



Dworshak Dam & Reservoir Volunteer Handbook



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Purpose of this Handbook

This handbook has been produced to help you become professional Dworshak Dam & Reservoir volunteers. This book will share with you a little of our 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 Ranger staff will gladly give you answers. We believe you will enjoy your volunteer work and your fellow volunteers. We also believe you will find Dworshak Dam & Reservoir a good place to volunteer.

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



Dworshak Dam & Reservoir Natural Resources Staff

There is one team of Park Rangers at Dworshak Dam & Reservoir. They all share responsibility for patrol, rules enforcement, interpretation and outreach. They manage recreation and natural resource areas. The Ranger offices are located at the Visitor Center (VC).



Deb Norton, (Ph: 208-476-1256)



Brittney Hauptert- Park Ranger
and Visitor Center Volunteer
Coordinator (Ph: 208-476-1279)



Chuck Starkey
(Ph: 208-476-1218)



Andrew Singer-
Park Ranger and
Dent Acres
Volunteer Coordinator
(Ph: 208-476-1274)



This is Paul Pence; he is the Natural Resource Manager (NRM). His office is on the 2nd floor of the Visitor Center building. His phone number is: 208-476-1258. He is the supervisor for the Ranger team, the Natural Resource Management team (Wildlife Biologist, Forester, and Natural Resource/GIS Specialist) and the Resource Maintenance Team.

We all can answer questions that you or other guests might ask.

What You Can Expect From Dworshak Dam & Reservoir

Dworshak Dam & Reservoir 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. Make suggestions about your assignment and the Dworshak Dam & Reservoir volunteer program.
8. Expect that volunteer records will be kept documenting volunteer experience, positions held, training, evaluation, and commendation.
9. Be treated as a fellow staff member who contributes to Dworshak Dam & Reservoir's goals through your volunteer work.
10. Have all these things done in a spirit of friendliness and cooperation so that Dworshak Dam & Reservoir will continue to be known as "a great place to volunteer!"

What Dworshak Dam & Reservoir 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 Dworshak Dam & Reservoir.
4. Inform your volunteer coordinator as soon as possible of any planned or unplanned absence or lateness.
5. Insure that you wear your ID badge at all times.
6. You will report for duty on time.
7. You will provide feedback to us to help us continually improve.
8. We expect you to continue learning about Dworshak Dam and the area.
9. We hope you to enjoy your stay with us!

Remember, you help to create the healthy, pleasant, and safe volunteering conditions that Dworshak Dam & Reservoir 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 Dworshak Dam & Reservoir**, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow volunteers, especially your volunteer coordinator, want to help you get off to a good start. Feel free to ask any of the staff for help.

One of the first things you should do is read this handbook. It is designed to answer many of your questions about the policies and procedures of Dworshak Dam & Reservoir. It will give guidance on what you can expect from us 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 or cannot come in, please let one of the ranger staff know as soon as possible.

Animals

Dworshak Dam & Reservoir policy states that pets are allowed in the recreation areas (and your RV camping site) if they are penned, caged, or on a leash under six feet in length. Animals in the visitor center building: small animals may be **CARRIED** in the building by their owners. (If the animal has an accident, the owner gets messy, not the carpet!) Furthermore, a carried pet will not spread dander around, which could cause allergy attacks in susceptible visitors.

Animals/pets are NOT permitted in government-owned vehicles or vessels, which includes but is not limited to any vessel/boat, pick-up trucks, Gator utility vehicle, etc.

Benefits

- We provide training and other learning opportunities.
- We provide free full hook-up RV camping spot in exchange for completing assigned work and projects.
- We will document your training and work experience.
- We have parties with lots of great food! We have several get-togethers with staff and volunteers during the year.

Breaks

Please take breaks during your day as needed. Temperatures during the summer can reach 90-100+ degrees.

Each day you will have 1/2 hour lunch break. You have the option of going “home” for lunch, or bringing your lunch and using our lunchroom. The lunchroom in VC building has a stove, refrigerator, coffee maker, and microwave oven for those meals you bring from home.

We also have snacks and sodas available for purchase on an honor system. The prices are posted; just leave your money in a jar that is in the refrigerator. If you need another break, take it! We are rarely that busy that you cannot take a breather—especially during hot or inclement weather.

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 any of the rangers know as far in advance as possible.

