter future for nature, wildlife, and people.



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# NWF Vision

*The National Wildlife Federation has a dream – that our children and our children’s children will live in a healthy world where they can breathe clean air, drink clean water and enjoy a diverse array of wildlife and natural areas. Keep the Wild Alive is the National Wildlife Federation’s plan to realize that dream.*

*For a complete copy of the plan contact [fowler@nwf.org](mailto:fowler@nwf.org)*

## **NWF aims to Keep the Wild Alive by:**

### **Safeguarding Wildlife and Habitat**

The *Keep the Wild Alive* plan begins with National Wildlife Federation’s on-the-ground efforts and partnerships to protect large landscapes and watersheds of critical conservation value to wildlife, including: restoring the American bison to its historic range on the Northern Prairies, ensuring that wolves and grizzlies are a cornerstone of the Greater Yellowstone ecosystem, protecting sage grouse, pronghorn and elk from energy development in the Sagebrush Sea, maintaining the wilderness value of the Arctic National Wildlife Refuge, protecting Appalachian habitats that are the gateway to nature for millions of Americans, and restoring the ecology of America’s imperiled waters such as the Great Lakes, Chesapeake Bay, Bristol Bay, Gulf Of Mexico and the Mississippi Delta.

### **Connecting Kids and Nature**

Far too many children today spend little or no time outdoors and lack a connection to nature. We must provide a lasting and enduring legacy of wildlife conservation by ensuring that children from a multitude of diverse backgrounds across America have opportunities to develop their own personal connections to the wonders of nature. The *Keep the Wild Alive* plan includes ambitious strategies to help inspire 10 million kids to begin spending regular time outdoors in nature.

### **Stopping Carbon Pollution**

Another big threat to safeguarding places that protect wildlife is the escalating pace of climate change, fueled by runaway carbon pollution and energy development. Climate change is having profound effects on the resiliency and health of ecosystems, and the ability of nature, wild species and people to survive. The *Keep the Wild Alive* plan includes campaigns to stop the carbon pollution that threatening wildlife. To accelerate the shift away from carbon-based energy, we will inspire people to take action at home and at work, on their land, in their communities, and in state and federal legislatures.



# NWF Family

A 27-member volunteer Board of Directors governs NWF. The Chair, Chair-Elect, Vice Chairs & Regional Directors are elected by state affiliates. Board members elect the At-Large Directors. Between full board meetings, an Executive Committee acts on behalf of the full board.

In addition to NWF, other components comprise the ‘NWF Family’:

1. **National Wildlife Federation Endowment, Inc.** whose goal is to manage assets entrusted to it by NWF’s Board of Directors to provide for the Federation’s long-term financial growth & stability.
2. **National Wildlife Action, Inc.** works to mobilize grassroots support by petitioning, recruiting volunteers and encouraging citizen involvement in the legislative process on issues affecting the environment.



# Affiliates

NWF is blessed with a rich heritage of grassroots relationships through its family of affiliates. Affiliates are independent, statewide grassroots organizations, primarily concerned with the conservation of natural resources, and are the voting membership base of NWF. NWF's voting membership is limited to one recognized Affiliate from each state, U.S. Territory, the Commonwealth of Puerto Rico, and the District of Columbia. In a state where there is no recognized NWF Affiliate, there may be a Voting Associate Organization from the state.

The diversity of Affiliates and the shared passion for sound conservation are strengths that serve NWF well as an organization, enhancing its capabilities to achieve conservation goals. NWF has successfully joined forces with affiliates on important issues on the national, regional, and local levels. Repeatedly we have shown the value and force of our grassroots base for natural resource protection and enhancement.

For more information about NWF state affiliates, see <http://www.nwf.org/about/affiliates.cfm>.





