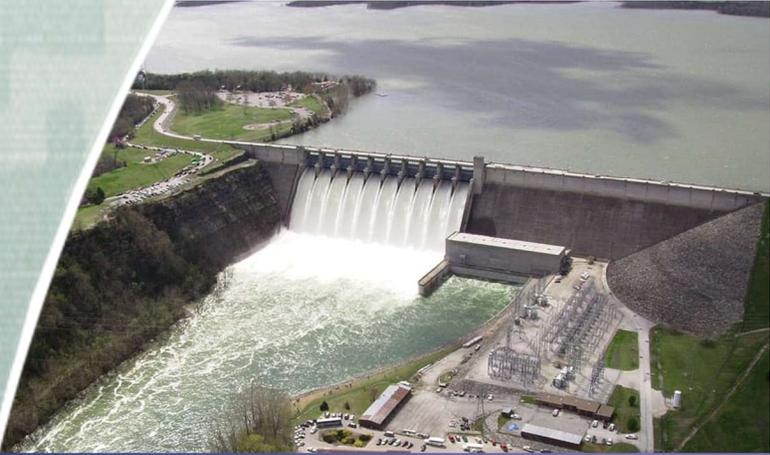


Table Rock Lake

Volunteer Policy & Handbook



**US Army Corps
of Engineers®
Little Rock District**

Receipt and Acknowledgement of the Table Rock Lake Volunteer Policy

This Volunteer Policy and Handbook is an important document intended to help you become acquainted with Table Rock Lake and Dewey Short Visitor Center. 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 Table Rock Lake Volunteer Handbook.

- I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of Table Rock Lake at any time.
- I will follow all Federal, State, and Local laws as well as US Army Corps of Engineers rules, regulations, or policies.
- 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 Table Rock Lake 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.

Print Name

Print Name

Volunteer Signature

Date

Volunteer Signature

Date

Print Name

Volunteer Coordinator's Signature Date

EMERGENCIES

All Emergencies: Call 911

FOR INTERNAL USE ONLY

NEVER give out someone's personal numbers.

Volunteer Coordinator: Emily Phillips

Desk: (501) 340-1956
Work Cell: (417) 335-1074
Personal Cell: (479) 738-8781

Visitor Center Manager: Ryan Braaten

Desk: (501) 340-1933
Work Cell: (501) 314-1184
Personal Cell: (541) 231-6967

Visitor Center Park Ranger: VACANT

Desk: (501) 340-1796
Work Cell:
Personal Cell:

Visitor Center Park Ranger: VACANT

Desk:
Work Cell:
Personal Cell:

Supervisory Park Ranger: Brent Watkins

Desk: (501) 340-1952
Work Cell: (417) 545-1005
Personal Cell: (501) 410-6736

Deputy OPM: Rodney Raley

Desk: (501) 340-1932
Work Cell: (417) 335-3342

Operations Project Manager: Dennis Shannon

Desk: (501) 340-1795
Work Cell: (309) 857-5493

O&M Contact: Steven Heusser

Work Cell: (417) 337-3955
**Contact for afterhours campsite issues
(i.e. electrical issues)

Physical Address (not to be used for mail):

4600 State Highway 165
Branson, MO 65616

| | Internal Extension | Outside Line |
|---------------------------|--------------------|------------------------------------|
| Visitor Center Desk | 1943 | 501-340-1943 |
| Project Office Desk | 1950 | 501-340-1950 |
| Project Office Fax Number | N/A | 501-324-5762 Local 417-334-4169 |

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Purpose of this Handbook

This handbook has been produced to help you become better Table Rock Lake 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. All volunteers are subject to background checks, dress code and grooming standards, interviews, and reference checks.

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

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

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



About Us

U.S. Army Corps of Engineers

The U.S. Army Corps of Engineers (USACE) has approximately 37,000 dedicated Civilians and Soldiers delivering engineering services to customers in more than 130 countries worldwide.

With environmental sustainability as a guiding principle, our disciplined Corps team is working diligently to strengthen our Nation's security by building and maintaining America's infrastructure, and providing military facilities where our service members train, work, and live. We are also researching and developing technology for our war fighters, while protecting America's interests abroad by using our engineering expertise to promote stability and improve quality of life.

We are energizing the economy by dredging America's waterways to support the movement of critical commodities and providing recreation opportunities at our campgrounds, lakes, and marinas.

By devising hurricane and storm damage reduction infrastructure, we are reducing disaster risks.

Our men and women are protecting and restoring the Nation's environment. Including critical efforts in the Everglades, the Louisiana coast, and along many of our Nation's major waterways. The Corps is also cleaning sites contaminated with hazardous, toxic, or radioactive waste and material in an effort to sustain the environment.

Through deeds, not words, we are BUILDING STRONG.

Corps History

George Washington appointed the first engineer officers of the Army on June 16, 1775, during the American Revolution. Since then engineers have served in combat in all subsequent American wars. The Army established the Corps of Engineers as a separate, permanent branch on March 16, 1802, and gave the engineers responsibility for founding and operating the U.S. Military Academy at West Point.

Since then the U.S. Army Corps of Engineers has responded to changing defense requirements and played an integral part in the development of the country. Throughout the 19th century, the Corps built coastal fortifications, surveyed roads and canals, eliminated navigational hazards, explored and mapped the Western frontier, and constructed buildings and monuments in the Nation's Capital.

From the beginning, many politicians wanted the Corps to contribute to both military construction and works "of a civil nature." Throughout the 19th century, the Corps supervised the construction of coastal fortifications and mapped much of the American West with the Corps of Topographical Engineers, which enjoyed a separate existence for 25 years (1838-1863). The Corps of Engineers also constructed lighthouses, helped develop jetties and piers for harbors, and carefully mapped the navigation channels.

In the 20th century, the Corps became the lead federal flood control agency and significantly expanded its civil works activities, becoming among other things a major provider of hydroelectric energy and the country's leading provider of recreation. Its role in responding to natural disasters also grew dramatically.

Assigned the military construction mission in 1941, the Corps built facilities at home and abroad to support the U.S. Army and Air Force. During the Cold War, Army engineers managed construction programs for America's allies, including a massive effort in Saudi Arabia. In addition, the Corps of Engineers also completed large construction programs for federal agencies such as NASA and the postal service. The Corps also maintains a rigorous research and development program in support of its water resources, construction, and military activities.



In the late 1960s, the Corps became a leading environmental preservation and restoration agency. It now carries out natural and cultural resource management programs at its water resource projects and regulates activities in the Nation's wetlands. In addition, the Corps assists the military services in environmental management and restoration at former and current military installations.

When the Cold War ended, the Corps was poised to support the Army and the Nation in the new era. Army engineers supported 9/11 recovery efforts and currently play an important international role in the rapidly evolving Global War on Terrorism, including reconstruction in Iraq and Afghanistan. The U.S. Army Corps of Engineers stands ready to support the country's military and water resources needs in the 21st century as it has done during its more than two centuries of service.

In a Nutshell

The Corps of Engineers is part of the US Army. It has both a military and civilian missions. USACE has nearly 800 military officers and enlisted soldiers, and over 30,000 civilian employees. Included in the civilian employees are the park rangers that you see at the lakes. We are not in the military; we just work for them.

Military Functions

- Military Construction
- Real Estate
- Overseas Contingency Operations (OCO)
- Installation Support
- Environmental of Formerly Used Defense Sites
- Interagency Support
- International Services

Civil Works Functions

- Navigation
- Flood Risk Management
- Ecosystem restoration and Infrastructure
- Hydropower
- Recreation and Natural Resource Management
- Regulatory Program: Wetlands and Waterways
- Water Supply
- Engineering and Technical Services
- Disaster Response and Recovery



Civil Works GeeWiz

- Nearly \$8 in flood damages prevented for every \$1 spent on Flood Risk Management
- Stewardship of 11.7 million acres of public lands
- 14,500 miles of Levees and 400 miles of shoreline protection
- 702 Dams and 926 Harbors
- 13,000 miles of Commercial Inland Waterways
- Environmental Restoration and Emergency Responses
- Recreation program generating \$16 B + 270 K jobs
- 3% of Nation's Electricity: \$1.5 B plus in sales
- Waterways Moving goods at 50% cost of Rail and 10% cost of Trucks

Civil Works Layout

On the civil works side, the Corps of Engineers is divided into districts, which are within divisions. These are decided based on watersheds (which way does your water flow) rather than state lines. This means that even though Table Rock Lake is in Missouri with other Corps lakes it is part of the Little Rock District. Water from Stockton, Truman, and Pomme de Terre Lakes flows toward the Missouri River, so they are part of the Kansas City District. Water from Table Rock and our fellow White River Lakes flows toward the Arkansas River, so we are part of the Little Rock District. The Little Rock District, along with Tulsa District, Fort Worth District and Galveston District make up the Southwestern Division of the Corps of Engineers. The Southwestern Division is headquartered in Fort Worth, TX.



