

# **Downtown Sailing Center**

## **Volunteer Handbook**

### **Version 4.2**

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## I. Welcome

### The DSC Mission

"The Downtown Sailing Center provides quality education and life enriching programs that promote self-esteem and teamwork through the joy of sailing. The Downtown Sailing Center is committed to promoting an environment of inclusiveness and accessibility, especially to youth, persons with disabilities, and those with limited opportunity."

### The Role of Volunteers at the DSC

Volunteers are critical to the success of The Downtown Sailing Center, and are essential to the organization's day-to-day operations. Volunteers and paid staff are considered partners in implementing the mission and programs of the organization, each with complementary roles to play. Designated staff can be expected to provide orientation, training, supervision, and feedback to volunteers.

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the organization.

The Downtown Sailing Center maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and position performance, without regard to race creed, color, religion, sex, sexual orientation, age, marital status or disability.

### The Benefits of Volunteering

(Content Needed)

### Volunteer Opportunities

See Appendix 1 for examples

### The Volunteer Pledge

All volunteers are expected to be familiar with the assertions contained in the DSC "Volunteer Pledge and to sign the Volunteer Pledge Form.

See Appendix 10 for a copy of the Volunteer Pledge Form.

## DSC Volunteerism Expectations

### What the DSC Expects from its Members

The DSC is a volunteer-supported organization and each DSC Member is highly encouraged to serve as a Volunteer in order to give back to the greater DSC community. Opportunities for Volunteerism are provided by the managers of DSC Programs (some of whom are Volunteers themselves). Members should check with these managers (or Program Council members) to determine the Volunteer Roles available (See Appendix 1 for examples) and to learn more specifically the amount of Volunteerism expected of a Member.

### What a Volunteer can expect from the DSC:

- To be respected, as an individual –
- To be treated fairly –
- To be included as part of the DSC team –
- To receive proper training –
- To receive adequate support –
- To be heard and involved in the decision-making process –
- To be allowed to express grievances –
- To be permitted to say no –
- To share your goal of job satisfaction

### What the DSC Expects from its Volunteers

- To be safety conscious 100% of the time –
- To think and act responsibly, creatively, and independently –
- To respect those around you, especially the DSC's clients –
- To be a role model –
- To keep information confidential –
- To contribute to the care and maintenance of DSC property –
- To be a "Team Player" –
- To be accountable and accept evaluation –
- To have fun and smile contagiously

## II. Contacts - From DSC Membership Rules and Procedures (Section 8)

### Coast Guard

- Federal regulations require water enthusiast to contact the US Coast Guard regarding loss of property, life, or missing persons.
- The Coast Guard as well as other maritime response units monitor VHF channel 16 at all times.

### Downtown Sailing Center

In case of emergency, please attempt to contact the DSC. Please, do leave a message if no one is available.

For “life threatening emergencies”, consult the above mentioned emergency agencies prior to contacting the DSC. **The DSC is unable to provide emergency care.** Once the situation stabilizes, report the incident to the DSC at 410-727-0722

- For “non-life threatening emergencies” the DSC should be notified as soon as events stabilize at 410-727-0722. The number may go to voice mail. Staff will respond to you as quickly as possible.
- Boat damage can be reported to the website through the boat discrepancy form or by contacting the staff.

### Other Contacts

Police/Fire/Ambulance: 911  
Marine Police: 911  
MD Poison Control: 1-800-222-1222  
Baltimore City Dep’t of Social Services: 410-361-2235

## III. Applying To Become a Volunteer

### Application Form

Prospective key volunteers are required to complete an application form for consideration for inclusion in the volunteer program.

### Background Check

All Volunteers working with the Outreach and Accessible Programs must complete an on-line background check.

## Interviewing/Screening

Prior to being assigned or appointed to a key volunteer position, all volunteers will be interviewed to ascertain their suitability for, and interest in, a position. The interview will offer the opportunity to learn more about the prospective volunteer, and give the prospective volunteer the opportunity to learn more about the organization. Volunteers will also be given the opportunity to ask any questions they may have about the position.

## IV. Training to Become a Volunteer

### Orientation

All volunteers will receive a general orientation on the nature and purpose of The Downtown Sailing Center, all pertinent policies and procedures, and to the work to which the volunteer has been assigned.

### Special Training

All volunteers will have a position description for the work they perform on behalf of The Downtown Sailing Center. When appropriate, Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment.

## V. Being a Volunteer

### Supervision

Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

### Job Description

A position description will be specifically defined for each volunteer or group of volunteers. Each volunteer will receive a copy his/her position description during the orientation program.

