



US Army Corps  
of Engineers®  
Rock Island District

# Saylorville Lake Volunteer Program Handbook



Mission:

*The volunteer program will enhance and expand the services of Saylorville Lake while providing a rewarding experience for the volunteer and the Saylorville Team.*

## FORWARD

This volunteer handbook was developed to provide volunteers with a broad understanding of the Saylorville Lake Volunteer Program (SLVP). Although the information covered in this handbook is not all-inclusive, it is a resource to familiarize you with the Volunteer Program and should answer many common questions. Contact Volunteer Coordinator for additional questions and comments.

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**Introduction:**

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

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

**Qualifications:**

Anyone may apply to volunteer with the Corps of Engineers by completing a Volunteer Application (appendix A). There is no age requirement (all volunteers under 18 must have parental or guardian consent). All volunteer positions however, require tact, courtesy, and the ability to deal with the general public. A few positions may require certain physical abilities or areas of technical expertise, see position descriptions. Volunteers enable the USACE to provide additional services to the general public that budget restraints prevent. All volunteers are subject to a background check before beginning volunteer service.

**Supervisory Controls:**

There is no doubt that you will encounter Corps employees on a daily basis. All staff may answer general questions that you may have concerning Saylorville Lake, the recreation areas, and rules and regulations. Specific questions, comments, and/or concerns about your position should be directed towards your Staff Supervisor or the Volunteer Coordinator. Any problems, concerns, etc., please contact Staff Supervisor or the Volunteer Coordinator as soon as possible to get the problem resolved. Refer Contact Information on page 9 for phone numbers.

**Volunteer Events & Recognition:**

A spring "kick-off" event will be held each year to provide training and orientation for the upcoming recreation season. Volunteers are also encouraged to attend monthly picnic throughout the recreation season to socialize and enhance the SLVP. An "end-of-the-season" event will also be held to review successes, provide information about the next season, and recognize outstanding volunteers. A 'Volunteer of the Year' will be recognized each season based on feedback from the Saylorville Lake Team. This person will be recognized with a framed certificate.

**Suggestion Program:**

Feedback from volunteers, both positive and negative is required to improve the program. However, not all recommendations can be incorporated or will accommodate everyone. Please provide comments in writing with a thorough explanation of the situation to the Volunteer Coordinator and be mindful of staff limitations.

**Conduct:**

While serving as a volunteer and representing the U.S. Army Corps of Engineers and the SLVP, volunteers shall abide by, support, and promote all agency programs, policies, Title 36 regulations, and established procedures. Volunteers shall conduct themselves in a professional, courteous manner and be polite and respectful to all customers, USACE employees, contractors, and fellow volunteers. \*\* Customer service and satisfaction are important to the Corps of Engineers. The Volunteer Coordinator will review all complaints received regarding volunteer actions and act accordingly.

Volunteers serve as liaisons between customers and the Corps. Volunteers must be friendly and enjoy sharing with the public both in and out-of-doors. Volunteers are expected to be a resource for lake visitors, informing them about Saylorville Lake, the Corps of Engineers, as well as, state and local attractions and amenities. The SLVP expects you to answer questions to the best of your knowledge, referring to this handbook, weekly updates, and/or contacting a Park Ranger to avoid giving out incorrect information.

Volunteers have no law enforcement authority and shall not argue with, threaten, or accuse customers of wrongdoing. Volunteer shall only politely remind visitors and shall not apprehend violators, nor commit Corps personnel to any type of action. While performing volunteer duties, volunteers shall not engage in commercial activities on project lands, including but not limited to selling of arts & crafts, homemade items, or provide childcare services. Also prohibited is being under the influence of alcoholic beverages or drugs (except as prescribed by a doctor) while representing the US Army Corps of Engineers.

**Documentation:**

1. A Volunteer Application shall be submitted with current information each season.
2. A Volunteer Agreement form must be signed each year and is the documentation of the terms and conditions of the volunteer position. Volunteers who are unable to fulfill the time commitment may have their volunteer agreement terminated by the Volunteer Coordinator (exceptions may be made for a family emergency or health reasons).
3. Key and Property sign out sheet filled out and items returned following **each** season.
4. Volunteers shall maintain written records, as required for position. Hours worked should be documented daily (See Appendix C). These should be submitted to the Volunteer Coordinator the last day you work each month, or placed in a Ranger Box at the Visitor Center or in a Campground Fee Booth.
5. Document and promptly report any of the following to a park attendant, custodial contractor, or ranger on duty: unsafe conditions, emergencies, and/or customer concerns of immediate nature. Work Order Forms will be provided for routine items.

**Training:**

Volunteers shall attend orientation and job specific training as required for position. 'Consideration of Others' Training will be held during the Spring Breakfast each year. Volunteer shall also attend required refresher training as scheduled throughout the year.

**Uniforms:**

All volunteers are provided a vest (to be returned following each season), a ball cap, and name tag identifying them as a volunteer. These items shall be worn at all times while performing duties. No open-toed shoes, cut-off shorts, or swimsuits are allowed. Dress shorts permitted. For safety consideration, polo shirts may be provided to volunteer, instead of vest.

**Transportation:**

Volunteers are responsible for all transportation and transportation costs associated with their position unless use of a government vehicle is specifically noted in the position description. The volunteer's vehicle shall be a licensed and reliable vehicle, registered for street use. Volunteers must have access to fuel, valid vehicle insurance, and a valid driver's license. All vehicles shall be operated in accordance with posted restrictions. \*\*Note: Operation of mopeds, ATV's, golf carts, and utility vehicles is prohibited unless prior written approval is obtained through the Volunteer Coordinator.

**Government Vehicles:**

For a volunteer to operate a government vehicle, they must provide proof of their current driver's license to the Volunteer Coordinator. The vehicle is only to be used while performing official duties as described in their position description. Volunteers positions which require driving a government vehicle are responsible for ensuring that their personal insurance will cover expenses from any accident in the government owned vehicle.

**Miscellaneous Equipment:**

All government equipment shall be used for its intended purpose only. Volunteers shall receive proper training prior to operating or using any equipment. Safety and personal protective equipment must be used when operating any government equipment or tool. The volunteer is accountable for the used property and shall not be used for personal gain. Return items to proper location following use.

**Telephones:**

Visitor Center, Entrance Station, and Office Telephones are to be used for official business only. No personal calls should be dialed out at the government's expense from a government phone. Local calls or the use of a calling card may be used, but remember this is a place of business so please limit the amount of personal time spent on the phone or make arrangements to call after business hours.

**Mail:**

Volunteer mail should not be received at the project office or in the campground. Mail should be setup offsite. General delivery is available at local post offices.

**Tobacco:**

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

**Pets:**

Pets are welcome in areas where pets are permitted. No matter how friendly your pet may be some people are not fond of animals and must remain leashed or confined at all times. Pet owners are also responsible for disposing of pet waste properly.