Table Rock Lake

History

In October 1954, construction of Table Rock Dam, in Branson, Missouri began. Beaver Dam had been authorized a month earlier under the Flood Control Act of 1954. As with other Corps projects, these dams had a long history of proposals, refusals, counterproposals, delays, despair, investigations, and political involvements. The Table Rock site had been under consideration for a hydroelectric power dam as far back as 1901, when the town of Hollister, Missouri, had surveyed the site for that purpose. When the Corps of Engineers entered the picture in 1928-31 amid an economic depression, it made a negative decision for construction of a dam. The Corps of Engineers did report that the site was well suited for a hydroelectric dam but added that existing economic conditions did not warrant Federal expenditures or participation.

On the eve of the economic depression of 1929, the Empire District Electric Company, a subsidiary of Cities Service, had purchased a site in the vicinity of the Table Rock site with intentions to construct a small hydroelectric power facility. The depression deferred their immediate ambitions, leaving only the hope of Federal participation for the local communities. The involved communities were well represented by civic minded leaders who were eager to devote their time labor and expenses in promoting such a project.

Unlike the Mountain Home, Arkansas area to the southeast, the Branson area was not one of chronic economic depression. The area was already recognized for its fishing; and during normal times, the community had a rather stable and moderately secure economy based on fishing and recreation, reinforced by agriculture. Lake Taneycomo had been created shortly after World War I as a result of impounded waters restrained by a privately developed power dam (Ozark Beach also known as Powersite), and Rockaway Beach was probably the first resort to be built in the State of Missouri. The area was hard hit by the depression, but the economy began to recover its former vitality as the Nation struggled out of its economic disaster.

If the area did not have an absolute need for a dam to assure economic prosperity, there was no question about the need for a dam to protect property in the downstream reaches from the ravages of the White River. Local citizens have etched memories of bridges being washed out, farms being washed away, houses floating down the turbulent waters, trains being shunted aside, and mud hip-deep in the middle of town. As a result of the recurring disasters the citizens of the river communities were primarily interested in a dam for flood



control purposes, with hydroelectric power, and recreation as attractive secondary considerations. An unusually disastrous flood in 1935 and President Roosevelt's "New Deal" to create employment through public works caused Congress to authorize a further study. This time the Corps of Engineers concluded in their report that Table Rock Dam should be built, and the dam was authorized by the Flood Control Act of 1941, for "flood control and hydroelectric power, and other beneficial water uses."

As though to emphasize the need of the dam for flood control, the rains of 1957 brought on flooding conditions while the dam was yet under construction. Some of the monoliths near the center of the dam were still being poured when rising flood waters to the back of the incomplete dam crested over these monoliths to cascade downstream into the old riverbed. Though the waters were sufficiently contained to prevent downstream flooding, the unexpected quick rise in the reservoir surprised property owners who were still in the process of moving their houses and property out of the reservoir area. The towns across from Branson were saved from considerable damage. The flood delayed construction for a short period, but the project was completed in August of 1958 and power production was online in June of 1959. Two additional generating units were completed in April and August of 1961. Construction concluded at a cost of approximately \$65,420,000.

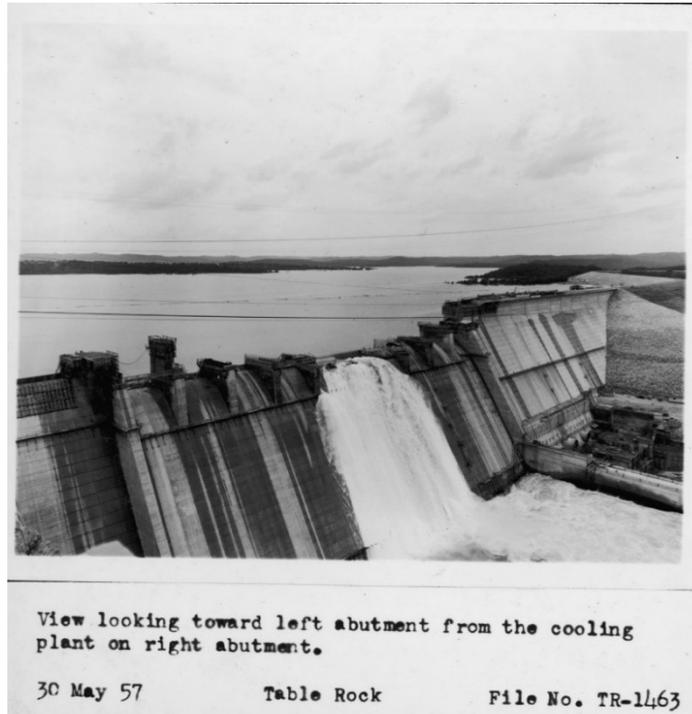


Table Rock Dam's spillway capacity was evaluated because of a dam safety program in the 1990's. Using improved weather data and more modern technology and safety requirements, engineers determined that the lake would rise ten feet higher during the worst-case flood than previously calculated. An event of this magnitude would overtop the earthen embankment and destroy Table Rock Dam with catastrophic losses in downstream areas including Branson. To prevent the potential loss of life and property damages, congress approved and authorized construction of the Dam Safety Project. After considering several options and gathering considerable public input, an auxiliary spillway was determined to be the best solution. The auxiliary spillway was completed in 2005 at a cost of approximately \$65,000,000.



Today

There are 12 Corps of Engineers operated recreation areas on Table Rock Lake. These areas include campsites (some with water and electric), swim beaches, and picnic pavilions. Corps operated parks include Moonshine Beach, Indian Point, Aunts Creek, Mill Creek, Baxter, Campbell Point, Cape Fair, Old Hwy 86, Cricket Creek, Viola, Big M, and Eagle Rock. The lake receives more than 2 million visitors annually and collects more than \$1 million in fees. Reservations for campsites and picnic pavilions are taken through a nation-wide service called Recreation.gov or can be made over the phone at (877) 444-6777.

Dewey Short Visitor Center receives an average of 185,000 visitors annually, making it the #4 most visited among Type A regional visitor centers across the country. And Table Rock Lake is #3 in the Nation for fee collections among other Corps operated projects.

The lake also has 13 commercial marinas that provide boat rentals, slips, and services. In addition, there are several parks that have been leased to other entities including Table Rock State Park (operated by Missouri Department of Natural Resources), Big Bay Recreation Area (operated by the US Forest Service), Long Creek Recreation Area (operated by Bass Pro Shops), Port of Kimberling (operated by Port of Kimberling Marina and Resort), and Beaver RV Park and Campground (operated by the Town of Beaver, AR).

Table Rock Stats

Length of Dam – 1,957.7 meters (6,423 feet)
(main dam, earth embankment, and auxiliary spillway)

Height of Dam – 76.8meters (252 feet)

Average Lake Depth – 19.2 meters (63 feet)

Shoreline Length– 1,219.9 kilometers (758 miles)
(at conservation pool)

Surface Area – 17,223.4 hectares (42,560 acres)
(at conservation pool)

Storage Capacity (at flood pool) – 4.3 billion meters³ (3,462,000 acre-feet)

Height Above Mean Sea Level– 278.9 meters (915 feet)
(at conservation pool)

Head – 57.9 meters (190 feet)
(average distance water drops to turbines)

Distance Upstream from Mississippi River – 851.3 river kilometers (529 river miles)

Concrete Content – 1,605,565 cubic meters (2,100,000 cubic yards)

