



**US Army Corps  
of Engineers** ®  
Portland District

# The Dalles Dam Visitor Center Volunteer Handbook

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Revised: January 2010

## Receipt and Acknowledgement of Handbook

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

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

- I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of The Dalles Lock and Dam at any time.
- I understand the volunteer job descriptions as listed in this handbook and agree to fulfill them to the best of my ability.
- I further understand that my volunteering is terminable at will, either by myself or The Dalles Lock and Dam at any time.
- I understand that my signature below indicates that I have received this copy of the handbook and that I agree to read it prior to my first volunteer assignment.

Volunteer Signature: \_\_\_\_\_

Date:

Volunteer Coordinator's Signature: \_\_\_\_\_

Date:

# Purpose of this Handbook

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

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

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

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

Thank you,  
The Dalles Park Ranger Staff



# About The Dalles Project

The Dalles Lock and Dam is located 192 miles upstream from the mouth of the Columbia River. It is one of the top ten largest hydropower dams in the United States! The lake created above the dam is referred to as Lake Celilo and is 23 miles long. In addition to supplying hydropower to the Pacific Northwest Region, The Dalles Dam also provides a reliable water source for navigation, irrigation, flood mitigation, and recreation.

## MISSION STATEMENTS

The Dalles Project supports the U.S. Army Corps of Engineer's mission statement in the areas of "*...maintaining the nation's water and related environmental resources; constructing and operating projects for navigation, flood damage reduction, major drainage, related hydropower development, water supply, water quality control, fish and wildlife conservation and enhancement, and outdoor recreation; responding to emergency relief activities directed by other federal agencies; and administering laws for the protection and preservation of navigable waters, emergency flood damage reduction...*"

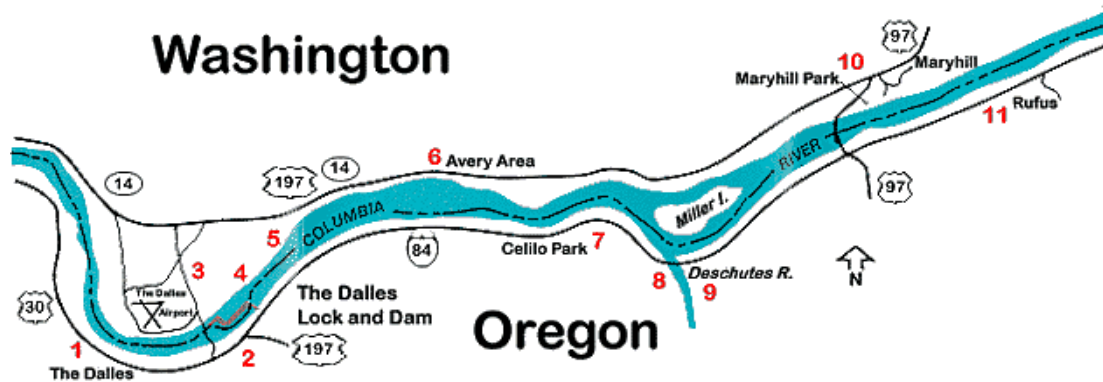
Specifically, there are two staffs of Rangers at The Dalles Dam; those that focus on interpretation and outreach based out of the visitor center, and the natural resource management staff that focuses on recreation and natural resource areas.

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

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

**Your Mission:** To provide quality service in any volunteer project you receive under the direction and guidance of Park Ranger Staff and to use proactive measures to ensure your safety as well as others. Your volunteer service is greatly appreciated and you are a valued team member. The help you provide will allow Park Ranger Staff to work on other areas of resource management which could otherwise not be accomplished.

## The Dalles Project



**2 The Dalles Dam Visitor Center and Seufert Park** Managed by: Corps of Engineers - Services Include: Picnicking, Drinking Water, Restrooms. ADA Accessible.

**3 Hess Park** Managed by: Corps of Engineers - Services Include: Picnicking, Fishing, Restrooms and Vault/Chemical Toilets.

**4 Spearfish Park** Managed by: Corps of Engineers - Services Include: Boat Ramp, Picnicking, Fishing, Swimming, Hiking, Restrooms and Vault/Chemical Toilets.

**5 Horsethief Park** Managed by: Washington State Parks - Services Include: Boat Ramp, Picnicking, Fishing, Swimming, Water Skiing, Sailboarding, Camping, Hookups, Dump Station, Drinking Water and Restrooms.

**6 Avery Park** SHARED USE SITE Managed by: Corps of Engineers - Services Include: Boat Ramp, Picnicking, Fishing, Water Skiing, Sailboarding, Camping and Vault/Chemical Toilet.  
The dates for access to this shared use site vary and can change often. Please check the posted schedule at the site regularly or call 541-506-7819.

**7 Celilo Park** Managed by: Corps of Engineers - Services Include: Boat Ramp, Picnicking, Fishing, Water Skiing, Sailboarding, Drinking Water, Camping, and Restrooms.

**8 Heritage Park** Managed by: Oregon State Parks - Services Include: Boat Ramp, Picnicking, Fishing, Drinking Water, and Restrooms.

**9 Deschutes Park** Managed by: Oregon State Parks - Services Include: Picnicking, Fishing, Camping, Hookups, Drinking Water, and Restrooms.

**10 Maryhill State Park** Managed by: Oregon State Parks - Services Include: Boat Ramp, Picnicking, Fishing, Swimming, Water Skiing, Sailboarding, Camping, Hookups, Pull-thru Sites, Dump Station, Restrooms, and Showers.

**11 Rufus Landing** Managed by: Corps of Engineers - Services Include: Fishing, Sailboarding, Camping and Vault/Chemical Toilets.