Dismissal of a Volunteer

The Corps of Engineers is an at-will agency and has the right to ask a volunteer to leave without cause, but will always consider the cause leading to the dismissal. In general, failure to adhere to policies of Dworshak Dam & Reservoir is cause for immediate release.

The accepting official or the volunteer may cancel the agreement for volunteer services at any time. Dworshak Dam & Reservoir has a right to ask a volunteer to leave the grounds immediately. Reasons 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, volunteers, or contractors.

Emergencies

If you have an emergency after hours, call 911. There is a pay phone outside of the VC if your cell phone won't work. If you need to get inside the building after hours in an emergency you have a key but please call extension 231, and tell the dam operator why you are in the building – because otherwise, you will set off alarms!

When working on project grounds, you may be the critical link in the response chain. Please notify any of the ranger staff on duty of all emergencies or security situations. If they are not readily available, call 911.

In all of the vehicles and in the visitor center we have first aid kits and oxygen. We also have an AED in the visitor center and the north tower.

Exit Interviews

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

Fires

Fires shall be confined in the fire pits located at every site, as well as portable or fixed grills. Fires shall not be left unattended and must be completely extinguished prior to departure. The burning of materials that produce toxic fumes, including, but not limited to, tires, plastic and other floatation materials or treated wood products is prohibited. In the dry hot summer months, it is common that we see fire restrictions in our areas. Dworshak ranger staff will inform you of any fire restrictions in effect.

Garbage

You will be responsible for your own garbage. You can place your garbage in the dumpsters at Big Eddy or in the maintenance yard. Please do not place any garbage in the fire pits. If Big Eddy is full or we are limited on picks up usually during the off-season place your garbage in the maintenance yard dumpster.

Guests

If you have guests planning a visit and they want to stay with you, great, we always welcome family members and friends. If their vehicle can fit near your site they may stay for up to a week. Remember, you are responsible for the actions of your guests, and they are responsible for knowing all of the park rules.

Harassment

Dworshak Dam & Reservoir does not tolerate any types (verbal, physical, visual) of harassment of any sort. We 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 can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

No matter what your personal feelings about a fellow volunteer or employee, you MUST interact in a professional manner!

Dworshak Dam & Reservoir will not tolerate:

- Any unwelcome sexual advances.
- Requests for sexual favors.
- other verbal or physical contact of a sexual nature:
 1. When such conduct creates an intimidating environment.
 2. Prevents an individual from effectively performing the duties of their position.
 3. When such conduct is made a condition of volunteering, either implicitly or explicitly.

The Hazardous Energy Control Program (HECP)

The purpose of this program is to prescribe policies and procedures related to the control of hazardous energy at all facilities at Dworshak as well as the within Walla Walla District.

The Hazardous Energy Control Program (HECP) applies to any hazardous energy control or isolation point. It is not limited to just electrical systems, it also applies to hydraulic, pneumatic and pressurized water which can include drains.

As a volunteer, you are permitted to do ONLY two very basic tasks that involve HECP: change a light bulb and re-set a breaker at the campsite. Any other involvement with electric/electrical systems or hazardous energy is strictly prohibited! A violation of this program will be cause for dismissal.

The policies and procedures of the program are intended to:

- Safeguard personnel whose operating, maintenance, construction, testing, or research duties require them to work on or near equipment in which the unexpected energizing, startup, or release of any form of hazardous energy could cause personal injury or property damage.
- Prevent equipment damage.

- Protect the environment (from release of lubricating oil, control fluids, hydraulic oil, etc.).

Housing - Volunteer Village RV Site

Your host site is your home away from home. It is located within the security of our gates and within walking distance from our visitor center. You can move the picnic table to wherever you need it. You can plant flowers, have a garden, or put out decorations. Use the fire rings—they are great fun and provide a sense of camaraderie among volunteer and staff. The small storage building is for your use—it is a great place for bikes, tools, etc. Laundry facilities are in the Viewpoint Restroom pipe chase. Inside the storage, building there is a fridge and in the pipe chase there is a freezer for your use. If for any reason you need to use a shower, showers are located on the first floor of the maintenance building. If you plan to use them afterhours please notify the control room beforehand (231). Please keep a clean area, since the public does drive past your sites.

Job Descriptions

Visitor Center Maintenance Volunteer Hours

If you are a “Visitor Center Maintenance Volunteer”, your work schedule can vary according to weather and tasks, as long as you work 7.5 hours per day. You will work 4 days on, and 4 days off duty.

