

CHAPTER 6

Visitor Assistance Program

6-1. Purpose. This chapter establishes guidance for assistance to visitors at USACE Civil Works water resource development projects. This Chapter supersedes the 15 Nov 1996 edition of EP 1130-2-550, Chapter 6, Appendix E, EC 1130-2-212, dated 23 Apr 1999, EC 1130-2-213, dated 1 Oct 1999, EC 1130-2-214, dated 22 Apr 2002 and Recreation Policy Letter 97-02, dated 20 May 1997.

6-2. Accountability.

a. The implementation of a Visitor Assistance Program in accordance with Chapter 6 of ER 1130-2-550, under provision of Section 234 of the Flood Control Act of 1970, PL 91-611, and this pamphlet will be a major element in job descriptions and shall be addressed in the performance standards for all district staff, operations project managers, and park rangers responsible for the direction or implementation of the program. Operations project managers are responsible for the review and, if necessary, the corrective action for the proper implementation of this chapter for each individual with citation authority with the procedures, criteria and guidelines contained in this pamphlet. For the purposes of this pamphlet, the title park ranger applies to all individuals having visitor assistance responsibilities and/or authorized to have citation authority and the term operations project manager (OPM) will include natural resources manager, lake manager and park manager titles throughout the course of this text for consistency.

b. Each operations project manager shall have frequent, open discussions with park rangers and other team members to foster improved communications that will assist both in understanding this regulation and ensuring consistent local application of its policies.

6-3. Citation Guidelines/Authorization.

a. Personnel authorized to be granted citation authority must work under the direction of the Natural Resources Management (NRM) program and must be issued ENG Form 5036-R, Certificate of Authority to Issue Citations (see Appendix D). To delegate civilian personnel of the U.S. Army Corps of Engineers the authority to issue citations as provided by Section 234 of the Flood Control Act of 1970 (PL 91-611), the MSC or district commander must certify in writing that:

(1) The individual's principal duties relate to recreation or natural resource management, which may include, but not be limited to, duties as a park ranger, manager, forester, wildlife, fisheries biologist, or environmental, biological, or natural resources specialist.

(2) The individual needs citation authority to perform official duties in the most efficient manner.

(3) The individual has the aptitude, temperament, personality, experience, and ability to exercise citation authority properly.

(4) The individual has been adequately trained in citation procedures.

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b. If, after training, individual readiness to meet this criterion remains questionable, citation authority should be withheld or withdrawn.

c. Citation authority should be revoked when an individual fails to meet the provisions of this regulation. A division or district commander may cancel a certificate of authority whenever he/she considers it appropriate, without recitation of reason. Cancellation will be carried out by using ENG Form 5036-1-R, Cancellation of Certificate of Authority to Issue Citations (see Appendix F). The person named on the cancellation certificate shall thereafter have no authority to issue citations.

d. A record of citation authority will be maintained in the district office. A wallet-size citation authority card (ENG Form 4710) or a reduced copy of ENG Form 5036-R, Certificate of Authority to Issue Citations, will be carried while on duty by all persons with citation authority.

e. MSCs and districts will make at least a biennial analysis, by project, of citation data from the Operations and Maintenance Business Information Link (OMBIL) data system. As a rule, the ratio of written warnings to violation notices (citations) should be consistent with the national average of 2/1 or higher. When the ratio is lower than 2/1, an analysis should be done to identify any reasons for variances or problems which may be occurring. A ratio of 3 warnings or more per violation notice is preferred.

f. Project analysis will include a review of ratios of citations to visitation and citations per ranger. Unjustified deviances should be corrected.

g. Written warnings will be prepared in duplicate on ENG Form 4381, Warning Citation. Records of warning citations, either by computer entry or file copy, will be maintained for at least two years.

h. Violation Notices.

(1) Collateral forfeiture citations and mandatory appearance citations will be issued as warranted. The Central Violations Bureau's Violation Notice, will be used for these purposes. Guidance on the use of this form is in AR 190-29. Operations project managers, or his/her representative, shall obtain the forms from the following website:
<http://www.cvb.uscourts.gov/vn> or contact the Central Violations Bureau.

(2) Liaison will be maintained with the clerks of District Courts and Central Violations Bureaus (CVB) to determine forfeiture schedules and to arrange administrative details to implement the provisions of PL 91-611. Divisions and districts will make an effort to provide consistency in collateral forfeiture schedules between magistrate districts, Corps districts and, where possible, states.

