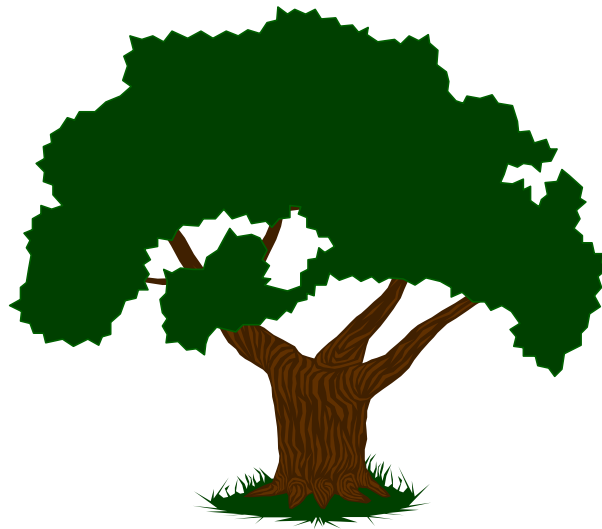




US Army Corps
of Engineers ®
Rock Island District

Saylorville Lake Recreation

Volunteer Handbook



Volunteer Program Mission Statement:

A volunteer program to accommodate Saylorville Lake's expanding mission and services to customers. The program will also serve as an avenue to cultivate a local supportive constituency for the Corps as well as develop stewards of our parks and natural resources.

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Introduction:

The U.S. Army Corps of Engineers (USACE), Rock Island District, Saylorville Lake, would like to welcome you to the Volunteer Program. This handbook was designed to help you understand the entire Saylorville Lake Volunteer Program.

As a volunteer you become a part of the Corps of Engineers and the Saylorville Lake family. The general public will view you as a Corps employee when you are wearing the volunteer uniform. Please remember you are a part of the entire team and not just a volunteer with a specific function. The program that you are volunteering for is very valuable for the Corps of Engineers and we hope that it will be a rewarding experience for you. We also appreciate any input you may have towards improving the program. Remember, have fun with the programs and just be yourself. The Corps of Engineers greatly appreciates your volunteer efforts.

Qualifications:

Anyone may apply to volunteer with the Corps of Engineers by completing a Volunteer Application (appendix A). There is no age requirement. All volunteer positions however, require tact, courtesy, and the ability to deal with the general public. A few positions may require certain physical abilities or areas of technical expertise; these will be mentioned in the position descriptions. Volunteers enable the USACE to provide additional services to the general public that budget restraints prevent.

Supervisory Controls:

There is no doubt that you will encounter Corps employees on a daily basis. The ranger staff may answer general questions that you may have concerning Saylorville Lake, the recreation areas, and rules and regulations. Specific questions, comments, and/or concerns about the volunteer program should be directed towards your Staff Supervisor or the Volunteer Coordinator.

Recognition:

A spring “kick-off” event will be held each year to provide training and orientation for the upcoming recreation season. An “end-of-the-season” event will also be held to review successes, provide information about the next season, and recognize outstanding volunteers. The Volunteer Coordinator and other team members will determine a ‘Volunteer of the Year’ each season. This person will be recognized with a framed certificate.

Suggestion Program:

Suggestions are always welcome, both positive and negative. Feedback from volunteers is required to continually improve the program. Please provide comments in writing with a thorough explanation of the situation to the Volunteer Coordinator.



The Recreation Volunteer Program

Volunteers may be provided a campsite during their volunteer service at Saylorville Lake through one of the programs listed below. All volunteers will follow Title 36 CFR and Saylorville Lake Campground Guidelines, including the number of units per site. Volunteers must camp in well-maintained, factory-manufactured camping units.

Full-time Volunteers: Full-time Volunteers are required to provide a minimum of 21 hours of service per week for an extended period of time or 630 hours for the entire recreation season. Volunteers that do not average 21 hours per week during the season will be considered part-time volunteers (see below). Full-time volunteers will have access to the beach and boat ramps free of charge. They will be given a sticker identifying themselves as volunteers for admittance. This sticker will be non-transferable and will only allow the volunteer admittance to the day use area free of charge.