Spillway Crest Gates (10) Size – 45 x 37 feet

Power Development

Year Placed in Service – 1959

Types of Turbines – Francis

Number of Main Generators – 4 producing 50,000 KW each

Total Generators – 6*

Total Generating Capacity – 201.4 MW*

*Includes Station Service (House) Generators

Average Yearly Power Produced – 495,000 MegaWatt hours

Hydropower

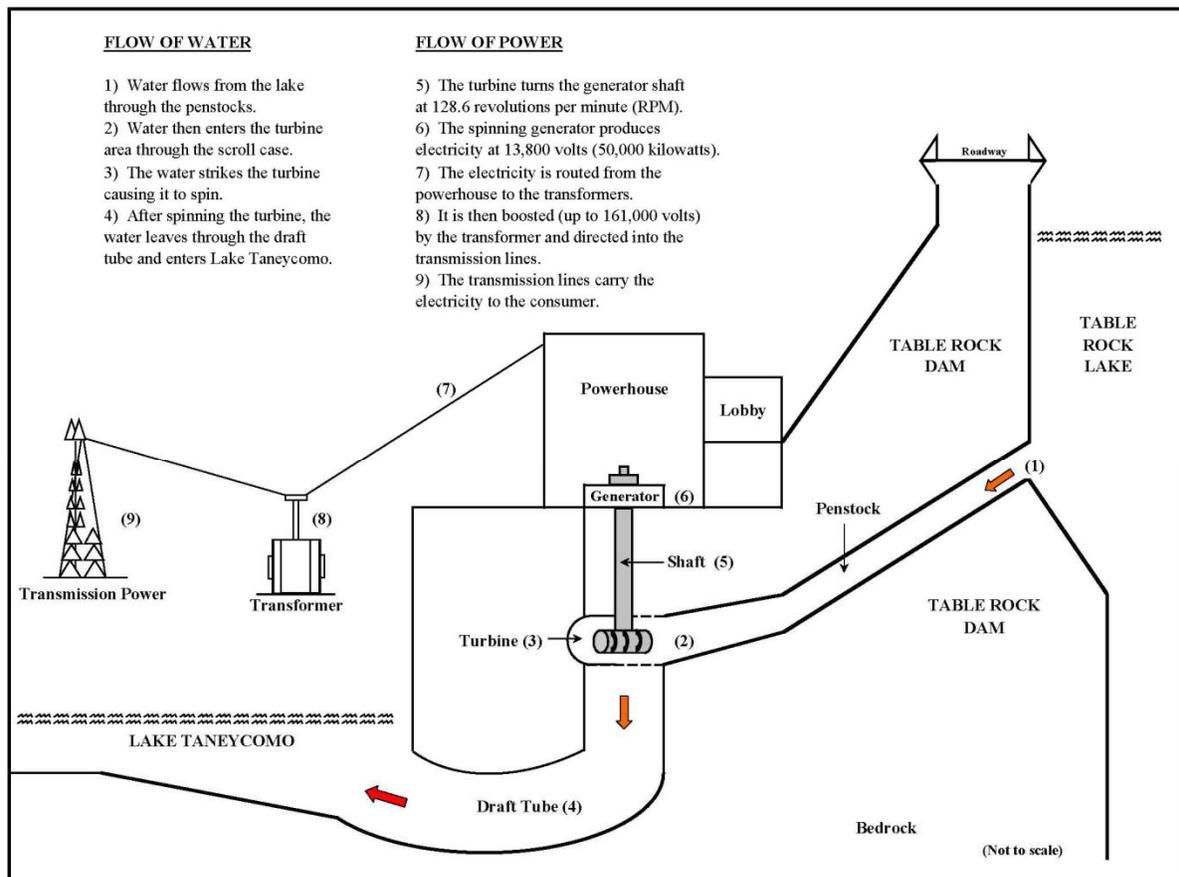


Figure 1

The primary purpose of Table Rock Dam is for flood control. It is estimated that at least \$300 million has been saved by flood control through 2011. The secondary purpose of Table Rock Dam is power generation. Hydroelectricity is cheap to produce but is limited by water supply. It is generally used to meet peak demands such as when people get up in the morning or return home from work/school in the evenings.

Steam is the primary source of electricity in the US, generated by oil, coal, or nuclear plants, and used to meet demand on a constant long-term basis. These facilities take a long time to get up and running, but rarely shut down. Hydroelectric power plants can start producing electricity in 5 minutes, allowing quick response to peak demands.

Table Rock Powerhouse has 4 large generators and 2 smaller station "house" generators. Each of the four main units generate 50,000 KW / 13,800 volts. Each of the generators has these main components:

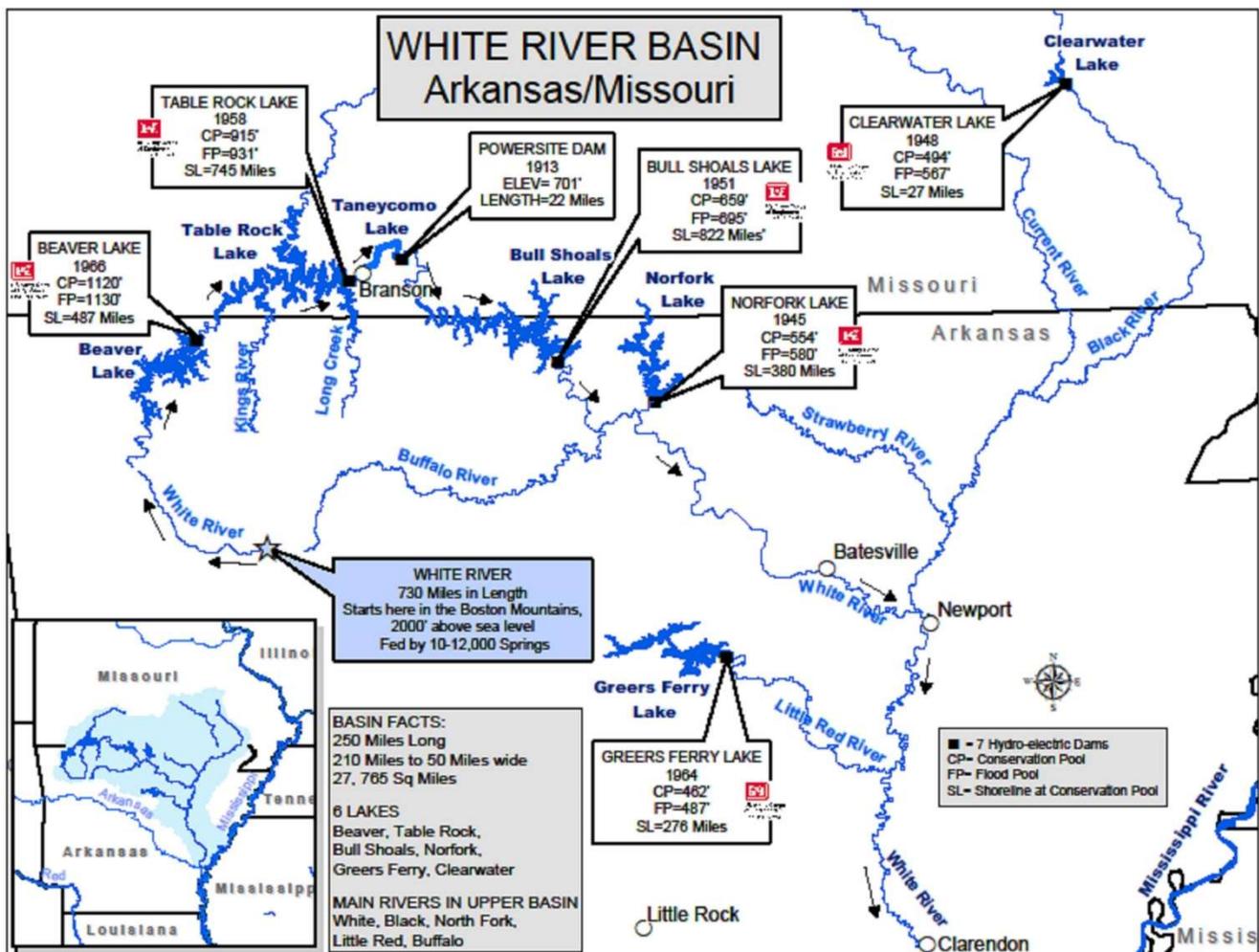
Penstock (pipe), wicket gates, turbine, shaft, rotor (magnets) and stators (copper coils).

Head gates for the penstocks are 140 ft below the surface of Table Rock Lake. They plunge down 30 more feet through the dam to 170 ft below the lake surface. Water flows through the penstocks and enters the turbines at 80 – 85 lbs per square inch of pressure. The weight of the water is what turns the turbines.

There are 24 wicket gates around the large turbines. They operate like venetian blinds. When they are open water can enter the turbines, when closed water cannot enter the turbine. The shaft conveys the rotational torque to the generator. The large shaft spins at 128.6 RPMs.

Flood Risk Management

One of the US Army Corps of Engineers responsibilities is to design, build and operate dams and reservoirs across the Nation. The Upper White River Watershed is an area of approximately 10,000 square miles upstream from Calico Rock, AR. The Corps manages water flow in the White River using a series of four major dams.



