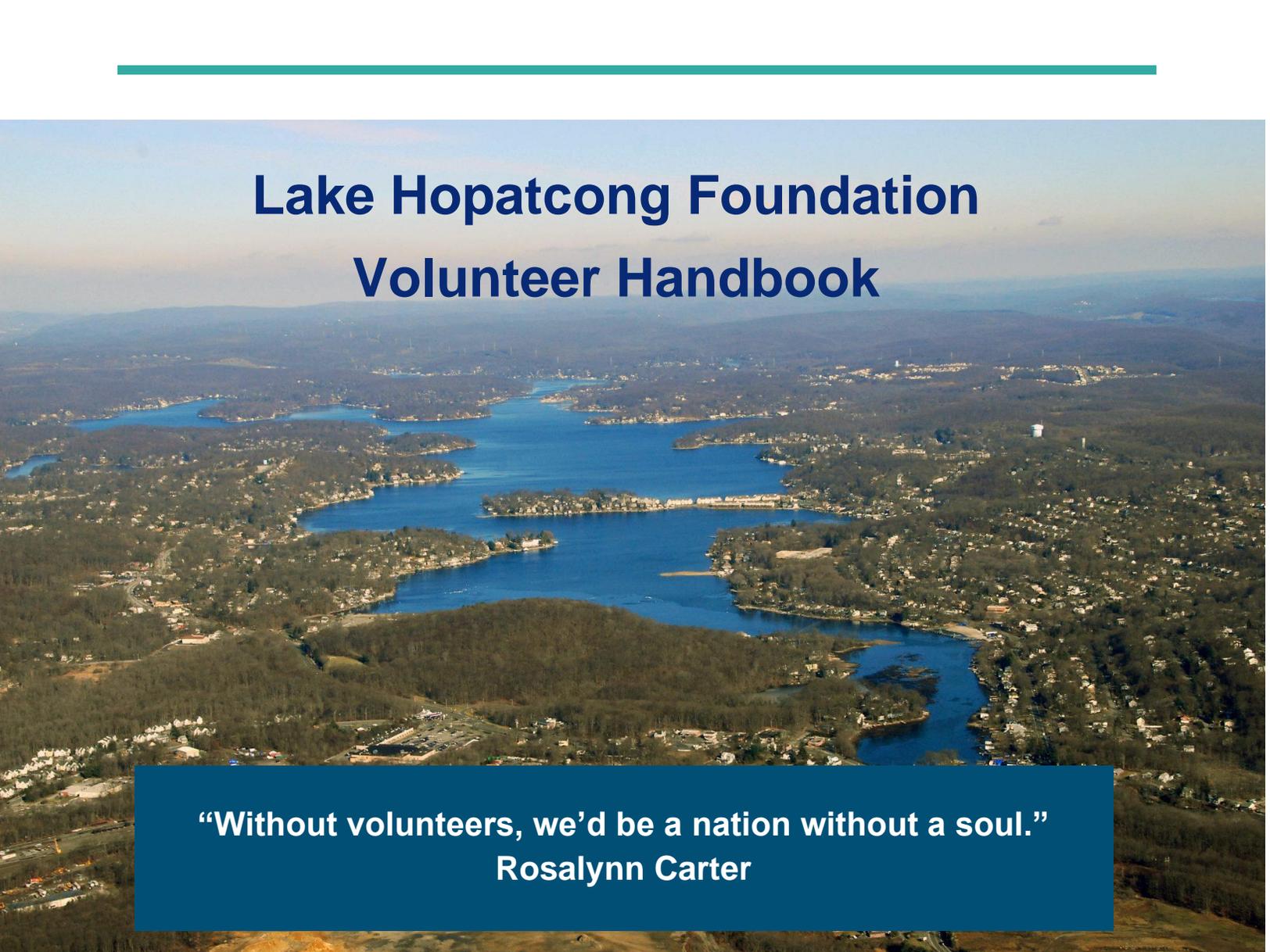

Lake Hopatcong Foundation Volunteer Handbook



**“Without volunteers, we’d be a nation without a soul.”
Rosalynn Carter**

**Fostering a vibrant and healthy Lake Hopatcong and
its surrounding community.**

**Lake Hopatcong Foundation
Environmental & Cultural Center
125 Landing Road, Landing NJ 07850
973-663-2500
Lakehopatcongfoundation.org**

