

Visitor Center Volunteer Handbook

Bonneville Lock and Dam

Revised: February 2007

Receipt and Acknowledgement Of Bonneville Lock and Dam Volunteer Manual

This Volunteer Handbook is an important document intended to help you become acquainted with Bonneville Lock and Dam. This handbook will serve as a guide; it is not the final word in all cases. It will illustrate our Mission and our Vision that will serve our visitors.

Please read the following statements and sign below to indicate your receipt and acknowledgement of the Bonneville Lock and Dam Volunteer Handbook.

- I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of Bonneville Lock and Dam at any time.
- I understand the volunteer job descriptions as listed in this handbook and agree to fulfill them to the best of my ability.
- I further understand that my volunteering is terminable at will, either by myself or Bonneville Lock and Dam 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.

Volunteer Signature

Date

Volunteer Coordinator's Signature Date

Purpose of this Handbook

This handbook has been produced to help you become better Bonneville Lock and Dam volunteers. This book will share with you a little of our history, philosophy, practices, and policies, as well as the benefits we will provide to you as a valued volunteer.

No volunteer handbook can answer all the questions you might have about our program. It is in our person-to-person orientation that we can better get to know each other and express our views.

We hope this handbook will allow you to feel comfortable with us. We depend on you –your success is our success. Please don't hesitate to ask questions. Your volunteer coordinator and other visitor center staff will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers here. We also believe you will find Bonneville Lock and Dam a good place to volunteer.

We ask that you read this handbook carefully, and refer to it whenever questions arise.

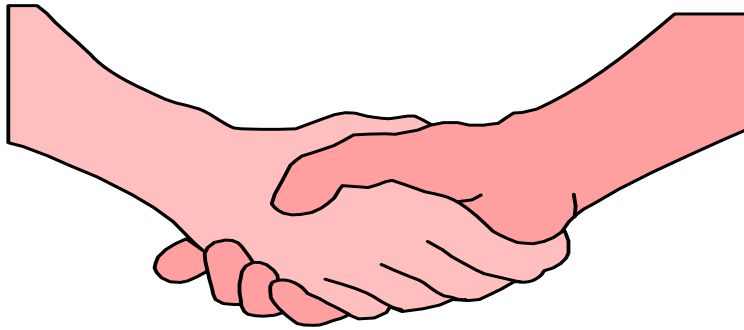


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About Bonneville Lock and Dam Visitor Services



There are two staffs of Rangers at Bonneville Dam, those that focus on interpretation and outreach based out of the Visitors Centers, and the natural resource management staff that focus on the recreation and natural resource areas.

MISSION STATEMENTS

The mission of the Bonneville Lock and Dam Interpretive Services and Outreach Program is to tell the Corps story in such a way to provoke more learning, relate to the visitor, and reveal messages about the Corps in the region.

The mission of the Bonneville Lock and Dam Natural Resource Management Program is to provide quality outdoor recreation opportunities and management of natural and cultural resource areas for the benefits of the public now and into the future.

VISION STATEMENT

It is Bonneville Lock and Dam Interpretive Services' vision to be recognized as an excellent staff and facility telling the Corps story and serving the visiting public.

BACKGROUND

The Interpretive Services section of Bonneville Lock and Dam had its beginnings in the mid-1970's with the building of the Bradford Island Visitor Center. Tour Guides were hired, and exhibits designed and built. As the profession of interpretation evolved, so did the program at Bonneville Dam. Park Rangers educated in interpretation were hired to improve the quality of service to the public. Hours of operation were extended during the summer, and a large summer staff was hired to provide a multitude of programs to the public. By the mid-1990's, budgets became smaller and smaller, so the number of staff also dwindled. Hours of operation were kept at 9 to 5 year round. Now, to free up the paid staff to give programs to the public during the high visitation seasons (spring, summer and fall), Bonneville Dam seeks volunteers to cover other areas of serving the public.