Public Campground Volunteer Campsites: Some volunteer positions, such as campground hosts, require the volunteer to camp on a designated site in one of Saylorville Lake's four public campgrounds while providing volunteer service. There will also be other sites designated by the Volunteer Coordinator for volunteers to use, full-time, free of charge, each season.

Sandpiper and Oak Grove Volunteer Campsites: Visitor Center and Day Use Entrance Station Hosts will be randomly assigned campsites in the volunteer campground at Sandpiper Recreation Area. Hosts may trade campsites as long as both parties agree and the Volunteer Coordinator is notified before the switch. The Beach Cleanup/Bike Trail/Recycling Coordinator/Backup Day Use Host will be assigned a site at the entrance to Oak Grove Recreation Area. These campsites include water, electric, and sewer hook-up. Visitors to volunteers stationed in the volunteer campgrounds will be allowed up to a 14-day stay every 30 days as long as Title 36 CFR and Saylorville Lake Campground Guidelines are followed. If visitors cause a disturbance and/or are in violation of Title 36 CFR or Saylorville Lake Campground Guidelines, the volunteers and/or visitors will be asked to leave the campground.

Part-time/Temporary Volunteers: Volunteers will earn one night of free camping, on an \$18.00 site, for every 3 hours of service provided. A Volunteer Camp Pass (appendix D) will be issued the first week of each month to account for the previous months volunteer service. Volunteer Camp Passes are valid only at Saylorville Lake campgrounds, are non-transferable, and cannot be used to make NRRS reservations. The Camp Passes expire at the end of the camping season during which they were earned; except passes issued during the off-season (when campgrounds are closed) will expire on May 31st of the next camping season. Volunteers in this program will not be permitted to stay in the same campground longer than 14 days during any consecutive 30-day period. The volunteer will pay any camping fees in excess of the camping pass. Volunteers will keep the passes until all nights of camping have been used. Used camping passes will be turned in to the Volunteer Coordinator.



Duties and Responsibilities of all Volunteers

- While serving as a volunteer and representing the US Army Corps of Engineers and Saylorville Lake, volunteers shall abide by, support, and promote all agency programs, policies, Title 36 regulations, and established procedures. Volunteers shall conduct themselves in a professional, courteous manner and be polite and respectful to all customers, Corps employees, contractors, and fellow volunteers. *
- Volunteers serve as liaisons between customers and the Corps. Volunteers must be friendly and enjoy smiling, sharing with people and being outdoors. They answer questions and are a resource for customers, providing them with a variety of information and brochures about Saylorville Lake, the Corps of Engineers, and state and local area attractions and amenities. They solicit information and report feedback by counting visitors, conducting surveys or questionnaires, distributing customer comment cards, or simply reporting customer likes and dislikes, through informal conversations.
- Volunteers shall maintain written records such as: customer comments, number of contacts, violations of regulations, safety and maintenance work items, hours worked, etc. Volunteers shall promptly report any of the following to a park attendant, custodial contractor, or ranger on duty: unsafe conditions, emergencies, and/or customer concerns of immediate nature. Hour sheets should be filled out daily and turned in to the Volunteer Coordinator at the end of each month.
- Volunteers shall receive orientation before or during the first week of volunteering. They shall also attend required refresher training as scheduled. Such training shall include a session on 'Consideration of Others'.
- All volunteers are provided a ball cap identifying them as a volunteer that shall be worn at all times while performing their duties. Volunteers that have direct contact with the public as a primary purpose of their duties shall be provided a uniform (ball cap, volunteer shirt, and nametag), which shall be worn at all times while performing their duties. Volunteers will receive 2 shirts their first year of service and one replacement shirt as needed each year they return. No open-toed shoes, cut-off shorts, or swimsuits are allowed. Dress shorts are permitted.
- Volunteers shall not argue with, threaten, nor accuse customers of wrongdoing, nor attempt to enforce regulations by apprehending violators, nor commit Corps personnel to any type of action. While performing volunteer duties, volunteers shall not engage in commercial activities on project lands to include but not limited to selling of arts & crafts and homemade items. Nor provide childcare services while on duty. Nor be under the influence of alcoholic beverages or drugs (except as prescribed by a doctor) while on duty.

* Customer service and satisfaction are important to the Corps of Engineers. The Volunteer Coordinator will review all complaints received regarding volunteer actions and act accordingly.