## Feedback and Evaluation

Volunteers shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

## Grievance Procedure

Volunteers and staff are expected to act professionally and in accordance with their position descriptions. Should any volunteer have a grievance concerning the work environment, he/she should report it promptly to the Executive Director. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially (Confidentially may not be guaranteed for complaints involving sexual harassment or child abuse).

## Discontinuation of Volunteer Service

If you wish to leave your volunteer service for any reason, please contact your volunteer supervisor so that appropriate arrangements can be made. As a volunteer, you have the right to terminate your volunteer service for any reason. The Downtown Sailing Center reserves the same right.

## Recognition and Opportunities for Advancement

Volunteer service is very valuable to The Downtown Sailing Center and we will recognize volunteers on both an informal and formal level. An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the organization.

Exemplary volunteers will be made aware of other volunteer opportunities available for which they may be interested in participating, and will be given opportunity for advancement into other volunteer positions.

## Volunteer Record Keeping System

A system of records will be maintained on each volunteer with the organization. The record will include volunteer application, volunteer agreement, emergency information, dates of services, position held, duties performed and evaluation of work.

## Scheduled Volunteer Time/Record of Volunteer Hours

A volunteer sign-in form will be present at each volunteer program or event, and volunteers should sign in and out each time they work on any project.

Volunteers must be accountable to uphold their commitments to volunteer at established times/places.

## Change of Placement

If you wish to seek a change in your volunteer position or placement, please see the Office Manager or your supervisor. Assignment to a new volunteer position may require additional screening, background checks, training, and application acceptance.

## Reimbursement of Expenses

In certain situations, volunteers may be eligible for reimbursement of actual out of pocket expenses. Such expenses must be pre-approved by the volunteer's supervisor or the Office Manager.

## VI. Policies: Volunteer Conduct

### Standard of Conduct

The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and board members of The Downtown Sailing Center. All words and deeds should help build our volunteer program and its reputation for quality.

### Absenteeism

Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. If you know that you will be late or absent, please contact the person in charge of the event or your supervisor at least 24 hours before you are expected to come or as soon as possible so that alternate plans can be made.

### Media Conduct

Please be careful not to represent yourself as a spokesperson or representative for the organization under any circumstances without prior approval. Only the board president and executive director serve as spokespersons for The Downtown Sailing Center.

## Harassment

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and an unpleasant experience for everyone involved. Any volunteer who feels harassed should speak to his/her volunteer supervisor or the executive director in attempt to reach a solution.

## Dress Code

When volunteers are working on behalf of The Downtown Sailing Center, each individual serves as a visible representative of our organization. Please be sure that your dress reflects a clean and neat appearance. Also, when engaging in volunteer service for The Downtown Sailing Center, you always wear your DSC issued name badge.

## Confidentiality

As a volunteer at The Downtown Sailing Center, you may have access to confidential information (information regarding medical treatment or diagnosis, financial information regarding contractual arrangements or other transactions, information regarding homes or income of clients, information about convictions or allegations of arrests or abuse). Volunteers must ensure that the DSC's official board approved confidentiality policy is followed.

Volunteers are required to sign the confidentiality policy receipt form prior to beginning their volunteer service.

## Conflict of Interest

It is the policy of The Downtown Sailing Center to avoid potential and actual conflicts of interest in all of our efforts. The Downtown Sailing Center abides by a board approved conflict of interest policy. Volunteers will receive a copy of this policy at their initial orientation. Certain volunteers with significant independent decision making authority may be asked to complete and sign a conflict of interest statement at their initial orientation and annually thereafter.

## Partisanship

While working on behalf of The Downtown Sailing Center, volunteers must never present partisan information (supporting or endorsing political parties or candidates for office) in accordance with our organization's 501(c)(3) status.

## Proselytizing

The Downtown Sailing Center's program participants, staff and volunteers hold a variety of political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions of held by others with whom they come in contact while volunteering with the organization. Unless instructed to do so as part of the organization's mission and program, volunteers must refrain from advocating or proselytizing for the specific political, social, and/or religious beliefs in these situations.

## Pavilion Use – From DSC Membership Rules and Procedures (Section 2.D)

- Do not enter the pavilion when it is in use by other groups.
- It is the responsibility of DSC and its members and participants to ensure that any trash generated by them is disposed of in the BMI dumpsters.

## Dock Use – From DSC Membership Rules and Procedures (Section 2.E)

- All members are required to lock the docks if they are the last person on the water or at sunset.
- All participants must have a USCG approved PFD which must be on and buckled while on the docks during a DSC sanctioned event. A PFD needs to be worn on the water at all times.
- All participants must wear close-toe shoes with a soft, non-marring sole.
- DSC Docks are closed from dusk to dawn.

## Banned (Pets) – From DSC Membership Rules and Procedures (Section 2.F)

- Pets are not allowed on the DSC docks or on the boats. Pets are permitted around the BMI campus.