Visitor Center Maintenance Volunteer Job Descriptions

If you are a “Visitor Center Maintenance Volunteer”, you can expect to perform light duty maintenance such as:

- Weed eating, mowing
- Cleaning camp sites
- Emptying garbage, litter pick-up
- Restroom and facility cleaning
- Painting
- Vegetative pruning, weeding, watering, and trimming
- Assisting other staff when needed
- Have fun while working!

This is a partial list—much of what you do will depend on the skills you bring to the project. We will provide you will a detailed list of what is needed to be done, along with a schedule to help guide you. The schedule is not set in stone; it is just in place to make sure things are being completed.

PLEASE use the personal protective equipment (PPE) you are provided. You will receive training on each piece of powered equipment that you will be asked to use as part of your job. In addition a review of safety procedures to implement for your general job description duties and for each piece of equipment will be signed off on and become part of your volunteer records (these reviews are commonly called JHA (job hazard analysis) and AHA (activity hazard analysis). Also a review of our hazardous energy control program will be part of your training. REMEMBER, SAFETY IS THE MOST IMPORTANT PART OF YOUR JOB!

Visitor Center Volunteer Hours

If you are a “Visitor Center volunteer”, your daily work hours will be 8:30 am to 4:30 pm. (The visitor center is open 8:30 am to 4:30 pm daily, seven days a week from Memorial Weekend through Labor Day weekend.) You will get a half hour off for lunch. Rangers will work out a schedule in order to cover the desk while you are taking lunch, especially for volunteer couples who like to have lunch together. Couples can also take lunches separately (if desired), or in order to accommodate the rangers during days when we are short-staffed.

Visitor Center Volunteer Job Descriptions

If you are a “Visitor Center volunteer” your job duties include:

- Meet and greet visitors as they enter the visitor center, briefly orient them and hand out any information they may need.
- Know how to operate the phone. Please answer the phone professionally and take clear, complete messages as needed.
- Stock the desk area with brochures and handouts. Order any brochures that are low. (The volunteer coordinator can help you with the ordering process.)
- 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 who can relay messages and emergencies, especially for rangers on boat patrol.
- Know how to deal with lost and found items.
- Know how to operate the theater, movies, slide show, curtains, lights, etc.
- Give interpretive tours of the dam- provide 3 tours a day.
- Help run our gift shop, run the water safety wheel, and help with the junior ranger program
- Have fun while working!

A review of safety procedures will be reviewed for your general job description duties and for each piece of equipment that you use will be signed off on and become part of your volunteer records (these reviews are commonly called JHA (job hazard analysis) and AHA (activity hazard analysis). Also a review of our hazardous energy control program will be part of your training. **REMEMBER, SAFETY IS THE MOST IMPORTANT PART OF YOUR JOB!**

Fall only Mid September -Mid November

Visitor Center Fall Host/ Maintenance Volunteer Hours

If you are a “Visitor Center Fall Host / Maintenance Volunteer”, your work schedule can vary according to weather and tasks. You work about 20 hours a week and most of your work will take place during the week. You will have 4 days off a week.

Visitor Center Fall Host/ Maintenance Volunteer Job Descriptions

If you are a “Visitor Center Fall Host / Maintenance Volunteer”, you can expect to perform light duty maintenance such as:

- weed eating, mowing
- cleaning camp sites
- emptying garbage, litter pick-up
- restroom and facility cleaning
- painting
- vegetative pruning, weeding, watering, and trimming
- assisting other staff when needed

If you choose, you are welcomed to help assistant in the visitor center. In the visitor center you

- Meet and greet visitors as they enter the visitor center, briefly orient them and hand out any information they may need.
- Know how to operate the phone. Please answer the phone professionally and take clear, complete messages as needed.
- Be familiar with all the reference material, brochures, and handout sheets so you can answer visitor questions.
- Learn how to operate the theater.
- Possible help with the gift shop, run the water safety wheel, and help with the junior ranger program

This is a partial list—much of what you do will depend on the skills you bring to the project. We will provide you will a detailed list of what is needed to be done.