# National Opportunities

## **Habitat Steward**

- Lead in building wildlife habitats
- Provide information about conservation and environment initiatives
- Organize, plan and develop landscapes in public places and home settings

## **Habitat Steward Host**

- Facilitate a Habitat Stewards training in your community
- Help Habitat Stewards organize, build and maintain projects—and serve as an information resource about gardening for wildlife

## **Habitat Ambassador**

- Educate your community about the importance of wildlife habitat!
- Show homeowners small changes they can make to benefit local wildlife
- Interact with the community at events

## **Endangered Species Ambassador**

- Educate your community about the Endangered Species Act, and issues surrounding endangered & threatened species!
- Feel as though you are making a difference for wildlife

## **Global Warming Ambassador**

- Conduct outreach on behalf of NWF
- Learn how global warming affects your world, country and state—and share how small-scale changes can confront the problem

## **FrogWatchUSA Monitor**

- It's fun! It's easy! Get outdoors and make a difference for wildlife!
- Join NWF in monitoring frog and toad activity in your area.
- Learn the importance of protecting wetlands and their inhabitants

## **Wildlife Literacy Ambassador**

- For people who enjoy children and reading
- Be part of NWF's commitment to education in both environment and literacy
- Volunteers needed to read books about wildlife to children in libraries, schools, and even outdoor settings



# Philosophy & Rights

Volunteers are a valuable resource of NWF. Volunteers are extended the right to be given meaningful duties, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation and the right to recognition for services provided. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the mission, goals and procedures of NWF.

## **Volunteer Involvement**

Volunteers may be utilized in all programs and activities of NWF and serve at varying levels of skill and decision making. Volunteers should not, however, be utilized to displace any paid employee from their position.

## **Volunteer Service**

NWF recognizes your right to discontinue your service at any time and for any reason. Whenever it is deemed to be in the best interest of the Federation, we also reserve the right to discontinue the volunteer service relationship. Volunteers shall not nor shall be expected to receive any form of payment, including wages, food, clothing, shelter or other kinds of payment, for volunteer talents and services contributed to NWF.

## **Diversity**

NWF aims to fulfill its mission by providing an inclusive volunteer environment. NWF is a stronger organization for embracing those who share its commitment to conservation. But, NWF also understands the importance of reaching out to non-traditional communities that are not aware of NWF and its mission.



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# Incentives

Volunteers play an essential role in the mission of NWF. They contribute to the education and conservation programs which enable NWF to further its outreach and dedication to creating a sustainable environment.

Many benefits of volunteering at NWF are intangible: gaining knowledge about conservation efforts throughout the country, learning new skills, meeting people with similar interests and contributing to the nation's leading conservation organizations.

Other incentives include:

- Bi-monthly *Volunteer Spirit* newsletter
- Invitation to volunteer recognition events
- Invitations to education workshops and trainings
- Discount participation in NWF travel programs
- Eligibility for the following awards - NWF Presidential Stewardship Award, NWF Volunteer of the Year Award
- Subscription to one of NWF's top rated magazines (upon completing 30 hrs annually of service)
  - *National Wildlife*<sup>®</sup>
  - *Ranger Rick*<sup>®</sup>
  - *Your Big Backyard*<sup>®</sup>



# Policies & Procedures

## Record Management

The Volunteer Management Office at NWF Headquarters in Reston, Virginia maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, and awards/recognitions received. Volunteer records, including applications, reference checks and background checks, are confidential. Volunteers are responsible for submitting and updating information contained in their files to the NWF Volunteer Team on a regular basis.

## Dress Code

Volunteers are representatives of NWF and are responsible for presenting a positive image to constituents and the community. Volunteers will dress appropriately for the conditions and performance of their duties. Volunteers that serve in a capacity of a presenter, speaker or other face-to-face constituent contact should wear an NWF name tag. Volunteers who work as support in an office situation will dress according to the code of that particular office. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

## Attendance & Time

Volunteer attendance is important to the operation of each program. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day or presentation. Volunteers are responsible for completing and submitting their volunteer time through the **on-line volunteer database** ([www.nwf.org/volunteers](http://www.nwf.org/volunteers)), unless otherwise directed by their NWF Volunteer Team contact.