What You Can Expect From Bonneville Lock & Dam

Bonneville Lock and Dam Volunteers have the right to:

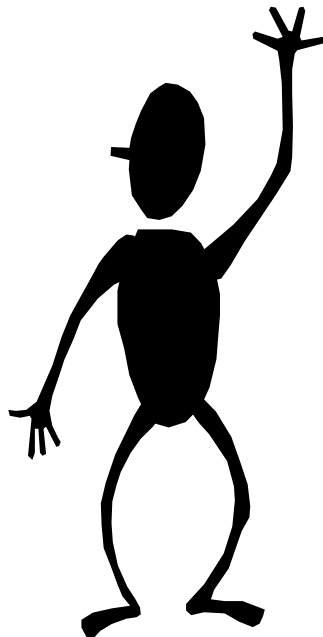
1. Receive a job description for your assignment.
2. Be assigned appropriate assignments according to skill, interests, availability, resources and training.
3. Be trusted with information that will help carry out assignments.
4. Be given appropriate expressions of appreciation and recognition.
5. Receive orientation, training, and supervision for the jobs you accept.
6. Expect that your time will not be wasted by lack of planning, coordination and cooperation within the agency.
7. Receive consultation for a review of job performance.
8. Make suggestions about your assignment and the Bonneville Lock and Dam volunteer program.
9. Expect that volunteer records will be kept documenting volunteer experience, positions held, training, evaluation and commendation.
10. Be treated as a fellow staff member who contributes to Bonneville Lock and Dam's goals through your volunteer work.
11. Have all these things done in a spirit of friendliness and cooperation so that Bonneville Lock and Dam will continue to be known as "a great place to volunteer!"



What Bonneville Lock & Dam Expects From You

1. Your first responsibility is to know your own duties and how to do them promptly, correctly, and pleasantly.
2. You are expected to cooperate with staff and your fellow volunteers and maintain a good team attitude.
3. We expect you to voice your opinions and contribute your suggestions to improve the quality of Bonneville Lock & Dam.
4. You will complete and turn in your timekeeping forms.
5. Inform your volunteer coordinator as soon as possible of any planned absence or lateness.
6. Insure that you wear both your vest and ID badge at all times.
7. You will report for duty on-time.
8. You will provide feedback to us to help us continually improve.
9. We expect you to continue learning (just as the paid staff does) about Bonneville Dam and the area.
10. We expect you to enjoy your stay with us!

Remember, you help to create the healthful, pleasant and safe volunteering conditions that Bonneville Lock and Dam intends for you. We need your help in making each volunteering day enjoyable and rewarding.



Volunteering Policies & Procedures

When you are a new volunteer at Bonneville Lock and Dam, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow volunteers, especially your volunteer coordinators, want to help you get off to a good start. Feel free to ask them for help.

One of the first things you should do is carefully read this Handbook. It is designed to answer many of your questions about the policies and procedures of Bonneville Lock and Dam, what you can expect from Bonneville Lock and Dam, and what we expect from you.

Absence and Lateness

Things happen and you may need to take off a day you would normally volunteer. Just let us know as soon as possible what you need and we will work out a change in the schedule.

If you expect to be late, call in to the staff office (541-374-8820, or from on project, x2283).

Animals

Bonneville Lock and Dam policy states **all dogs must be kept on a 6 ft leash at all times**. This means any time they are outside your RV or other vehicle while here, they must be on a leash.

Animals in the visitor centers: Small animals may be **CARRIED** in the VC's by their owners. This way if they have an accident, the owner gets messy, not our carpet.

Benefits

- Training and other learning opportunities
- Documentation of training and work experience.
- 30% Discount in the Northwest Interpretive Assoc. Bookstore.
- Free full hook-up RV camping spot in exchange for 40 hrs/wk of volunteering per couple.
- Parties with lots of great food! (We'll take any excuse to have a party!)



Breaks

If you work a full day, you will have two 15 minute breaks and one hour lunch break each day. You have the option of going “home” for lunch, or bringing your lunch and using our lunchrooms. The lunchroom at the Bradford Island Visitor Center has a stove, refrigerator, toaster oven, and microwave oven for those delicious meals you bring from home. The lunchroom at the Visitors Orientation Building on the Washington side has a refrigerator, toaster oven and microwave. The

break room in the Fish Viewing Building on the Washington side has a refrigerator and a coffee maker.

If you use the lunchroom, who cleans up after you eat lunch? YOU DO! Clean up all your dishes, put things away, remove your science experiments from the refrigerators, and wipe down the counters when you are done. If we all pitch in, no one will have to eat in a gross lunchroom.

Chain of Command

Even the most optimistic among us knows that problems sometime arise. Who ya' gunna call? Take a look at the staff schedule sheet when you get to Bonneville Dam and you will see the visitor center employees listed in "pecking" order. When you need to inform us about something please talk to the person highest on the list and who is working that day. The person with the most clout is the person who can probably make the change you need or will know how to solve your concern. Please do not simmer over concerns too long. We want to know about issues or suggestions ASAP so we can deal with them

Here are some specific situations and to whom to talk about them:

If you have concerns regarding the bookstore, please contact Ginny Porter.