Table of Contents

Welcome Letter from Executive.....	3
LHF Staff and Board of Trustees.....	4
Mission and Vision.....	5
Programs & Initiatives.....	6
Volunteer Opportunities.....	7, 8
Policies & Procedures.....	8, 9, 10
Alcohol Policy.....	10
Corrective Action.....	10
Harassment Policy.....	10
Media Policies.....	10, 11
Social Media Philosophy.....	11
History of Lake Hopatcong Foundation.....	12, 13



Welcome Letter from Executive Director

Dear Volunteer,

I am thrilled that you have chosen to volunteer with the Lake Hopatcong Foundation. Volunteers are a vital part of achieving our mission of protecting the lake environment and enhancing the lake experience, and integral to all parts of our operations, from our floating classroom to monitoring the lake for invasive species to staffing events at the LHF environmental and cultural center. I hope that you find the duties of your particular volunteer opportunity to be fulfilling and that your volunteer experience with us is rewarding and positive.

This Volunteer Handbook provides answers to many of the questions you may have about the volunteer programs we offer. It covers policies, procedures, and our mutual responsibilities. Please read the Volunteer Handbook carefully as you will be representing the Lake Hopatcong Foundation. It is important that you understand and reflect our policies and values.

A favorite quote of mine is from Marjorie Moore: “Volunteering is the ultimate exercise in democracy. You vote in elections once a year but when you volunteer, you vote every day about the kind of community you want to live in.” Thank you for “voting” for a better lake for us all with your time and your talents. Again, on behalf of our staff and everyone here at the Lake Hopatcong Foundation, we welcome you to our volunteer program, and so appreciate the time you are giving to help us ensure Lake Hopatcong's future is bright and full of possibilities for generations to come.

Warmly,

A handwritten signature in cursive script that reads "Jessica K. Murphy".

Jessica K. Murphy

Lake Hopatcong Foundation Executive Director

jess@lakehopatcongfoundation.org

Staff and Board of Trustees

Donna Macalle-Holly,
Grants and Program
Director



Donna (donna@lakehopatcongfoundation.org) manages our initiatives, including our Lake Stewards, Water Scouts, Floating Classroom, recreational trails, and clean-up events, and seeks out grants to help support those efforts.

“Since joining the foundation in 2013 I have been blessed to meet many new people, mostly dedicated volunteers, who share my passion for protecting and caring for Lake Hopatcong and fostering a shared spirit of giving back to our lake and community. I’ve watched so many of our volunteers get to know one another better and forge new friendships. Isn’t that what community building is all about? Getting to know and care about more people in our community. Our volunteers are the heart and soul of our organization and we are so thankful for all you do.”

Holly Odgers,
Communications
Director



Holly (holly@lakehopatcongfoundation.org) oversees our LHF newsletter, press releases, media relations, website, and supports all of our behind-the-scenes efforts. She is also always a helping hand with our programs and fundraisers.

“With more than 20 years of experience working in non-profits, I have never encountered the kind of support that the Foundation receives from literally hundreds of dedicated volunteers. Working alongside their enthusiasm and positive outlook is one of the best parts of my job.”

Roberta Schmidt,
Development Director



Roberta (roberta@lakehopatcongfoundation.org) works to further develop our volunteer and donor base, solicits sponsors, and builds networking groups. She also oversees our fundraising events, including the Gala and Lake Loop.

“As a newcomer to this area, I continue to be amazed at the commitment shown to sustain and improve our lake and community. Our volunteers are the epitome of Elizabeth Andrew’s quote: ‘Volunteers do not necessarily have the time; they just have the heart.’ We couldn’t accomplish what we do without our volunteers.”

