

VOLUNTEER HANDBOOK



1/1/2012

The Center for Wooden Boats

Your guide to the History, People & Procedures of The Center for
Wooden Boats

WELCOME!

LETTER FROM THE FOUNDING DIRECTOR



A museum where you can play with the exhibits! What a concept! CWB's mission is simple and direct: preserving our small craft heritage. Our collections are for education. The most lasting means of education is direct experience. To do is to learn. We want everyone to come here. That's why we don't charge admission. Yet, most of our income is from earnings and small private donations. People give to us when we give to them a historical experience wrapped with warmth, fun and a bit of challenge. With your help we will continue to be one of Seattle's most exciting museums – and a great place for a cheap date.

Dick Wagner
Founding Director

LETTER FROM THE VOLUNTEER COORDINATOR



If you're anything like me, you stepped into this place and felt at home. The boats, the people, the playfulness and the joy of stepping back in time are just some of the reasons why I – and many other Puget Sound residents – feel enriched by this community. I'm so pleased to welcome you into it!

Our volunteers truly are the fabric that holds us all together. Each year our volunteers donate more than 15,000 hours of their time in all facets of the organization. From the Boatshop, Livery, and Front Desk to Special Events and Festivals – Volunteers keep our programs vibrant and alive.

Indeed, the individuals are as varied as their work! Our volunteers range from 15 years old to 90; hail from the West Coast and distant lands; and while some have been with us for 20 years or more, we welcome new volunteers into the fold every month.

Whether you stay with us for 6 months or 16 years, we hope your volunteer experiences provide you with opportunities to engage in our community, to learn new skills, to meet new people, and most important of all, to have a rollicking good time with boats!

Welcome! We're so happy to have you aboard.

Lara Schmidt
Volunteer Coordinator

OUR MISSION

To provide a gathering place where maritime history comes alive through direct experience and our small craft heritage is enjoyed, preserved, and passed along to future generations.

VISION

We envision The Center for Wooden Boats endowing the greater community with an enduring expression and celebration of the Northwest's nautical heritage – its artifacts and artisanship, history, music, literature, pleasures, traditions and values – keeping alive our maritime culture.

WE ENVISION A FUTURE WHERE...

- Lives are enriched with the knowledge of where we fit into the continuum of history and human experience by collecting, preserving and telling the story of northwest wooden small craft and maritime culture.
- People of all ages use their hands and minds to connect to their culture and their physical world by making maritime craft and skills education a lifelong experience.
- Every child has the confidence to pursue their full potential by providing challenging physical and mental experiences in wooden small craft.
- People form connections that strengthen society by providing an oasis and gathering place at the water's edge.
- Boats on the water are accessible to all.
- Communities around the world are inspired by CWB as a model for community-based, hands-on maritime experience.

In the end, we are really more about people than boats. So, most importantly, we envision tens of thousands of lives being enriched by The Center for Wooden Boats.

VOLUNTEER OPPORTUNITIES

Our Volunteer Opportunities fall into three main categories based on the level of training and regular commitment they require. At orientation, you attended a level two training session to begin your career as a volunteer at CWB. You will be asked to log 32 total hours before pursuing training in an area that is designated as Level Three. Levels are described as follows:

1. Assignments that require minimal training
2. Assignments that require a one hour training session
3. Assignments that require extensive training or evaluation



The list above represents the most common areas of volunteerism. It is not an exhaustive list of volunteer tasks or participation. As we get to know each other better, you may find interests in other areas or find new ways of contributing based on your skills and experience. Creativity is welcome!

BENEFITS

It goes without saying that the greatest benefit of all is the personal fulfillment and sense of community you gain by sharing your passion with others. It also goes without saying, however, that we want to shower you with gifts and praise to thank you for contributions. That's why we offer the following privileges to our volunteers:



1 hour of free boat rental for every 3 hours of recorded volunteer time



Cama Volunteers receive a FREE Discover Pass after 24 hours worked in a "Parks Approved Project"



FREE Membership to CWB after 40 hours



FREE Lifetime Membership to CWB after 1,000 hours



Quarterly Volunteer Appreciation events



Awards to commend excellence in service

RIGHTS & RESPONSIBILITIES

Volunteers are the most important part of our workforce. As such, your position comes with important rights and responsibilities; they are designed to create a safe, enjoyable, and productive working environment for you, your fellow volunteers, and our paid staff.

YOUR RIGHTS

- Meaningful assignments
- Timely follow up from staff when requested
- Training and supervision appropriate to your position
- Recognition, both formal and informal, for your contributions
- A safe working environment
- A harassment free working environment
- Support from the Volunteer Coordinator and Staff in resolving issues

YOUR RESPONSIBILITIES

- Serve as a goodwill ambassador and interpreter of CWB's mission and programs
- Understand the commitments and duties of assignments before accepting them and fulfill them to the best of your abilities
- Be a team player
- View staff and other volunteers as allies, colleagues, leaders and team members
- Respect the confidentiality of our staff, volunteers and visitors where appropriate
- When possible, give at least 2 days' notice if you are unable to come to your scheduled shift
- Observe safety procedures for all boats, tools, and docks
- Clean up after projects
- Seek and expect honest feedback on performance. Remember that feedback is a tool for growth.
- Be honest with staff regarding your intentions, goals and skills
- Wear your nametag
- Log volunteer hours

POLICIES

Our policies are designed to provide guidance and direction to both staff and volunteers in regards to volunteer involvement and management efforts. Unless specifically stated, these policies apply to all non-elected volunteers in all programs and projects undertaken by or on behalf of the organization, and to all departments and sites of operation of the program. Alterations to or exceptions from these policies may only be granted by the Deputy or Executive Directors, and must be obtained in advance and in writing. Policies and procedures not specifically covered in these policies shall be determined by the Deputy Director.

BACKGROUND CHECK

All new volunteers must complete a Washington State Patrol and National Sex Offender Registry background check. To ensure the safety of our program participants, volunteers, visitors and staff, we cannot accept volunteers who have any history of assault or a crime against a person. Falsification of information used to obtain official background checks, including name and date of birth, may result in immediate dismissal.