PLEASE use the personal protective equipment (PPE) you are provided. You will receive training on each piece of powered equipment that you will be asked to use as part of your job. In addition a review of safety procedures to implement for your general job description duties and for each piece of equipment will be signed off on and become part of your volunteer records (these reviews are commonly called JHA (job hazard analysis) and AHA (activity hazard analysis). In addition, a review of our hazardous energy control program will be part of your training. REMEMBER, SAFETY IS THE MOST IMPORTANT PART OF YOUR JOB!

Mail

If you want to receive mail while you are here, visit the post office in Ahsahka and set it up with the postmaster to receive mail by general delivery, or use your own PO Box. If you choose to use our P.O. Box, we have a mail bin located in the copy room of the Visitor Center and mail usually goes out at noon Monday through Thursday.

Our Address - (for regular mail)
Recipient Name (Volunteer)
C/o Dworshak Dam Visitor Center
Dworshak Project
P.O. Box 48
Ahsahka, Idaho 83520

Our Address - (for packages UPS or Fed X)
Recipient Name (Volunteer)
C/o Dworshak Dam Visitor Center
1842 Viewpoint Rd.
Ahsahka, Idaho 83520

Parking

Please try to leave the first 10 slots on each side of the parking lot open. The idea is to leave the “good” parking spaces for the visitors so they have a short trip to the building. In addition, if the staff parks next to each other, it lessens the chances of dings and dents.

Phones

All project phones pretty much work the same way. To make a local call to town: dial 9 and the 7 digit number (no area code needed). When calling within the project use the 3 digit extension code. Any calls outside the Orofino or Ahsahka area are considered long distance and you need to use some type of calling card, or use your cell phone. Please do not make personal long distance phone calls.

Questions/Problems?

Even the most optimistic among us knows that problems sometime arise. Who are you going to call? Look at the ranger schedule sheet posted near the radio base station in the VC ranger office. When you need to inform us about something, please talk to any of the rangers working that day. 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 to about them:
- If you have concerns about the work schedule, please contact Brittney.
- If there are safety concerns or emergencies, please contact any ranger or manager.
- If you have suggestions regarding any aspect of the volunteer program, please contact Brittney.
- If you have suggestions for improving facilities, services, or products, please contact Brittney.
- If there are conflicts with other volunteers or staff, please contact Brittney and we will resolve it.

Restricted Areas

In the interest of safety and security, certain portions of the Dworshak Project are restricted to authorized personnel only. The powerhouse is considered a restricted area; please do not attempt to enter the powerhouse on your own. It is OK to walk anywhere open to the public during normal business hours. During non-business hours some areas are closed to both the public and volunteers. In addition, volunteer village is located in a secured area. When the VC building is closed, the front gate is locked. You have a key for this gate. Please lock it anytime you are leaving in the evening. If you ever find the gate open during closed hours, please lock it and report the incident to one of the rangers the next day. If you wish to go for a walk, please walk out towards Viewpoint Road instead of near the Visitor Center. If you must go into the VC afterhours, please call the dam operator (208-476-1231) first, or you will set off the alarm system!

Safety

Safety is our number one concern. 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 senior staff member (supervisor or lead ranger) immediately. Medical conditions, which may create an emergency for you and/or put others in danger, must be reported to the volunteer coordinator or a senior staff member. This also applies to the use of prescription or over the counter drugs which could affect your alertness or your ability to perform assigned duties. If you get sick or are injured on the job, alert any of the ranger staff on duty immediately. If you have a medical or other emergency while on project, but not while volunteering, contact the ranger staff immediately or if after hours, call 911.

If you see recreationists or visitors in any of the following situations, please contact any of the ranger staff to deal with it:

- stranded or disabled motorists
- individuals in restricted areas
- individuals engaged in illegal activity
- individuals that are hostile, arguing or being physically abusive to anyone

You are a volunteer you are not a park ranger, if there are any issues do not attempt to correct them. Please contact one of us or call 911 if there are any issues. We do not expect you or want you to correct the public, it is not a part of your job description. We also do not tolerate yell at the visitors. The visitors are our customers, and we want them to come back. Please treat everyone with respect, even if they are not doing the same.

Do not put yourself in harm's way! You can note descriptions of individuals or vehicles and license plate numbers. You can also dial 911 in the event of an emergency.

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 (which will open appropriate doors and gates at the project), and a photo ID/key card that clips on your clothes. You can also wear your ID/key card on a lanyard.