## Parking – From DSC Membership Rules and Procedures (Section 2.G)

- DSC members and participants are to respect BMI parking lot signage, including utilizing the correct entrance and exit.
- DSC members are not to park in the BMI lot on 'red flag' days when a large red flag is posted at the entrance of the BMI.
- Overnight parking in the BMI lot is prohibited without advanced notice and specific permission from the DSC staff. Offending cars are subject to being towed at the owner's expense.
- DSC members shall park in the lower gravel lot.
- While driving through the parking lots, participants shall drive slowly and carefully.

- BMI gate is to be locked at 10:00PM. DSC members are responsible for locking the gate when they leave even if there are still cars present. Exception is only given to specific events sanctioned to operate beyond 10:00PM.

## Curfew – From DSC Membership Rules and Procedures (Section 2.H)

- After dark, DSC members and participants are to vacate the BMI buildings, pavilion and parking lot when the sailing program ends.
- The BMI enforces a campus curfew of 10:00PM. All DSC participants are required to vacate the premises by that time unless an event has been sanctioned to operate beyond 10:00PM.

## Utilities – From DSC Membership Rules and Procedures (Section 2.J)

- Utility lines (extension cords/water hoses) to the DSC docks are to be disconnected when not in use. Usage is permitted during daylight hours only (i.e. no overnight battery charging).

## VII. Policies: Safety

### Safety Attitude

Although we do our best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

### Drugs/Alcohol

When participating in Downtown Sailing Center activities, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, or using any drugs in a way which is illegal. Furthermore, no consumption of alcohol is permitted on BMI property or DSC docks, except during BMI or DSC-sanctioned events. The intent of this policy is to ensure a safe, healthy, and productive environment for all volunteers and employees. Anyone caught or suspected of breaking this policy, can expect disciplinary actions up-to, and including, termination.

### Reporting Damage

All damage (or potential problems that might become serious at some later date) should be reported to the Waterfront Manager when recognized.

## Life Jacket Use

All volunteers must wear a fastened PFD at all times when on the dock or boat during DSC programs and camps.

## Sailing

Volunteers are prohibited from sailing at the DSC unless accompanied and supervised by an approved DSC Skipper

## Auxiliary Boats

Any Volunteer born after July 1, 1972, who desires to operate an auxiliary powered boat ("motor boat", e.g. chase boat, powerboat, safety boat, whaler) must have a certificate of Boating Safety Education on their person.

Volunteers are prohibited from operating a DSC auxiliary powered boat ("motor boat") unless accompanied and supervised by an approved DSC Skipper or staff member during DSC-sanctioned events.

Volunteers are prohibited from operating a DSC Cruiser unless accompanied by an authorized DSC Cruising Skipper.

## VIII. Policies: Liability and Insurance

### Legal Liability

When a volunteer acts as a representative of the agency, acting on the agency's behalf and with its authority and within the scope of the volunteer's duties, the agency may be held vicariously liable for the actions of the volunteer. However, liability is based upon the personal acts of a person so the volunteer may also be liable for his or her actions. Consequently, Volunteers should be concerned at all times about personal liability arising from their service for the agency.

### Waiver/Release

All volunteers are required to sign a waiver and release of liability before serving the Sailing Center. By signing the waiver, a volunteer agrees to assume the risk of any accident or injury to person or property which may sustain in connection with his/her participation with The Downtown Sailing Center. By signing the release, a volunteer agrees to release and discharge The Downtown Sailing Center and any of its directors, officers, employees, partners, affiliates and successors from any and all liability or responsibility for any such accident or injury.

See Appendix 10 for a copy of the [Release of Liability, Waiver of Claim and Assumption of Risks Agreement](#)

## Insurance Coverage

The Downtown Sailing Center will provide commercial general liability insurance for volunteers and staff, while they serve as agents of The Downtown Sailing Center. Volunteers must be working under the supervision and control of The Downtown Sailing Center to be covered. The commercial general liability policy does not provide medical expense payments for any injuries suffered by a volunteer. The agency does not have a medical expense policy to cover any accidental injuries suffered by a volunteer.

When The Downtown Sailing Center assigns a volunteer to drive a vehicle that The Downtown Sailing Center owns, leases, or rents in the name of the agency, the volunteer is covered by The Downtown Sailing Center's business auto liability insurance. When volunteers drive their own vehicle or some other vehicle not owned, leased or rented by

The Downtown Sailing Center, The Downtown Sailing Center's automobile liability and physical damage insurance does not apply. A volunteer's personal automobile insurance policy is primary in the event of an accident occurring while a volunteer is conducting business on behalf of the agency.