**Volunteer Compensation:**

Volunteers may be provided a campsite during their volunteer service at Saylorville Lake through the **Full-time Program** or **Volunteer Camping Pass Program**. All volunteers will follow Title 36 CFR and Saylorville Lake Campground Guidelines, including the number of units per site. Volunteers must camp in well-maintained, factory-manufactured camping units and shall keep their site clean and orderly during the duration of service. Full-time volunteers must have hard-sided units and must keep washers, dryers and/or other appliances (i.e. refrigerators, freezers, etc.) inside RV unit. Visitors to volunteer campsites will be allowed up to a 14-day stay every 30 days as long as Title 36 CFR and Saylorville Lake Campground Guidelines are followed. If visitors do not comply with established Saylorville Lake rules and regulations, the visitors and/or volunteer will be asked to leave the campground.

- **Full-time Camping Program:** Full-time Volunteers are required to provide a minimum of 21 hours of service per week for an extended period of time or volunteer for the entire recreation season. Volunteers that do not average 21 hours per week will follow Camping Pass Program guidelines. Full-time volunteers will be given a campsite in Sandpiper, Oak Grove, or in one of the four public campgrounds. Campsite locations will be randomly assigned unless designated in the position descriptions. Returning volunteers may request the same campsite as previously assigned. Volunteers may trade campsites if both parties agree and the Volunteer Coordinator is notified prior to switch. Full-time volunteers will have access to the beach and boat ramps free of charge with identification sticker present. This sticker will be non-transferable and will only allow the volunteer admittance. \*\*Volunteers filling full-time positions may arrive 1 week prior to their volunteer service and must vacate 1 week following their volunteer service.
  
- **Camping Pass Program:** Volunteers will earn one night of free camping, on an \$18.00 site, for every 3 hours of service provided. A Volunteer Camping Pass (appendix E) will be issued by the Volunteer Coordinator the first week of each month to account for the previous month's volunteer service. Additional passes may be issued when circumstances require. Volunteer Camping Passes are valid only at Saylorville Lake campgrounds, are non-transferable, and cannot be used to make reservations. Volunteers in this program will not be permitted to stay in the same campground longer than 14 days during any consecutive 30-day period. The volunteer will pay any camping fees in excess of the camping pass. All Camping Passes expire at the end of the camping season during which they were earned. Camping Passes issued after October 1 will expire on May 31 of the next year. \*\*Volunteers will keep the passes until balance has been used. Used camping passes shall be left in the Campground Fee Booth for the Volunteer Coordinator.

## Evaluation

The Staff Supervisor, Volunteer Coordinator or designated Corps of Engineers representative will perform routine evaluations of the volunteers and their services. This may include informal site visits, interviews with the public, and be based on overall appearance and professionalism. The Volunteer Evaluation or Volunteer Visit Form (Appendix F) will be used for formal evaluation and documentation. Specific criteria based on position and additional comments will be on the back of the page. Once an evaluation is completed, the Staff Supervisor will review it with the volunteer and provide a copy to the Volunteer Coordinator for the file and database.

The evaluation schedule for volunteers follows:

- (1) **Full-time positions** will be evaluated at least 1 time during the recreation season and at the end of the season.
- (2) **Part-time Campground Hosts** will be evaluated by the Host Coordinator at least one time during each of their volunteer session. The Host Coordinator may review the results with the volunteer.
- (3) **Temporary or short-term volunteers** may be evaluated as the Staff Supervisor sees fit. Any comments should be submitted in written form.

## Failure to Comply

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

- (1) At the time of observation, the volunteer will be made aware of the problem and asked for compliance.
- (2) The problem will be documented in a Field Incident Report (FIR) and a copy will be added to the volunteer's file and database.
- (3) If the issue is not corrected or of a severe nature, the Volunteer Coordinator, Staff Supervisor, and volunteer will meet. During this meeting the incident(s) will be further discussed and solutions will be agreed upon by all parties.
- (4) Lastly, termination of the volunteer agreement will be made. In extreme situations, where no solution can be reached, or after 3 incidents, volunteers may be terminated with a written letter from the Volunteer Coordinator. Termination will be immediate upon presentation of the termination letter. Volunteers occupying a campsite must vacate their site within 24 hours.

## **Frequently Asked Questions (and Answers):**

### **Q: Is internet available?**

A: Not on-site, but you can access wireless internet at the Polk City Library.

### **Q: If need to be out of town for a few days, can I still accept a full-time position?**

A: Yes, but please make every effort to plan in advance. Please attempt to trade places with another volunteer and inform your staff supervisor or volunteer coordinator.

### **Q: If a fellow volunteer is not obeying the Rules and Regulations, what do I do?**

A: Do not attempt to take care of it yourself, contact the Volunteer Coordinator or your Staff Supervisor as soon as possible to get the problem resolved before it compounds.

### **Q: Do I have to attend the Volunteer Picnics?**

A: No, you do not have to attend any events, but we encourage you to attend as many as possible. These events and activities have been set up for you to meet fellow volunteers, staff, and also provides a time to pass along updates.

### **Q: How do I find out about more about Saylorville Lake?**

A: Call 515-276-0433 or tune radio to 1610 AM for the daily recording "for lake levels, river levels, water releases, current openings/closings, etc".

### **Q: What should I do with a lost or found item that is turned in to me?**

A: Write down detailed information (item description, location found, time, etc.) on a Field Incident Report (FIR) and report to the shift leader at the end of your shift. "If it is a cell phone, wallet, or valuable item, please report as soon as possible."

### **Q: How do I handle complaints or unhappy customers?**

A: VERY POLITELY!! Be patient and let them vent. Then, "recommend that they fill out a comment card which will go to our lake manager" or offer to let them talk to a park ranger (See specific volunteer position scenarios for examples).

### **Q: Who do I tell if I see a rule being broken?**

A: You can **politely** remind them of a rule, but do not argue with, threaten or accuse the customer of wrongdoing! Do not apprehend or commit Corps personnel to any type of action. Report the violation to a park ranger. **Once you have relayed the message, your duty ends and must be handled by the ranger.**

### **Q: What do you do if someone is hurt?**

A: For a serious medical emergency, write down the details of the incident and call 911 to get EMT in route. "Try to keep the person with you in case more detailed information is needed. Stay on the phone with the 911 operator until they tell you it is OK to hang up." Then, immediately call the shift leader and be prepared to direct rescue as they enter the area. Be sure to fill out an FIR for documentation.

For minor cuts, scrapes, etc., only assist to your level of training.

### **Q: What do I do if I notice a water leak or I notice vandalism?**

A: Report this to the shift supervisor and they will contact the Maintenance Supervisor. Do not contact the Maintenance Supervisor yourself. A work order can be filled out for minor maintenance and reoccurring items.



**DEPARTMENT OF THE ARMY**  
ROCK ISLAND DISTRICT, CORPS OF ENGINEERS  
SAYLORVILLE LAKE PROJECT  
5600 NW 78<sup>TH</sup> AVENUE  
JOHNSTON, IOWA 50131

January 12, 2009

Dear Potential Volunteers,

It's the 2009 Saylorville Lake Volunteer Recruitment Season! I want to thank you for your interest in volunteering and invite you to learn more about the Saylorville Lake Volunteer Program. If you are no longer interested in volunteer opportunities, please refer to the contact information below and I will remove you from our mailing list.