As the White River comes out of the mountains, it first flows into Beaver Lake. The water coming into the lake – or inflow – is stored, along with rainwater and runoff from the Beaver Lake watershed, until it is released downstream. Table Rock Lake stores the inflow from Beaver Lake, as well as rainfall and runoff from its own watershed, until it releases water through Lake Taneycomo into Bull Shoals. This inflow, along with that from the Bull Shoals watershed, is stored in Bull Shoals Lake until it is released downstream into the White River. There it joins the flow of the Buffalo River and outflow from Norfolk Lake. The Upper White River continues, joins up with the Black River at Newport, and flows into the Mississippi River further downstream.

The reservoirs and dams in the Upper White River watershed operate as a system to provide flood risk management in the immediate areas and further downstream. Rainfall and its resulting runoff affect the amount and location of water within the system. The Corps uses gauges to monitor water levels. We then follow a detailed Water Control Plan to maintain predetermined levels as seasons and conditions change.

The lakes and dams benefit millions of people each year as they generate electricity, are a source for drinking water and irrigation, and offer many recreational opportunities. The lakes and rivers support wildlife areas and, further downstream, the water from the White River contributes to keeping barges afloat on the Mississippi River. How the Corps manages this system impacts millions of people, their livelihoods, homes and businesses, and activities both within the Upper White River watershed and far downstream.



Dewey Short Visitor Center

The “new” Dewey Short Visitor Center opened on April 27, 2012 (the “old” visitor center is now the Project Office). The building was funded through the American Recovery and Reinvestment Act of 2009 (stimulus). The total cost was \$10.8 million. The 15,000 square-foot visitor center is located near Table Rock Dam on Hwy 165, just outside the Branson city limits. The focus for the center is helping visitors learn more about Table Rock Lake/Dam and the White River Watershed. The visitor center features interactive exhibits, a theater, a rotating exhibit area, a conference room, a classroom, and a lab area. The building was LEED (Leadership in Energy and Environmental Design) Gold certified when it was built, meaning it was designed to be very environmentally friendly. In addition, the facility is designed to be part of the natural landscape, with native plantings and dry streams winding their way through the site.

Who was Dewey Short?

Dewey Jackson Short was born April 7, 1898, in Galena, Missouri. He was elected to Congress in 1928 where he served until 1956. While in Congress, Mr. Short was instrumental in establishing the Table Rock project, which was authorized by the Flood Control Act of 1941. World War II delayed the construction of Table Rock Dam. Groundbreaking ceremonies for the project were held in October 1952 and construction of the dam was completed in 1959. As Assistant Secretary of the Army, Mr. Short participated in the dedication ceremonies.



What You Can Expect from Table Rock Lake

Table Rock Lake 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 treated as a fellow staff member who contributes to Table Rock Lake's goals through your volunteer work.
5. Receive orientation, training, and supervision for the jobs you accept.
6. Expect that your time will not be wasted by lack of planning, coordination and cooperation within the agency.
7. Receive a review of job performance.
8. Expect that volunteer records will be kept documenting volunteer experience, positions held, training, evaluation and commendation.
9. Be given appropriate expressions of appreciation and recognition.
10. Have all these things done in a spirit of friendliness and cooperation.



Volunteer Service Awards

100 hours – USACE Day Use Pass (Good for USACE only)

250 hours – America the Beautiful Volunteer Pass (Good at all Federal Parks. Senior Pass works the same.)

Significant Contribution – Certificate of Appreciation

What Table Rock Lake 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 Table Rock Lake / Dewey Short Visitor Center.
4. You will complete and turn in your timekeeping forms monthly.
5. Inform your volunteer coordinator as soon as possible of any planned absence or lateness. Please try to coordinate shift trades or coverage with fellow volunteers, please notify volunteer coordinator as well.
6. Ensure that you **always wear your vest and name tag** while on duty. This includes volunteers in the Visitor Center and Project Office. Exceptions only for maintenance or grounds volunteers, who should wear provided volunteer hats.
7. You will report for duty on-time.
8. You will provide feedback to us to help us continually improve.
9. We expect you to continue learning (just as the paid staff does) about Table Rock Lake and the area.
10. We expect you to enjoy your stay with us!

Remember, you help to create the healthful, pleasant, and safe volunteering conditions that Table Rock Lake / Dewey Short Visitor Center intends for you. Help in making each volunteering day enjoyable.



Job Descriptions

Interpretive Services Volunteer

Information desk:

- Ensure that the building is open and ready for the public by 9am.
- Greet visitors as they enter. Briefly orient them to the building, give them information they need, and let them go.
- Answer visitor questions and inquiries.
- Know how to operate the phone. Answer professionally and take clear, complete messages.
- Stock up the desk area with brochures and handouts each morning before the Visitor Center opens.
- Know how to use the PA system. Many times you are the person that can relay messages and emergencies.
- Be familiar with reference material, brochures, and handouts to better answer visitor questions.
- Know how to deal with lost and found items.
- Assist rangers by preparing handouts and promoting programs.
- Help keep the entrance free of leaf litter with broom and dustpan.
- Help keep the bathrooms presentable by picking up dropped paper towel and pushing down garbage in garbage bin. Know where appropriate PPE is located and use it.
- Other duties as assigned.

Roving:

- Walk around the facilities, indoor and outdoor, interpreting the site.
- Help guide visitors to the areas they are looking for and answer their questions.
- Keep an eye out for any litter and use gloves, litter picks and other safety gear to properly pick up and dispose of.
- Keep an eye out for any suspicious items left alone and report to a ranger.
- Keep an eye out for any suspicious activity by visitors and report to a ranger.

Project Office Volunteer

Primary duties will be established, coordinated, and overseen by the project office Duty Ranger. The duties below are examples of what may be performed by a volunteer, however as interest, skill level, and needs arise volunteers may have the opportunity to assist with any number of duties regarding the needs of the project office and shoreline management program.

Information desk:

- Ensure that the front door is open and ready for the public by 8am.
- Know how to operate the phone. Answer professionally, transfer calls to appropriate personnel, answer questions and take clear, complete messages.
- Assist Duty Ranger with various administrative tasks such as making copies, scanning documents, sorting files, printing mailing labels.
- Greet visitors at the window and let them in building when appropriate.
- Check project mailbox and distribute mail.
- Sign for package deliveries and notify personnel of the packages ready for pick-up.

Operations and Maintenance Volunteer Job Description

The O&M volunteer position requires that the volunteer needs to meet certain physical standards to perform these tasks, such as the ability to lift 10lbs, work while walking or standing for up to seven hours a day, and operate a variety of power tools and equipment. Volunteers are encouraged to bring their own safety toe boots. Some tasks may require the volunteer to wear additional protective equipment, which will be provided as needed.

Primary duties and scheduling will be established, coordinated and overseen by O&M staff members. The duties below are examples of what may be performed by a volunteer, however as interest, skill level, and needs arise volunteers may have the opportunity to assist with any number of duties regarding the maintenance of recreation areas, buildings and facilities, visitor center and project office grounds. The volunteer will have the opportunity to learn about Table Rock Lake and help the maintenance and ranger staff to provide the public with a safe and enjoyable visit.

- Invasive and Noxious Weed Removal – Remove invasive and noxious plant life from project grounds.
- Monitor and maintain trails – Lakeshore Trail.
- General maintenance - Perform repairs and preventative maintenance of recreation area facilities, campsites, and day use areas.
- Litter Removal – Remove litter from recreation areas, roadsides, trails, and parking lots.
- Duties may occasionally require working in adverse weather conditions.

Volunteering Policies & Procedures

We don't expect you to know everything when you start. Your fellow volunteers and the ranger staff – especially your volunteer coordinator – want to help you. Feel free to ask for help.

Absence and Lateness

Things happen and you may need to take off a day you are scheduled to volunteer. Just let your supervisor know as soon as possible what you need, and we will work out a change in the schedule. If you expect to be late, call the staff office at (501) 340-1943 and let a Ranger know.

If you come into work but are not feeling well and need to go home, contact the volunteer coordinator or the most senior ranger on duty before leaving. Please always check-in with a ranger for accountability purposes.

Animals

It is a US Army Corps of Engineers policy that while in recreation areas, dogs, cats or other pets **must be physically restrained (6-foot leash, penned, or caged)** (Title 36 327.11). This means any time they are outside your RV or other vehicle while here, they must be on a leash or otherwise physically restrained. It is your responsibility to properly remove and dispose of any waste produced by these animals. No animals are allowed inside any Federal building (including the visitor center) unless they are service animals. If your services require the use of a service animal (dogs only), that need requirement should be identified in your Volunteer Service Agreement.

Appearance/Uniforms

As a volunteer for the US Army Corps of Engineers, you are required to wear authorized uniform clothing while on duty. You will be issued a volunteer vest or polo, ball cap (for outside duties) and nametag. These items are considered to be accountable property and must be returned at the end of your service.