The Downtown Sailing Center board of directors are covered by Nonprofit Director's and Officers' Liability insurance.

Volunteers are encouraged to discuss their personal insurance program with their insurance agent to determine coverage available for claims arising from their volunteer activities.

## Certificate of Ability

Volunteers who indicate that they are under the care of a physician for any physical or psychological ailment which might impede their ability to work may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their duties. Any volunteer who, after accepting an assignment with the organization, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the Office Manager.

## Reporting Child Abuse and Neglect

As a matter of DSC policy, any and all suspected incidents of Child Abuse and Neglect should be immediately brought to the attention of the Waterfront Manager or the Executive Director.

All volunteers are responsible for familiarizing themselves with this policy as well as the list of child abuse indicators as posted in the office of the DSC and should be prepared to report any such abuse to the Baltimore City Department of Social Services at 410-361-2235.

See Appendix 2 for Definitions of Reportable Child Abuse/Neglect and Appendix 10 for copy of Child Abuse and Neglect Form

# Appendices

## Appendix 1: Volunteer Job Opportunities

Numerous Volunteer positions are available at the Downtown Sailing Center. The DSC employs only a small paid staff, and there always is a too much work to be done. Consequently volunteers keep the administrative side of the operation running smoothly by doing computer work, answering phones, filing, performing small office maintenance tasks, etc.

In addition to assisting DSC Staff, Volunteer Candidates may apply to any DSC Program for volunteer role(s) in which they are interested. Some volunteer positions do require additional training.

Here are some examples of the type of Volunteer Opportunities within the DSC Programs:

### Accessible Program

No sailing experience is necessary to volunteer for our accessible programs. We provide training for everyone and great ways to jump right into the action.

Volunteer sailing buddies, assistants and dock support allow us to offer the joy of sailing at little or no cost to sailors of all ages with disabilities. Volunteers receive training to ensure that all the participants enjoy themselves and sail safely. BACKGROUND CHECKS are also necessary for these positions since you will be working with a vulnerable population.

### Adult Education Program

Without a pool of qualified, enthusiastic instructors, our adult education program would cease to exist. Our instructors, as well as competent skippers, also allow the DSC to open its docks to local businesses for corporate outings.

### Cruising Program

Boat Management: To address this challenge, the DSC Cruising Program has created a role for a Boat Manager to be assigned to each of the cruising boats. The primary purpose of each DSC Cruiser Boat Manager is to preserve and enhance the market value of their assigned boat while supporting the educational and recreational mission of the DSC's Cruising Program. If you would like to work on fleet and facility then contact our Waterfront Manager.

## Juniors Program

Whether you are an instructor or an enthusiastic crew, the outreach programs have a constant need for volunteers. High school and college students can earn service-learning hours working on the summer sailing programs. BACKGROUND CHECKS are also necessary since you will be working with a vulnerable population. Schedules are flexible and some paid positions may be available.

## Outreach Program

Throughout the 2012 season the Downtown Sailing Center has various Outreach and Accessible partners that come down and use our facilities. The DSC is always in need of volunteers to help run those events. Events already scheduled for the 2012 season include an Autism Accessible Saturday and an MS Sailing Clinic.

## SIT Program

(Need Content)

## Racing Program

(Need Content)

## Recreational Sailing Program

Work Parties: Work parties are scheduled throughout the year. At the spring work parties, members prep and launch the boats and tidy up the docks for the sailing season. In the fall, they pull the boats out of the water and ready them for winter storage. Throughout the season, members perform the bulk of the boat and dock maintenance. Joining a group of fellow sailors for a work party makes the work more fun undefined required tasks are completed quickly, there is plenty of time for friendly conversation as the work progresses and you can learn a lot about the boats you sail.

Boat Maintenance: All of the boats in the DSC fleet require routine maintenance and, sometimes, restorative work. Drawing on the diverse skills of our member volunteers, the boats are kept in good condition and members learn firsthand how to maintain and repair the boats. All kinds of skills are needed.

Open Houses: Each year the Downtown Sailing Center offers free Open Houses for anyone from the public to come down and sail on the Inner Harbor. The DSC needs experienced skipper and crew to take these new sailors out on the water.

Open Sails: Every Wednesday and Sunday there are open sails at the Downtown Sailing Center. Both crew members and skipper members are encouraged to head out on the water on those two evenings throughout the year. The DSC office is always in need of dock masters and eligible skippers to help run the event.

Special Events: Committee chairs and members, as well as crew, are needed to make our Friday socials, Ya' Gotta Regatta, Sail for Kids and other special events possible. Watch for special event announcements and details in the weekly e-newsletter.