HARASSMENT POLICY

Inappropriate behavior such as sexual harassment, confrontation, rude language or other acts that cause notable discomfort among patrons, volunteers or staff may be cause for immediate dismissal without probation. All volunteers are required to abide by the terms of CWB's Harassment Policy anytime they are on CWB property – whether or not they are performing volunteer tasks during that time. Your consent to adhere to the CWB Harassment Policy is implied by your participation in our volunteer program. Our Harassment Policy is included in the Addendum section of this document, on VIC Net, and was reviewed verbally during your general volunteer orientation.

ALCOHOL

The Center is a fun place to relax and socialize, but we are also a family centered community, and our rules around alcohol use are intended to create a safe and welcoming environment for all of our visitors, regardless of their age. To that end, alcohol use at CWB during business hours must be confined to a designated event and area approved by a staff person.

Any volunteer who appears intoxicated while on shift or in contact with visitors is subject to dismissal as a volunteer and will be asked to leave the premises immediately. Alcohol use while on any of the CWB owned boats is also reason for immediate dismissal. Volunteers should remember that alcohol use is not permitted in Lake Union Park except under specific circumstances in which permits have been issued from both Seattle Parks and Recreation and the Washington State Liquor Control Board. Permits for alcohol use during special events at Cama Beach are obtained from the Washington State Parks.

ATTENDANCE

Many of our programs are dependent upon volunteers, which is why not showing up for your shift can cause poor visitor experience at best, or temporary closures of programs at worst. Repeated no shows can be cause for reassignment or dismissal. If you need to reschedule your shift, please call ahead.

HOURS

Individual volunteers are responsible for the accurate and timely submission of their volunteer hours via the online Volgistics system.

MINORS

Volunteers between the age of fifteen and eighteen must have the written consent of a parent or legal guardian prior to volunteering. The volunteer responsibilities assigned to a minor will be performed in a non-hazardous environment and will comply with all appropriate requirements of child labor laws. No person under the age of fifteen is permitted to volunteer unless they are accompanying a parent or guardian who is a volunteer. Persons under the age of 15 are considered “guests” of the volunteer with whom they are volunteering and therefore are not covered by CWB’s insurance. Should a “guest” of a volunteer violate any of the policies outlined in this document, the volunteer accompanying them shall be held responsible.

SAFETY PROCEDURES

Your staff supervisor will inform you of all safety procedures relevant to your volunteer job. For specific areas like the Boatshop or Livery, a safety orientation may be part of your training. Disregarding safety procedures is cause for dismissal.

PARKING IN SOUTH LAKE UNION

Parking near CWB’s South Lake Union location is increasingly limited as the neighborhood is redeveloped. The Center makes every effort to provide parking for volunteers during their shifts, but we are limited by decisions and policies made by neighborhood landowners, as well as by the increasing number of visitors to Lake Union Park.

General Parking Policies

- CWB’s parking spaces are available only if you are visiting CWB or volunteering for CWB. You may not park in any of CWB’s lots if you are in the area for other reasons, including working on non-CWB boats.
- The Staff & Volunteer Lot should be use anytime you are volunteer at CWB. Exce

Policies for parking in the Lake Union Park Lot:

- One-time parking passes must be issued by CWB’s Front Desk on the day of use to be valid. No hand-written, altered, or expired passes will be honored.
- Cars that display invalid passes will be issued violation notices. Repeat violations will result in the car being towed at the owner’s risk and expense.
- No overnight parking in the Lake Union Park lot. If you need to leave your car at CWB overnight, please use the Staff & Volunteer lot, or work with us to make other arrangements
- The Lake Union Park lot also has four Accessible parking spaces; please feel free to use these spaces if you have an Accessible or Disabled Parking Permit.

Policies for parking in the Staff & Volunteer Lot:

- Return the pass to the mailbox at the end of your shift. CWB cannot get replacement passes for those lost or stolen.

- If there are no passes in the mailbox, you will need to either pay for parking (rates are \$2 for evenings and weekends), or find another place to park.
- CWB Lake Union Park Lot passes, handwritten passes, and other unofficial passes are not valid in the Staff & Volunteer lot. CWB cannot protest tickets issued for displaying invalid parking passes or parking without a pass.

For more information on parking, please read the “Getting Here” section of this Volunteer Handbook.

STATUS



* Please note that your status is determined by the number of hours you have **logged**. Not logging hours properly may result in your status changing to inactive, regardless of your actual activity.

TRAINING

Further training may be required for specific volunteer positions and will be coordinated with the position supervisor.

DOGS IN THE WORKPLACE

Dogs are a beloved part of our community, but there are some restrictions to when dogs are allowed at CWB.

- Your dog may not accompany you during your volunteer shift.
- You may bring your dog with you, however, when you are visiting CWB as a visitor and are not performing any official volunteer activities
- Any dog at CWB should be kept on a leash at all times.
- Dogs are permitted on boats.

PFD POLICY

The Center for Wooden Boats strives to provide a safe work environment for its visitors, students, volunteers, and staff. CWB also provides boating education to the general public, both through educational programs, and by the example our volunteers and staff set while working on and around the water.

All PFDs used in compliance with this policy must be US Coast Guard approved and worn in accordance with the manufacturer's instructions. This includes buckling all straps that are part of the PFD. Belt-pack style PFDs do not meet the requirements of this policy. In addition, inflatable PFD's worn by CWB staff must be approved for Commercial use by the US Coast Guard.

With these goals in mind, CWB has implemented the following policy regarding PFD (life jacket) use at its facilities.

Anyone aboard a CWB vessel that is in the water, regardless of purpose, must wear a PFD.

Anyone participating in a CWB program aboard a privately owned vessel is required to wear a PFD while underway. This includes the owners of privately owned vessels for the duration of the on-the-water program.

All CWB staff (including interns and apprentices) and volunteers who are working on docks, floats, piers, or sea walls must wear a PFD unless one of the following exceptions applies:

Personnel who are only transiting the docks are not required to wear a PFD.

Personnel who are working in the Boatshop, Boathouse, or similar floating building where they are enclosed by four walls do not need to wear a PFD.

Personnel who are working in a space where there is a permanently installed railing between their workspace and the water are not required to wear a PFD.

Other exceptions may be approved on a case-by-case basis by CWB's Boatshop Manager, Education Director, Workshop Manager, or Operations Manager. Managers cannot approve exceptions for their own area, approval must come from a different department head.

Anyone participating in a CWB overnight program must comply with US Coast Guard rules regarding PFD use when the vessel is not underway.