We welcome new and returning volunteers to review the enclosed volunteer information: Saylorville Lake's General Recreation Changes, 2009 Volunteer Program Modifications, Position Descriptions, Position Selection Sheet and Volunteer Application. **Full position descriptions are included for 2009 positions, but please list all positions you are willing to accept on your application.** Consideration for each position will be based upon a number of factors, including but not limited to: past volunteer hours, performance during volunteer service, volunteer application, and interviews.

*Please be sure to return a **Position Selection Sheet** and an updated **Volunteer Application** (email response is encouraged) for each volunteer as soon as possible.* This is necessary to select volunteers and ensure the volunteer database contains accurate contact information. Thank you for your consideration in joining the Saylorville Lake Team!

If you have questions, feel free to contact me at [Emily.S.Coffin@usace.army.mil](mailto:Emily.S.Coffin@usace.army.mil) or call 515-276-4656 ext. 6518.

Sincerely,

Emily Coffin  
Park Ranger  
Saylorville Lake

Enclosures

# Saylorville Lake Volunteer Positions – 2009

## Cleaning Hosts

The primary duty of the Cleaning Host is to maintain cleanliness at picnic, campground, and boat ramp areas as outlined below. Park facilities being cleaned by volunteers are traditionally lightly used. Cleaning days assigned in more popular recreation areas are days with the lowest usage. Facilities should meet the standard of clean daily, but may not require daily cleaning. Volunteers will average 21 hours of service per week. The host must provide their own reliable, licensed vehicle, fuel, and insurance to transport materials including trash. Volunteers must maintain a valid driver's license. The estimated miles/week varies with each position so please check the descriptions carefully. Maps of each area can be found at <https://www2.mvr.usace.army.mil/Saylorville>. *If the host wishes to receive camping in return for volunteer services they will be provided a site with water, electric and sewer hook-ups.*

**Specific positions include:**

### ***Sandpiper Cleaning Host***

***Season: Mid-April – Mid-October***

***Days Off: Sunday and Monday***

***Campsite: water, electric, and sewer in Sandpiper Volunteer Campground***

***Mileage/Week: approximately 40 miles***

1. Sandpiper Picnic Area on Tuesday and Wednesday:
  - a. Open gates to shelter area at 6:00am
  - b. Clean Sandpiper Super Shelter, post shelter reservations, clean and service 1 restroom building, service trash receptacles
  - c. Pick up any litter within the gated area
2. Sandpiper Roadways, Beach and Boat Ramp on Tuesday, Thursday evening/Friday before 7am, and Saturday
  - a. Pick up litter and debris from the Sandpiper Recreation Area, including the entrance road, boat ramp, beach, and parking lots. Work orders shall be submitted as needed.
  - b. Clean 2 vault toilets and 1 changing station at the beach/boat ramp area
3. Recycling
  - a. Host will collect recyclable materials from collection sites (4 campgrounds, administration building/lunchroom) and transport to main bin at administration building 1-2 times per week.
  - b. The volunteer is responsible for keeping the collection bins cleaned to minimize insects and odor. *Note: Cans and bottles with deposits are not exclusive property of the volunteer and may be collected by other members of the public.*
4. Restroom and picnic shelter cleanings should be completed before 10am.
5. Hosts may perform other duties as available and scheduled.

## **Oak Grove Cleaning Host**

**Season: Mid-May – Mid-September**

**Days Off: Tuesday and Wednesday**

**Campsite: water, electric, and sewer in Oak Grove Recreation Area**

**Mileage/Week: approximately 20 miles**

1. Oak Grove Recreation Area on Thursday, Friday, Saturday, Sunday, Monday
  - a. Oak Grove Picnic Area—
    - i. Unlock gates and restrooms at 6:00am
    - ii. Service 1 restroom building, clean 2 shelters, post shelter reservations and service trash receptacles.
    - iii. Clean Grills on Thursdays
  - b. Oak Grove Beach—
    - i. Pick up litter and debris at least 3 times per week from the Oak Grove Recreation Area to include the entrance road, beach, and parking lots in both picnic and beach areas. Work orders shall be submitted as needed.
    - ii. Cleaning the portable toilets at the beach areas are the responsibility of others and not a part of the volunteer position.
2. Cherry Glen Boat Ramp on Thursday and Friday
  - a. Cherry Glen Boat Ramp
    - i. Unlock restroom at 6:00am
    - ii. Service 1 restroom building and trash receptacles
    - iii. Cleaning the portable toilets is the responsibility of others and not a part of the volunteer position.
    - iv. Pick up any litter and debris along roadway beyond fee booth and in parking lot areas. Work orders shall be submitted as needed.
3. Restroom and picnic shelter cleanings should be completed before 10am.
4. Hosts may perform other duties as available and scheduled.

## **Cherry Glen Cleaning Host**

**Season: Mid-April – Mid-October**

**Days Off: Thursday and Friday**

**Campsite: water, electric, and sewer in Oak Grove Recreation Area**

**Mileage/Week: approximately 30 miles**

1. Cherry Glen Boat Ramp on Saturday, Sunday, Monday, Tuesday, Wednesday
  - a. Cherry Glen Boat Ramp—
    - i. Service 1 restroom building in upper parking lot, pick up litter and debris at minimum 3 times per week from boat ramp area, and service the trash receptacles. Work orders shall be submitted as needed.
    - ii. Cleaning the portable toilets at the beach areas are the responsibility of others and not a part of the volunteer position.
2. Cherry Glen Picnic Area on Tuesday and Wednesday
  - a. Cherry Glen Picnic Area—
    - i. Open gates and restrooms at 6am
    - ii. Service 4 restroom buildings, service trash receptacles, clean 6 shelters, post shelter reservations
3. Restroom and picnic shelter cleanings must be completed before 10am.
4. Hosts may perform other duties as available and scheduled.

## **West Lake Cleaning Host**

**Season: Mid-April – Mid-October**

**Days Off: Thursday and Friday**

**Campsite: water, electric, and sewer in Acorn Valley Campground**

**Mileage/Week: approximately 45 miles**

1. Tuesday and Wednesday
  - a. Walnut Ridge Picnic Area—
    - i. Open gates and restrooms at 6am
    - ii. Service up to 2 restroom buildings, service trash receptacles, clean 3 shelters, post shelter reservations
  - b. Acorn Valley Campground– from May 21 – September 8
    - i. Service up to 3 restrooms, service trash receptacles
    - ii. Clean vacated campsites
2. Saturday, Sunday, Monday
  - a. Lakeview Boat Ramp—
    - i. Pick up litter and debris at minimum 3 times per week from roadway and boat ramp area, and service the trash receptacles. Work orders shall be submitted as needed.
    - ii. Maintain cleanliness of the shelter area which includes restroom and grill.
3. Restroom and picnic shelter cleanings should be completed before 10am.
4. Hosts may perform other duties as available and scheduled.