## Team Building Program

(Need Content)

## Sample Volunteer Job Description

<b>Title</b>	Safety Boat Operator
<b>Program</b>	Access-Ability Events
<b>Start Date</b>	Every other Saturday from April 7 <sup>th</sup> to September 22nd, 2011
<b>Duration</b>	The role begins at 9:30AM and ends at 1:00PM
<b>Responsibilities</b>	The role of safety boat involves rigging a safety boat, setting marks and monitoring the sailing of the participants.
<b>Experience/Skill</b>	Comfortable with their ability to work ALL DSC safety boats.
<b>Orientation/Training</b>	Attend an access dinghy orientation Complete DSC Background Check Receive your Maryland Safe Boating License Recommended: Attend a US Sailing Safe Power boating Course OR Receive a check-out on the DSC safety boats
<b>Supervision/Evaluation</b>	Check in with the dock master when you arrive and ask them where they would like you to place the mark. Also ask the dock master the experience of each sailor and which participants to look out for on the water.
<b>Success Criteria</b>	Everyone stays close and has a safe sail throughout the morning.

## Appendix 2: Reportable Child Abuse/Neglect Definitions

Definitions related to the Child Abuse and Neglect policy are as follows:

Child Abuse is defined as the physical or mental injury of a child by any parent or any person who has temporary care or custody or responsibility for supervision of a child or by any household or family member, under circumstances that indicate that the child's health or welfare is harmed or at substantial risk of being harmed; or the sexual abuse of a child whether any physical injuries are sustained or not.

Sexual Abuse means any act that involves the sexual molestation or exploitation of a child and includes: fondling, incest, rape, or sexual offense in any degree, sodomy, and unnatural and perverted sexual practices.

Child Neglect is defined as the failure to give proper care and attention to a child, including the leaving of a child unattended, that indicate that the child's health or welfare is harmed or at substantial risk of being harmed. Child neglect also includes mental injury of a child.

Mental Injury is defined as an observable, identifiable, and substantial impairment of a child's mental or psychological ability to function. When mental injury is suspected, an assessment is required by any two of the following: physician, psychologist, or social worker.

## Appendix 3: Fire Emergency Plan

Although it is unlikely to occur, there is a small chance that you may encounter a fire. A fire would be more likely to occur on a boat with an engine, for example a cruising boat or motor boat.

Fire drills will be enacted once a week at the start of the camp by the Junior's camp to ensure preparedness. The staff members are individually responsible for their own groups and should proceed in an orderly fashion to the gravel parking lot, with DSC staff ensuring that there is no hazard from vehicles.

Procedure in a fire event:

- Move participants in the immediate danger area to safety;
- Alert a DSC staff member
- Call 911
- Do not use a fire extinguisher unless you have specific training.

## Appendix 4: Missing Participant Plan

### Procedure to Determine for Unaccounted participants

Divide participants into boat groups;  
Have each volunteer account for each participant;  
If participant is still unaccounted for:

- Alert office
- Search Portable Chemical Toilets
- Search boats
- Interview participants

### Procedure to Notify Parent/Guardian of Unaccounted participant

Having established unknown location of participant;  
Notify office of situation (again)  
Radio/Call Waterfront Manager and inform of situation  
Radio/Call Office Manager to request notification of parent/guardian

### Procedure to Notify Parent/Guardian of Injured participant

Establish nature of injury and take appropriate actions for treatment  
Notify office of injury  
Radio/Call Waterfront Manager and inform of situation/participant status  
Radio/Call Office Manager to request parent/guardian notification

## Appendix 5: Emergency Action Plan

Definition: A medical emergency is a threat or suspected threat to health, life, or limb.

By having (and practicing) an emergency action plan, we ensure that everyone knows what to do in case of an emergency, and that instructors know their part to ensure everyone's safety. This practice will enable us to function as a team, for we will have each practiced our parts- where to be, what to do, and what everyone else is doing.

During an emergency, it is vital for uninvolved boats to stay off of the radio to preserve the airwaves for emergency use. In addition, involved instructors and assistants must remain calm and focused. As instructors, we are responsible for everything occurring on our boat- during a crisis, the instructor will be the one that the children and the assistant look toward to decide their own response. An instructor who is panicked will always cause children to become panicked. Furthermore, always be on the safe side- if you believe a child, or a boat might be in serious danger, convey that information to the Team Leader and the Waterfront Manager. If you are in any doubt, call for a motorboat, and/or have the Waterfront Manager call for an ambulance.

### **Step 1** – Evaluate the situation:

Has there been an injury?

Can it be dealt with on the boat? (Minor injury, cuts, scrapes, bruises)

Can it be dealt with on the dock? (Sprained ankles, etc.)

Should an ambulance and motorboat be called? (Serious injuries)

Has there been damage to the boat?