(3) Liaison will be maintained with local US Magistrates and US Attorney's offices to make arrangements for court appearances and to handle other administrative details. Any specific procedures or instructions issued by local magistrates will be kept on file at project offices and an information copy forwarded to the district office.

(4) Collateral forfeiture, or payment by alleged violators in lieu of appearance, may be made according to the forfeiture schedule approved by the District Court, thus terminating the proceedings against individuals. Corps personnel will not accept or agree to handle such payments. Payments of the scheduled amounts and the related citations are to be sent by the

alleged violators in a preaddressed envelope furnished with the Violation Notice to the appropriate location determined in advance by the CVB. In collateral forfeiture cases, the alleged violator should be advised that the payment must be mailed so as to be received by the appropriate office prior to, and therefore in lieu of, the required appearance date stated on the violation notice.

(5) In cases involving large value losses, such as timber harvesting on government lands or major destruction of government property, the US Attorney should be contacted according to District procedures prior to any action. These cases may be prosecuted as civil or criminal cases in order to recover losses incurred.

(6) Miranda warning is not required in the issuance of Title 36 citations.

(7) In all but unusual circumstances, personnel designated to issue citations will carry out their duties in uniform. Before taking action out of uniform, all of the following will first be considered:

(a) Personnel should summon the aid of a uniformed park ranger or law enforcement officer if possible.

(b) If information such as license numbers, boat numbers, or other identifying facts can be gathered without personal contact, this should be done. Determination can be made later as to the appropriate action.

(c) If the action to be taken in any way creates a threat to the park ranger's safety, no action should be taken.

(d) Any action, including verbal warnings, should be taken only after proper identification has been presented, by displaying the badge, citation authority identification card or other appropriate means.

i. The park ranger should attempt to obtain a signature on the Violation Notice form. If the violator refuses to sign, or if the action in any way threatens the safety of the park ranger, the statement similar to "Defendant Refused to Signed" should be written in the signature block or other action taken as directed by the US Magistrate/Attorney's office.

j. There are many alternative management techniques in addition to the issuance of citations that should be considered in the implementation of the Visitor Assistance Program. A list of alternative management techniques is provided at Appendix G. Experience has proven these considerations effective in reducing visitor problems.

6-4. Training.

a. General Requirements.

(1) All Natural Resources Management (NRM) program staff shall receive training in accordance with this section and Appendix E. Major Subordinate/District Commands will ensure that all new permanent, seasonal, and temporary personnel with need for citation authority to enforce Title 36 complete the basic training requirements prior to receiving citation authority and the refresher training requirements to maintain citation authority. District Commanders may grant citation authority for new project employees following successful completion of the Basic

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Visitor Assistance Training Curriculum program.

(2) Operations project managers are responsible for ensuring that permanent, seasonal, and temporary park rangers with visitor assistance responsibilities receive the prescribed training. Temporary employees who perform visitor assistance duties and enforce Title 36 must receive the same visitor assistance training provided to permanent and seasonal park rangers with similar duties. Permanent, seasonal and temporary employees must be properly trained prior to performing visitor assistance activities.

b. Visitor Assistance Training Curriculum. The visitor assistance training curriculum consists of three modules as specified in Appendix E. The curriculum for basic visitor assistance training is described in Module 1. The curriculum for annual refresher visitor assistance training is described in Module 2 and the curriculum for visitor assistance management and policy training is described in Module 3. Tables E-1 and E-4, Appendix E, summarize the Module 1 and Module 2 training requirements.

c. To complement visitor assistance training, and to meet local mission requirements, NRM personnel with visitor assistance responsibilities may be required to take at the district or project level, training on defensive driving, cultural resource protection, historic property protection, cultural diversity, water safety, boat licensing and operation and other training applicable to the position. This training is not mandatory for citation authority. When appropriate, training in a second language other than English is highly recommended.

d. Districts are required to maintain a training database that documents all required visitor assistance training per employee. Documentation for the Basic Visitor Assistance Training Curriculum, Refresher Training Curriculum, Visitor Assistance Management and Policy Course and other related training must include, at a minimum, the employee's name/location, course title, course location/hours, date completed and date citation authority was received. The Civilian Personnel Advisory Center (CPAC), via the Defense Civilian Personnel Data System (DCPDS) will help meet this requirement for all courses 8 hours or longer. Each project must maintain a copy of all visitor assistance training certificates for every employee and, upon an employee's transfer to a new duty station, deliver these records to the individual's new duty location as part of the normal checkout process.