ANTI-HARRASSMENT POLICY

A respectful work environment is essential to the wellbeing of both paid and unpaid employees. The Center for Wooden Boats (“CWB”) does not condone and will not tolerate harassment or abusive treatment by any employee, volunteer, or member (collectively, “member”) of any applicant, employee, volunteer, member, visitor or program participant on account of the latter’s race, religion, color, political ideology, national origin, creed, ancestry, mental or physical disability, medical condition, marital status, age, gender, gender identity or sexual preference.

HARRASSMENT

Harassment is a form of misconduct that demeans another person and unreasonably interferes with a person’s work performance and/or creates an environment that is intimidating, hostile or offensive. Harassment can be based on an individual’s race, religion, color, political ideology, national origin, creed, ancestry, mental or physical disability, medical condition, marital status, age, gender, gender identity or sexual preference, but is not limited to these factors. Harassment may be verbal, physical, visual or sexual and includes, but is not limited to, derogatory comments, jokes, posters, abusive language, shouting, physical assault, and/or unwelcome sexual advances which create a hostile or offensive environment.

SEXUAL HARRASSMENT

Sexual harassment refers to conduct or behavior of a sexual nature that is unwelcome and creates an offensive or hostile environment. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute “sexual harassment” when:

- Submission to such conduct is made explicitly or implicitly a condition of an individual’s employment or advancement; or
- Rejection of such conduct is used as a basis for any employment decision affecting the individual; or
- The harassment has the purpose or effect of unreasonably interfering with the individual’s work performance or creating an environment that is unreasonably intimidating, hostile or offensive to any member of CWB.

For example, unwanted physical contact, foul language, sexually oriented propositions, e-mails and other internal correspondence, jokes or remarks, obscene gestures or the display of sexually explicit pictures, cartoons, or other materials may be considered offensive to another employee and thus should not occur.

HARRASSMENT OF MEMBERS OR GUESTS

This Policy is equally applicable to harassment of any member or guest of a member using CWB facilities or attending CWB sponsored events.

REPORTING HARRASSMENT

Members and/or their guests who believe they have been subjected to conduct in violation of CWB’s anti-harassment policy should promptly report the matter to their immediate supervisor, to CWB’s Executive Director, or to any member of CWB’s Board of Directors. CWB will not discriminate or retaliate against any member and/or their guest for reporting what he/she believes is conduct in violation of this policy. Any reported incident of harassment will be investigated. CWB will endeavor to protect the privacy and confidentiality of all parties involved. If CWB determines that harassment, unlawful discrimination or retaliation has occurred, it will take appropriate corrective action, which may result in disciplinary action including termination of CWB employment, volunteer or membership in CWB, as well as denial of permission to be present at CWB facilities and events.

YOUTH POLICY

To ensure the safety of our youth, Staff and Volunteers at CWB maintain diligent standards of conduct. All volunteers who are involved with a youth specific program are required to take a Sexual Assault Prevention and Awareness Training.

Regardless of assignment, all volunteers must adhere to the following policies. Violations of these policies may result in immediate dismissal, even if no harm is done. For the purpose of this policy, “present” is defined as having line of sight view.

- There should always be two adults present with any individual or group of youth whenever possible. The adults may be any combination of CWB staff, volunteers, teachers and/or chaperones. This ratio is mandatory if the youth involved are age 12 and under.
- In situations where the preferred ratio is not possible due to the nature of the program, and all of the youth are age 13 and over, there must be at least two youth present with any adult.
- An adult may never be alone with a single youth for any reason.

ACCEPTABLE BEHAVIOR BETWEEN ADULTS & YOUTH

Sometimes it is unclear if a behavior is appropriate, inappropriate, or harmful. Here are some more examples of appropriate and inappropriate behavior when dealing with youth:

VERBAL COMMUNICATION

APPROPRIATE:

- Praise
- Positive reinforcement for good work/behavior

INAPPROPRIATE/HARMFUL:

- Sexually provocative or degrading comments
- Risqué jokes

PHYSICAL BEHAVIOR

APPROPRIATE:

- Pats on the back or shoulder
- Non-romantic hugging initiated by the youth. Hugging should be directed by the adult to side-to-side contact instead of pelvis-to-pelvis.

INAPPROPRIATE/HARMFUL:

- Patting the buttocks
- Tickling
- Hugging initiated by an adult
- Intimate/romantic/sexual contact
- Corporal punishment
- Showing pornography or involving youth in pornographic activities