Is the boat safe?

Should I call for a rescue boat?

### **Step 2** – Once the evaluation is complete, decide on a course of action:

Non-emergency situations:

Deal with the situation and continue teaching if appropriate.

Emergency situations involving an injury:

Stabilize injured person (preliminary first aid to avoid further injury). Do not attempt to move an injured person more than absolutely necessary for their safety. This is especially true if you think a head or spinal injury may have occurred.

Notify Manager; clearly describe the situation, describe your location, and ask for an ambulance and a motorboat if either is necessary (use common sense and be on the side of safety). The coordinator should clear your path to the docks. You should have right-of-way over everyone on the water if they know you have an injured crew member.

**If patient should be immobilized** (Example: a spinal injury), then stabilize the patient and your crew/boat and drop the sails if it is safe to do so. Ready a towline. Wait until the motorboat asks for the line to throw them the line. Make sure your boat is secure upon reaching the docks, and do not move the patient from the boat, unless leaving them on the boat would further endanger their life.

**If it is safe for the patient to move** and the boat is a significant distance from shore, put the sailboat in the safety position. After the motorboat is secured along side, transfer the injured crew and your assistant aboard. Your assistant will be on the docks to talk to the EMTs when they arrive, and will comfort the patient during the ride back to the docks. If the situation (wind, waves, injury, etc) makes it unsafe to transfer the patient safely, ready your boat for towing as in the previous directions for dealing with an immobile patient.

Stay with injured person- it is important that you or your assistant are there to answer questions from the emergency crew (EMTs).

Clear uninjured people away from the boat. Use your assistant or other available instructors to supervise your kids away from the docks. Ensure that your children - both injured and non-injured - are being monitored.

Emergency situations involving damage to the boat:

Stabilize boat (preliminary measures to avoid further damage- dropping sails, tacking, etc.).

Notify coordinator; get their attention by calling "emergency, emergency, emergency" only if it is a true emergency. Clearly describe the situation (including your name and the boat's name), describe your location, and ask for an ambulance and a motorboat if either is necessary (use common sense and err on the side of safety). The coordinator should clear your way to the docks. You should have right-of-way over everyone on the water who knows you have an injured crew-member.

Make sure the participants on your boat are being monitored and reassured.

Clear your participants off of the boat as soon as it reaches the dock, and continue instructing them on shore.

When bringing your boat into to the dock, feel free to use the safety dock.

It is important that we are extremely clear and easy to understand when we are radioing the Waterfront Manager. We need to ask for specific assistance (i.e. "call an ambulance and tell them to meet us at 'A' dock," or "I need someone to help me at 'B' dock docking my boat," or "clear everyone out of my way to dock at 'A' dock."). Remember to identify yourself and your boat- the radio distorts your voice, and the office help may not know what boat you are on even if they do recognize your voice. Tell the coordinator and what they need to know, but concentrate on getting your crew to safety. Do not be afraid to ask for assistance, in the form of a rescue boat or help with docking. Safety, especially in stressful situations, is of utmost importance. If you are not directly involved in the situation, stay off the radio. We have only

our assigned channel to depend on; we will have none if all of the other instructors are trying to offer 'helpful' advice at the same time. The Waterfront Manager may send someone to the motorboat and have someone meet the ambulance at the gate, as well. This runner's job will be to lead the ambulance to the dock where the boat is coming in. Finally, at the end of the shift, or at the end of the day, the instructor and assistant will be asked to write up a short report on the emergency situation.

Appendix 6: Emergency Action Plan (Visual)

Appendix 7: Emergency Action Plan (Visual)

## Appendix 8: DSC Emergency Action Plan

### ***Step One: Evaluate***

#### **Incident**

Injury  
Boat Issue  
Emergency

#### **Non-Emergency**

Safe  
Rescue

### ***Step Two: Course of Action***

Non-emergency:

1. **Provide** appropriate care, on boat or on land

Emergency:

1. **Stabilize** injured person
2. **Notify** Waterfront Manager
3. **Proceed** to dock or prepare to **transfer** injured person to safety boat

Safe:

1. **Stabilize** boat to increase safety and prevent further damage
2. **Notify** team leader and Waterfront Manager
3. **Proceed** to dock to secure boat; take another boat if going back out

Rescue:

1. **Stabilize** boat to increase safety and prevent further damage
2. **Notify** team leader and Waterfront Manager
3. **Request** safety boat for tow/rescue, and **prepare** for tow/rescue

### ***Step Three: Report:*** Injury Report form

## Appendix 9: DSC Health and Safety Plan

### Health and Safety Risks:

The risks of sailing are very similar to the risks of any other sporting activity, one notable difference is that one might fall in the water. If anyone falls in the water, the volunteer will perform a Crew Overboard Recovery using either the Quick Turn or the Quick Stop method. Notify the Waterfront Manager immediately upon recovering the participant. Return to the dock and follow the Waterfront Manager's instruction. If an injury was sustained, the Emergency Action Plan will go into effect.