6-5. Liaison and Coordination. The support of the US Magistrate, US Attorney's Office, and local law enforcement agencies is imperative for an effective visitor assistance program.

a. Continuing coordination and liaison will be maintained with Federal, state and local law enforcement, fire and rescue agencies to provide maximum visitor assistance to the public. Annual or biannual coordination meetings, which include visits to projects and participation in training sessions by US Magistrate's, US Attorney's and local law enforcement agencies, are encouraged to further enhance interagency cooperation. Liaison with state, county or local authorities should include regularly scheduled strategic planning meetings to develop mutual plans for monitoring visitor use at water resource development projects.

b. Formal and informal contacts will be made with these agencies to apprise them of the limited authority of the Corps and to help ensure protection of Corps personnel, visitors and property at water resources projects. It must be emphasized to law enforcement agencies that this program does not relieve them of their statutory authority or their responsibility for enforcement of laws under their jurisdiction. Those agencies can only enforce those portions of Title 36 which are incorporated as part of their local statutes.

c. Maximum use of local law enforcement services will be made at areas which have a history of excessive violations and during those periods when park rangers are not readily available. The use of local law enforcement services and cooperative agreements during hours of darkness will reduce the need for patrols by Corps personnel during this period.

d. Cooperative law enforcement agreements and contracts, as prescribed in Chapter 7 of ER 1130-2-550, Cooperative Agreements for Law Enforcement Services at Civil Works water resources projects, will be used to the maximum extent practical.

e. Corps personnel may ride with, or allow local law enforcement personnel to ride with them, in unique cases to foster interagency cooperation. This will not be normal procedure and will be done only for short-term situations and with specific approval of the operations or resource manager. Each division or district should develop general procedures to promote consistency and establish accountability for these activities.

f. The primary responsibility for daily liaison at the local level rests with the operations or resource manager; however technical assistance will be available from appropriate district and division elements, i.e., Natural Resources Management, Security and Law Enforcement, Counsel, and Safety.

6-6. Surveillance. The District Commander is responsible for ensuring adequate order and discipline at Corps projects.

a. The purpose of surveillance is to observe activities and conditions on project lands and waters in order to assist the visitor and ensure the protection of project resources.

b. Various methods of surveillance techniques such as foot, vehicle, vessel, fixed wing or rotary aircraft should be used as appropriate to ensure a balanced and complete prevention and early detection process. Adequate surveillance of project lands may require that specialized vehicles be available to the ranger staff including, but not limited to, four-wheel drive, bicycles, personal watercraft, or all-terrain-vehicles.

c. Personnel involved in surveillance will exercise discretion and attempt to avoid potentially hazardous situations. In potential or historic trouble areas the use of two individuals per vehicle or dual patrols in close proximity with radio or other telecommunications contact should be given maximum consideration. Employee safety will be a primary consideration in the conduct of these activities.

d. The scheduling of park ranger personnel for surveillance duties will be consistent with staff, funds, and other resource limitations. Schedules should allow for surveillance during peak visitor use, especially during weekends and/or holidays. Night surveillance by park rangers is a district option which may be considered, as necessary, to meet project and Corps objectives and provide adequate visitor security.

e. The use of computer data systems including OMBIL should be encouraged at projects to record citation information and facilitate the availability of information to aid in defining problem areas.

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6-7. Vehicles and Vessels.

a. It is desirable that vehicles used by natural resources management personnel be readily identified by the visiting public. Therefore, as project vehicles are replaced, new vehicles acquired will be a solid white color. Marking of vehicles and vessels will be in accordance with Appendix J and with ER 56-2-1.

b. Vehicle Color.

(1) New vehicles obtained for use by park rangers, and other personnel who are authorized to perform visitor assistance responsibilities will be the vehicle manufacturer's standard white color. This applies to vehicles obtained through the General Services Administration (GSA) and from other sources (i.e. project-owned).