Caitlin Doran,
Deputy Development
Director



Caitlin (caitlin@lakehopatcongfoundation.org) comes on as a support to our Development Director furthering our donor database, managing volunteers, and assisting in all fundraising and community outreach initiatives.

“A wise volunteer once told me, ‘You come for the cause, and you stay for the people.’ Well, we have some amazingly passionate, dedicated people generously volunteering their time to help the Lake Hopatcong Foundation. That passion drives and inspires me, and others, to continue the mission to improve the lake and strengthen the lake community.”

Board of Trustees: Thomas Flinn, Sharon Gruber (Board Treasurer), Robert Hamburger, Martin Kane (Board Chairman), Linda Karpiak, James Leffler, Richard P. Romeo (Board Secretary), Sheri Salamanca, John Yingling
Trustee Emeritus: Béla Szigethy

Organizational Vision, Mission, Values

Vision

Fostering a vibrant and healthy Lake Hopatcong and its surrounding community.

Mission

The Lake Hopatcong Foundation dedicates itself to protecting the lake environment and enhancing the lake experience, bringing together public and private resources to encourage a culture of sustainability and stewardship on and around New Jersey's largest lake, for this and future generations.

Values

Collaboration: We operate in a way that brings people together throughout the *community*.

Action: We are *committed* to our mission, moving quickly to take on projects that have an *impact* on and around the lake.

Sustainability: We are *forward-thinking* when making decisions, taking future generations into account when considering projects and initiatives.

Warmth: We are a *friendly* face to the community, showing the best of ourselves and bringing out the best in the people of Lake Hopatcong.

The Lake Hopatcong Foundation is a registered 501(c)(3) nonprofit organization.

The Lake Hopatcong Foundation Programs and Initiatives

The Lake Hopatcong Foundation works to foster a vibrant and healthy Lake Hopatcong and its surrounding community. We do this through a variety of programs and initiatives in the following areas:

Environmental Programs & Initiatives

The Lake Hopatcong Foundation has a wide mission that involves a variety of facets of the Lake Hopatcong experience. But none of that will really matter if the health of the lake deteriorates. Because of that, we have a strong focus on maintaining and improving the lake environment.

- Lake Stewards
- Water Scouts
- Lake and Roadside Cleanups
- Advocacy for Lake Issues at Local, Regional, State, and Federal Levels
- Student Leadership Team
- Native Plantings
- Lake-Friendly Living Guide

Education Initiatives

The Lake Hopatcong Foundation is keenly aware that water has an enormous impact on our environment and our economy, as well as on our community. Lake Hopatcong, in particular, offers very clear examples of that fact, prompting us to make education a critical aspect of our work.

- Educational Field Trips
- Lake Hopatcong Foundation Floating Classroom

Recreational Initiatives

The Foundation is working to improve and enhance recreational opportunities around Lake Hopatcong.

- Lake Hopatcong Trail
- Group Guided Hikes

Community Building and Historic Preservation

With four towns, two counties, and the state, all claiming at least some portion of Lake Hopatcong, the community can sometimes feel disjointed. One of the goals of the Foundation is to build the sense of lake community, and to support the local businesses that surround it.

- Lake Hopatcong Foundation Environmental & Cultural Center at the historical Lake Hopatcong Train Station
- Programming at the Lake Hopatcong Foundation Environmental & Cultural Center
- Lake Hopatcong Block Party

Public Safety Initiatives

A 2012 survey of Lake Hopatcong residents showed that safety was the No. 2 concern of lake residents (just behind the growth of aquatic weeds). In response, the Foundation, in cooperation with the State Police, Morris and Sussex County Sheriff's Offices, and the four municipalities' police, fire, and EMS departments, developed a multi-faceted approach to improving safety on Lake Hopatcong.

- B-SAFE Dock Numbering
- Added Police Patrols on Summer Weekends
- Dangerous Boating Signs
- Support of Emergency Services

Volunteer Opportunities

Water Scouts

These volunteers help prevent the spread of invasive species on Lake Hopatcong by paddling the shoreline in specific areas assigned to them and reporting back any observations of invasive aquatic species, particularly the water chestnut plant. The Water Scouts are expected to survey their assigned area at least once during the early summer season.