Government Equipment and Supplies:

Vehicles: For a volunteer to operate a government vehicle, they must provide a copy of their current driver's license to the Volunteer Coordinator. The vehicle is only to be used while performing official duties as described in their position description.

All vehicles operating on Project roads shall be registered for street use. Volunteers shall not operate any motor vehicle (including mopeds, ATV's, golf carts and utility vehicles) off road, around gates or barricades, on sidewalks, trails or driving the wrong way on a one-way street while performing volunteer services; unless prior written approval is obtained from the Volunteer Coordinator.

Miscellaneous Equipment: All other equipment issued to volunteers is not to be used for personal gain. The equipment provided to you accompanies a specific task. Please use the equipment for that task and return it. You will be accountable for any equipment issued to you.

Telephones: Visitor Center, Entrance Stations, and Office Telephones are to be used for official business only. No personal calls should be dialed out on a government phone. Phone cards may be used to dial out on a government phone. Please remember that the phones are at a place of business and try to limit the time spent on the phone.

Mail: Volunteer mail should not be received at the project. Mail should be setup at the local post office for general delivery.

Tobacco: Smoking and smokeless tobacco is prohibited in all buildings and vehicles. Please be courteous to others by not smoking around entrance/exit doors. Please remain 20-30 feet away from these doors. All tobacco products should be disposed of properly.

Pets: Pets are welcome in areas where pets are permitted. Please note that no matter how friendly your pet may be some people are not fond of animals. Pets must remain leashed or confined at all times. Pets will not be allowed in any government buildings.

Please do not take advantage of the government because an offense of this nature may be grounds for termination of your volunteer agreement.



Failure to Comply

Failure to comply with any of the guidelines above may be grounds for termination of the volunteer agreement. The following steps will be used to respond to problems.

- (1) At the time of observation the problem will be addressed. The volunteer will be made aware of the problem and asked for compliance.
- (2) The encounter will be documented in an FIR, which will be submitted to the Volunteer Coordinator for the file and database.
- (3) Volunteer Coordinator, Staff Supervisor, and volunteer will meet. During this meeting the incident or incidents will be discussed as well as solutions to the problem.
- (4) Termination of the volunteer agreement. In extreme situations, where no solution can be resolved, or after 3 incidents, volunteers may be terminated with a written letter from the Volunteer Coordinator. Termination will be immediate upon presentation of the termination letter. Volunteers receiving campsites must vacate their site within 24 hours.

Volunteer Evaluation

The Volunteer Coordinator or other Corps of Engineers representative will perform routine evaluations of the volunteers and their services. This may include site visits, interviews with the public, appearance, and professionalism. The Volunteer Visit Form (Appendix F) will be used for evaluation. Specific criteria based on position and additional comments will be on the back of the page.

The evaluation schedule for volunteers follows:

- (1) Volunteers in full-time host positions (including Campground, Visitor Center, and Day Use Entrance Station booths) will be evaluated at least 1 time during the recreation season and at the end of the season. Once an evaluation is completed, the Staff Supervisor will review it with the volunteer and provide a copy to the Volunteer Coordinator for the file and database comments.
- (2) The Volunteer Host Coordinator will evaluate volunteers in the Part-time Campground Host program at least one time during each of their volunteer sessions. These evaluations will be submitted to the Staff Supervisor at the end of each host period. The Host Coordinator and Staff Supervisor may review the results with the volunteer. Copies of the evaluations will be provided to the Volunteer Coordinator and added to the volunteer file and database.
- (3) Volunteers in temporary or short-term volunteer positions may be evaluated as the Staff Supervisor sees fit. Any comments should be submitted to the Volunteer Coordinator in written form and will be added to the volunteer file and database.