RELATIONSHIPS WITH YOUTH OUTSIDE OF CWB PROGRAMS

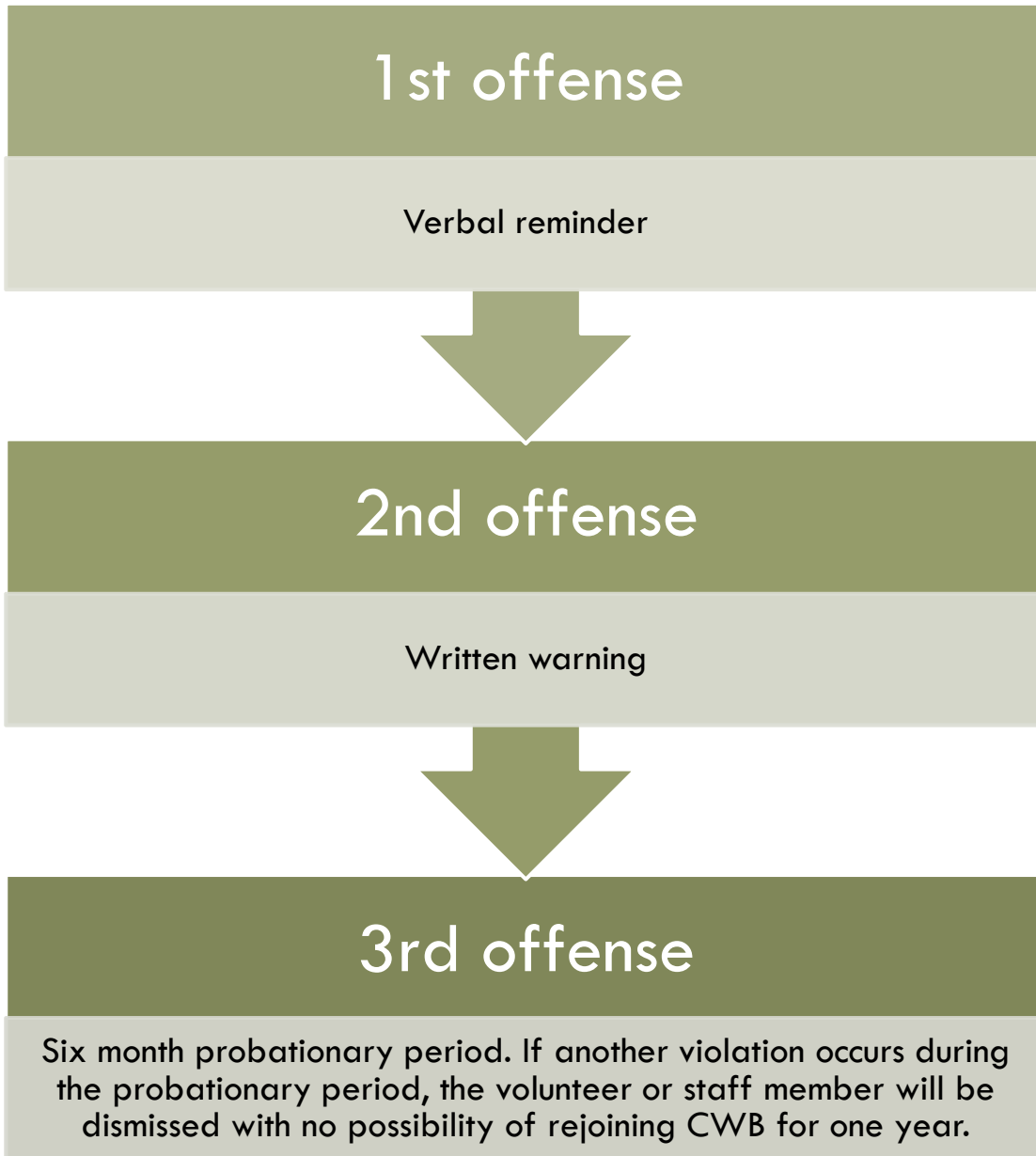
All CWB staff, consultants, and volunteers are prohibited from nannying, babysitting, or developing social relationships with minors they meet through CWB.

TRANSPORTATION OF YOUTH

Staff and volunteers are not permitted to transport youth in vehicles unless it is a part of the curriculum of the program and appropriate ratios are maintained.

VIOLATIONS OF POLICY

Violations by volunteers (including interns and apprentices) will be addressed in the following manner:



CWB Staff reserves the right to forgo verbal and written warnings, or to dismiss a volunteer without a probationary period, in cases where violation of these policies creates an unreasonably hostile, unsafe, offensive, or otherwise undesirable environment for staff, volunteers or visitors.

TIMESHEETS & SCHEDULING

For your convenience, for program efficiency and for the purposes of recording accurate information necessary to receive important grant funding, you will use a volunteer website called VicNet to log your hours and sign up for shifts.

WHAT IS VICNET?

VIC stands for Volunteer Information Center, and indeed, it is your source of information for activity, news, needs, events, and your own volunteer engagement. With VicNet you can do the following:

- Read news and announcements
- See upcoming trainings
- Find out about special volunteer needs (such as work parties and miscellaneous tasks)
- Schedule yourself for a shift
- Log your hours
- Update your profile information, including contact info, skill set, and availability

USING VICNET

SIGNING UP FOR A SHIFT

Some assignments have set schedules and require volunteers to choose a shift from the schedule in order to participate. These assignments include the Boatshop, Livery, and Front Desk. Shifts are important because they ensure that we will have volunteers during the times we need them most, and also to limit the occurrences of having too few or too many volunteers at a given time.

TO SIGN UP FOR A SHIFT:

1. Go to the CWB Volunteer page to access the link to the VicNet Login page – or Bookmark it in your browser for easy reference.
2. From the VicNet Login Page, enter your email address as the Username and the Pin # you received from the Volunteer Coordinator as your password. You can change this password to one you will remember by accessing the “My Account” tab, once logged in.
3. Once inside, open the “My Schedule” tab. Using the dropdown menu, select the Volunteer Area in which you would like to volunteer to see available shifts. Alternatively, you can click on a date from the calendar to see a list of the schedules for each area to which you are assigned.
4. Follow the prompts to schedule and confirm your selection. You will receive a reminder email about your shift. If at any time you would like to limit the emails you receive from us, you can do so through the “My Profile” tab.

[CLICK HERE TO SEE A 5 MINUTE VIDEO TUTORIAL ON USING VICNET.](#)

LOGGING YOUR HOURS

If you work in an assignment that does NOT have a schedule, or if you discover there is no volunteer scheduled for a shift and a staff supervisor asks you to fill in as a “drop-in”, you will log your hours retroactively using the Timesheet function of VicNet.

TO LOG YOUR HOURS:

1. Follow steps 1 through 2 of “Signing up for a Shift”
2. From the VicNet Home page, select the “Time Sheet” tab
3. Use the form provided to fill in your date of service, as well as the area of service, and click continue
4. Confirm your entry

[CLICK HERE TO SEE A 5 MINUTE VIDEO TUTORIAL ON USING VICNET.](#)

GETTING TO SOUTH LAKE UNION

CWB SOUTH LAKE UNION

1010 VALLEY STREET, SEATTLE, WA 98109

Due to our increasingly urban environment, The Center for Wooden Boats at South Lake Union is best accessed by foot, bicycle or by public transportation. That said, we know many of you need to come by car. Below are directions for getting here via various modes of transportation, including car. Please be sure to consult the Parking Guidelines for more specific information if driving will be your primary mode of transit.

Please Note: The South Lake Union neighborhood is undergoing extensive construction as part of the Mercer Corridor Project. Between August 2012 and July 2013, Valley Street will be partially closed. Find updates, details, and reroute information online at www.seattle.gov/transportation/ppmp_mercer.htm

BY FOOT & BICYCLE

CWB and Lake Union Park are stops on the Cheshiahud Loop Trail, a bicycle and foot path that circles Lake Union and connects to the Burke Gilman Trail. It is also an easy twenty-minute walk from downtown. Bicycle racks are provided at Lake Union Park

BY BUS

CWB and Lake Union Park are currently served by several King County Metro bus routes, including the 17, 26, 28, 30, and 70, as well as the 5, 16, and 358 that run down Aurora Avenue. Metro also has online help for planning your ride at tripplanner.kingcounty.gov

Construction Notes: As of August 2012, the route 70 bus, as well as the 71, 72, and 73, have been rerouted to Eastlake Avenue rather than Fairview Avenue. This reroute is scheduled to last until July 2013.