If you have concerns about the work schedule, please contact Jon Russo.

If there are safety concerns or emergencies, please contact the person in charge of the visitor center that day.

If you have suggestions regarding any aspect of the volunteer program, please contact Robin Norris.

If you have suggestions for improving facilities, services, or products, please contact Pat Barry.

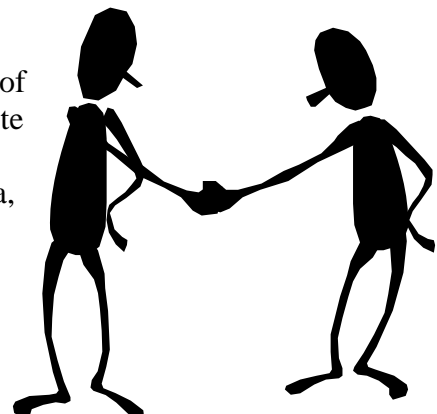
If there are conflicts with other volunteers or staff, please contact Pat Barry and he'll help resolve it.

If you have questions about free admission to other visitor facilities in the area, please contact Pat Barry.

Commitment

We ask that our new volunteers make a minimum commitment of three months. It will take the first month of this time to complete all the training to make you a walking encyclopedia of Bonneville trivia. Well...maybe you won't be the encyclopedia, but you'll learn where to find it!

Dependability



Please be prompt and consistent! We know there will be times when you may be ill, or unable to volunteer for one reason or another. However, please let the volunteer coordinator know as far in advance as possible.

Emergencies

If you have an emergency after hours or when you are not working at the visitor center, contact the control room at x2223. They can call out the Bonneville Emergency Response Team (BERT) as well as an ambulance.

When staffing the information desk, you may be the critical link in the response chain. Please notify the Sr. Staff member on duty of all emergencies or security situations. If they are not readily available, call the control room and notify them. They will contact the Rangers, BERT, and an ambulance if needed. After contacting the control room, make sure the VC Sr. staff is aware of the situation.

Exit Interviews

At the end of your time with us, we would like to discuss any impressions you may have about Bonneville Lock and Dam and suggestions you have for improving the volunteer program. You will be turning in any keys, vehicle ID tags, and vests that were checked out to you.

Guests

Bonneville Dam offers a “guest RV site” for those times you might have friends come visit.

If you have guests planning a visit and they want to stay on Robin’s Island, there are two ways to accomplish this.

1. If their vehicle can fit on your site they may stay on your site for up to a week.
2. If their vehicle cannot fit on your site they may pull onto the lawn between the road and the first pump house on the right. There is only space for one vehicle here at a time. Power will be set up in this location. They are not to use on-board generators.

In either case all guests staying over night must sign in at the project office and get a visitor badge, and must display a car tag if they have a vehicle with them.

There is a calendar at the Volunteer Desk in the BIVC Office. If you have friends coming for a visit, please sign up on the calendar to make a reservation. Mark each day they will be here and include your name. Reservations shall be on a first come-first served basis.

Visits shall be limited to no more than a week. If the space is occupied, other guests will have to seek accommodations off site.

Harassment

Bonneville Lock and Dam intends to provide a volunteer environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance. Harassment of any sort – verbal, physical, visual – will not be tolerated.

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

Bonneville Lock & Dam will not tolerate:

- any unwelcome sexual advance
- requests for sexual favors
- other verbal or physical contact of a sexual nature
 - when such conduct creates an intimidating environment
 - prevents an individual from effectively performing the duties of their position
 - when such conduct is made a condition of volunteering, either implicitly or explicitly.

Hours

The visitor facilities are open 9am – 5pm daily, seven days/week. Your daily work hours will be 8:30am to 5:30pm. You will get an hour off for lunch, and two 15 minute breaks, one in the morning, and one in the afternoon. We will work out a schedule best suited to yours and our needs, in order to cover the information desk, bookstore, roving and other projects. We prefer to keep couples working the same schedule. Couples will volunteer a total of 40 hours/week. Singles will volunteer 30 hours/week. Please keep in mind the recreation hours as well. The Oregon side of the project is open from 7am – 5pm daily, the Washington recreation areas from 5am – 10pm, and the boat ramp 24 hours.

