

COASTAL DISCOVERY CENTER IN SAN SIMEON STANDARDS OF CONDUCT

1. Care must be taken to keep the exhibits in good, working condition. This includes keeping the area picked up and reporting broken or damaged materials. Brochures and other written material may need to be replaced.
2. Care must be taken for the security of the interpretive center and its administrative offices. Public opening and closing hours are to be strictly adhered to. The public is not allowed in office space.
3. Docents are required to arrive and leave on time for designated shifts, usually ½ hour prior to opening and ½ hour after closing times.
4. The Coastal Discovery Center is to be manned **at all times** during open hours. Docents must notify one another if one docent needs to leave the desk for breaks.
5. Docents are ambassadors for CA State Parks and the Monterey Bay National Marine Sanctuary program. If a visitor is damaging or behaving inappropriately, the docent has the right to ask the visitor to leave.
6. Docents are to show up for work in clothing issued by the Coastal Discovery Center and are to be neatly dressed. No other logos besides those issued by the Coastal Discovery Center are to be worn while on duty.
7. Docents are to wear name tags at all times.
8. Docents should not engage in activities for profit while volunteering at the Coastal Discovery Center, nor may Docents profit from activities or knowledge associated with the Coastal Discovery Center.
9. Smoking, drinking or eating while on duty at the desk is prohibited, except for water.
10. **Dogs or other personal pets** are not allowed in or near the Coastal Discovery Center while docent is on duty.
11. Docents shall act cordially and professionally while in the Coastal Discovery Center and on the property of CA State Parks. Swearing, sexual or personal remarks, physical contact with visitors, discussions of a personal nature and/or arguments are highly inappropriate and will not be tolerated.
12. Docents are expected to follow all agency protocol and directions from agency representatives.

Failure to comply with these standards may result in removal from the Coastal Discovery Center Docent Program.

Should I be accepted as a Coastal Discovery Center Docent, I accept the terms of the Duty Statement, agree to fulfill all the requirements of the Docent Orientation and Training Program and meet the current service requirements of volunteering for two shifts per month for one year, effective upon successfully completing the Coastal Discovery Center Docent Orientation and Training Program. I also agree to perform in the manner stated in the Standards of Contact above.

Signature _____ Date _____