- Under your vests you should wear something that is neat, clean, and appropriate (i.e. business casual) that will command trust from visitors. Wear comfortable, supportive shoes as you may be on your feet for long periods of time. When working with the public, shorts and sandals are acceptable, but should project a professional image (example: seamed, tailored denim shorts are fine, but cutoff jeans are not). All clothing should be well-fitted and free of wrinkles. If you need any new uniform parts, contact the Volunteer Coordinator.
- It is recommended that while performing maintenance tasks you wear safety-toed boots that meet ASTM F2412 and F2412 standards and long pants to protect you from scratches, bites, and other hazards.

- Hair, including facial hair, should be kept neat, well-groomed and clean. Fingernails should also be clean and clipped.



Flair

Definition: Buttons and other decorative accessories added to a work uniform.

In striving to maintain our professional appearance, optional flair on your volunteer vests will be limited to one Table Rock Lake / Dewey Short Visitor Center button, any USACE or general volunteer recognition pins, and one tastefully sized American Flag. Other desired flair will need to be approved by the volunteer coordinator/POC.



Appropriate



Not Appropriate

Benefits

- Training and other learning opportunities
- Valuable work experience
- Camaraderie and being a part of a team
- Free full hook-up RV camping spot
- Discounts for some local shows and attractions (up to shows and attractions)



Breaks

Full day shift: One-hour lunch break.

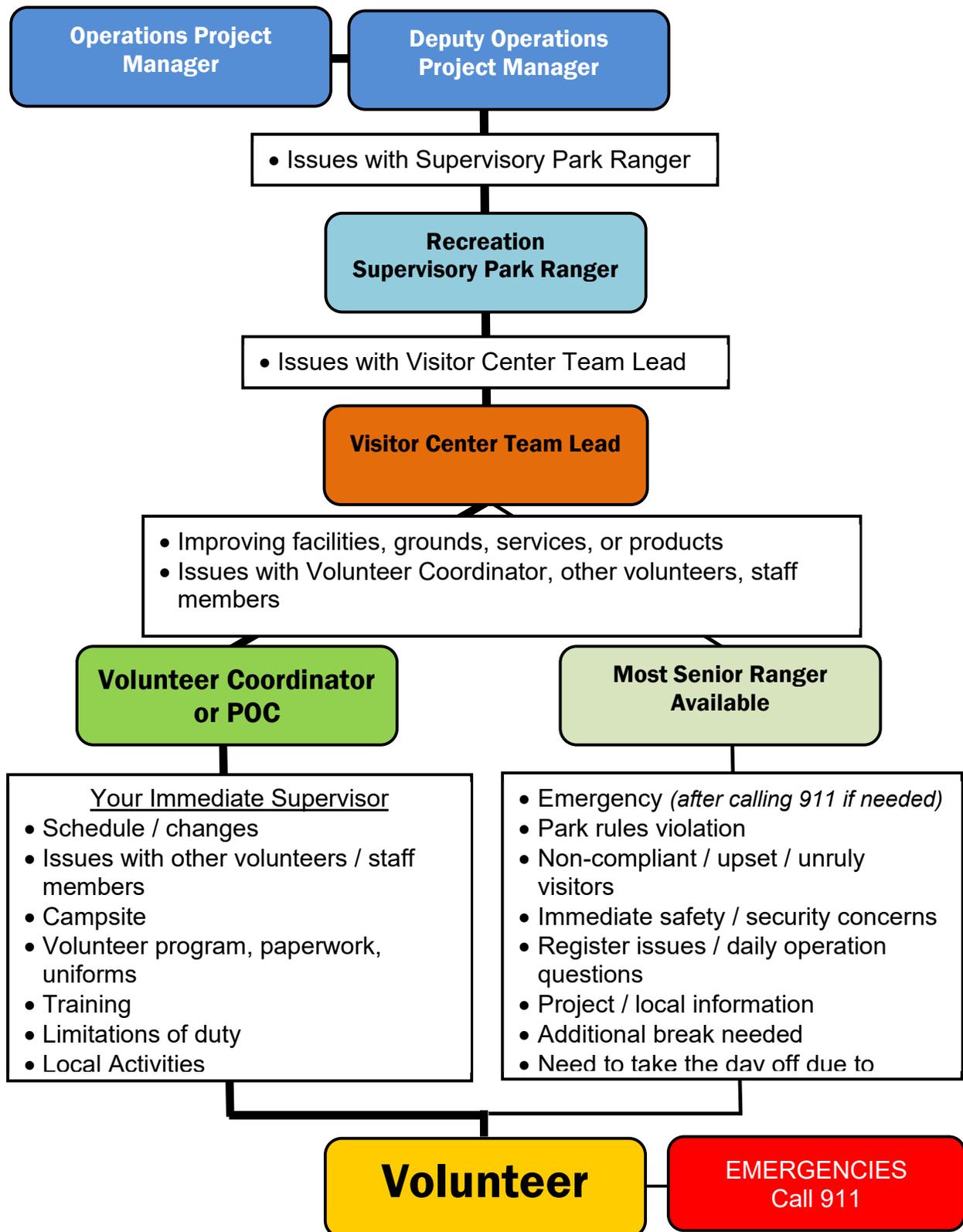
Short breaks: Volunteers are allowed to have a 15-minute break in the morning and/or afternoon provided the duties are still being fulfilled by either another volunteer or ranger. Please let us know if you need to take a short break.

You are welcome to go back to your camper or utilize the employee break room for your lunch break.

The Visitor Center break room has a refrigerator, microwave, toaster and dishes/utensils. Paper/plastic plates and utensils are easy and convenient, but please help us be more environmentally friendly and use the washable dishes and utensils whenever possible.

*****NOTE***** Please clean up after yourself. Wash the dishes you used and put them away. Wipe down all the counters and pick up any large scraps off the floor.

Chain of Command



Even the most optimistic among us knows that problems sometime arise. Who ya' gunna call? Most concerns/questions should be addressed to the Volunteer Coordinator. For items that require immediate attention, contact the Most Senior Ranger available. Look at the staff schedule of who's working to determine who the Most Senior Ranger is that day. Please do not simmer over concerns too long. We want to know about issues or suggestions ASAP.

Chemical Use

Please do not use your own pesticides, herbicides, or any other chemicals at your campsite or on the project. If you have an issue at your campsite, please notify the Volunteer Coordinator who will relay the issue to maintenance staff. Pesticide/herbicide applicator training is available if needed.

Commitment

We ask that our new volunteers make a minimum commitment of two months of approximately 14 to 21 hours per week, per person. Up to 32 hours per week can be requested for rare occasions like special events. We ask for such a commitment because it takes quite a bit of time and effort for training. Some of this training will help you carry on to other locations or to come back to Table Rock. If you are interested in another year, let the Volunteer Coordinator know by **October 31** the year before.

Communication

We strive to have maintain open communication so that volunteers are informed of current events and relevant information. Be sure to keep us up to date on any information that we need to know. Depending on the immediacy of the situation, you can talk to the Volunteer Coordinator, most senior Ranger, or Supervisory Park Ranger. The Volunteer Coordinator will mainly communicate through email, so please make sure you are checking your emails often. If there is anything bugging you...let us know!

Local Volunteers

Local volunteers assist Table Rock Lake throughout the year. The volunteers provide a variety of services including the management of our Purple Martin bird boxes.

COVID-19

We have taken many steps to ensure the safety of staff, volunteers, and visitors. Proper resources have been provided to keep us safe, including, disposable masks, hand sanitizer, alcohol wipes, and thermometers. **Masks required at all times inside the Visitor Center and Project Office. Remember, masks are to be worn over both your nose and mouth.** We encourage and ask that you bring a reusable mask to help reduce excessive waste. Physical distancing of 6-ft will be required of all visitors, and

staff alike. Upon arrival each day, volunteers and staff should conduct temperature checks. Plexiglass barriers have been installed around the front desk to allow safe interaction with visitors. If you aren't feeling well, don't "tough it out" ask if a fellow volunteer can cover for you, or let your volunteer coordinator know. If you've been exposed to someone with COVID-19, PLEASE let us know. The health and safety of our staff, volunteers, and visitors is top priority.