BY STREETCAR

The South Lake Union Streetcar stops in Lake Union Park. The line runs from Westlake Center downtown to Fred Hutchinson Cancer Research Center, along Westlake, Terry, and Fairview Avenues. Two ways to use the Streetcar to get to CWB are to take a bus downtown and take the streetcar to CWB, and to park in one of the metered lots in the neighborhood and take the streetcar.

Construction Notes: The Streetcar may be closed up to three weekends between August 2012 and July 2013 as part of the Valley Street subproject. Please check the construction website for updates, or call CWB to confirm that the Streetcar is running.

BY CAR

FROM I-5 NORTHBOUND & SOUTHBOUND

Take Exit #167 (Mercer St/Seattle Center). Go STRAIGHT on Mercer Street. Turn RIGHT onto Terry Avenue N. Turn RIGHT onto Valley Street. Turn LEFT into Lake Union Park

FROM AURORA AVE (HIGHWAY 99) NORTHBOUND

After emerging from the tunnel between Bell St and Denny Way, turn RIGHT onto Harrison Street. Continue east 4 blocks to Westlake Ave N. Turn LEFT onto Westlake Ave N and continue north for three blocks. Turn RIGHT on to Valley Street. Turn LEFT into Lake Union Park

FROM AURORA AVE (HIGHWAY 99) SOUTHBOUND

After crossing the Aurora Bridge, take the second exit labeled “Dexter Avenue North.” The off ramp will bring you to a yield sign. Turn RIGHT on Dexter Ave N and proceed south approximately one mile to Mercer Street. Turn LEFT at Mercer St and go four blocks. Turn LEFT on to Terry Ave N. Turn RIGHT on to Valley Street. Turn LEFT into Lake Union Park

Construction Notes: Valley Street is CLOSED east of Terry Avenue N, but there is a local access only corridor to the entrance to Lake Union Park. This closure is scheduled to last until early 2013, at which time the west section of Valley Street will be closed and the east section will be open. Southbound CWB will updated its instructions accordingly, but please refer to the Seattle Department of Transportation website for the most up-to-date information.

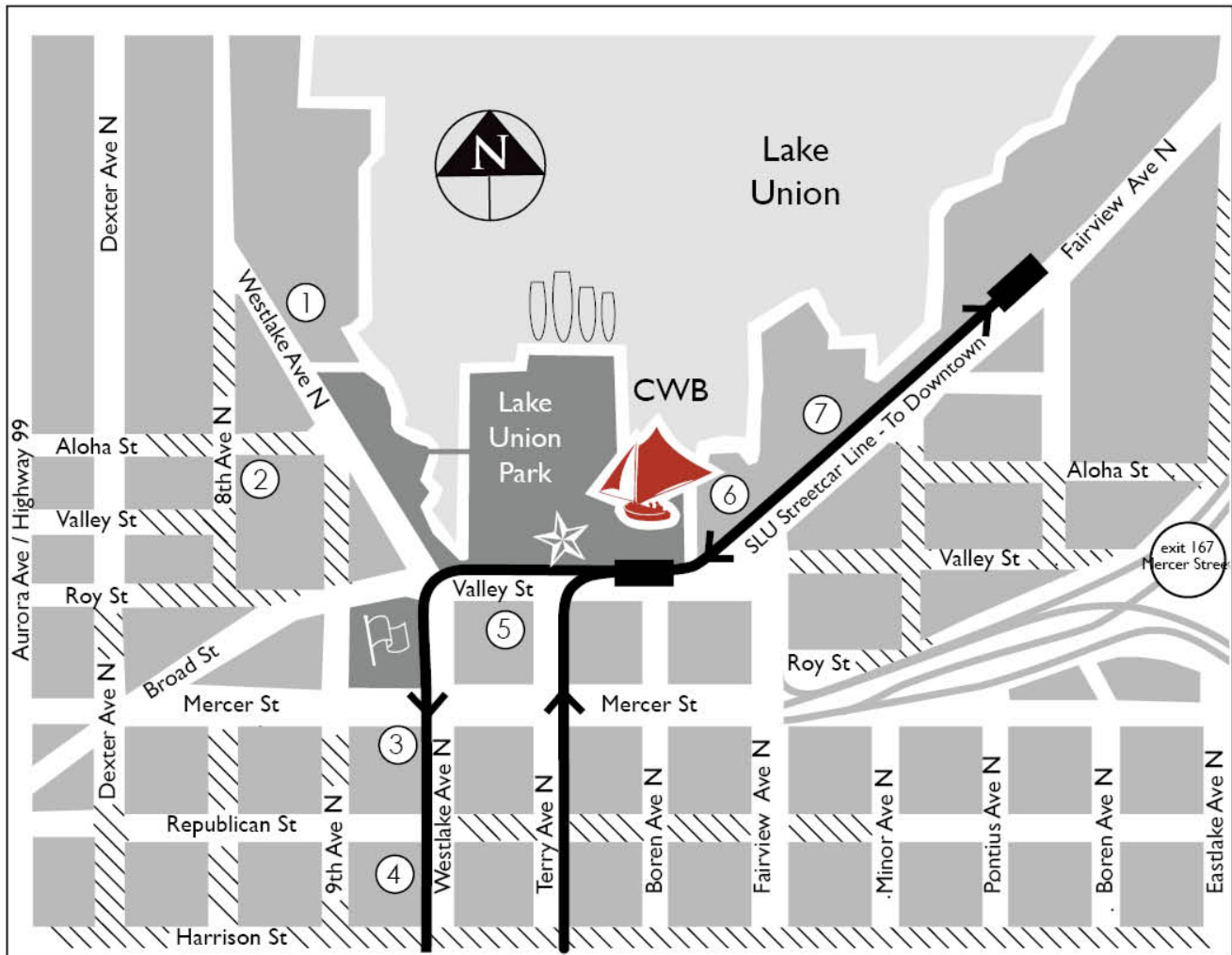
SITEMAP



- Attraction or Special Feature
- Point of Information
- First Aid
- Public Restrooms
- Parking

ABOUT LAKE UNION PARK AND CWB IN SOUTH LAKE UNION:
 Lake Union Park and the surrounding neighborhood is currently undergoing major transformation. Lake Union Park opened to the public in the fall of 2009, and MOHAI, the Museum of History and Industry, is scheduled to open in the Naval Reserve Armory Building in November of 2012. CWB's Proposed Education Center is still in the fundraising stages, but will likely open around 2014.