## **Day Use Entrance Station Host**

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

### **Specific duties include:**

- a. Hosts will work 4 days per week rotating between *Oak Grove Beach, Lakeview Boat Ramp, Cherry Glen Boat Ramp, and Sandpiper Beach/Boat Ramp*. A schedule will be provided at the beginning of the season and adjusted as demands require.
- b. *Oak Grove Beach* shifts are 4 hours per day (varying between 10 am – 6 pm). A schedule will be provided by the Volunteer Coordinator.
- c. *Boat ramp shifts* are 2 – 6pm on weekdays and 10 am – 6 pm on weekends and holidays.
- d. At the beginning of a shift, hosts shall tour area parking lots placing notices on vehicles that have failed to purchase or properly display proof of purchase of day use fee. A record of violations should be maintained by recording information from the vehicle notice on to the log sheet provided.
- e. Hosts will collect fees using a cash register in the fee booth. Two-days of training and a training manual will be provided prior to service.
- f. Hosts will be required to balance funds and receipts following each shift.
- g. The volunteer will be required to provide and maintain a \$50.00 change fund to be used while collecting fees at the entrance stations.
- h. Hosts will be assigned 1-3 bulletin boards to update during the duration of the year. The bulletin board supplies and detailed instructions will be kept in the fee booth for replacement ease. The bulletin boards will need to be updated every 4 weeks with upcoming events.
- i. Hosts may perform other duties as available and scheduled.

### **Available Positions:**

**Day Use Entrance Station** – 4 positions available with 4 days on-duty, followed by 4 day off-duty.

## **Full-time Campground Host**

The primary duty of the Full-time Campground Host is to staff the campground entrance station when the contracted park attendant is off duty (10am – 2pm). The host shall provide an average of 21 hours of volunteer service per week and may serve for the entire recreation season May through September (Cherry Glen host will begin mid-April). The hosts will also staff the Visitor Center as scheduled, conduct walking tours of the parks, and update bulletin boards in the park. Additional volunteer activities may be necessary to meet hour requirements, but can be arranged through the volunteer coordinator (*see Additional Volunteer Opportunities*). Volunteers selected for this position are assigned a campsite in the respective campground with water, electric, and sewer hookups.

### **Specific duties include:**

- a. Staff the entrance station from 10 am – 2 pm on Friday and Saturday and other days as agreed to or scheduled with the Volunteer Coordinator.
- b. Inform incoming campers of registration policies and explain how to reserve a campsite through the National Recreation Reservation Service.
- c. Assist campers with reservations, locating their reserved campsite, and assist walk-in campers in selecting a non-reserved site. Assist campers in filling out registration cards.
- d. Maintain a list of campers who arrive during your tour of duty and provide it to the park attendant when they return to duty.
- e. Using a computer printout provided by the campground park attendant conduct evening walking tours of the campground; focus on greeting and providing information to new arrivals.
- f. Assist the Corps in promoting scheduled programs by conducting walking tours of the park distributing interpretive program flyers. Tours should be done 2-4 hours per week Thursday-Saturday.
- g. Hosts will be assigned bulletin boards to update during the duration of the year. The bulletin board supplies and detailed instructions will be kept in the fee booth for replacement ease. The bulletin boards will need to be updated every 4 weeks with upcoming events.
- h. Staff the Visitor Center for 4 hours per week (Bob Shelter Host 8 hours per week) – see Visitor Center Host description for more information.
- i. Assist with other duties as available and scheduled.

### **Available Positions:**

1. **Bob Shetler Campground Host:** Staff the campground entrance station on Fridays and Saturdays from 10 am – 2 pm, and staff the Visitor Center on Thursdays, 10 am – 6 pm.
2. **Cherry Glen Campground Host:** Staff the campground entrance station on Thursday-Saturday from 10 am to 2 pm, and staff the Visitor Center on Wednesday mornings, 10 am – 2 pm.
3. **Prairie Flower Campground Host:** Staff the campground entrance station on Thursday-Saturday from 10 am to 2 pm, and staff the Visitor Center on Wednesday afternoon, 2 pm – 6 pm.

## **Interpretive Program Host**

The primary duty of the Interpretive Program is to assist the Interpretive Service and Outreach Personnel with providing educational opportunities for school-aged children as well as assisting with special events for the public. Work days will vary by week and program schedule. Generally, volunteers will work 3-5 days per week and average 21 hours of service per week. Host will be involved in scheduling, developing, and giving programs. Additionally, the host should be computer literate and able to assist with written publications. Fulltime hosts who wish to receive camping in return for volunteer services will be assigned a campsite with water, electric and sewer hookups in the Prairie Flower Campground. Part-time host will be provided a site with electric only.

### **Specific duties include:**

- a. Schedule interpretive programs with teachers, childcare providers, scout leaders, etc. via phone.
- b. Present interpretive programs on topics including but not limited to Saylorville Lake, water safety, geology, mammals, and nature hikes. Training and sample outlines will be provided.
- c. Create the Weekly Update for distribution to employees, contractors, and volunteers by Thursday at noon. Templates will be provided.
- d. Create flyers and news releases to advertise for upcoming events and programs.
- e. Track Visitor Center Gift Shop inventory in excel database by entering the weekly inventory sheets provided by Visitor Center Volunteers. Restock shelves and compile orders as needed.
- f. Assist with planning and preparations for public events. Assist with setup and implementation on event day, typically 1-2 Saturdays or Sundays per month.

### **Available Positions:**

**1 Full-time Interpretive Program Host.** Late-April – mid-September. Full-hookup campsite provided in Prairie Flower Campground.

**1 Part-time Interpretive Program Host Position.** Late April – July. Part-time position will spend the majority of time giving programs. Campsite with electric hookup provided in public campground.

## **Natural Resource & Habitat Enhancement**

The primary duty of a Natural Resource/Habitat Enhancement Host is to help improve overall park aesthetics by performing/assisting in day to day and seasonal management activities, while promoting native landscape species. Volunteers must be willing to work in *all weather conditions* and have an underlying knowledge of landscape/park maintenance. Knowledge of pruning methods, tree care and use of chemicals is preferred, but training is available. Hosts shall provide an average of 21 hours of volunteer service per week and may serve the entire recreation season April – October. The hosts will work on established weekdays between the hours of 8 am and 4 pm. The volunteer may be required to lift up to 40 lbs. and operate tools such as a weed whip, Kubota, chainsaw, prunners, pole saw, backpack sprayer, or other tools. All tools will be provided by the government and volunteers may operate a government vehicle while performing official duties. Volunteers must have a valid driver's license and are responsible for ensuring that their personal insurance will cover any/all expenses acquired in the event of an accident in a government vehicle. Volunteers selected for this position who wish to receive camping in return for volunteer service will be provided a campsite with water, electric and sewer in Sandpiper Volunteer Campground or Bob Shelter Campground.