Contact Information

USACE at Saylorville Lake
5600 NW 78th Avenue
Johnston, IA 50131

Administration Office 515-276-4656
Saylorville Lake Shift Cell Phone 515-710-4694

Volunteer Coordinator, Leah Morrow	ext. 6509	Radio #85
Visitor Services Ranger, Hilary Johnson	ext. 6518	Radio #94
Natural Resource Ranger, Scott Rolfes	ext. 6508	Radio #87
Recreation Fee Ranger, Michael Coltrain	ext. 6507	Radio #83
Picnic Shelter Reservations	ext. 6537	

Saylorville Lake Visitor Center 515-964-0672
Saylorville Lake Information Recording 515-276-0433
Oak Woods Learning Center 515-727-4271

Campgrounds

Cherry Glen Campground Entrance Station 515-964-8792
Prairie Flower Campground Entrance Station 515-984-6925
Bob Shetler Campground Entrance Station 515-276-0873
Acorn Valley Campground Entrance Station 515-276-0429

Day Use Fee Entrance Stations

Oak Grove Day Use 515-984-9103
Cherry Glen Day Use 515-964-7409
Lakeview Day Use 515-278-5989
Sandpiper Day Use 515-984-6945

Other Area Numbers

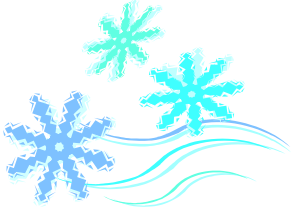
Jester Park 515-323-5300
Schwarz Marina 515-984-6541
Big Creek 515-984-6473
Big Creek Boat Rental 515-984-6083

Emergency Information

All life threatening emergencies	Dial 911
Non-Emergency Polk County Sheriff Dispatch	515-286-3333
Saylorville Lake Ranger Shift Cell Phone	515-710-4694
Conservation Officer, Kirby Bragg	515-238-5006
DNR Water Patrol Cell Phone	515-238-1628



Saylorville Lake 2004 Schedule of Events



January

Sunday the 25th at 2 pm – Winter Hike at Prairie Flower

February

Friday the 13th at 7-10 pm – Sweetheart Star Party at the Visitor Center

Sunday the 22nd at 12-4 pm – Eagle Watch at Saylorville Lake



March

To be announced...

April

Friday the 30th at 8-10pm – Froggin' Program meet at the OWL Center



May

Sunday the 2nd at 10 am – Wildflower Walk meet at the Visitor Center

Saturday the 22nd at 8-10 pm – Froggin' Program meet at the OWL Center

Thursday the 13th – Sunday the 16th – Spring Volunteer Campout

Saturday the 15th – Volunteer Spring Breakfast at Sandpiper

June

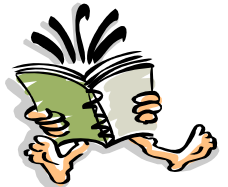
Saturday the 5th at 10 am – Earthly Moltings at the Visitor Center

Sunday the 6th at 2 pm – Reading with Rangers at the Visitor Center

Saturday the 12th at 8:30 pm – Campground Program at Prairie Flower

Sunday the 13th at 2 pm – Reading with Rangers at the Visitor Center

Saturday the 19th at 10 am – Take a Closer Look at Saylorville "Bike Hike"



June continued

Saturday the 26th at 8:30 pm – Campground Program at Cherry Glen

Sunday the 27th at 2 pm – Reading with Rangers at the Visitor Center

July

Saturday the 10th at 8:30 pm – Campground Program at Prairie Flower

Saturday the 17th at 10 am – Take a Closer Look at Saylorville “Geology Hike” at the Gorge



Monday the 19th through Friday the 23rd – Junior Rangers Day Camp
(Registration begins on May 1st)



Saturday the 24th at 8:30 pm – Campground Program at Cherry Glen

August

Saturday the 14th at 8:30 pm – Campground Program at Prairie Flower

Saturday the 21st at 1 pm – Take a Closer Look at Saylorville “Butterfly Tour” meet at the Butterfly Garden



Saturday the 28th at 8:30 pm – Campground Program at Cherry Glen

September

Sunday the 12th – Pelican Festival at Jester Park

Saturday the 25th – Red Feather Prairie Festival



October

Saturday the 23rd – Saylorville Lake Halloween Prowl (Registration Required)



Saylorville Lake Volunteer Positions

Full-time Campground Host

The primary duty of the Full-time Campground Host is to staff the campground entrance station when the contracted park attendant is off duty (10 am – 2 pm). The host shall provide a minimum of 21 hours of volunteer service per week and may serve for the entire recreation season May through September. The Bob Shetler and Acorn Valley hosts will also staff the Visitor Center for half of a day on Thursdays (see Visitor Center Host responsibilities). Volunteers selected for this position are assigned a campsite in the respective campground with water, electric, and sewer hookups.