PARKING in SOUTH LAKE UNION



LAKE UNION PARK LOT

CWB has fifteen spaces reserved in the Lake Union Park parking lot for its visitors and students. You are welcome to park in these spaces when coming to CWB as a visitor (for example, to take out a livery boat or show friends around the site). While volunteering, however, please park in the Staff & Volunteer lot, or in another lot or area, especially if your shift is more than three hours.

The other spaces in the Lake Union Park lot are metered city parking, available for \$1.50/hour for a maximum of four hours, and free on evenings and weekends. The Lake Union Park lot also has four Accessible parking spaces; please feel free to use these spaces if you have an Accessible or Disabled Parking Permit.

POLICIES FOR THE LAKE UNION PARK LOT

- **One-time parking passes must be issued by CWB's Front Desk on that day to be valid.** No hand-written, altered, or expired passes will be honored.
- **Cars that display invalid passes will be ticketed,** as CWB has encountered problems with non-CWB commuters using the lot. If you receive a ticket, please let the Front Desk know, and make sure to get a valid pass for future visits.

- **No overnight parking in the Lake Union Park lot.** If you need to leave your car at CWB overnight, please use the Staff & Volunteer lot, or work with us to make other arrangements
- **Please park in CWB's parking spaces only if you are visiting or volunteering for CWB,** and find alternate parking if you are in the area for other reasons, including for working on non-CWB boats. Parking in South Lake Union has become a scarce resource; please respect your fellow volunteers by making sure that parking is available during their shift

STAFF & VOLUNTEER LOT (PROPEL LOT OR FOLEY GREEN LOT)

The Staff & Volunteer lot is located at 607 Westlake Avenue N, just to the south of the Propel Biodiesel Station. Passes are stored in a locked mailbox at the northwest corner of the parking lot. The combination to the lock is 2628. Seven passes are designated "Any Time" and seven passes are designated "Evening/Weekend". Please double-check that you are using an appropriate pass, otherwise you may be ticketed. The type is hand-written on the pass as "A" or "E/W".

POLICIES FOR THE STAFF & VOLUNTEER LOT

- **Return the pass to the mailbox at the end of your shift. CWB cannot get replacement passes for those lost or stolen.**
- If there are no passes in the mailbox, you will need to either pay for parking (rates are \$2 for evenings and weekends), or find another place to park.
- CWB Lake Union Park Lot passes, handwritten passes, and other unofficial passes are not valid in the Staff & Volunteer lot. *CWB cannot protest tickets issued for displaying invalid parking passes or parking without a pass.*

STAFF & VOLUNTEER LOT (PROPEL LOT OR FOLEY GREEN LOT)

Shaded areas of map indicate metered street parking. CWB tries to keep this map updated, but cannot guarantee prices or availability.

1. 900 Westlake Ave (Metered City Parking, \$1/hr)
2. 800 Aloha St (\$2/2 hrs, \$4/4 hrs)*
3. 525 9th Ave N (\$5/2 hrs, \$15/10 hrs)*
4. 412 9th Ave N (\$5/2 hrs, \$15/10 hrs)*
5. 670 Terry Ave N (\$5/2 hrs, \$15/10 hrs)*
6. 809 Fairview Ave N (\$5/hr, \$12/10 hrs)
7. 901 Fairview Ave N (\$5/hr, \$12/5 hrs)

* evening & weekend rates available, as low as \$2

GETTING TO CAMA BEACH

CAMANO ISLAND STATE PARK

1880 SW CAMANO DRIVE, CAMANO ISLAND, WA 98282

Cama Beach State Park is located on the Southwest side of Camano Island. Due to its rural setting, Cama Beach State Park is most easily accessed by car, though Island Transit does provide local service.

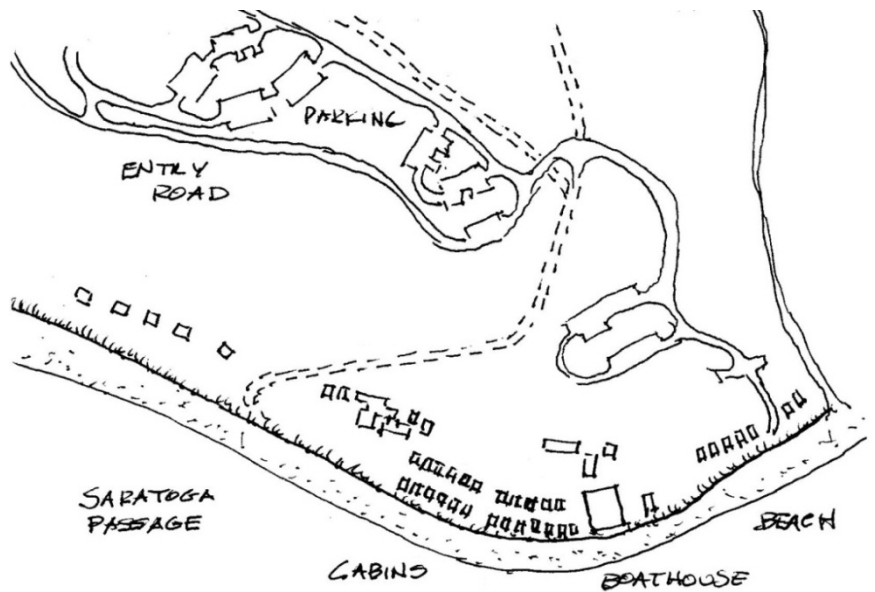
BY CAR

FROM I-5 NORTHBOUND

Take the exit for SR532, turning left toward Stanwood / Camano Island. Proceed through Stanwood, over the Mark Clarke Bridge and onto Camano Island.