# **What You Can Expect From The Dalles Lock & Dam**

The Dalles Lock and Dam Volunteers have the right to:

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

## **What The Dalles Lock & Dam Expects From You**

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

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

# **Volunteering Policies & Procedures**

As a new volunteer you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow co-workers want to help you get off to a good start. Feel free to ask them for help. One of the first things you should do is carefully read this Handbook. It is designed to answer many of your questions about the policies and procedures of The Dalles Lock and Dam.

## **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. First call the ranger staff office at 541-506-7819. If you are unable to reach someone there, then refer to your green card for other contact numbers. The green card will be issued to you upon your first day of work. It is for official use only and not given to the general public.

## **Animals**

Corps policy states all dogs must be kept on a 6 ft leash at all times. We do allow dogs to come into the visitor center if there are no other visitors around. As we get a lot of tourist who are just “passing through”, we allow this as a courtesy for them to get water for their dog; especially on hot days. Dogs are not allowed to remain outside unattended, leash or no leash.

## **Benefits of Volunteerism**

- Training and other learning opportunities.
- Documentation of training and work experience is an excellent resume builder.
- Develops interpersonal and communication skills.
- Opportunities for networking within the community.
- Health benefits have been linked to public service as well!

## **Breaks**

If you work a full day, you will have two 15 minute breaks and one hour lunch break each day. You have the option of leaving for lunch or bringing your lunch. There is a refrigerator in the break room for your convenience. The gas station down the road has a microwave as well. Food is not allowed in the visitor center except for in the designated break room. Persons working a half day, get a 15 minute break as well.

## **Chain of Command**

Even the most optimistic among us knows that problems sometime arise. Who should you call? There should always be a ranger assigned in the visitor center with you. That person is your first point of contact. Your volunteer coordinator is your second point of contact and if they are unavailable, the senior ranger staff is highlighted in yellow on the contact sheet. For emergencies you can always call the control room at 541-506-7211.

## **Commitment**

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

## **Dependability**

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

## **Emergencies**

Notify the Park Ranger that is on duty. If the ranger is not readily available then contact the control room at 541-298-4007. They will call the necessary response team.

## **Exit Interviews**

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

## **Harassment**

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

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

The Dalles Lock & Dam will not tolerate any unwelcome sexual advance or requests for sexual favors or other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment or prevents an individual from effectively performing the duties of their position and when such conduct is made a condition of volunteering, either implicitly or explicitly.

## **Hours**

The visitor center is open seasonally, May 1<sup>st</sup> through September 30<sup>th</sup> from 9am – 5pm daily, seven days/week. We will work out a schedule best suited to yours and our needs, in order to cover the information desk, roving, and other projects.



## Job Descriptions

You will be trained to do all of the following:

- Opening and Closing duties.
- Customer Service is our top priority. We greet visitors as they enter and briefly orient them to the building. We provide any information they need and let them go.
- Phone Service is apart of Customer Service. Answering the phone professionally and taking clear and complete messages is a daily function.
- File and stock the desk area with brochures and handouts each morning.
- Be familiar with all the reference material, brochures, and handout sheets so you can answer visitor questions.
- Know how to deal with lost and found items.
- Be cheerful and smile!
- Litter Pickup/Outdoor General Cleaning up of the grounds such as; sweeping up debris, cleaning off outdoor benches and picnic tables, and light maintenance of the rose garden.

## Parking

Where is the staff and volunteer parking? We prefer everyone to park on the west side of the building, or as far away from the entrance as possible to allow visitors easy access. Please do not leave ANY valuables in your car. The Dalles Lock and Dam does not assume any liability for any loss or damages you may sustain. If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information to either your volunteer coordinator, or the Sr. Park Ranger on duty that day.

## Safety

The Corps is very concerned about the safety of volunteers. Safety is part of each workday; no job is so urgent or important that it cannot be done safely. If you see anything that presents a safety hazard or someone not performing their job in a safe manner, please report it to a Sr. staff member. Medical conditions, which may create an emergency for yourself and/or put others in danger must be reported to the supervisor. This also applies to the use of prescription or over the counter drugs which could affect your alertness, driving ability, or your ability to perform assigned duties. If you get sick or are injured on the job, alert the Supervisory Park Ranger and senior staff person on duty immediately. If you have a medical or other emergency while on project, but not while volunteering, contact the control room at 541-298-4007.

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

- Be cheerful and smile!
- Someone fishing illegally
- Stranded or disabled motorists
- Visitors in restricted areas
- Someone using a metal detector or rock collecting
- A fire

## **Security**

Terrorist attacks and threats to government agencies have been increasing in the last few years. Please do not share, copy, or lose your keys or your green card. Carry a photo ID on you at all times. Also note that we do not discuss security program details with visitors.

## **Smoking**

The Dalles Lock & Dam buildings are non-smoking facilities. If you smoke, there are outside places appropriate for you to enjoy a short break. Be aware, however, that you must be at least 50 feet from any entrance or exit. 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 may find it offensive.

## **Timekeeping**

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

## **Uniforms**

Uniforms are supplied and consist of a khaki vest and a brass engraved nametag. For outdoor work, ball caps are also available. All uniform items have the Corps insignia on them.

But what do I wear under the vest you say??? Well, clothes of course! Please choose something from your wardrobe that is neat, clean and says “you can trust what I have to say, ‘cuz I look good!” Wear something comfortable on your feet! You will be on them a lot, so wear shoes that are supportive.

## **Standards of Conduct**

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

## **Volunteer Code of Conduct**

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

## **Termination of a Volunteer**

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

The agreement for volunteer services may be terminated at any time by the accepting official or the volunteer. Grounds for immediate dismissal may include but are not limited to:

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