You cannot share, copy, or let non-staff people borrow your keys. We do not discuss security program details with visitors. Also, do not attempt to access the powerhouse area without being

accompanied by a ranger. Please make sure you are always wearing your ID/Badge Card. Not all of our staff knows who you are. If you lose your keys or badge notify us right away.

Smoking

Dworshak Dam & Reservoir 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 nonsmokers 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/volunteers may find it offensive. Smoking is NOT allowed in government vehicles.

Standards of Conduct

By accepting volunteer position with us, you have a responsibility to the U.S. Army Corps of Engineers, Dworshak Dam & Reservoir staff, and fellow volunteers to adhere to certain guidelines for conduct. At Dworshak, we try 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 work and volunteer.

Transportation

Driving the government vehicles is a privilege not a right. When driving the government vehicle you are representing the government. Anything that you do wrong in the government vehicles will come back to us.

Please drive the speed limit, do not go over the speed limit. Follow all posted sign, just because you are in a government vehicle does not mean you do not have to obey posted restrictions and traffic signs. The government will not pay for any infractions. When you are driving through Ahsahka do not go over the speed limit. It is posted at 15 mph so only go 15 mph. You are not allowed to text or operate your phone while driving, if you need to answer your phone pull off the road.

Please be careful when driving our vehicles. If something happens to the vehicle, notify us right away, so we can fix them. Please keep the vehicles clean and tidy; you are not the only one that has to use them. If you spill something clean it up, do not leave your mess for someone else to clean.

You are not allowed to visit any unauthorized place when using our vehicles this includes, but not limited to restaurants, business downtown, post office, or any residential houses. If you go to Grandad in our vehicles, it is **not okay** to drive around and explore the area. If you want to explore the area, take your own vehicle.

Where you can drive; the gas station, approved locations, and our sites on the reservoir.

There is no smoking or pet allowed in the vehicles. Exception if you find a stray animal you can put it in the vehicle. You are not allowed to drink or transport alcohol in our vehicles.

Uniforms/Clothing

If you are a “Visitor Center maintenance volunteer”, you will be supplied with a nametag, ball cap (if desired), a polo shirt, and/or a red volunteer vest, and a red zip up sweatshirt. You may choose to wear your own clothes under the red volunteer vest or the red sweatshirt if you choose not to wear the polo shirt. If wearing your own clothes/vest combo, please make sure it portrays a neat and professional appearance. You will be on your feet while performing most of the task so please wear comfortable shoes and clothing appropriate for the task. Safety toe shoes/boots are required while mowing or weed eating, we provide a \$100 reimbursement for the shoes. Be aware that you are a “frontliner” for the Corps of Engineers—we need you to look your best!

If you are a “Visitor Center volunteer” you will be supplied with a nametag, ball cap (if desired) to wear while outside, and two polo shirts, a red volunteer vest (if we are not out), and a red zip up sweatshirt. If you choose to wear the vest, please wear a white shirt underneath. Please wear shoes that are comfortable. You will be on your feet a lot, so be sure your shoes are supportive. Be aware that you are a “frontliner” for the Corps of Engineers—we need you to look your best!

If you are a “VC Fall Host / Maintenance Volunteer”, you will be supplied with a nametag, ball cap (if desired), a polo shirt, a red volunteer vest, and a red zip up sweatshirt. Please wear shoes that are comfortable. You will be on your feet a lot, so be sure your shoes are supportive. Be aware that you are a “frontliner” for the Corps of Engineers—we need you to look your best!

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. However, we realize that while working outside you can get a little dirty. That’s understandable. (Please refer to the above Uniforms/Clothing section of this handbook.)
- 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.
- Do not wear your government uniform when buy alcohol.
- Volunteers may not have in their possession or use any form of controlled drugs, unless prescribed by a physician.
- Volunteers may not fight or use abusive language with visitors, paid staff, volunteers, or contractors.

No matter what your personal feelings about a fellow volunteer or employee, you MUST interact in a professional manner!

Just remember, while working in the Visitor Center or outdoors at recreation sites you ARE HIGHLY VISIBLE to Dworshak visitors and others! You may be approached with questions, or by a visitor who just wants to chat. It is up to you to make a good impression. Be polite, be friendly, and be aware. Answer questions if you have the answers; if not, you can send them to the Visitor Center, or give them the VC phone number (208-476-1255). In addition—carrying a few Dworshak Dam & Reservoir business cards in your pocket is very handy!

Updated 02/14