Job Descriptions

Here's a list of job duties for each area. You will be trained to do all of the following:

Information desk:

- Greet visitors as they enter. Briefly orient them to the building, give them information they need, and let them go.
- Know how to operate the phone. Answer the phone professionally and take clear, complete messages as needed.
- Stock up the desk area with brochures and handouts each morning before the VC's open.
- Know how to use the PA system and project radio. Use the PA system to announce all ranger programs and other announcements as needed.
- Be familiar with all the reference material, brochures, and handout sheets so you can answer visitor questions.

- Know how to respond to radio calls to the Visitor Center. Many times you are the person that can relay messages and emergencies.
- Know how to deal with lost and found items.
- Be cheerful and smile!

Litter Pickup/Outdoor General Cleaning:

- The first half hour of your shift (if you are not opening the bookstore) is to be used picking up litter around the outside of the Visitor buildings, sweeping up debris as needed, and cleaning off outdoor benches. Litter pickup and cleaning supplies will be provided.
- As you walk around Robins Island Recreation Area, near the RV sites, please pick up any litter you see. Litter pickup supplies will be provided.

Bookstore: A summary of opening and closing the bookstore is in the Volunteer Training Manual. Further details on operating the bookstore will be given to you when you arrive at Bonneville. In general you will:

- Follow set procedures in operating the bookstore. These procedures ensure we keep track of stock and maintain an accurate accounting of the money.
- Stock bookstore as needed from storeroom.
- Restock incoming inventory, checking invoices.
- Keep the bookstore looking neat and orderly.
- Be friendly and please the customer!

Mail

If you want to receive mail while you are here, you can rent a P.O. box at Cascade Locks.

The Bonneville Dam warehouse will **receive** packages for you as long as they do not have to pay for the delivery.

They will not ship anything for you.

If you want something sent to you in care of the warehouse please address it like this:

Name of recipient
 Visitor Center Volunteer
 c/o US Army Corps of Engineers Warehouse
 I-84, Exit 40
 Cascade Locks, OR 97014

Please note the warehouse is usually open only Monday – Thursday from 6:30 a.m. – 5 p.m.

Parking

Where's the staff /volunteer parking? At Bradford Island, park in the front two rows. Make sure you park to the south of the last yellow pole marking the disabled spaces. On the Washington side park in the upper terrace. The idea is to leave the "good" parking spaces for the visitors. Also, if the staff parks next to each other, it lessens the chances of dings and dents. Car clouters make regular patrols up the Gorge, so don't leave ANY valuables in your car (This includes things that can be mistaken for valuables, such as a closed cardboard box!). Please display your parking permit on your rearview mirror.

If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information to either your volunteer coordinator, or the Sr. Park Ranger on duty that day. Bonneville Lock and Dam does not assume any liability for any loss or damages you may sustain.

Phones

All project (Bonneville Dam) phones pretty much work the same way. To make a local call to Cascade Locks or Hood River, Oregon; dial 9 and the 7 digit number (no area code needed). When calling Stevenson, Washington, dial 9-427 and the last 4 digits.



The Chief of Maintenance at Bonneville Dam has requested that volunteers limit internet and phone use during business hours because we have only a limited number of lines. These lines are already over used due to fish research and various modems in use.

Any calls outside the Cascade Locks, Stevenson, Hood River area are considered long distance and you need to use some type of calling card to pay for these.

Restricted Areas

In the interest of safety and security, certain portions of Bonneville Lock & Dam are restricted to authorized personnel only. Such areas will be clearly marked with signs that say "Authorized Personnel Only". Of course you can drive across the dam through some of these areas, but do not stop, hang out or recreate in them.



Safety

The Corps is very concerned about the safety of volunteers. Safety is part of each workday; no job is so urgent or important this it cannot be done safely. If you see anything that presents a safety hazard or someone not performing their job in a safe manner, please report it to a sr. staff member.

Medical conditions, which may create an emergency for yourself and/or put others in danger must be reported to the supervisor. This also applies to the use of prescription or over the counter drugs which could affect your alertness, driving ability, or your ability to perform assigned duties.

If you get sick or are injured on the job, alert the Supervisory Park Ranger and senior staff person on duty immediately.

If you have a medical or other emergency while on project, but not while volunteering, contact the control room at x2223. They can call out the Bonneville Emergency Response Team as well as an ambulance.

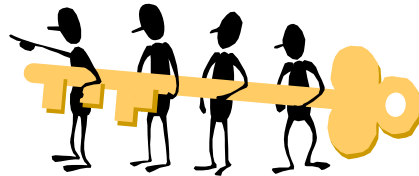
No open fires are allowed on project.