Specific duties include:

- a. Staff the entrance station from 10 am – 2 pm on Friday and Saturday, and other days as agreed to or scheduled with the park attendant and/or Campground Host Coordinator.
- b. Inform incoming campers of registration policies and explain how to reserve a campsite through the National Recreation Reservation Service.
- c. Assist campers with reservations and locating their reserved campsite and assist walk-in campers in selecting a non-reserved site. Assist campers in filling out registration cards.
- d. Maintain a list of campers who arrive during your tour of duty and provide it to the park attendant when they return to duty.
- e. Assist the Corps in obtaining customer feedback by conducting surveys and distributing comment cards as directed.



Part-time Campground Host

The primary duty of the part-time campground host is to conduct evening walking tours of campgrounds, greet new arrivals, provide information and brochures, and welcome customers to Saylorville Lake. Part-time hosts serve for two-week periods in the campgrounds and are required to provide a minimum of 21 hours of volunteer service per week. There are 24 part-time campground host positions available from mid-May through mid-September.

Specific duties include:

- a. Using the computer printout provided by the campground park attendant, conduct evening walking tours of the campground; focus on greeting and providing information to new arrivals.
- b. Assist the Corps in obtaining customer feedback by conducting surveys and distributing comment cards as directed.
- c. Maintain and submit a written daily customer contact log, listing the number of customer contacts, and both positive and negative verbal comments expressed by customers.
- d. Submit a written summary report upon completion of the two-week host period. Include ideas, recommendations, or suggestions you may have to improve the host program, customer service, or other policies and procedures at Saylorville Lake.



Campground Host Coordinator

The primary duty of the Campground Host Coordinator is to serve as a liaison between the Full-time and Part-time Campground Hosts and the Corps of Engineers. The host coordinator will assist the campground hosts in successfully completing their volunteer experience through adequate training, orientation, and logistical support. If the coordinator wishes to receive camping in return for volunteer services they will be provided a site in Prairie Flower Campground with an electrical hookup.

Specific duties include:

- a. Revise the Host Manuals prior to the upcoming recreation season to incorporate program changes required as a result of re-defined goals and objectives.
- b. Maintain a mailing list and conduct the follow-up with potential host volunteers to confirm their interest, selection, and availability for the program, including an interview.
- c. Develop a schedule of current season hosts by date, camping area, address, phone number; provide a current list and updates to the staff supervisor.
- d. Conduct on-site orientation to all campground host volunteers during the spring "kick-off."
- e. Coordinate three camp-outs during the recreation season (May, July, and October), dates will be determined by the Corps Volunteer Coordinator.
- f. Conduct on-site orientation with each new host upon their arrival to their area (usually Sunday). This should include furnishing them with information packets, volunteer hats and tags and providing information to orient them to the area and host program.
- g. Submit a brief evaluation and the daily host logs on a bi-weekly basis for the hosts who have just completed their tour of duty to the staff supervisor.
- h. Collect all campground host volunteer hour sheets at the end of the month and return them to the staff supervisor.
- i. Provide a regular schedule of on site Campground Host Coordinator hours listing where and when you are available to meet with hosts, fee attendants or staff supervisor (minimum two hour blocks, twice a week).



Day Use Entrance Station Host

The primary duty of the Day Use Entrance Station Host is to staff the entrance station at boat ramps and beach areas and collect fees using a cash register. Day Use Entrance Station hosts are required to provide a minimum of 21 hours per week and may serve the entire recreation season May through September. The Corps of Engineers will bond all Day Use Entrance Station hosts with a \$5,000 fidelity bond to protect the government from loss of funds. All volunteers must be eligible to be bonded; ineligibility will remove you from the list of candidates for this volunteer position. Day Use Entrance Station hosts who wish to receive camping in return for volunteer services will be randomly assigned a campsite with water, electric and sewer hookups in the Sandpiper Volunteer Campground.

