PUBLIC INTERACTION TRAINING FOR VOLUNTEERS





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PUBLIC INTERACTION

- **Objectives**
  - Improve public interactions
  - Reduce incidents of conflict
  - Improve customer satisfaction
  - Lower rates of complaints
  - Improve workplace morale
  - Improve safety for all



CORE EXPECTATIONS

- **As a volunteer, you represent:**
  - USACE
  - Your project
  - USACE Employees
  - Your Community
  - Yourself
- **Safety first**
- **Empathy**
- **Professionalism**
- **Nonverbal communication**
- **When in doubt, call a ranger**



SCENE SAFETY

Before engaging with the public…

- Who is around you?
- What is around you?
- What are physical paths for removing yourself from a situation?
- Observe the visitors body language, distance from you, and hands.
- Are there any potential weapons?
- When in doubt, do not engage.



UNIVERSAL GREETING

	Example
Appropriate Greeting	Good Morning!
Introduce yourself and your affiliation	My name is Bob and I am a volunteer here at New Hogan Lake.
Explain the reason for the contact	Are you lost? I can help.
Ask a relevant question	Would you like a map of the campground?

TAKING APPROPRIATE ACTION DURING CONFLICT

- **Know your options**
  - Any options given must be reasonable and accurate
- **Avoid speculating**
  - If you don't know the answer, simply say "I don't know, let me ask a Park Ranger".
- **<u>When needed, call for assistance!</u>**
  - If a conflict develops or the situation appears to be out of your scope of duty immediately seek support from a Park Ranger.
  - If a Park Ranger is not available, contact local law enforcement.
  - If the conflict is escalating and you find your safety to be at risk, immediately retreat from the situation.
  - After the interaction occurs, inform project staff of the incident.

BASIC WATER SAFETY TRAINING FOR USACE VOLUNTEERS AND EMPLOYEES





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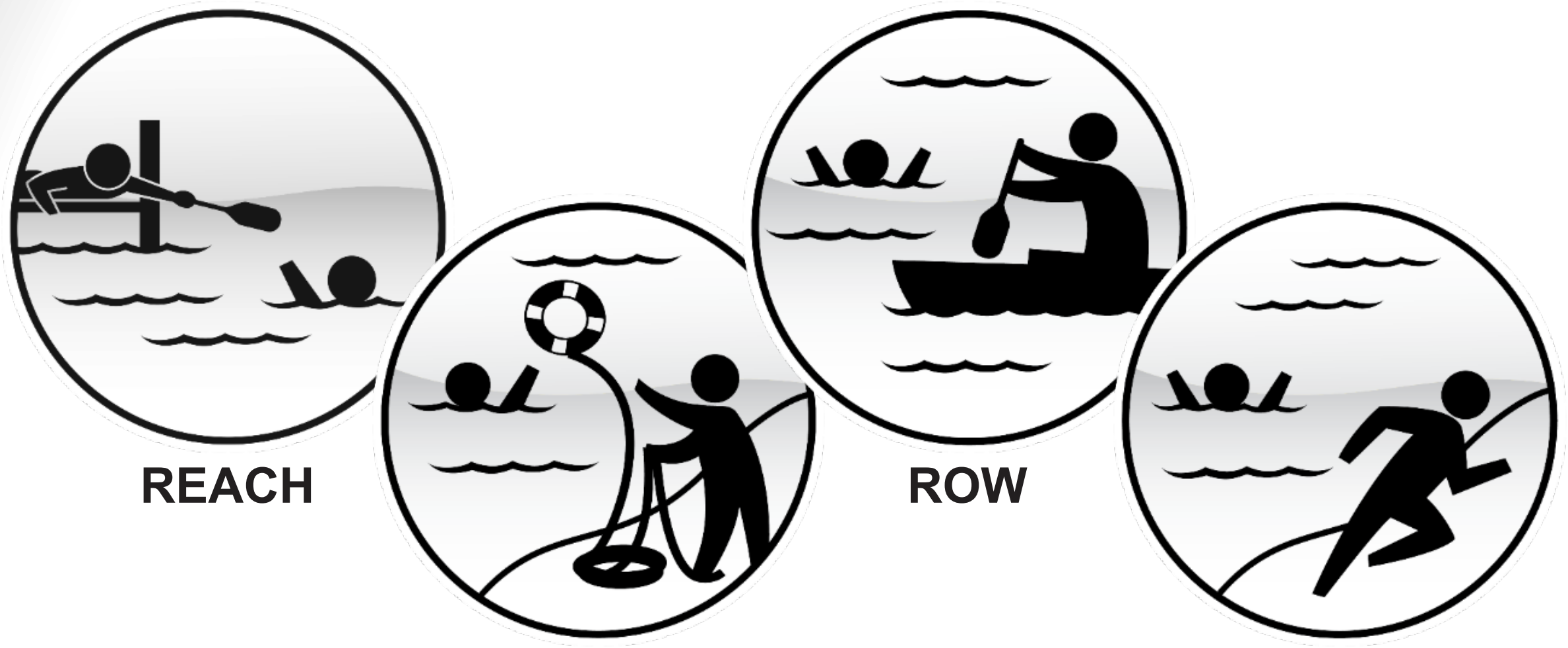
Basic Water Safety Training Requirements for Employees and Volunteers