### **Specific Duties may include but are not limited to:**

- a. Duties will be performed weekdays between 7 am and 4 pm – days will vary as decided by the Staff Supervisor.
- b. Removing invasive species and unwanted species
- c. Brush clearing of recreation and prairie restoration areas
- d. Pruning of trees and shrubs on project lands
- e. Seeding native prairie seed by hand and with a seed drill
- f. Pesticide/herbicide application (with proper training)
- g. Watering prairie seedings and tree plantings
- h. Mulching
- i. Planting of trees and native grasses
- j. General landscape upkeep (weeding, raking, etc.)
- k. Equipment use including Kubotas, mowers, and blowers.
- l. Other tasks as assigned by OD-S Staff

### **Available Positions:**

**Natural Resource/Habitat Enhancement Host** – 3 fulltime positions are available.  
2 Full-hookup campsites with 50 amp electric at Sandpiper Volunteer Campground.  
1 Full-hookup campsite with 30 amp electric at Bob Shetler West Campground.

## **Office Cleaning/Delivery Host**

The primary duty of the Clerical/Delivery Host is to clean the administration office and lunchroom once/week, make copies and deliver brochures and supplies once/week to campgrounds and picnic areas, and maintain several bulletin boards in day use areas. The host shall provide an average of 21 hours of volunteer service per week and may serve for the entire recreation season Mid-May through September. Additional volunteer activities will be necessary to meet hour requirements, but can be arranged through the volunteer coordinator (*see Additional Volunteer Opportunities*). Volunteers selected for this position are assigned a campsite with water, electric, and sewer hookups in Sandpiper Campground.

### **Specific duties include:**

- a. Clean Administration Building and Lunchroom 1 time per week to include vacuuming office floors, mopping lunchroom and restroom floors, cleaning 2 restrooms in admin building and 2 locker rooms in lunchroom
- b. Make copies and fill delivery orders (ex. Brochures, receipt paper, etc). at the Administration Office on Thursdays.
- c. Deliver materials to each campground and day use area.
- d. Hosts will be assigned bulletin boards to update during the duration of the year. The bulletin boards should be updated every 4. Supplies and instructions will be provided.
- e. Volunteer is responsible for all transportation and transportation costs associated with the position. This includes having access to a reliable licensed vehicle, fuel, valid vehicle insurance, and a valid driver's license.
- f. Assist with other duties as available and scheduled.

### **Available Positions:**

1 Office Cleaning/Delivery Host

## **Shelter Reservation Desk Host**

The primary duty of the Shelter Reservation Desk is to take and process shelter reservations at the Saylorville Lake Administration Office. The shelter reservation desk hours are 9 am – 4 pm, Monday through Friday. Hosts are required to provide an average of 21 hours per week and may serve the entire recreation season April – September. Hosts will work 1 Wednesday every 2 weeks in a Day Use Fee Booth. Additional volunteer activities may be necessary to meet hour requirements, but can be arranged through the volunteer coordinator (*see Additional Volunteer Opportunities*). The Corps of Engineers will bond all Shelter Reservation Desk Hosts with a \$5,000 fidelity bond to protect the government from loss of funds. All volunteers must be eligible to be bonded; ineligibility will remove you from the list of candidates for this volunteer position. Reasons for ineligibility may include recent bankruptcy or bad credit history. Shelter Reservation Desk Hosts who wish to receive camping in return for volunteer service will be provided a site with water, electric and sewer hookups in the sandpiper Volunteer Campground.

### **Specific duties include:**

- b. Hosts shall staff the shelter reservation desk for 7 hour shifts (9 am – 4 pm) on scheduled weekdays. A schedule will be provided at the beginning of the season.
- c. Hosts will take picnic shelter reservations by phone and in person.
- d. Hosts will issue and/or collect fees for Day Use Annual Passes and Special Event Permits.
- e. Hosts will collect fees using a cash register and credit card terminal.
- f. Hosts will be required to balance funds and receipts following each shift.
- g. Hosts will use a computer to enter shelter reservations and generate shelter reservation reports.
- h. Two days of training on cash register and shelter reservation computer. Training manual will be provided for reference.
- i. Staff day use booth from 2-6 on the alternate Wednesdays.
- j. Hosts will be required to fill out an SF 85, "Questionnaire for Non-Sensitive Positions," in order to access the computer database. A local background check will also be completed by the Rock Island District before access is allowed.
- k. Assist with other duties as scheduled.

### **Available Positions:**

- 1. Shelter Reservation Desk Host A** – Staff the Shelter Reservation Desk Monday, Tuesday and every other Wednesday from 9 am – 4 pm. Host will be required to staff a Day Use Booth on the alternate Wednesdays from 2-6pm.
- 2. Shelter Reservation Desk Host B** – Staff the Shelter Reservation Desk every other Wednesday, Thursday and Friday from 9 am – 4 pm. Host will be required to staff a Day Use Booth on off-Wednesdays from 2-6pm.

## Visitor Center Host

The primary duty of a Full-time Visitor Center Host is operation of the Saylorville Lake Visitor Center. There are two Full-time Visitor Center Host positions (see schedule below for work days). Hosts are required to provide an average of 21 hours of service per week and may serve the entire recreation season May through September.

Additional volunteer activities may be necessary to meet hour requirements, but can be arranged through the volunteer coordinator (*see Additional Volunteer Opportunities*).

Visitor Center hours during this period are 10 am – 6 pm daily. Volunteers are encouraged to begin service early or continue later in the season during shortened hours in April and October. Full-time Visitor Center Hosts who wish to receive camping in return for volunteer services will be assigned a campsite with water, electric and sewer hookups in the Sandpiper Volunteer Campground.

### Specific duties include:

- a. Answer questions and assist customers both in person, at the Visitor Center information desk, and by phone regarding directions, recreation opportunities, area amenities, and other resources.
- b. Open and close the Visitor Center (instructions provided).
- c. Sell merchandise in the gift shop for Saylorville Lake's cooperating association, the Iowa Academy of Science. Credit card machine, cash register and/or computer use may be required.
- d. Hosts will be required to balance funds and receipts following each shift.
- e. Maintain brochure racks, stock/inventory sales items, and complete brochure order when supplies are low.
- f. Help update interpretive displays as needed.
- g. General housekeeping duties: Maintain cleanliness of floors (sweeping, mopping, and vacuuming), clean restrooms, restock toilet paper and empty trash receptacles as needed.
- h. Pick up litter and debris around the visitor center grounds daily.
- i. Assist park rangers with special events and educational programs.
- j. Hosts may also assist with other duties as available and scheduled.

### Available Positions:

**Visitor Center Volunteer** - 2 positions available with a rotating schedule and two weekends off each month. One position will start on week 1, the other on week 2.

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Week 1, Host A	OFF	On-duty	On-duty	OFF	OFF	On-duty	On-duty
Week 1, Host B	On-duty	OFF	OFF	OFF	OFF	OFF	OFF
Week 2, Host A	OFF	On-duty	On-duty	OFF	OFF	On-duty	On-duty
Week 2, Host B	On-duty	OFF	OFF	OFF	OFF	OFF	OFF

## **Part-time Hosting Opportunities**

The part-time host program will include positions focusing on interpretive programs and special events around the lake. Specialized training will be provided for each position. These positions have varying time commitments for those volunteers interested in volunteering for shorter duration. Volunteers will average 3 hours of service per night of free camping. Campsites with electric hookups will be provided in either Cherry Glen or Prairie Flower Campground depending on position selection.