(2) Vehicles obtained through GSA are subject to the Memorandum of Understanding (MOU) between the Interagency Fleet Management System (IFMS), GSA, and the U.S. Army Corps of Engineers, which states in part:

“The IFMS will provide a mix of manufacturer's colors, however, for vehicles used by USACE park ranger /managers for Visitor Assistance responsibilities, the manufacturer's standard white will be provided if available for each specific make and model required.”

(3) During the acquisition process with GSA, managers/district office officials must identify the specific visitor assistance vehicles that require the color white.

(4) New visitor assistance vehicles obtained from any source that are delivered to the project in the wrong color may be painted white by the project receiving the vehicle. Exceptions to this painting requirement will be granted for vehicles that will be used within the district for less than one year.

c. Vehicle Markings.

(1) The Corps communication mark and signature decal will be applied to all visitor assistance vehicles as specified in this section. Placement will be centered on the front left and right doors with exact placement contingent upon location of door handles, mirrors, and door guard/bumper strips. Specifications: small logo version (3 ½-inch black castle on white reflective backing, 7/8-inch Helvetica Medium type face, upper and lower case, black letters for “US Army Corps of Engineers”; 5/8-inch Helvetica Medium type, upper and lower case black letters for “For Official Use Only”; and optional district name (located between “US Army Corps of Engineers” and “For Official Use Only”) with 5/8-inch Helvetica Medium type, upper and lower case black letters (see Appendix J). While white reflective backing is preferred due to its safety properties, reflective black lettering, or plain black lettering on a clear background, is acceptable, provided all vehicles at a project utilize the same style markings.

(2) A “PARK RANGER” decal will be centered above the Corps communication mark and signature on the left and right front doors. Specifications: 2 ½--inch to 3-inch Helvetica Medium type, all capital, black letters on white reflective backing. The word “RANGER” may be substituted for “PARK RANGER” on vehicles with limited space. As an option, white magnetic strips without a legend may be used to cover the “PARK RANGER” decal when the vehicle is not being used for visitor assistance responsibilities. The strips shall be constructed of a soft,

thin, pliable material that incorporates the magnetic property.

(3) Magnetic signs may be substituted for “PARK RANGER” decals only in those instances where the visitor assistance vehicle will be used for multiple functions (i.e., maintenance, wildlife management, etc.). Magnetic signs may also be substituted for the Corps Communication Mark and Signature and “PARK RANGER” wording in cases where the vehicle will be used for less than one year.

d. Vessels shall be marked appropriately, however, due to great variation in hull sizes and configurations, and the need for larger size to increase visibility on the water, sizing of legends is not herein specified. All markings, however, shall consist of the Corps Communication Mark and Signature and the legend “PARK RANGER” in comparable proportions to those specifications above for vehicles. The Corps communication mark and signature should be mounted toward the bow of the boat, and the “PARK RANGER” legend aft on the boat’s sides.

e. Vehicles and vessels used to perform visitor assistance will be equipped with a spotlight. A fixed spotlight is recommended for vehicles, and should be mounted on the driver’s side front door or door column. Handheld or magnetic mount spotlights may be used as an alternative in those situations where it is impossible or impractical to mount the light permanently.

f. Emergency Warning Lights, Sirens and Public Address Systems.

(1) Vehicles will be equipped with emergency sirens and warning lights of a color compliant with applicable state law. Exterior emergency lights are not permissible, except for magnetically mounted ones temporarily placed on a vehicle during emergency use only and placed inside the vehicle at all other times. Emergency lights mounted behind the grill or in the interior portion of the vehicle, which are inconspicuous to the public when not in use, are authorized. In the case of vessels, overhead light bars or masts which hold emergency lights and/or spotlights are authorized.

(2) As a means of further enhancing safety, factory installed headlights/taillights may be converted to a system that allows activation of a flashing/oscillating mode, supplemental to standard emergency lighting.

(3) Emergency lights, warning lights and sirens will be utilized in accordance with applicable state and local laws governing their use and consistent with Visitor Assistance Program policy. The purpose of emergency warning lights and sirens is to facilitate visitor assistance and increase safety, rather than the enforcement of Title 36, and they will not be used for pursuing or chasing violators of Title 36 on or off Corps projects.

(4) District offices will conduct a periodic review of emergency lights and sirens to assure the type, installation, and use is consistent with this pamphlet and other Corps regulations.