Co-worker Courtesy

With the variable personalities of everyone working together in the project, occasional conflicts may arise. As with the public, any conflict with a co-volunteer is expected to be handled in a **professional, respectful, and courteous manner**. Efforts to resolve the situation should be between the parties involved only. If the conflict cannot be resolved at the personal level, despite honest efforts, contact the Volunteer Coordinator for a meeting to discuss the situation. Be prepared with a reasonable resolution to the conflict before calling. The Volunteer Coordinator will ask you to consider all involved parties' point of view and must maintain an objective view of both parties. **Gossiping, bickering, or otherwise inappropriate behavior will not be tolerated and may be grounds for immediate dismissal**. If after speaking with your Volunteer Coordinator and you still need assistance, please contact the Visitor Center Team Lead.

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.

Ethical Conduct

Gifts

A Corps employee or volunteer shall not, directly, or indirectly solicit or accept a gift which is defined as any tangible/intangible item of value.

- Gifts include: cash, service, entertainment, hospitality, travel/travel-related expenses, discount, loan, or forbearance (example: meals, wine-tastings, free transportation, tickets to sports or other events).
- Excluded: greeting cards & plaques, modest refreshments served as other than part of a meal (coffee, donuts), gifts to the Government. Feel free to contribute to the snack funds in the Break Room.

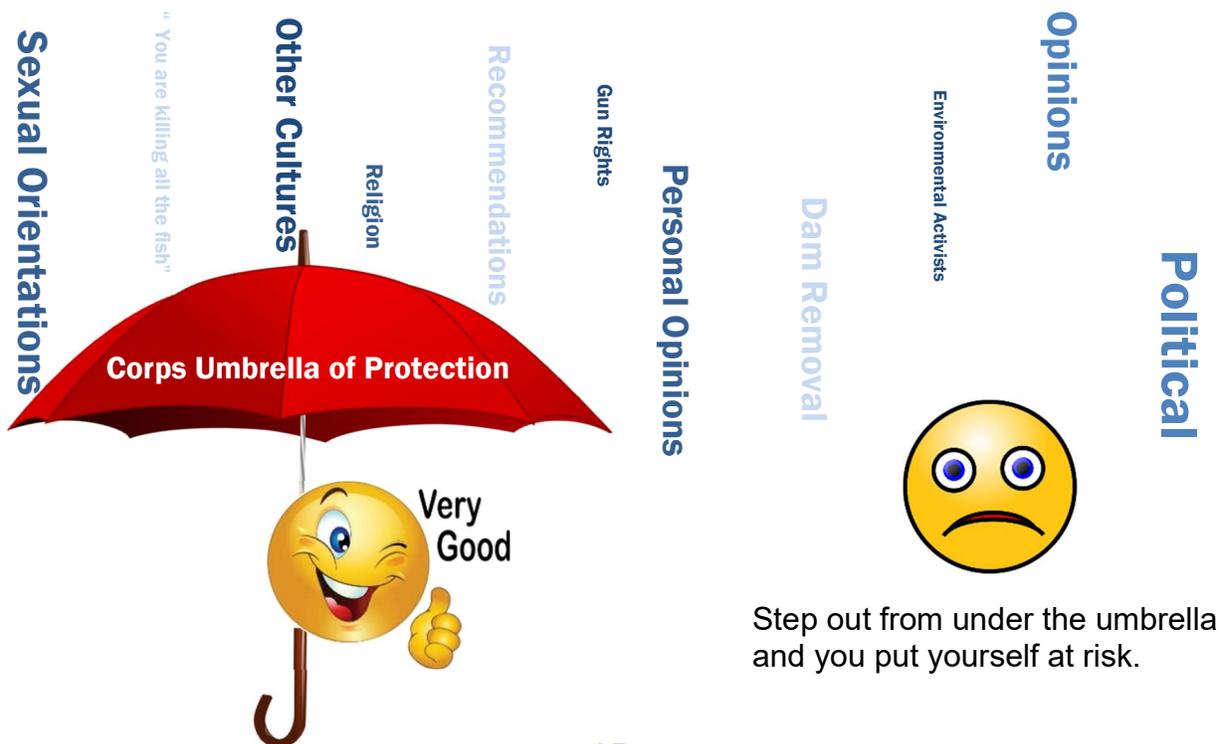
Representing the Government

As a volunteer, you are an agent of the US Army Corps of Engineers and as such you need to behave in such a way that represents the US Government well. Anything you say or do reflects upon the Corps.

- Stick to the facts and don't give your personal opinions.
- It's okay to say, "I don't know, but I can look that up if you'd like"
- When in doubt, leave it out.
- Obscene language, profanity or any other offensive remarks will not be tolerated.
- Be respectful of people's personal space and try to keep an appropriate distance.
- Inappropriate physical interactions with staff or visitors will not be tolerated.

The Corps Umbrella of Protection

Think of your volunteer duties as being underneath the nice and dry umbrella of protection by the US Army Corps of Engineers. Issues, visitor interactions, politics and all sorts of other things will be raining down onto the umbrella trying to penetrate it. As long as you stay under the umbrella and stick to the key messages and guidelines set out for you, you will be protected.



Emergencies

If you have an emergency after hours or when you are not working at the visitor center, please call 911.

When staffing the information desk, you may be the critical link in the emergency response chain. Call 911 immediately if the situation warrants emergency response. Please **notify the Most Senior Ranger** on duty of all emergencies or security situations. If they are not readily available, call the Recreation Supervisory Park Ranger and notify them.

Exercise

- **Walking and Biking:** The Lakeshore Trail begins at the restrooms near the Project Office. This is an asphalt trail that runs 2.2 miles (one way) to the Table Rock State Park Marina. This is a very low incline and easy to walk trail for all age groups. Bikes and foot traffic are both allowed on the trail.
- If you are looking for a more challenging trail check out the White River Trail System comprised of 15 miles of moderate, natural, and usually muddy terrain. Trailheads are located at the end of the dam overlook road, across from Showboat entrance, and by the Hungry Hunter Restaurant. The Shepherd of the Hills Fish Hatchery also has several natural surface trails below the dam.

Exit Evaluations

At the end of your time with us, we would like to have your input of any impressions you may have about Table Rock Lake / Dewey Short Visitor Center and suggestions you have for improving the volunteer program. We ask that you complete an anonymous exit evaluation form prior to your departure.

Explosives, Firearms, Other Weapons, and Fireworks

Explosives, firearms, other weapons, and fireworks are prohibited at Table Rock Lake unless allowed by US Army Corps of Engineers Rules and Regulations (title 36).

Fishing

Fishing at Table Rock Lake and Lake Taneycomo is allowed, please adhere to the set public hours for recreation areas and Visitor Center / Project Office grounds. State fishing rules and regulations must be obeyed. Must have a valid fishing license for the state you wish to fish in.

Guests

You are allowed to have guests that stay overnight within your camper on a limited basis. Guests can stay a maximum of 14 days (13 nights) during a 30-consecutive-day period. Requests for guests staying longer than 14 days will require a written approval letter from the Supervisory Park Ranger for Recreation. No additional wheeled camping units or tents allowed. If you have guests visiting that have a camper, refer them to one of the nearby campgrounds.

Harassment

Table Rock Lake 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.

Table Rock Lake will not tolerate:

- Any unwelcome sexual advance
- Requests for sexual favors
- Other verbal or physical contact of a sexual nature
- When such conduct creates an intimidating environment
- Prevents an individual from effectively performing the duties of their position
- When such conduct is made a condition of volunteering, either implicitly or explicitly
- Physical, verbal, or visual abuse or harassment

Hours Open to the Public:

Dewey Short Visitor Center: 9:00 am – 4:00 pm Tuesday through Saturday spring and fall, seven Days a week Memorial Day through Labor Day and closed December – February.

Table Rock Project Office: 8:00 am – 4:30 pm, closed 11:30am – 12:30 pm for lunch, Monday through Friday.

Incident Reporting

Incidents and accidents happen. Whenever there is an incident or accident on Corps property it needs to be reported. In most cases an incident report will be filed to document the Who, What, When, Where and Why of the incident. An incident report is not a means of punishing people but merely a tool for the Corps to use to identify and fix problems or on the rare occasion to use in court. Please report all incidents to either the Volunteer Coordinator or the Most Senior Ranger on duty immediately following the occurrence no matter how insignificant the incident may seem.

Basically, for any kind of incident... get a ranger!

As a volunteer you are covered under Workers' Compensation for injuries that occur while on duty and performing tasks within your scope of work. If you are injured and are seeking medical care with Workers' Comp you must take FORM CA-16 with you to the hospital or doctor. This form is located on the staff bulletin board in the Break Room.

Inclement weather

Storms

In severe weather volunteers in the SOUTH village should move to the restrooms located adjacent to your campsites. Volunteers in the NORTH village should move to the old well house located across from your campsites.