### **Please indicate date and activity preferences:**

**1. Friday, April 17 – Sunday, April 26, Assist with Earth Day**

Earth Day is April 23 from 10am – 2pm

- a. Make copies and put together teacher and student packets
- b. Gather and sort service project tools and supplies
- c. Help oversee up to 200 elementary students during interpretive programming (provided by students from Iowa State) and service projects
- d. Cleanup after event
- e. *Camping will be in Cherry Glen Campground*

**2. Monday, May 11 – Monday, May 25, Assist with Field Trip Programs and Memorial Day Weekend Night Hike**

- a. Give interpretive programs for elementary students as scheduled, typically between 9am-2pm topics may include nature hikes or water safety programs.
- b. Saturday, May 23 at 8:30 pm - lead a night hike on the Neal Smith Trail between Prairie Flower and Oak Grove

**3. Wednesday, May 13 – Wednesday, May 27, Assist with National Safe Boating Week**

- a. Conduct Boat Safety Checks at boat ramps on evenings and weekends
- b. Give beach programs 2 weekend afternoons with Bobber, the Water Safety Dog (you will NOT be required to dress as a mascot unless you choose to do so).

**4. Friday, June 5 – Sunday, June 21, Assist with Educational Programming and Night Hike**

- a. Tuesday, June 9, 2 pm - Nature Tails at the Visitor Center
  - i. Read a pre-selected nature related story for children
  - ii. Lead a craft or other nature related project
- b. Saturday, June 20 at 8:30 pm – lead a night hike in Cherry Glen Picnic Area
- c. Give water safety programs at Special Events in Des Moines and Johnston.

**5. Wednesday, June 23 – Wednesday, July 8, Promote Water Safety**

- a. Conduct Boat Safety Checks at boat ramps on evenings and weekends
- b. Give beach programs 2 weekend afternoons with Bobber, the Water Safety Dog

- 6. Wednesday, July 8 – Wednesday July 22, Assist with Junior Ranger Camp.**  
Camp is Monday, July 13 – Friday, July 17 from 9am – 3pm daily.
  - a. Assist Rangers with camp preparations
  - b. Supervise up to 20 4<sup>th</sup> and 5<sup>th</sup> graders
  - c. Lead some camp activities.
  - d. Assist with setup and cleanup each day.
  - e. Assist with cleanup after camp.
  
- 7. Wednesday, July 22 – Wednesday, August 5**
  - a. Conduct Boat Safety Checks at boat ramps on evenings and weekends
  - b. Saturday, July 25 Beach Water Safety Event
    - i. Assist Ranger with planning of Water Safety program
    - ii. Provide assistance during the event
  - c. Tuesday, August 4, 2 pm - Nature Tails at the Visitor Center
    - i. Read a pre-selected nature related story for children
    - ii. Lead a craft or other nature related project
  
- 8. Wednesday, September 16 – Sunday, September 27, Assist with Fall Events**
  - a. Prairie Maze at Redfeather Prairie
    - i. Place signs inside the maze and check periodically
    - ii. Ensure map and passport box is stocked
  - b. Prairie Festival
    - i. Give prairie hikes at a Festival for 4<sup>th</sup> graders
    - ii. Event runs September 22 – 24 from 9 am – 1:30 pm
  - c. National Public Lands Day
    - i. September 26
    - ii. Assist park ranger staff with leading service projects across the lake.

## **Additional Opportunities**

### **Bluebird Nest Box Monitor**

The primary duty of Bluebird Nest Box Monitors is to monitor 6-12 bluebird boxes as assigned around Saylorville Lake. The boxes should be checked at a minimum of once a week April-August. Volunteers keep a log of the activity at each box, these records and volunteer hours should be turned in to the Bluebird Volunteer Coordinator each month. Volunteers are responsible for all transportation and transportation costs associated with their position. This includes having access to a reliable licensed vehicle, fuel, valid vehicle insurance, and a valid driver's license.

### **Butterfly Gardening**

The primary duty of the Butterfly Garden Volunteers is to care for and maintain an assigned flowerbed in the Saylorville Lake Butterfly Garden. Gardeners help plan, plant and maintain their respective flowerbed. This position requires a few hours of volunteer service each week during the growing season. Plants and some equipment are provided by the Corps of Engineers.

### **Bird Feeders**

The primary duty of Bird Feeder Volunteers is to fill the bird feeders at the Saylorville Lake Visitor Center weekly with food provided by the Corps of Engineers. Volunteers will also fill, clean and refill the hummingbird feeders in the Saylorville Lake Butterfly Garden.

### **Educational Programs**

The primary duty of Educational Program Volunteers is to assist with interpretive programs and events. Volunteers perform programs or provide assistance to ranger staff doing school and public programs throughout the year.

### **Litter Pick Up/Shoreline Beautification**

The primary duty of Litter Pick Up/Shoreline Beautification is to help keep our recreation areas and shoreline free of litter. Volunteers will be provided gloves and trash bags to assist in removing refuse from project lands. Small and large groups welcome.

### **Office/Clerical**

The primary duty of Office/Clerical Volunteers is to assist ranger and administration staff in the Saylorville Administration Office. Duties may include data entry, filing, copying, folding and organizing.

### **Special Events**

The primary duty of Special Events volunteers is to provide assistance to Park Rangers with scheduled events. Volunteer activities vary but may include parking cars, staffing information booths, and selling merchandise for the Iowa Academy of Science.

## **Photographer**

The primary duty of a Photographer is to snap photos of wildlife, recreation areas, people recreating, scenic photos, etc. at Saylorville Lake. Photos are then made available to Corps of Engineers employees for use in publications, displays, and on the website.

## **Part-time Shelter Reservation Desk Host**

The primary duty of the Part-time Shelter Reservation Desk Host is to take and process shelter reservations at the Saylorville Lake Administration Office. Part-time hosts are needed during the months of January – March, and October. April – September full or partial days may also be available (*See page 9 for duties*).

## **Part-time Visitor Center Host**

The primary duty of a Part-time Visitor Center Host is operation of the Saylorville Lake Visitor Center. Part-time Visitor Center Hosts may sign up for shifts on Saturdays and/or Sundays in January, February, and March and any day during the months of April and October. Previous volunteers will be given priority for part-time shifts (*See page 10 for duties*).

# Saylorville Lake Volunteer Position Selections

(Please print clearly)

Volunteer Name(s): \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_ Not interested this year, but please leave my name on the mailing list.

\_\_\_\_\_ Remove my name from the mailing list.