## Change of Placement

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.

## Service Requirement and Recognition

30 hours annually is the minimum commitment needed for NWF volunteer recognition (there is no requirement for the Entergy Project) that begins each January for service completed in the previous calendar year. At this point, the NWF Volunteer Team will contact you about your hours and awarding you as appropriate. Volunteers are responsible for reporting their service hours.

## Training

Most NWF Volunteer opportunities require training, and some may also require an orientation. Whatever training is necessary for the desired opportunity, volunteers must complete the requirements before being considered an official NWF volunteer.

## Youth Volunteer and Service Learning

Volunteers, under 18, must have written consent of a parent or guardian before volunteering. Students volunteering for service learning credit hours for their school, must submit school name and contact information before volunteering.

## Evaluation

As appropriate, volunteers may receive evaluations to review their performance, allowing for a volunteer and supervisor to suggest changes, seek suggestions and enhance the relationship between the volunteer, staff and NWF. The evaluation is discussion period, and both supervisor and volunteer should establish an open line of communication.

## Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and NWF. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of NWF's property or that of any NWF volunteer, staff, agent or visitor, including failing to cooperate fully in any NWF investigation.
- Altering NWF reports or records.
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on NWF premises, at sponsored activities or in areas which could jeopardize the safety of others. Unsatisfactory performance or conduct.
- Improper use of NWF's property or property owned by any other individual or organization.
- Lack of cooperation, or other disrespectful conduct.
- Violation of NWF, federal, state, or local safety and health rules.
- Unauthorized disclosure of NWF proprietary or confidential information.
- Inappropriate use of telephones, computer equipment or systems, mail system, email system, facsimile machines, or other NWF-owned equipment.
- Unsatisfactory performance or conduct.

## Smoking

NWF intends to provide a safe and healthy environment. Smoking in the workplace is prohibited except in outside locations specifically designated as smoking areas. For information regarding the location of smoking areas, consult with your supervisor.

## Drug-Free Environment

NWF provides a drug-free, healthy, and safe environment. While on NWF premises and while conducting NWF-related activities off NWF premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Occasionally, NWF may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

## Safety Liability

NWF aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to the volunteer's supervisor.

NWF's general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at NWF's direction and within the scope of their duties for NWF. NWF's general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions.

NWF's volunteer accident insurance coverage covers some injuries to volunteers while volunteers are performing volunteer service on behalf of NWF. In some instances, volunteers must sign a release absolving NWF of liability when NWF volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of NWF.

Contact the Volunteer Manager with questions or for more information about insurance and liability.

## Reimbursement of Expenses

In some cases, volunteers may be eligible for reimbursement of pre-approved, actual out-of-pocket expenses, including transportation expenses, incurred while engaging in volunteer service for NWF. If eligible and upon the approval of the NWF Volunteer Manager, volunteers need to track and submit receipts for all actual out-of-pocket expenses for which they seek reimbursement. Reimbursement for travel to and from volunteer service by motor vehicle is based on mileage and the standard rate per mile at which NWF reimburses volunteer drivers.

Reimbursement for travel to and from volunteer service by public transportation is based on actual out-of-pocket expense which must be substantiated by receipts. Reimbursement requests must be submitted to the Volunteer Management Office. Contact the NWF Volunteer Manager for the current mileage reimbursement rate.

Expenses incurred while volunteering for NWF may alternately be deductible on your Federal Tax return, and volunteers should consult their attorney.

### Emergency Closing

NWF strives to ensure the safety of all volunteers. In the event of inclement weather, volunteers will be responsible for contacting their volunteer site to inform their supervisor that they will not be performing their scheduled service. If a NWF office should close, the Volunteer Management Office will notify volunteers scheduled to perform service via phone or email, as appropriate, of the closing.

### Safety & Security

NWF desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member.
- Never leave your purse, wallet, or other valuable items on or under your desk. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet. Avoid carrying large sums of money.

Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remain the sole property of NWF. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of NWF at any time, either with or without prior notice. NWF is not responsible for lost or stolen personal property. NWF will not reimburse a volunteer for any personal property which disappears from a volunteer site.

### Use of National Wildlife Federation Property

#### *Equipment and Vehicles —*

Any equipment, machines, tools, or vehicles which appear to be damaged, defective, or in need of repair should be reported to the volunteer's supervisor. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to others. An individual supervisor can answer any questions about the volunteer's responsibility for maintenance and care of equipment or vehicles used during a volunteer assignment. NWF owned or leased equipment and vehicles are to be used for NWF's business purposes only and may not be borrowed or otherwise used for personal use. Each office is responsible for managing the use of vehicles owned or leased by NWF for the use of that office. Volunteers must submit a NWF vehicle use form if they are required or asked by a supervisor to drive a NWF owned or leased vehicle. The NWF vehicle use form must be submitted annually if the volunteer is expected to drive over the course of more than one year. NWF may decide, in its sole discretion, to deny certain volunteers the use of NWF owned or leased vehicles.

Volunteers must have a valid driver's license and pass the mandatory Background Check to operate a NWF owned or leased vehicle. There is a continuing obligation on the volunteer's part to notify a supervisor if the volunteer's driver's license is suspended or revoked at any time throughout the volunteer's service. NWF may perform random checks with appropriate state motor vehicle departments on the status of the licenses of those volunteers who use NWF vehicles. Volunteer use of a NWF vehicle without a valid driver's license may result in disciplinary action up to and including dismissal.

Volunteers who are involved in an accident while using a NWF owned or leased vehicle must report the accident that same day (or the next business day if a holiday or weekend) to their supervisor. Any vehicle owned or leased by NWF is covered under NWF's Business Auto Policy.

#### *Telephones and Mail Services*

Telephones are for business purposes. When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service. In addition, long distance charges resulting from a volunteer's personal use of a NWF telephone must be reimbursed to NWF. The use of NWF paid postage for personal correspondence is prohibited by Federal law.

#### *Computer Usage*

NWF provides computers, email, and Internet access to assist volunteers in performing their duties. Computers, email and Internet access should be used for business related purposes. Personal business should not be conducted during volunteer time.

#### **Return of Property**

Volunteers are responsible for NWF property which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteers possession or control. All NWF property must be returned on or before your last day. NWF may take all actions deemed appropriate to recover or protect its property.

#### **Sexual Harassment**

NWF is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. NWF encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a direct supervisor, Human Resources or the Office of General Counsel.

#### **Conflict of Interest**

NWF is judged, in large part, by the individual and collective performance of its volunteers. NWF must recognize the importance of a volunteer's duty to NWF, and to its members and supporters, to act in a manner that merits public trust and confidence.

Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of NWF and will preserve and strengthen public confidence in NWF activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of NWF.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of NWF's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. Participation in any activity prohibited by this Policy can result in the termination of volunteer service.

Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some of the more common situations pertaining to volunteers rise to the potential conflicts set out below. This list is illustrative only and should not be regarded as all-inclusive:

- *Accepting Payment or Gifts:* No volunteer shall not solicit for payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities. NOTE: If an organization that a volunteer works with or presents to insists on making a donation to NWF, the donation should immediately be sent to the NWF Volunteer Team for immediate processing.
- *Improper Influence:* Any volunteer, or close relative, should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence NWF's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.
- *Inside Information:* Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by NWF.
- *Competing with NWF:* No volunteer shall prevent or hinder NWF from lawfully competing with others or divert business or personnel from NWF.
- *Political Activities:* Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for registered lobbyists and others authorized to act on behalf of NWF, volunteers participating do so as individuals and not as representatives of NWF. To avoid any inference of support or sponsorship by NWF, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of NWF. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of NWF.
- *The Making of Statements:* No volunteer shall use NWF stationery or any title of NWF or refer to NWF or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a

representative of NWF and to express an opinion on its behalf. An example of this would be writing an article for the local newspaper.