FROM I-5 SOUTHBOUND

Take the exit for La Conner and follow Pioneer Highway South towards Stanwood. Turn right, over the railway tracks, toward Stanwood on Old Pacific Highway. Follow this road through Stanwood to the traffic lights on SR532 opposite Twin City Foods. Turn right onto SR532 and proceed over the Mark Clarke Bridge onto Camano Island. Continue ahead on the same road until you reach Monticello Road on your right. Take Monticello Road across the Island, turning left at the end toward the State Parks - the entrance to Cama Beach is approximately a mile down SW Camano Drive on your right.



PARKING

Parking at Cama Beach State Park is limited. There is a shuttle that will take you from the parking lot down the hill to the beach and back that runs during events. Call the number posted at the parking lot shelter for service. A Discover Pass, issued by the Washington State Parks Department, is required to park.

BY BUS

Island Transit, with its main stop at Terry's Corner next to the Camano Getaway visitor's center, as you come onto the Island, makes a regular stop at Cama Beach State Park. Visit www.islandtransit.org/imgs/Camano%20Schedule.pdf to see a current schedule.

GETTING TO NORTHLAKE

NORTH LAKE UNION WORKSHOP & WAREHOUSE

1475 N NORTHLAKE PLACE, SEATTLE, WA 98103

Like the South Lake Union location, CWB at North Lake Union is best accessed by alternative modes of transportation. That said, it does have its own dedicated parking area and its neighborhood is less densely populated, meaning street parking is more readily available and generally unmetered.

BY FOOT & BICYCLE

CWB Northlake is on the Cheshiahud Loop Trail around Lake Union and the Burke Gilman Trail which stretches from Ballard into Snohomish County along Lake Washington. There are places to secure your bike while volunteering. The site is also a short walk or ride from downtown Fremont.

BY BUS

CWB Northlake is currently served by the route 26, which runs along N 35th Street, and by the 30 and 31, which run down Stone Way N.

BY CAR

FROM I-5 SOUTHBOUND

Take exit 169 and turn RIGHT on 45th Street NE. Drive WEST along 45th St for approximately half a mile, then turn LEFT on Wallingford Avenue N. Drive SOUTH on Wallingford Avenue for approximately one mile down the hill. Turn RIGHT onto 34th Street and go one block, then turn LEFT onto Densmore Avenue.

FROM I-5 NORTHBOUND

Take exit 169 and turn LEFT on 45th Street NE. Follow the directions as for Southbound.



EMERGENCY PROCEDURES

MEDICAL EMERGENCY

1. Call **911**. State your name and location.
2. Concisely state the problem and what assistance is needed.
3. Stay on phone until dispatcher tells you to hang up.

COLLISION OF BOATS

1. Call the sailor immediately back to the dock.
2. Make sure everyone in the boats involved is okay.
3. Have the skippers fill out an INCIDENT REPORT, located in the Oarhouse. Reports must be turned in to a staff member.

CAPSIZED BOAT

1. At South Lake Union call Harbor Patrol at (206) 684-4071 **At Cama Beach call _____**. Give location and nature of the problem.
2. Dispatch quickest CWB safety boat, with at least 2 people on board, to recover people in the water.
3. Dispatch second quickest safety boat with at least 2 people on board to recover the capsized vessel.

FIRE

1. All visitors, volunteers and staff should evacuate the buildings and docks.
2. Volunteers and staff gather on lawn near Pavilion at South Lake Union or at _____ if at Cama.
3. Do not leave the area until you have been accounted for by a staff member.

TRESPASSING OR UNRULY DISTURBANCES

At South Lake Union please call 911 and fill out the 911 Log. **At Cama Beach _____**.

FACILITY PROBLEMS

CWB Buildings & Property – If you cannot secure the facility or deal with a maintenance problem which requires immediate attention, contact CWB staff or volunteers at work or at home according to probable schedules.

Armory/South Lake Union – There is a Parks representative on call at all times. Cell: (206) 915-6249.
Pager: (206)982-4583

Cama Beach – _____

VISITORS

Each year The Center for Wooden Boats serves 1,200 children in youth programs, and 2,300 members of the general public in free boat rides. We have more than 65,000 visitors each year, and with the development of South Lake Union and population growth on Camano Island, that number may reach 200,000 very soon! The Center's success depends on the enjoyable experiences we offer these visitors.

Above all, our visitors are guests and must be extended the same courtesy we would extend to guests in our own homes. As a volunteer, your hospitality will directly encourage our visitors to return and to recommend the Center to their friends.

COMPLAINTS

If visitors criticize the Center, or you – don't take it personally. Remain calm. Try to turn negative comments into a positive situation. If something is wrong, admit it and seek to rectify the problem. Do not argue with visitors. If a visitor is terribly upset, turn the situation over to a staff member. If someone who complained previously comes back, treat them courteously.

If a visitor approaches while you already assisting someone else, take a moment to say, 'I'll be with you in a moment,' to let them know they are not being ignored.

ANGRY PEOPLE AND HOW TO DEAL WITH THEM

1. Deal with the visitor's feelings – empathize. "I understand you want to go sailing today and the weather is beautiful."
2. Deal with the problem. "But we require a checkout for everyone, so we can ensure the safety of sailors, and of our museum pieces. I can schedule a checkout for you, so next time you'll be all set."

Dealing with the visitor's feelings is very important – people have to get past the mad stage before solutions can be accepted. Try to see things from their point of view. Always enforce CWB policies, such as lifejackets and no alcohol in boats. If people are angry, remember that they are mad at the policy – not you – and don't take it personally. Explain why rules are in place – safety insurance, protection of museum collection, etc. A reason goes a lot further than just saying "No."

WHO ARE THEY?

Our visitors represent a wide spectrum of backgrounds. Everyone is welcome here, and we ask that our staff and volunteers be respectful and aware of cultural differences.

FREQUENTLY ASKED QUESTIONS

You may find visitors walking up to you and asking, “Where is the museum?” Our exhibits include the many historically significant boats they walked past, the landscaping, the site layout, the buildings themselves, and the feeling of strolling through a floating environment.

Here are a few other frequently asked questions – and the answers!

GENERAL OPERATING QUESTIONS

Are you open to the public?

Definitely! We are a hands-on museum here for the benefit of the community. Come on down and walk the docks of South Lake Union, stroll the beach on Camano Island, enjoy a free sail on Sunday afternoons, rent a boat, or take a class. Admission is always free.

What days are you open?