**Please check ALL positions you are willing to accept.**

Selections	<b>Full-time Volunteer Positions</b> <i>(21 hours per week)</i>
	Sandpiper Cleaning Host (mid-April – mid-October)
	Oak Grove Cleaning Host (mid-May – mid-September)
	Cherry Glen Cleaning Host ( mid-April – mid-October)
	West Lake Cleaning Host (mid-April – mid-October)
	Bob Shetler Full-time Campground Host (Thursdays 10am- 6pm, Visitor Center)
	Cherry Glen Full-time Campground Host (Wednesdays 10am – 2pm, Visitor Center)
	Prairie Flower Full-time Campground Host (Wednesdays 2-6pm, Visitor Center)
	Day Use Entrance Station - <b>4 positions</b>
	Full-time Shelter Reservation Desk Host A - <b>1 position</b>
	Full-time Shelter Reservation Desk Host B - <b>1 position</b>
	Full-time Visitor Center Host - <b>2 positions</b>
	Natural Resource/Habitat Enhancement Host - <b>3 positions</b>
	Interpretive Program Host – <b>1 full-time position, 1 part-time (circle preference)</b>
	Office Cleaning/Delivery Host - <b>1 position</b>

<b>Part-time Hosting Opportunities</b> <i>(21 hours per week during service)</i>		
<i>Please indicate your 1st, 2nd, &amp; 3rd choices.</i>	<b>Cherry Glen Campground Site #1</b>	<b>Prairie Flower Campground Site #D132</b>
<b>April 17 - 26</b>		Not available
<b>May 11 - 25</b>		
<b>May 13 – 27</b>		
<b>June 5 - 21</b>		
<b>June 23 – July 8</b>		
<b>July 8 - 22</b>		
<b>July 22 – August 5</b>		
<b>September 16 - 27</b>		

*See reverse for part-time opportunities.*

**Please return to Saylorville Lake by January 20, 2009 for priority consideration.**

## Additional Position Selections

(Please print clearly)

Volunteer Name(s): \_\_\_\_\_

**Please check ALL positions you are willing to accept.**

<b>Selections</b>	<b>Position</b>	<b>Availability</b> <i>(months &amp; days of the week)</i>
	Bluebird Nest Box Monitor (April – Aug)	
	Bird Feeders (April – Aug)	
	Butterfly Gardener (May – Sept)	
	Educational Programs (All Year)	
	Litter Pick-Up/Shoreline Beautification (All Year)	
	Natural Resource (All Year)	
	Office/Clerical (All Year)	
	Photographer (All Year)	
	Special Events (All Year)	
	Part-time Shelter Reservations (January – May)	
	Part-time Visitor Center (Jan – October)	
	Comment Cards (May – Aug)	

**For more information, contact the Emily Coffin, Volunteer Coordinator:**

- Phone: (515)-276-4656 ext. 6518
- E-mail: [saylorvillelake@usace.army.mil](mailto:saylorvillelake@usace.army.mil)
- Web: <http://www2.mvr.usace.army.mil/Saylorville/>

**Volunteer Training Agenda**  
OWL Center **April 8, 2008**, 9:00am-12:00pm, 1-4pm

- 1) Introductions
  - a) Name, position, and “Why do you choose to volunteer at Saylorville Lake?”
  - b) Ice Breaker-“I’ve NEVER” and ¼ sheet of paper
  
- 2) General US Army Corps of Engineers
  - a) Power Point Presentation-National
  - b) Visitor Center Video-Saylorville Lake
  - c) Budget cuts/General funding
  
- 3) Saylorville Lake Staff Introductions
  - a) Jeff Rose, Operations Project Manager
  - b) Tom Guillaume, Administrative Officer
  - c) John Grief, Maintenance
  - d) Scott Rolfes, Natural Resource Management
  - e) Mike Coltrain, Recreation Management
  - f) Leah Deeds, Interpretive Services and Outreach Program
  
- 4) Volunteer Handbook
  - a) Check lake information prior to shift: 515-276-0433
  - b) Problem or issues-inform staff supervisor or volunteer coordinator
  
- 5) Ice Breaker
  
- 6) Safe Self CD Scenarios
  
- 7) Administrative
  - a) New forms
  - b) Mailbox and Bulletin Board in Sandpiper
  - c) Saylorville Lake Program attendance
  
- 8) Weekly Update
  - a) Delivered only via Email, Visitor Center, Fee Booths, and Volunteer Mailbox
  - b) Separate Positions Training





# VOLUNTEER CAMPING PASS GUIDELINES

- All Saylorville volunteers with signed agreement forms are eligible to submit hours for a camping pass, in any amount.
- Upon the volunteer submitting a 'volunteer hour' sheet, a ranger can issue a volunteer camping pass.
- A minimum of 3 hours of volunteer service is required to receive a camping pass per one night stay in a Saylorville Lake campground.
- Camping passes can only be used at Saylorville campgrounds.
- For the recreation season a campsite value of \$18 will be used.
- **Camping passes can not be used for making campsite reservations.**
- Camping passes should be used on non-reservable sites.
- If a reservable site is chosen the volunteer can only stay up to 3 nights or register daily until the site is reserved.
- Volunteer campers must abide by all camping regulations and guidelines. Volunteer campers will be required to adhere to the 14-day limit in each campground. Unless the volunteer has been officially designated a 'full-time' volunteer.
- The volunteer hour sheet should be marked and dated by the ranger that a pass has been issued for the hours donated. A copy of completed camping pass should be stapled to volunteer hour sheet and filed in volunteer coordinator's mailbox for record keeping.
- When a fee attendant accepts a camping pass they will have to contact the fee rangers to complete a fee override before accepting payment in Park Office.
- The Camping Pass should be kept with the volunteer, as long as there is a balance remaining on the pass. When the balance reaches zero, the pass will be returned to the fee ranger or left in the campground fee booth for the volunteer coordinator. **Please do not throw them away.**
- Volunteers that are approved for 'full-time' status will not be issued camping passes. They will be assigned a designated campsite and will not be entered in Park Office.

## VOLUNTEER CAMPING PASS GUIDELINES

1. All Saylorville volunteers with signed agreement forms are eligible to submit hours for a camping pass, in any amount.
2. Upon the volunteer submitting a 'volunteer hour' sheet, a ranger can issue a volunteer camping pass.
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5. For the recreation season a campsite value of \$18 will be used.
- 6. Camping passes can not be used for making campsite reservations.**
7. Camping passes should be used on non-reservable sites.
8. If a reservable site is chosen the volunteer can only stay up to 3 nights or register daily until the site is reserved.
9. Volunteer campers must abide by all camping regulations and guidelines.
10. Volunteer campers will be required to adhere to the 14-day limit in each campground. Unless the volunteer has been officially designated a 'full-time' volunteer.
11. The volunteer hour sheet should be marked and dated by the ranger that a pass has been issued for the hours donated. A copy of completed camping pass should be stapled to volunteer hour sheet and filed in 'volunteer hour' mailbox for record keeping.
12. When a fee attendant accepts a camping pass they will have to contact the fee rangers to complete a fee override before accepting payment in Park Office.
13. The Camping Pass should be kept with the volunteer, as long as there is a balance remaining on the pass. When the balance reaches zero, the pass will be the fee ranger when they do the fee override.
14. Volunteers that are approved for 'full-time' status will not be issued camping passes. They will be assigned a designated campsite and will not be entered in Park Office.