Field Trip/Floating Classroom Educators and Group Leaders

Our field trips take 4th and 5th graders through a series of activities at Hopatcong State Park to learn about watersheds and lake ecology through stations that include river sampling, an Enviroscape watershed model, a nature hike, and a trip on “Study Hull,” our floating classroom, to do experiments with lake water. These trips run on weekdays from the morning until the early afternoon, and opportunities include educating at one of the four stations, or helping to guide groups of students from station to station around the park (no education experience needed!).

Recreational Trail Maintenance Volunteer

The beginnings of the Lake Hopatcong Trail, which we hope will someday encircle the entire lake, currently run through Hopatcong and Jefferson. Our trail maintainers keep a check on segments of the trail and its spurs to make sure they’re clearly marked and to notify us about any issues (downed trees, etc.). Volunteers receive a trail maintenance guide and complete trail maintenance forms twice a year (spring and fall recommended). If volunteers do not have any trail maintenance experience, a training session can be arranged.

Lake Hopatcong Environmental & Cultural Center Volunteer

The Lake Hopatcong Foundation regularly hosts programming out of our building, the recently restored Lake Hopatcong Train Station, which we now use as an Environmental & Cultural Center (and our office). Volunteers can help us check in attendees, set up and break down the room layout, assist with any food preparation, and other such tasks. We also have opportunities to be part of landscaping, which oversees the Mass Planting and Specimen Gardens, as well as the exterior of the property to include seasonal clean-ups, plantings, weeding, flower boxes and general maintenance. In the future, we will be looking for volunteers to assist with staffing the welcome center.

Lake Hopatcong Block Party Volunteer

The Lake Hopatcong Block Party takes place on the second Saturday of May, and brings together thousands of visitors, along with hundreds of local businesses and organizations, at Hopatcong State Park. Such an undertaking requires a variety of volunteers, who help us by assisting with vendor setup, helping to direct parking lot traffic, selling 50/50 tickets, and more. Every volunteer is guided along by a “VIC” (Volunteer in Charge) of their assigned area, and attends a short training session a few days before the event.

LHF Gala Volunteer

Our annual gala fundraiser is a fun social event, traditionally held at the Lake Hopatcong Yacht Club in July. Our gala committee needs volunteers to help collect prizes and sponsorships, as well as help ensure the night runs smoothly for guests.

Lake Loop Volunteer

Every October, Hopatcong State Park hosts our annual Lake Loop event, where participants can bike, run, or paddle and help raise money for Lake Hopatcong. We need volunteers who can help sign in and register participants, guide runners on the 5K trail, help paddlers launch from the beach, cover “rest stop” stations along the bike routes, help with setup/break down, and more.

Administrative Volunteer

We can often use some help stuffing envelopes, assembling programs, and doing other office tasks, and as they say, “many hands make the load light.” (Many people also make it a more enjoyable activity!)

Policies and Procedures

Orientation and Training:

We will host an annual Lake Hopatcong Foundation Orientation and Training. At this orientation, we will provide an overview of what our organization has to offer you, how to sign-up, the benefits of being a volunteer and ways to get involved. You will also receive your Volunteer Handbook either at orientation or following orientation. If you are unable to attend, we will have you register as a 2020 volunteer by reading our Volunteer Handbook and filling out a quick online survey to let us know your interests!