**There is to be no swimming from DSC boats and docks. Swimming is never allowed.**

### Volunteer Certification:

All camp staff in Juniors and Freedom camps are US Sailing Certified Instructors if they are functioning in the instructor capacity and all must have current First Aid and CPR. All instructors are responsible for the safety of the participants when on land, and all students on the boat when on the water. The head instructor (HI) is responsible for the safety of all participants on site; the program director (PD) is responsible for all people on site. For emergencies, the HI or PD will call 911 and deal with emergency personnel.

### Operating Procedures:

Parents and guardians are informed of all camp activities before the start of the camp session when they sign the liability form. Staff is informed of camp activities during training and weekly meetings. Participants are informed of camp activities when they sign up and also on the first day of the session, as well as throughout the session.

1. A Youth Sailing Waiver/Release must be signed by a parent or guardian prior to the participant being allowed to participate in any camp activities.
2. To participate in the Downtown Sailing Center's Sailing Programs, a participant must be 8 or older, and for Juniors sailing program the participant must be between the ages of 8 – 16.
3. Camp staff is to supervise the participants at all times during camp hours. The minimum participant to staff ratio is 4:1.
4. For the Juniors Program and Freedom Sailing, the staff meets to discuss the medical needs of the coming weeks campers either Friday or Monday morning before the campers arrive. Attendance is taken at these meetings.

### 5. Camp Rules:

Follow directions of DSC staff.

No horseplay.

No running on the docks.

Students must always wear a life-jacket on the docks and boats.

Students must always wear shoes.

Students must treat everyone with respect.

Participants must be signed out by the person picking them up at the end of each day in Juniors and Freedom camps.

6. All boats and other equipment used must be checked for safety every day before use, including, but not limited to checking:

Running and standing rigging.

Sail control systems.

Boat control systems.

Motors (if applicable.)

Dock conditions.

Condition of lunch cooler.

-At the end of the day, all equipment will be put away properly on the dock or in its storage place.

-Any damage is to be repaired if possible, if not possible to repair on the spot, a different piece of equipment will be used after a safety check.

-Any damage or repairs must be reported to the Waterfront Manager.

Activities off camp premises:

-Health and emergency information on participants, staff, and volunteers is to be kept in the DSC office at all times.

-In the event of an emergency, the Waterfront Manager shall be contacted and if there is safety or medical concerns, 911 as well. Contact can be made with 2 way radios or cellular phones, as well as visual signals.

-The primary contact person for camp issue is the Waterfront Manager.

-Attendance is to be taken at the start of every new activity when a location change has occurred, and each instructor shall constantly be supervising their boat group.

## Appendix 10: Forms Required to be processed for each Volunteer

All Volunteers must have completed the following DSC forms:

- Volunteer Pledge (see below)
- Liability Waiver (see below)
- Child Abuse and Neglect Form (see below)

### **The Volunteer Pledge**

As a volunteer for the Downtown Sailing Center I agree to the following:

I understand that I am an important and designated representative of the Downtown Sailing Center, and I agree to work with the DSC in achieving its mission.

I agree to perform my volunteer duties professionally and in accordance with this Agreement and the guidelines as set out in the Volunteer Handbook.

I agree to adhere to the procedures set out in the most recent DSC volunteer handbook.

I agree that it is my desire and intention to perform voluntary services for the DSC without financial or material compensation of any kind.

I understand that my volunteer services may be terminated at any time at the sole discretion of the Downtown Sailing Center.

I understand I must sign this Agreement in order to be part of the Downtown Sailing Center's Volunteer Program.

I understand that for some volunteer positions at the DSC I will need to agree to a background check and that my information will be kept confidential.

I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of The Downtown Sailing Center at any time.

I understand that my signature below indicates that I have received this copy of the handbook and that I agree to read it prior to my first volunteer assignment.

If I am under the age 18 I will have this form signed by a parent or guardian.

---

Full Name

---

Signature

Date

# Release of Liability, Waiver of Claim and Assumption of Risks Agreement

*By signing this document you will waive certain legal rights, including the right to sue or claim compensation following an accident, injury or death. Please read carefully.*

I acknowledge that directly or indirectly, I am, or in the future will be, participating in activities ("Activities") provided by, or at, the Downtown Sailing Center, Inc. ("Downtown Sailing Center"). I further acknowledge that boating, sailing and related activities, including the use of docks and facilities, involve a certain degree of risk, including the possibility of death or injury to persons or property. I understand and acknowledge such risks and hereby voluntarily assume these risks.