# Volunteer Services for 2009 CAMPING PASS

Name of Volunteer: \_\_\_\_\_ Date Issued: \_\_\_\_\_

Volunteer Hours Donated	Hours Required Per Day of Camping	Days of Camping	Campsite Allowance Per Day	Amount of Camping Pass
	÷ 3	=	X \$ 18	= \$
With Golden Age/Access Passport Passport Number:			\$ 9	= \$

Date	Campground	Amount Used	Balance	Ranger Initials
Beginning Balance:				

EXPIRES: OCTOBER 31, 2009

Ranger signature: \_\_\_\_\_

Make copy for file and label "COPY". Staple to volunteer hour sheet and place in Volunteer mailbox labeled "**Volunteer Hours**" to be recorded and filed in Volunteer's folder. Thank You!

## **Volunteer Program Evaluation**

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Why do you choose to volunteer at Saylorville Lake?  
(family, friends, campsite, etc.)

What do you like and/or dislike about the position(s) you currently do?  
(ie. Schedule days, hours/day, amount of hours required/week, etc.)

Would you be interested in a position with a variety of tasks?  
(ie. Rotate between VC, helping with school programs, working a fee booth, pruning trees, etc.)

What group outings would you be interested in?  
(monthly picnics, baseball game, campout, family night, etc.)

What changes do you feel should be made in the general volunteer program?

Additional Comments, suggestions, improvement for the future....

# 2009 Saylorville Lake Volunteer Calendar

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These activities as they have been set up for you, but feel free to organize an event on your own or make suggestions!



## Volunteer, Contractor, & Staff Breakfast:

**Thursday, May 14, 2009, 8:00am**

**Breakfast: Burritos items and coffee provided**

Bring table settings and something to share

\*\*\*No electricity will be available\*\*\*

Activity: Welcome, Consideration of Other Training

Location: Sandpiper Super Shelter

## Monthly Gatherings:

**Tuesday, June 9, 2009, 7:00pm**

**Dinner: Potluck**

Activity: Bingo

Location: Sandpiper Super Shelter



**TBA, July, 2009, depart at 5:30pm**

**Dinner: Ballpark Cuisine**

Activity: ICubs Game

Location: Meet at Sandpiper Super Shelter for carpooling.

\*\*\*Tickets and dinner are at your expense.

\*\*Volunteers will be excused from duties at 4:45pm.

**Tuesday, August 11, 2009, 7:00pm**

**Dinner: Pizza**

Activity: A night out in Polk City

Location: Papa's Pizza

\*\*\*Dinner is at your expense.

## Awards Night:

**Tuesday, September 15, 2009, 7:00pm**

**Dinner: Free Picnic**

Activity: Volunteer Awards

Location: TBA



## Volunteer Reunion:

**Thursday-Saturday, September 24-27, 2009**

Activity: Campout for past, present, and future volunteers.

Location: Prairie Flower Campground

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## Volunteer Coordinator Contact Information:

**Emily Coffin, Park Ranger**

Phone: 515.276.4656 ext.6518

E-mail: [Emily.S.Coffin@usace.army.mil](mailto:Emily.S.Coffin@usace.army.mil)

### **Shelter Reservation Desk**

Volunteers will process shelter reservations at the Saylorville Lake Administration Office. Hours are 9am Monday must be eligible to be bonded. *A campsite with electric, sewer, and water is provided in Sandpiper Volunteer Campground with 21 hours of service per week.*

### **Additional Part-time Positions:**

Bike Trail Maintenance	Bird Feeder	Animal Care
Blue Bird Box Monitor	Office/Clerical	Comment Cards
Water Safety Mascot	Photographer	Butterfly Garden
Educational Programs	Special Events	Litter Pick up
	Shoreline Beautification	

# Make a difference!!!

**For more information, contact the Volunteer Coordinator:**

- Phone: (515) 276-4656 ext. 6518
- E-mail: [saylorvillelake@usace.army.mil](mailto:saylorvillelake@usace.army.mil)
- Web: <http://www2.mvr.usace.army.mil/Saylorville/>

**For nationwide US Army Corps of Engineers Volunteer Opportunities:**

- Phone: 1-800-VOL-TEER
- Web: [www.orn.usace.army.mil/volunteer](http://www.orn.usace.army.mil/volunteer)

**Please return Volunteer Application to:**

US Army Corps of Engineers  
Saylorville Lake Project, Attn: Volunteer Coordinator  
5600 NW 78<sup>th</sup> Avenue  
Johnston, IA 50131



US Army Corps of Engineers  
Rock Island District

# Make a difference!



## Saylorville Lake Volunteer Program

### **Mission:**

*The volunteer program will enhance and expand the services of Saylorville Lake while providing a rewarding experience for the volunteer and the Saylorville Team.*

# Volunteer Positions

*The Saylorville Lake Volunteer Program offers something for everyone. Most positions are available May – September. Part-time positions may earn 1 night of camping for 3 hours of service. The following positions are not the only volunteer options at Saylorville Lake. Please contact the Volunteer Coordinator for additional information and offerings.*

Meet Friends...

## **Cleaning Hosts**

Volunteers are required cleanliness at picnic areas, boat ramps and/or campgrounds on assigned days. Cleaning duties vary at each location and will be supplemented with other duties to meet hour requirements. *A campsite with electric, sewer, and water is provided in respective parks with 21 hours of service per week.*

## **Day Use Entrance Station**

Volunteers staff the entrance station and collect user fees at boat ramps and beaches. Volunteers use a cash register and must be eligible to be bonded. *A campsite with electric, sewer, and water is provided in Sandpiper Volunteer Campground. 21 hours of service is required per week.*

## **Visitor Center**

Volunteers staff the Saylorville Lake Visitor Center and assist the public by answering general questions. Hours vary throughout the year from 10am ~~A campsite with electric, sewer, and water is provided in Sandpiper Volunteer Campground with 21 hours of service per week.~~

*\*Part-time positions may be available.*

## **Full-time Campground Host**

Volunteers staff the campground entrance station when contracted park attendants are off duty (10am ~~羊~~ also requires staffing the Visitor Center for a half day each week. *A campsite with electric, sewer, and water is provided in assigned campground with 21 hours of service per week.*

## **Interpretive Program Host**

Volunteers in this position assist the Interpretive Services and Outreach Personnel with providing educational programming. Duties also include scheduling, inventory control, and written publications. *A campsite with electric, sewer, and water is provided in Prairie Flower Campground with 21 hours of service per week. Part-time options available without full hook-up site.*

## **Natural Resource & Habitat Enhancement**

Volunteers must be physically fit and willing to work in all weather conditions. Hours will be Monday ~~羊~~ 8am ~~羊~~ trail clearing, and other tasks. *A campsite with electric, sewer, and water is provided in Sandpiper Volunteer Campground with 21 hours of service per week.*

Camp Free...

## **Office Cleaning/Delivery Host**

Volunteers will clean the administration office and lunch room, make copies and deliveries to the campgrounds, and maintain picnic area bulletin boards. *A campsite with electric, sewer, and water is provided in Sandpiper Volunteer Campground with 21 hours of service per week.*