Internet Access:

We are using SignUpGenius as our “Volunteer Sign-Up Headquarters”

Sign up for activities via sign-up links that will be provided on our website, sent to your email address from staff, and promoted on social media. These signups will provide our staff with a database of volunteers, their contact information, and their ongoing activity. As a volunteer, we ask that you use our sign-ups for all volunteer opportunities so we may track your hard earned hours! In order to achieve this success, we ask that if you are volunteering you make the following available to you: (continued on next page)

-
- Sign-up any time from any device with an email address (create an account with SignUpGenius for more user capabilities)
 - Edit and swap functions; it is easy for volunteers to update their info
 - Add items to your digital schedule with calendar syncing
 - Download the app and check your volunteer schedule
 - Adjust settings for time zone, reminder preferences and profile pic

Email: There are more than 500 volunteers; therefore, most of our communication is done via emails to groups at a time. We ask that you check your email regularly and carefully read the messages we send to you; if we are sending you an email, it's because there's something you need to know!

Uniform: Volunteers are provided with Volunteer T shirts for some of our events. We expect that you wear the provided T-shirt for these events. All other volunteer opportunities, we ask that you dress appropriately for the job.

Hygiene Policy: A high standard of hygiene and cleanliness is expected. This is to ensure that working conditions are pleasant for all volunteers, staff, and guests, as well as to protect the safety, health, and welfare of other individuals. Volunteers are expected to help maintain these standards throughout the organization.

Communication Skills: In your role here, you will be talking with many different people and asked many different questions. It is important that you are comfortable in these exchanges and willing to speak up if there is any information you need or want to help you in these conversations. Similarly, we encourage you to communicate your thoughts, observations, suggestions, and ideas to our staff! We love to hear from you and may even implement some of your suggestions. You can email or call us with any feedback you may have. You should not contact governmental instrumentalities, other organizations, or individuals as representatives of the LHF without prior coordination with LHF staff.

Be PROUD: Volunteering is an activity to do with joy and pride. We ask that you have a positive attitude: Our volunteer team spends a great deal of time interacting with guests, other volunteers, and staff members. We want to make sure you and the people you interact with have a wonderful experience, too!

Responsible: As members of our team, we are entrusting you to complete a task that is important to the success of our organization and programs. Take ownership of that task! Be proud of your role and do what you can to help preserve our site, venue, and artifacts for others to enjoy.

Dedication: As a not-for-profit, we count on your support to execute programs and engage our guests successfully. When creating your schedules, please carefully consider our reliance on your presence.

Alcohol Policy: Drinking or being under the influence of intoxicants at any time during a shift or having the odor of liquor on the breath while on duty is strictly prohibited. Misuse of alcohol or drugs by volunteers can impair the ability of performance and is not permitted under any circumstance. (In the event of a volunteer activity that includes alcohol, such as a post-event social gathering at a local restaurant, this policy is lifted. But our volunteers still represent the organization, so please be mindful of your actions and refrain from promotion of alcohol when you are gathering on behalf of the organization.)

Corrective Action: Volunteering is intended to be a mutually beneficial relationship. A volunteer should feel comfortable, confident, and fulfilled by the services they are providing. The organization should be able to count on the volunteer to follow through on scheduled events and meet performance standards.

However, occasionally concerns may arise. If you have a concern, please contact our Executive Director, Jessica Murphy or staff. The sooner the matter is brought to our attention, the sooner it can begin to be resolved. When bringing matters to our attention, we want to ensure that they are given the full attention that is due. For this reason, seek out individual time to speak to us, or send us a private email or phone call. Other distractions or persons should not detract from your concern and our commitment to remedying the situation. If deemed necessary, LHF staff will privately handle any situation with a volunteer; an individual meeting or correspondence may occur to clarify the issue at hand, outline steps to correct the matter, and establish a performance improvement plan, if needed. The Lake Hopatcong Foundation reserves the right to reconsider the active status of any volunteer.

Harassment Policy: Lake Hopatcong Foundation prohibits any form of unlawful harassment based on race, color, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status in accordance with applicable laws. With respect to sexual harassment, Lake Hopatcong Foundation strives to foster a work environment free of unlawful sex discrimination, sexual harassment, or retaliation. Any volunteer who believes he/she has been harassed should immediately notify his/her supervisor or our Executive Director. All complaints will receive a prompt and thorough investigation that ensures due process for all parties. The LHF will keep the investigation confidential to the maximum extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred.