The Center for Wooden Boats is open every day of the year except Thanksgiving, Christmas, and Mondays. Our hours and services vary depending on the season. Hours for all locations will always be listed on the website.

Are you a volunteer? Is everyone here a volunteer?

The Center for Wooden Boats owes its continuing success to the efforts of our volunteers. We have over 1,000 volunteers donating over 25,000 hours of volunteer service per year. The Center also has a paid staff ranging from 10 in the winter to 25 in the summer.

QUESTIONS ABOUT THE CENTER

Is this a private club?

We are a small craft museum, a non-profit organization which is open to the public year round. Anybody can come by. We are not a private club.

Is this a wooden boat restoration business?

We repair/restore/preserve/maintain the boats in the CWB collection. We do have contact information for local businesses and individuals who specialize in wooden boat repair and building.

Where is the museum?

All around you! Most of the boats you see at our docks and on display around the Boatshop, the Boathouse and the Pavilion area are part of our museum collection.

Can I rent this facility for my wedding/meeting/Cub Scouts?

Yes, our facilities are available for special events. Rental rates and more information can be found on our website.

How is CWB funded?

Part of the Center’s funding comes from earned revenue, the rest comes from contributions. Earned income includes sailing lessons, maritime skills workshops, the gift shop, and facility rentals. Contributions include

membership fees, businesses sponsoring events, grants and individual contributions. Donated materials, time and in-kind services also help us run our programs.

Are you affiliated with the Wooden Boat Foundation in Port Townsend?

The Wooden Boat Foundation/Northwest Maritime Center in Port Townsend is an organization separate from CWB. We do occasionally partner with the WBF on projects; they are our friends, and we love going to their wooden boat festival in September.

QUESTIONS ABOUT THE BOATS

What do you do with all these boats?

These boats are all part of the museum. They are either actual historic boats themselves, have been built to the plans of a historic boat, or have been built in a traditional manner. Many of these boats are available for public use through livery rentals and free Sunday rides.

Can I donate my Boat to CWB?

Yes. We have an active boat donation program. Donated boats may become part of our collection, but usually they are sold to support our programs.

How many boats do you have?

The Center owns around 100 boats at South Lake Union, plus several at our Cama Beach site. There are about twenty-five in our storage unit: boats that are scheduled for restoration, sale, or are collectable pieces for museum displays. The rest you see down here on our docks. We have 15 El Toros, about 15 livery sailboats, about 10 livery rowboats, about 5 boats used for public sails, and a number of other boats from steam launches to safety and work boats. We also have 3-5 boats for sale at any given time. The rest of the vessels you see down here are privately owned vessels used in our programs.

How old is this boat? Who built this boat?

Each boat will have a different answer to this question. Most of our boats we don't know the exact age on, but we have a rough idea of when they were built. Our oldest active boat is probably the Puffin, our 1906 steam launch, but several of the boats hanging in the Pavilion or the Boathouse are older. Our newest boat changes periodically. Right now it's probably the El Toro that was built here last year, soon to be bumped off by the traditional fan tail launch being built at Seattle Central Community College. The blurb on each boat should have more specific info.

Do all of these boats belong to CWB?

The majority of the boats on the docks are owned by the CWB. Some of the boats you see, however, are privately owned and are participants in the Visiting Boat Program. Others have been donated and are for sale.

QUESTIONS ABOUT THE LIVERY

Can I rent a boat?

Yes, we do rent our classic wooden boats. Before using our sailboats, visitors must complete a brief checkout sail with one of our staff or sailing instructors, but anyone can take out our rowboats.

Do you rent power boats?

No, we do not have power boats for rent. We do have motor boats we use as safety launches, but all of our rental boats are wind or human powered.

Can I rent a larger boat?

Larger boats are not available for rent, but Group Sail Training can be arranged at either South Lake Union or Cama Beach by contacting groupsail@cwbc.org.

Do I have to be a member to rent a boat?

You don't have to be a member to rent a boat, but if you plan on going out multiple times, a membership pays for itself!

Do I have to do a checkout if I already know how to sail?

Even if you know how to sail, we still ask that you undergo a brief checkout in order to demonstrate basic boat handling skills to us. This is a simple step we take to ensure your safety and preserve the integrity of our museum pieces.

How can I learn to sail?

Learning to sail is a cinch at CWB. We have a number of sailing programs. The most popular is the SailNOW! program for adult novices, with continuing personalized lessons available through One-on-One. We also have numerous youth sailing programs.



TIMELINE

FEBRUARY 1968 THROUGH MAY 1980

The Old Boathouse, Dick & Colleen's tradition boat livery

JULY 1977

First Lake Union Wooden Boat Festival at the Naval Reserve base – three days long

WINTER 1978

After a long filibuster, the first facilities purchase was made: 50 metal folding chairs for \$100 – 1/10 of the bankroll!

JULY 1981

City Council passed resolution to provide Waterway #4 to CWB

Dick received first salary -- \$100/month, minus \$500 for Vega station wagon donated to CWB

OCTOBER 1981

Began first Capital Campaign: raised approximately \$140,000 through phone-a-thon to members and foundation grants

JUNE 1983

Opened Boatshop as office, workshop and meeting space

Began boat livery operation with about 10 boats restored through a grant

JULY 1988

Construction of the Boathouse begun

1989

SailNOW! program started

1991

Washington State Parks offers to buy Cama Beach site if CWB will be anchor tenant; board agrees, planning begins

1992

City forgave CWB's monthly rental payments due to public services provided

First year-end letter (crafted as a letter to Santa Claus) fundraising campaign resulted in largest year-end total to date

CWB hosted conference of at-risk youth and maritime heritage skills, funded by public and private grants

1993

Beginning of "All Aboard" program for at-risk youth, funded through grants and private donations

1995

Second conference on at-risk youth and maritime heritage skills

First annual Wooden Open One Design (WOOD) Regatta at CWB

1997

The Center for Wooden Boats takes prize in the "Budget Under \$25,000" category of the 2nd annual King Country Event Producers Awards

1999

Inaugural Lake Union Golden Cup

First annual Camano Island Mother's Day Sail

2001

Cama Beach added to National Register of Historic Places

2002

Construction begun for historic ships' wharf on north side of Armory

Official groundbreaking ceremony for Cama Beach

2006

Tugboat Storytime program started for pre-schoolers

Construction begins for Lake Union Park

2012

New site opened at North Lake Union.