(5) Vehicles and vessels will be equipped with a public address system. The equipment will not be visible to the public and will be used with discretion. Exceptions may be made for vessels depending upon the size and design of the hull.

g. All operations project manager and park ranger vehicles will be equipped with, at a minimum, first aid kits (minimum size 16 as defined by ANSI), fire extinguishers (minimum size 10, type B/C), blood-borne pathogen handling kits, rescue throw bags, binoculars, camera, flashlight and personal floatation devices. All vessels will be equipped with the same equipment. In addition, they will also have US Coast Guard and state-required safety

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equipment, marine-use fire extinguishers and/or pumps. Districts and projects may identify and provide additional equipment for manager and park ranger vehicles and vessels.

6-8. Communications.

a. Operations project managers will provide reliable communication equipment in support of natural resources management activities. Authorized communication equipment may include: cellular or satellite phones and multiple frequency programmable scanning radios (fixed and hand held) with local/state law enforcement interface, state wildlife/boating officer interface, appropriate rescue/fire interface, weather channels, and separate frequencies for overlapping projects. Corps base stations may be located off project lands and local law enforcement agency base stations may be placed on Corps property, as necessary, to obtain reliable communications.

b. Operations project managers will determine the most reliable communication system for their project. However, if radios are selected over cellular phones, managers will ensure that the base station is staffed continuously while personnel are on duty in the field. If continuous staffing is impossible, cellular phones should be provided.

c. Park attendants will be provided with either telephone or radio communication systems to enhance both their safety as well as that of visitors. When warranted, park attendants may be issued portable radios and cellular phones.

d. The installation of public telephones at entrance stations, beaches, and other public use areas is encouraged to enhance visitor safety. Where feasible, telephones should permit the caller to contact the operator without payment. A listing of appropriate emergency telephone numbers such as fire, medical, police, rescue, and Corps officials should be posted near the location of public telephones, on bulletin boards, and other appropriate locations.

e. District Commanders will ensure that surveys are conducted periodically to confirm that reliable communication equipment is available to personnel, is located in vehicles and vessels, and is in serviceable condition.

6-9. Juveniles. Juveniles can be cited for Title 36 violations. Each Magistrate may determine if he/she will hear cases against juveniles. The US Attorney for each district should contact the Magistrate for coordination on this matter. A "juvenile" is defined by 18 USC 5031 as a person who has not attained his/her eighteenth birthday. The US Attorney will be able to furnish the minimum age at which juveniles become accountable for their actions and be issued citations for violations.

6-10. Uncooperative Violators. If an individual is uncooperative and refuses to accept a citation, the citing official should not press the issue. The citing of violators will, in all cases, remain secondary to the safety of the public and Corps personnel. In difficult situations, citing officials should request the assistance from local, county or state law enforcement agencies. Surveillance procedures (without personal contact) can be used for the purposes of identifying the alleged violator, such as recording the vehicle license plate number and description, taking photographs of the violation, and obtaining statements of witnesses. No Magistrate can issue a summons or a warrant for arrest/appearance without sufficient evidence.

6-11. Appearance Before US Magistrate.

a. In addition to the normal citation procedures, the statement of probable cause on the back of DD Form 1805 will be prepared and signed by the citing official. Such complaints will set out the pertinent details of the offense and names of witnesses, if any.

b. Citing officials will appear before the US Magistrate along with witnesses who agree to appear. Visitor Assistance courses, discussions with the US Attorney and on-the-job training will include the proper procedures to be followed when making an appearance before a Magistrate. Personnel will appear in court, dressed in complete uniform as prescribed in Chapter 8 of ER 1130-2-550 and/or at the preference of the US Attorney or the US Magistrate. Demeanor should be polite and conversation succinct, with fully descriptive answers given to questions.

c. In instances where alleged violators fail to appear as directed, the Magistrate may cause a summons or warrant for arrest and appearance to be issued. Service of summons or warrants for arrest and appearance are the responsibility of the US Marshals. If the Magistrate requests that a Corps representative serve a summons to a violator, the individual will respectfully decline and advise the Magistrate that this action is outside the scope of his/her authority.

6-12. Issuance of Citations Off Project Lands. One of the following methods will be used when it is necessary to issue a citation off project lands:

a. By certified or registered mail.

b. Presented while in the company of a local or state law enforcement officer.

c. Delivered by, or in the company of, a Federal law enforcement officer.

d. Personally delivered by the citation official. This should be done only when it has been determined that no personal danger exists and after specific approval of the operations project manager has been received.