Media Policies:

The growing popularity of social networking and social media is inescapable and more and more of our donors, staff, sponsors, members, and volunteers are joining in. These communications channels can be a fantastic way for us to connect with audiences, but just like any other marketing techniques, there is a right way and wrong way to go about it. The Lake Hopatcong Foundation's legitimate interest can, in certain circumstances, be compromised by inappropriate uses of these media. The Lake Hopatcong Foundation

encourages its volunteers to make positive use of the Internet and welcomes the dissemination and exchange of ideas that this mode of communication makes possible.

Media Release:

As a volunteer at The Lake Hopatcong Foundation, I understand that the Lake Hopatcong Foundation may use my name, voice, picture(s), testimonial(s), demographic information, photographic likeness, etc. for any Lake Hopatcong Foundation events. I understand that this is not limited to articles, social media, press releases, posters, brochures, audio/video productions and any other medium that Lake Hopatcong Foundation deems necessary for successful promotion, recognition, appreciation and any other materials.

Our Social Media Philosophy:

To use social media to support our mission, to enrich, promote, and improve the quality of life in our community through culture, education, and the arts, volunteers are encouraged to like and share official Lake Hopatcong Foundation content. Guidelines and Helpful Hints for your “Online Presence”:

1. Remember social sites are public! – Use common sense. Understand that what you say can spread and last forever. Presume that even if you do not identify yourself as a Lake Hopatcong Foundation volunteer on any forum, your information can identify you to an outside party that you are one.
2. Be transparent. – Make your relationship with Lake Hopatcong Foundation public and be responsible.
3. Speak in the first person. – Do not speak for The Lake Hopatcong Foundation.
4. Do not speak on behalf of the organization unless you are specifically authorized to do so.
5. “Become a Fan.” – Join the Lake Hopatcong Foundation Facebook, Twitter, and Instagram pages.
6. Be responsible while you write. – What you write is ultimately your responsibility. Lake Hopatcong Foundation policies on antiharassment, ethics, confidentiality, and loyalty extend to all forms of communication both inside and outside of the organization.
7. Please do not use social media to ask staff management questions.

History of the Lake Hopatcong Foundation

In the winter of 2012, after years of uncertainty regarding state resources for Lake Hopatcong, and as funding was drying up for the Lake Hopatcong Commission, local business owner Béla Szigethy joined efforts with other long-time lake residents and supporters to initiate a nonprofit organization that would focus on the Lake Hopatcong environment and experience. The Lake Hopatcong Foundation was established, with a founding board that included Szigethy, Thomas D. Flinn, Martin Kane, and founding president Jessica K. Murphy. Lauren Rossi signed on as the organization's first secretary/treasurer. The original mission statement was, "Dedicated to improving Lake Hopatcong for all who use it, now and in the years to come."

In March 2012, the LHF was officially incorporated as a nonprofit corporation in the State of New Jersey, and that spring Szigethy made an initial contribution of \$300,000 to establish the organization on strong financial footing. That June, a launch event introduced this new organization to leaders and residents around Lake Hopatcong.

That first year, projects included a post-fireworks cleanup, public lectures about lake history and the environment, a \$15,000 contribution toward the creation of hiking trails on Prospect Point in Jefferson Township, and a post-Hurricane Sandy "Support Local Business" promotion. Volunteer teams were established to help plan future initiatives.

In January 2013, Donna Macalle-Holly, former administrator of the Lake Hopatcong Commission, was hired to work on securing grants and coordinating programs at the foundation. Through 2013, a number of new activities and initiatives took place, including the funding of additional police patrols through a partnership with New Jersey State Police and the Morris County Sheriff's Office, conducting water quality monitoring, launching the LHF "Lake Hopatcong Guide" app for smartphones, holding a guided trail walk, taking over the management of the Water Scouts program, and promoting the first LHF "Shop Local" month long event. In November, it coordinated the first Lake-Wide Cleanup in conjunction with the five-year drawdown, bringing together about 400 volunteers from 39 different entry points to pull a collective 23,000 pounds of debris from the lake bed (This event won several awards for the LHF!). The Foundation also introduced monthly restaurant nights, and held a miniature golf outing, an art auction featuring local artists, a charity clay shoot at Hudson Farm, the first "Autumn Bike Challenge" (which would become the Lake Loop), and its first annual membership meeting.