As lawful consideration for being permitted to participate in these Activities, I agree that I will not make a claim against, sue, attach the property, or prosecute Downtown Sailing Center, the Mayor and City Council of Baltimore, the Baltimore Museum of Industry, the Baltimore City Fire Department Repair Shop, all Harbor View properties, the sponsors of any Activities, or the aforementioned's respective principles, directors, members, officers, agents, employees, volunteers, heirs, assigns and insurance carriers ("Releasees") for death, personal injury or property damages that I may sustain as a result of my participation in the Activities. This agreement is intended to discharge in advance Releasees from and against any and all liability, asserted by me, my heirs or assigns, including liability for negligent actions, arising out of or connected in any way with my participation in the Activities.

I acknowledge that it is my responsibility to read and obey all posted information and warnings, and to comply promptly with any verbal instructions provided to me by Releasees in connection with the Activities. I acknowledge that I will not be under the influence of alcohol while participating in the Activities. I further acknowledge that in connection with the Activities, I will fully indemnify the Releasees for any liability, claim, damage or expense of whatsoever nature caused by, contributed to by, or arising from, the provision or consumption of alcohol by me.

I also give permission for photographs and video to be taken at the event in which my image may be used for promotional and/or advertising purposes by Releasees in any medium, without compensation to me.

I have carefully read this agreement and understand that it is a legal and binding contract that supersedes any other agreements or representations by or between parties and that it is intended to provide a comprehensive release of liability but is not intended to assert any claim or defenses that are prohibited by law. I hereby further agree that this agreement shall be construed in accordance with the laws of the State of Maryland and that any legal dispute will be brought in the Courts of the State of Maryland. I accept the personal jurisdiction of the courts of the State of Maryland and I waive my right to a jury trial in connection with any such legal dispute. If any portion of this agreement is deemed unenforceable, the remainder shall be given full force and effect. I have signed this agreement of my own free will.

For participants of a minority age, I hereby certify that I, as parent/guardian with legal responsibility for this participant of minority age, do consent and agree to his/her release of all the Releasees, and, for myself, my heirs, assigns and next of kin, release and agree to indemnify the Releasees from any and all liabilities incident to this participant of minority age's participation in the Activities.

Signature of Participant: \_\_\_\_\_ Print Name: \_\_\_\_\_ Signed on: \_\_\_\_20\_\_

Signature of Parent/Guardian: \_\_\_\_\_ Print Name: \_\_\_\_\_  
(If Participant is under 18 years of age)

Address \_\_\_\_\_ Zip \_\_\_\_\_ (required)

## Child Abuse and Neglect Form

All instructors, assistants, and other staff working with the Downtown Sailing Center's summer youth programs are required by law to report, as soon as possible, any child abuse or neglect when they SUSPECT that a child has been or is being mistreated. If anyone knowingly fails to report such possible abuse, they will be subject to sanctions by the Department of Social Services and the DSC. If a report of suspected child abuse is made in good faith, Subtitle 7 of the Maryland Family Annotated Code provides the reporting individual with immunity from civil liability and criminal penalty.

As a matter of DSC policy, any and all suspected incidents of Child Abuse and Neglect should be immediately brought to the attention of the Waterfront Manager or the Executive Director. All employees are responsible for familiarizing themselves with this policy as well as the list of child abuse indicators as posted in the office of the DSC and should be prepared to report any such abuse to the Baltimore City Department of Social Services at 410-361-2235.

Definitions related to this policy are as follows:

- Child Abuse is defined as the physical or mental injury of a child by any parent or any person who has temporary care or custody or responsibility for supervision of a child or by any household or family member, under circumstances that indicate that the child's health or welfare is harmed or at substantial risk of being harmed; or the sexual abuse of a child whether any physical injuries are sustained or not. Sexual Abuse means any act that involves the sexual molestation or exploitation of a child and includes: fondling, incest, rape, or sexual offense in any degree, sodomy, and unnatural and perverted sexual practices.
- Child Neglect is defined as the failure to give proper care and attention to a child, including the leaving of a child unattended, that indicate that the child's health or welfare is harmed or at substantial risk of being harmed. Child neglect also includes mental injury of a child.
- Mental Injury is defined as an observable, identifiable, and substantial impairment of a child's mental or psychological ability to function. When mental injury is suspected, an assessment is required by any two of the following: physician, psychologist, or social worker.

By signing below, I hereby acknowledge that as an employee, staff, volunteer, or member of the Downtown Sailing Center, I have been informed of the laws relating to, the indicators of, and my responsibility in reporting Child Abuse and Neglect to the proper authorities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff printed name