Specific duties include:

- a. Hosts shall staff the entrance stations for 5-hour shifts on weekdays and 8-hour shifts on weekends. Each host will work one weekend day a week and 2-3 weekdays.
- b. At the beginning of a shift, hosts shall tour area parking lots and place notices on vehicles that have failed to purchase or properly display proof of purchase of day use fee. Maintain a record of violations by recording information from the vehicle notice on to the log sheet provided.
- c. Hosts will collect fees using a cash register in the entrance station. Two-days of training will be provided by the Corps of Engineers as well as a training manual.
- d. The volunteer will be required to provide and maintain a \$50.00 change fund to be used while collecting fees at the entrance stations.



Beach Clean-up/Bike Trail/Recycle/Back-up Day Use Fee Host

The primary duty of the Beach clean-up/Bike Trail/Back-up Day Use Fee Host is to service Sandpiper and Oak Grove Beaches and the Neal Smith Bike Trail as outlined below. They will also serve as a back-up for the Day Use Entrance Station volunteers as outlined below and coordinated with the Visitor Services Staff Supervisor.

Specific duties include:

- a. **Beach Clean-up.** Litter shall be picked up daily from the sand beach portions of Oak Grove and Sandpiper Recreation Areas.
- b. **Bike Trail.** Volunteer will pick up trash Mondays and Fridays at the Neal Smith Bike Trailheads at Sycamore North and South Accesses, NW 90th Place, and Bridge Road.
- c. **Recycling Coordinator.** Volunteer will collect recyclable material from collection sites and transport to main bin (sites include all 4 campgrounds & administration building) on Mondays and Fridays.
- d. **Day Use Fee Entrance Station Back-up.** The volunteer will serve as a back-up to the fulltime Day Use Entrance Station hosts. The volunteer will follow the guidelines as defined in the Day Use Entrance Station position description and the Day Use Entrance Station handbook.



Full-time Visitor Center Host

The primary duty of a Full-time Visitor Center Host is operation of the Saylorville Lake Visitor Center. Volunteers must be available May through September. Visitor Center hours during this period are 10 am – 6 pm daily. There are four full-time Visitor Center Host positions. Three host positions will staff the Visitor Center for one full day and one half day each week. One host position will staff the Visitor Center for one full day and coordinate operation of the Iowa Academy of Sciences Gift Shop. Volunteers may begin service early or continue later in the season during shortened April and October hours. Full-time Visitor Center Hosts who wish to receive camping in return for volunteer services will be randomly assigned a campsite with water, electric and sewer hookups in the Sandpiper Volunteer Campground.

Specific duties include:

- a. Answer questions and assist customers both in person, at the Visitor Center information desk, and by phone regarding directions, recreation opportunities, area amenities, and other resources.
- b. Open and close the Visitor Center.
- c. Sell merchandise in the gift shop for Saylorville Lake's cooperating association, the Iowa Academy of Science. No cash register or credit card terminal use is required.
- d. Maintain brochure racks, stock sales items, and report to the staff supervisor when supplies are low.
- e. Help clean and maintain interpretive displays as requested and fill bird feeders as needed.
- f. Assist park rangers with special events and educational programs.



Part-time Visitor Center Host

The primary duty of a Part-time Visitor Center Host is operation of the Saylorville Lake Visitor Center when full-time hosts are off duty. Part-time Visitor Center Hosts may sign up for shifts on Saturday afternoons May through September and any day during the months of April and October. The Saturday afternoon shift will be 2 pm – 6 pm. Visitor Center hours during April and October are 10-4 on weekdays and 12-4 on weekends. Full-time Visitor Center Hosts who wish to begin service during the months of April or stay during the month of October will be given priority in assigning shifts. Part-time Visitor Center Hosts may earn camping passes for Saylorville Lake's public campgrounds. Volunteers may receive one night of camping in return for every three hours of service. Hours earned in one month may be applied to camping at Saylorville Lake during the following month.

Specific duties include:

- a. Answer questions and assist customers both in person, at the Visitor Center information desk, and by phone regarding directions, recreation opportunities, area amenities, and other resources.
- b. Open and close the Visitor Center.
- c. Sell merchandise in the gift shop for Saylorville Lake's cooperating association, the Iowa Academy of Science. No cash register or credit card terminal use is required.
- d. Maintain brochure racks, stock sales items, and report to the staff supervisor when supplies are low.
- e. Help clean and maintain interpretive displays as requested and fill bird feeders as needed.
- f. Assist park rangers with special events and educational programs.