Snow/Ice

In snow or ice, if local Branson Schools close, the Visitor Center will be closed to the public. If you walk around outside during these conditions, be cautious when crossing the bridge leading to the Visitor Center and the metal covers on the sidewalk between the Visitor Center and Project Office, these surfaces tend to ice more quickly.

Mail

If you want to receive mail while you are here, you can rent a P.O. Box at the local post office. The Table Rock Project Office will **receive** packages for you as long as they do not have to pay for the delivery. This is for the occasional item, not for daily or weekly mail. **They will not ship anything for you.** Please note, the Project Office is open 8:00 am – 4:30 pm, closed 11:30am – 12:30 pm for lunch, Monday through Friday.

If you want something sent to you at the Project Office, please address it like this:

**Name of recipient, Volunteer
US Army Corps of Engineers
4600 State Hwy 165
Branson, MO 65616**

Media Groups, Professional Entities and Special Interest Groups

*****Volunteers are not allowed to give official statements*****

If an individual approaches you in the hopes of conducting an interview or is wanting is acting on behalf of a special interest group, follow these steps:

1. Get names of the individual and names of the news media outlets or group they represent.
2. Contact the most senior ranger available with that information
3. The ranger may contact the Public Affairs Office in the Little Rock District for further instruction.
4. If you are unable to contact a ranger, try calling the project office or Recreation Supervisory Park Ranger.
5. If no one is available, tell the individual that you are unable to assist and that they will need to contact the Little Rock District Public Affairs Office at (501) 324-5551.

Commercial Photography or Videography

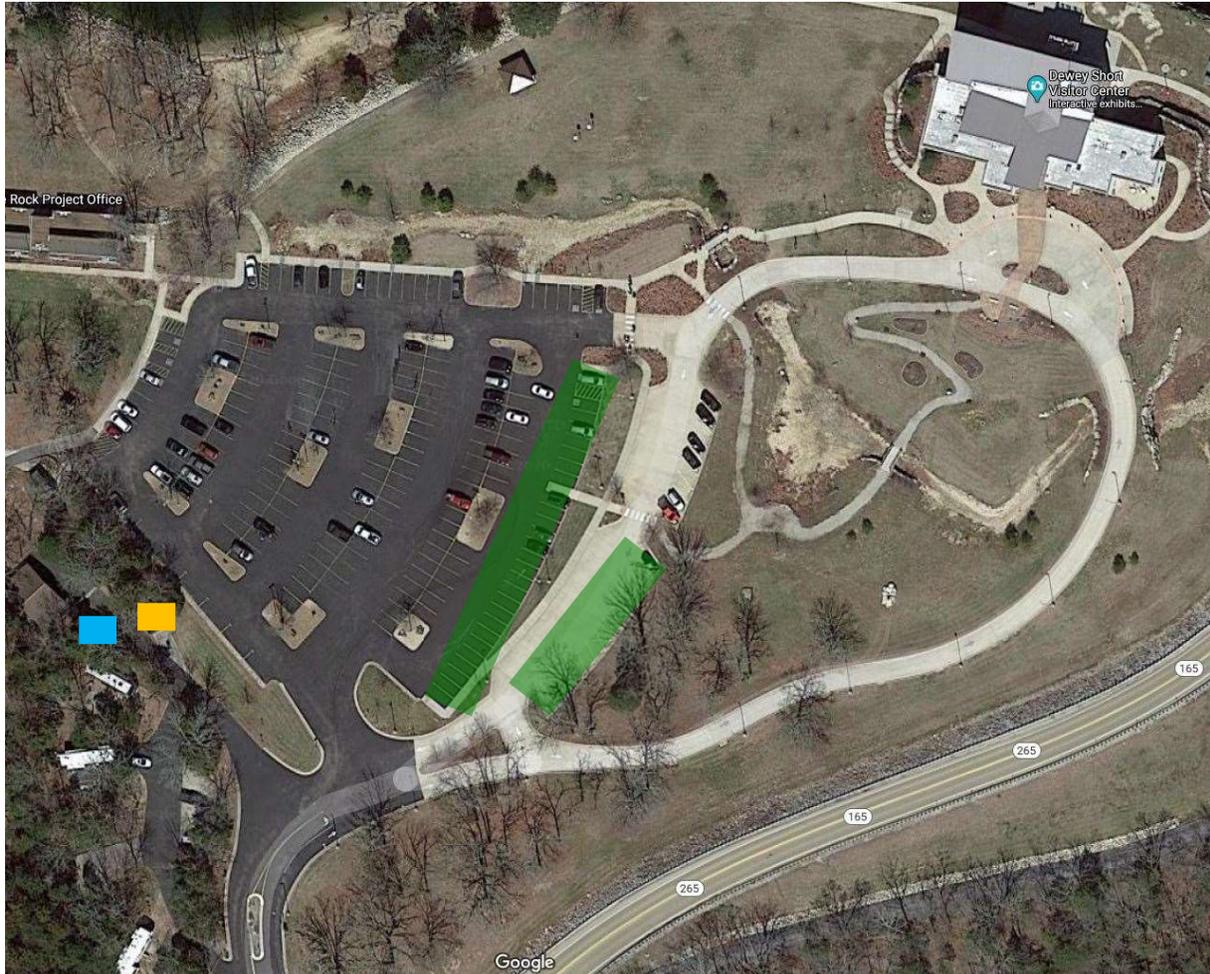
Any individuals who are taking pictures or video that will be used for commercial use – meaning that they will be used to make a profit (example: newspaper ad or to sell prints at an art show) – they have to obtain a permit from the Little Rock District Public Affairs Office. Follow the same steps as for a reporter and notify the most senior ranger available.

Metal Detecting

Permits must be obtained before metal detecting on public lands. If you wish to do any metal detecting on any Corps property, talk to your volunteer coordinator so you can be directed on how to obtain a permit.

Parking

Leave the good parking for the visitors. Park close to other staff members to guard against damages. Do not leave any valuables in your cars. 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 Most Senior Ranger on duty. Table Rock Lake does not assume any liability for any loss or damages you may sustain.



- Staff Parking (not marked)
- Dumpster
- Recycling

Phones

General notes: All project phones work the same way. To make a local call just dial the area code and phone number (no 1 in front of area code). To make an internal call only the last 4 digits of an employee or office number can be dialed. Project phones are not to be used to make personal long-distance calls. Please limit personal land line phone use to emergency situations only. To transfer a call **press Transfer, dial the extension, wait to hear ringing, press Transfer again.**

Personal phones: If you need to take a personal call during your working hours, please ensure that another volunteer is still at the desk or notify a ranger and step away to take your important call. If it is not an emergency call, please wait until one of your breaks to take the call. Never make/take a personal phone call on your cell phone at a desk – always step away (outside, break room, library, etc.).

Programs

Ranger Lead Programs: Ranger programs on various topics are given at a set times and days. Prior to programs the movie announcement will not play, please inform incoming visitors of upcoming programs.

Children's Programs: We offer several activities for children including Junior Ranger booklets, scavenger hunts, and coloring sheets to help give kids of all ages the opportunity to interact with the displays in a fun way. Upon completion let them pick out a button to take home and share a brief water safety message. Please count each completed scavenger hunt to keep a tally and put the final number in the interpretive programs book at the end of the day.

Records

Your personnel file which contains your Volunteer Service Agreement, Service Records, Applications, Resumes, and other important documents will be stored in a manner that adheres to the Privacy Act of 1974. The Operations Project Manager, Lead Park Ranger and Volunteer Coordinator will determine the best practices for safeguarding these files. If you wish to receive a copy of any official documents held at Table Rock Lake that pertain to you, you will need to submit a formal request. Notify the Volunteer Coordinator if you wish to make a formal request and they will walk you through the process. Records will be held for 6 years and 3 months then properly destroyed and disposed of.

RV Site

A volunteer's campsite should be maintained in such a way as to be used as a model site for other campgrounds.

Changes:

- Alterations to any site without permission are not permitted. Volunteer campsites should be kept in a manner that is consistent with natural surroundings.

Electric:

- You may flip breakers at your RV site, if needed. Beyond that DO NOT tamper with your RV site electric pedestal. If you need some assistance with the electrical system, contact the Volunteer Coordinator, Most Senior Ranger or the Recreation Supervisory Park Ranger who will contact maintenance to help. For emergency electrical issues that arise after hours contact Steven Heusser (417) 337-3955.

Fires:

- Contained campfires are allowed at your campsite. This includes the provided fire ring at your site, or fires within a contained space. Please use local wood to prevent the spread of insects. Contained fires are allowed in fishing areas during public hours.