In 2014, the LHF's educational programming began with the introduction of ice safety presentations in local schools. The LHF also began partnerships with Seton Hall University, Drew University, and Montclair State University to undertake a number of environmental and GIS mapping projects. Floating Wetland Islands were installed in Ashley Cove to help reduce nutrients in the lake. In partnership with Morris County, the LHF commissioned a feasibility study for the pavilion at Lee's County Park. The organization also hosted its first ever Lake Hopatcong Block Party at Hopatcong State Park, which has continued as an annual tradition. That year, the LHF Gala and Auction expanded beyond the art auction of the year before, and the Lake Loop grew in size and scope. In addition, many of the existing initiatives continue, including police patrols, Water Scouts, bi-annual "Lake Guide" newsletters, and more.

In November 2014, the Lake Hopatcong Foundation purchased the Lake Hopatcong Train Station in Landing, with the intentions to rehabilitate the structure as the LHF office and a community space. A cleanup that month brought more than 100 people together to get the interior swept up and the exterior and grounds spruced up and ready for winter. In the years that followed, the Foundation would secure hundreds of thousands of dollars in grants toward the purchase and construction work.

In 2015, the educational programming expanded with the introduction of the field trip program at Hopatcong State Park, which brought hundreds of fourth graders to the park to visit stations that included a boat ride, stream water macroinvertebrate sampling, a discovery hike, an EnviroScape presentation, and a visit to the Lake Hopatcong Historical Museum. The first Lake Hopatcong Foundation scholarships were presented to graduating high school seniors whose future studies were inspired by their experience on Lake Hopatcong. The Lake Steward program was initiated out of Lee's County Park and Marina, educating launching boaters about how to prevent the spread of

invasive species. And the LHF adopted a section of Mt. Arlington Boulevard in Landing and has regularly held road cleanups in the time since. In addition, the LHF hosted the first Lake Hopatcong Symposium, which brought together leaders from local and state government and a variety of organizations to talk about big-picture issues at the lake. (The symposium was held again in 2017.) In the years that have followed, the LHF has continued to expand on its successful programs and added new ones, such as the Dock Numbering program in 2016.

The year 2018 was notable for several reasons: the LHF purchased the Floating Classroom (based on the Lake George Association program), which became an integral part of the field trip program and was offered for public excursions in the summer months. Also, the LHF hosted its second Lake-Wide Cleanup, which included even more volunteers than in 2013. Finally, in December, the Lake Hopatcong Foundation moved into the office area of the train station building, and began inhabiting the building as its home, fully equipped as the staff's headquarters, programming and many community events.

In 2019 and 2020, the building has become a home to meetings for all kinds of groups, including the monthly Lake Hopatcong Commission meetings, as well as host for a visit from Gov. Phil Murphy and federal and local leaders in November 2019, during which time he announced new efforts to combat harmful algal blooms. (The HAB during the summer of 2019 also resulted in a visit from N.J. Senate President Sweeney, who joined other local legislators and officials on the LHF Floating Classroom for a tour of the lake. Amidst and following the HAB crisis, the LHF partnered with the Lake Hopatcong Commission to pursue a variety of grants and make other efforts to improve stormwater management around the lake, such as the widespread sharing of the LHF's "Lake-Friendly Living" Guide.)

Other programming at the building has including the Smithsonian's traveling "Water/Ways" exhibit during the summer of 2019 and a series of safety, historical, and environmental presentations. Moving forward, we look forward to seeing our programs and events expand and grow, much as our staff, board, and volunteer base have grown in the years since we were established. And we hope the reach and impact of the LHF will also continue to grow and thrive in the years ahead.

Thank you for being or becoming a part of the history of the Lake Hopatcong Foundation!