6-13. Legal Protection.

a. Federal law provides an immunity against lawsuits for employees acting within the scope of their employment. By virtue of this immunity, individuals who, in performing assigned duties, cause unintentional injury/harm to others are not considered personally liable. For this reason, lawsuits against individuals are rare. More frequent are claims filed against the US Government as the entity responsible for the actions of subordinates while on duty.

b. Although lawsuits against individuals are rare, there are exceptions. An individual may be sued personally without the benefit of government mitigation when there is proof that he/she was:

(1) acting beyond the scope of assigned duties;

(2) intentionally causing harm to another by assault, battery, slander, etc.; or

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(3) violating another person's constitutional rights by detainment or by conducting a search and/or a seizure of personal property.

6-14. Assault on Corps of Engineers Civilian Personnel.

a. If an assault occurs, the Corps individual should immediately attempt to remove themselves from the situation. If this is impossible, the individual should act to ensure personal safety and stop the assault, if possible. In no case, will Corps personnel go beyond the limits of what is absolutely necessary to establish and maintain control of the situation.

b. When an assault or other crime has occurred, several actions should be simultaneously initiated.

(1) Seek and secure medical help for the victim(s) as needed.

(2) Notify local or state law enforcement authorities immediately and request assistance as needed. Release all evidence to law enforcement officials upon their arrival to the incident scene.

(3) Ensure the incident scene and any evidence are not disturbed until arrival of law enforcement authorities. Protecting the integrity of the scene may involve halting traffic or interrupting other activities through the incident scene.

(4) Identify as thoroughly as possible all those involved in the incident as well as witnesses. Obtain name, license plate number and description of the assailant(s) and witnesses when possible.

(5) Notify the supervisor of the victim immediately and request assistance, if appropriate. Victim's supervisor should promptly report the incident to the district operations chief who will notify the security and law enforcement office and the district Office of Counsel.

c. From this point, the action chain and all coordination will be handled by the security and law enforcement office who will contact the United States Army Criminal Investigation Command, HQUSACE and the U.S. Attorney.

d. Office of Counsel will monitor the prosecution of any case.

6-15. Reports. Statistical data on issued citations will be reported in OMBIL. Serious Incident Reports for incidents including, but not limited to, death, major fires and natural disasters, should be forwarded through the district and MSC offices to HQUSACE CEPM (Provost Marshal), with copy furnished to CECW-CON. Maximum use of the electronic Serious Incident Reporting (SIR) system through ENGLink is encouraged.

6-16. Safety and Occupational Health.

a. Permanent and temporary park rangers and other personnel with visitor assistance responsibilities have been determined to be at a reasonable risk of exposure to blood-borne pathogens and other infectious material and must be provided the following as a minimum:

(1) Hepatitis B vaccination must be made available (at the employee's discretion) to all park rangers and other employees performing visitor assistance responsibilities. Since current vaccination protocol for Hepatitis B requires three inoculations over a six-month period, it is imperative that new temporary employees (i.e., summer help) receive their first shot as soon as possible following selection.

(2) Appropriate personal protective equipment shall be provided at no cost to the employee. Equipment may consist of, but not be limited to, gloves, gowns, laboratory coats, face shields or masks, eye protection, mouthpieces, resuscitation bags, personal floatation devices, pocket masks or other ventilation devices.

(3) Blood-borne pathogen training of USACE employees will comply with OSHA requirements.

b. Unvaccinated individuals that have rendered aid or otherwise may have possibly been exposed to blood or other potentially infectious material shall be offered Hepatitis B Immune Globulin (HBIG) and Hepatitis B vaccine. The treatment shall be offered within 7 days and after the employee has had a consultation with a health care provider familiar with the exposure scenario and Hepatitis B. Three and six months after the exposure, employees who choose to receive the HBIG and vaccine, shall obtain the follow up vaccinations for Hepatitis B.

c. Appropriate Exposure/Post Exposure Plans shall be developed to address the above requirements. All exposures or potential exposures by either vaccinated or unvaccinated individuals must be reported to the district Safety and Occupational Health office and/or health unit as soon as possible.

d. In accordance with EM 385-1-1, permanent and temporary park rangers, in conjunction with their supervisors, shall prepare Position Hazard Analysis to identify risks and to institute controls for their jobs.