Trash/Recycling:

- You are responsible for taking your own trash and recycling to the dumpster near South Volunteer Village (see previous maps for more details). Do NOT dump your trash at Moonshine Beach. This is a heavily used park in the summer and the dumpster fills up fast, and after closing for the season the dumpsters here are not regularly dumped. Please help us be more eco-friendly by separating your garbage from recyclables.

Wireless Internet:

- Wireless internet is available at the Visitor Center, you are welcome to come utilize the Wi-Fi for computer usage or phones. Please ask a ranger for the password if you would like to connect. The password changes each Sunday.



SOUTH

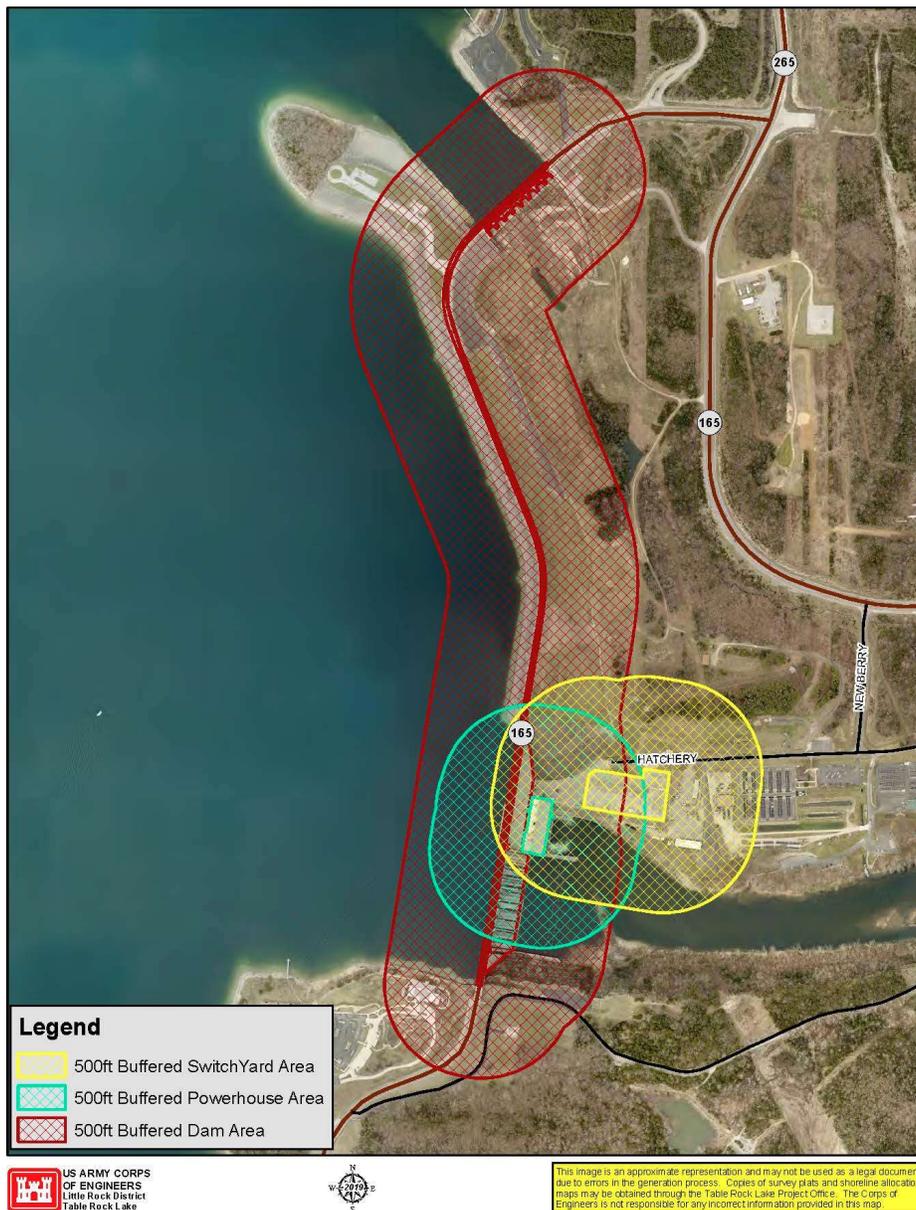
NORTH



Drone Use

The FAA considers drones to be Unmanned Aircraft Systems (UAS). The Corps' Rules and Regulations (Title 36) prohibits the use of "aircraft[s]" on project lands and therefore is **NOT ALLOWED WITHOUT PERMIT**.

- Drone use is allowed in designated areas. Drones are not permitted within 500ft buffer of the dam (see map below), if you see someone using a drone or any other UAS, notify the most senior ranger.
- If you are interested in using a personal drone, talk to your volunteer coordinator to see if you can obtain a permit.



Safety

The Corps is very concerned about the safety of everyone, including 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 immediately.

Medical conditions which may create an emergency for yourself or put others in danger must be discussed with the Volunteer Coordinator. 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 Volunteer Coordinator, Supervisory Park Ranger, or Most Senior Ranger on duty immediately. If you have a medical or other emergency while on project, but not while volunteering please **call 911**. Once the emergency is under control please notify the Volunteer Coordinator for awareness.

If you see any visitors violating park rules, please contact the VC staff to deal with it. **Don't put yourself in harm's way!!** If possible, make a note of any pertinent information you can gather (i.e. license plate, physical description, clothing, age, sex...etc.)

Security Gate

The Project Office and Visitor Center grounds are open to the public. The entrance gate closes from 10:00 pm – 6:00 am. If your camper is located at the South Volunteer Village, you can use the volunteer gate which is only dummy locked, please make sure to always close behind you. If for some reason you can't get through the volunteer gate you can press the button on the gate pedestal to contact the powerhouse control room and they can open the gate.

Smoking

Table Rock Lake buildings are non-smoking facilities and smoking is not permitted. Cigarette smoking is allowed outside. Please be courteous and concerned about the needs of your fellow volunteers and others. Volunteers will not use any tobacco product while in direct public contact.

Schedule

Your work schedule will be agreed upon prior to the start of your service with the Volunteer Coordinator or your point of contact. We expect you to work the full hours listed below with some flexibility. We understand that there will be times when you finish your duties early or need to stay late.

VC Work Schedule

7 Hour Day: 8:15 am – 4:15 pm, lunch 11:00 am – 12:00 pm / 12:00 pm – 1:00 pm

5 Hour Day Morning Shift: 8:00 am – 1:00 pm

5 Hour Day Afternoon Shift: 11:30 am – 4:30 pm

NOTE: breaks and schedules are subject to change. Thank you for your understanding

Volunteer Code of Conduct

By accepting a volunteer position with us, you have a responsibility to the US Government, Table Rock Lake, and your fellow volunteers to adhere to certain guidelines for conduct. Table Rock Lake 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.

- Volunteers are agents of the US Army Corps of Engineers. Behavior and actions should appropriately reflect the values of the US Army, US Army Corps of Engineers, and the US Government. Volunteers must adhere to these values.
- Volunteers must obey all Federal, State, and local laws, as well as US Army Corps of Engineers rules, regulations and policies.
- 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 substance.
- Personal use of Government owned or leased vehicles, property, tools, equipment, or telephones is not allowed.
- Volunteers shall not engage in physical, verbal, or any kind of abuse towards visitors or other staff.
- Weapons – including firearms – are not allowed within any federal building.

Army Values



Loyalty: Bear true faith and allegiance to the U.S. Constitution, the Army and Table Rock Lake. Devote yourself. Support the team and stand up for one another.



Duty: Fulfill your obligations. Carry out the Corps' Missions.

Respect: Treat people as they should be treated. Treat others with dignity and respect.

Selfless Service: Put the welfare of the nation, the Army and Table Rock Lake before your own, without thought of recognition or gain.

Honor: Live up to the Army values. Honor is a matter of carrying out, acting, and living the values.

Integrity: Do what's right, legally, and morally. Integrity is a quality you develop by adhering to moral principles. Say nothing that deceives others.

Personal Courage: Stand up for and act upon the things that you know are honorable.

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 the policies of Table Rock Lake is cause for immediate dismissal.

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

Table Rock Lake has the right to ask a volunteer to vacate the grounds immediately.

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

- Gross misconduct or insubordination.
- Reporting for a volunteer assignment under the influence of alcohol or a controlled substance.
- Theft of property or misuse of agency funds, equipment, or materials.
- Illegal, violent, or unsafe acts.
- Harassment, abuse, or mistreatment of visitors or staff.
- Violating Federal, State, or Local laws, or US Army Corps of Engineers rules, regulations, or policies.
- Not fulfilling the duties assigned.
- Not adhering to US Army Values.