If you see visitors in any of the following situations, please contact the VC staff, or the outdoor Ranger staff to deal with it. **Don't put yourself in harms way!!** You can note descriptions of individuals or vehicles and license plate numbers.

- Someone fishing illegally
- Stranded or disabled motorists
- Visitors in restricted areas

Security

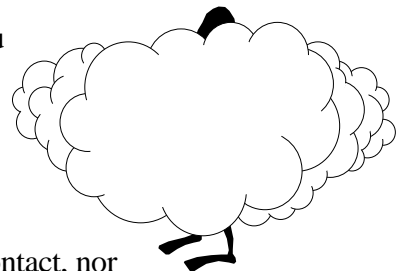
Terrorist attacks and threats to government agencies have been increasing in the last few years. To ensure your safety, we've implemented a security program. You will be issued keys, a parking permit, an electronic card key and a photo ID card that clips on your clothes.



You cannot share, copy, or lose your keys. You must display your parking permit when on project. Wear your photo ID at all times. Make sure everybody (except visitors) are wearing photo ID's or visitor badges. If you take people into non-visitor areas, you must sign in at the project office and get visitor badges (or call control room on weekends). We do not discuss security program details with visitors.

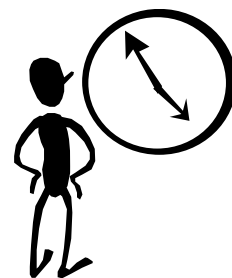
Smoking

Bonneville Lock & Dam buildings are non-smoking facilities. If you smoke, there are outside places appropriate for you to enjoy a short break. Please be courteous and concerned about the needs of your fellow volunteers and others. The wishes and preferences of non-smokers will take precedence over those of volunteers who smoke.



Volunteers will not use any tobacco product while in direct public contact, nor in situations where fellow employees may find it offensive.

Timekeeping



You will be given a log sheet to keep track of your volunteer hours on a monthly basis. Please complete them and return them to the Volunteer Coordinator.

Uniforms

Here at Bonneville we supply the volunteers with a handy dandy khaki vest. It comes with a flashy red and white Corps of Engineers volunteer patch. You will also be given a brass engraved nametag to put on the vest. If you like to wear hats, we can also supply you with a nifty khaki ball cap with the Corps volunteer patch on it.

But what do I wear under the vest you say??? Well, clothes of course! Please choose something from your wardrobe that is neat, clean and says “you can trust what I have to say, ‘cuz I look good!”

Wear something comfortable on your feet! You will be on them a lot, so wear shoes that are supportive.



Walking

Volunteers may walk south from Robins Island anytime as long as their ID tags are displayed outside their clothing. They should unlock and walk across the sidewalk when crossing the navigation lock swing bridge.

Volunteers may walk in Bradford Island Fishing Area and all other fishing areas when the fishing areas are open.

They may walk in the Robins Island Fishing area anytime.

Volunteers may **not** walk across the old lock, PH-1, PH-2 or the spillway. Generally they should not walk in operations areas not normally open to the public except as defined in the first paragraph above.

Standards of Conduct

By accepting volunteering with us, you have a responsibility to Bonneville Lock and Dam and to your fellow volunteers to adhere to certain guidelines for conduct. Bonneville Lock and Dam tries to keep rules to a minimum. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Volunteer Code of Conduct

- The Corps of Engineers has a responsibility to conduct business in a professional manner. For this reason, the volunteer is expected to maintain a personal appearance that reflects this professional image.
- Transportation of intoxicating beverages in Government-owned or leased vehicles, or use of such beverages at any time or place while performing work for the Corps is prohibited.
- Volunteers may not have in their possession or use any form of controlled drugs, unless prescribed by a physician.
- Personal use of Government owned or leased vehicles, property, tools, equipment or telephones is not allowed.
- Volunteers may not fight or use abusive language with the public, other employees or their supervisor.

Termination of a Volunteer

The Corps of Engineers is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to policies of Bonneville Lock and Dam is cause for immediate release.

The agreement for volunteer services may be terminated at any time by the accepting official or the volunteer.

Bonneville Lock and Dam has a right to ask a volunteer to leave the grounds immediately.

Grounds for immediate dismissal may include but are not limited to:

- ✓ Gross misconduct or insubordination
- ✓ Reporting for a volunteer assignment under the influence of alcohol or drugs.
- ✓ Theft of property or misuse of agency funds, equipment or materials.
- ✓ Illegal, violent or unsafe acts.
- ✓ Abuse or mistreatment of visitors, paid staff, or volunteers.