EM 385-1-1 Safety and Occupational Health Requirements "USACE Safety Manual", 15 March 2024, Chapter 1

Employees and volunteers that work around water **must** be provided basic water safety training to include the following:

- The "Reach, Throw, Row, Don't Go" method.
- Hazards associated with working around water (temperature, depth, current).
- Hands-on training on how to use rescue equipment (throw rings and bags) and personal protective equipment (PPE) (personal flotation devices(PFD)) properly. (1-3.a.(7))

PROPER WATER RESCUE METHOD



REACH

THROW

ROW

DON’T GO in the water, GO FOR HELP

PROPER WATER RESCUE METHOD



REACH

If the person is close,
reach out with a long object.

PROPER WATER RESCUE METHOD



THROW

If you can’t reach the person, throw them anything that floats.

HOW TO THROW A LIFE RING

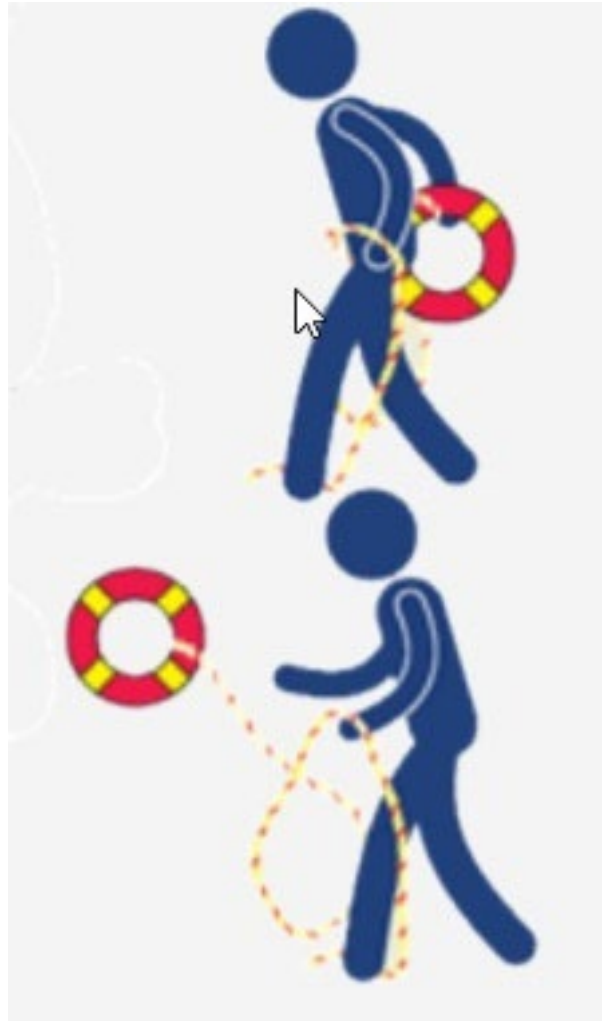
1. Before throwing life ring drop the end of the rope and stand on it.

2. Hold life ring in your dominant hand and grasp rope with your other hand.

3. Communicate with the person by yelling “rope, rope, rope” or “throw, throw, throw”.

4. In an underhand motion throw life ring near the person and pull it towards them.

5. After they have ahold of life ring pull them slowly towards you using a hand over hand method.



PROPER WATER RESCUE METHOD



ROW

If there is nothing to throw, row a boat to the person in trouble.

PROPER WATER RESCUE METHOD



DON’T GO in the water, GO FOR HELP

Never place yourself in danger by going in for the person. Instead, go for help!

HAZARDS ASSOCIATED WITH WORKING AROUND WATER

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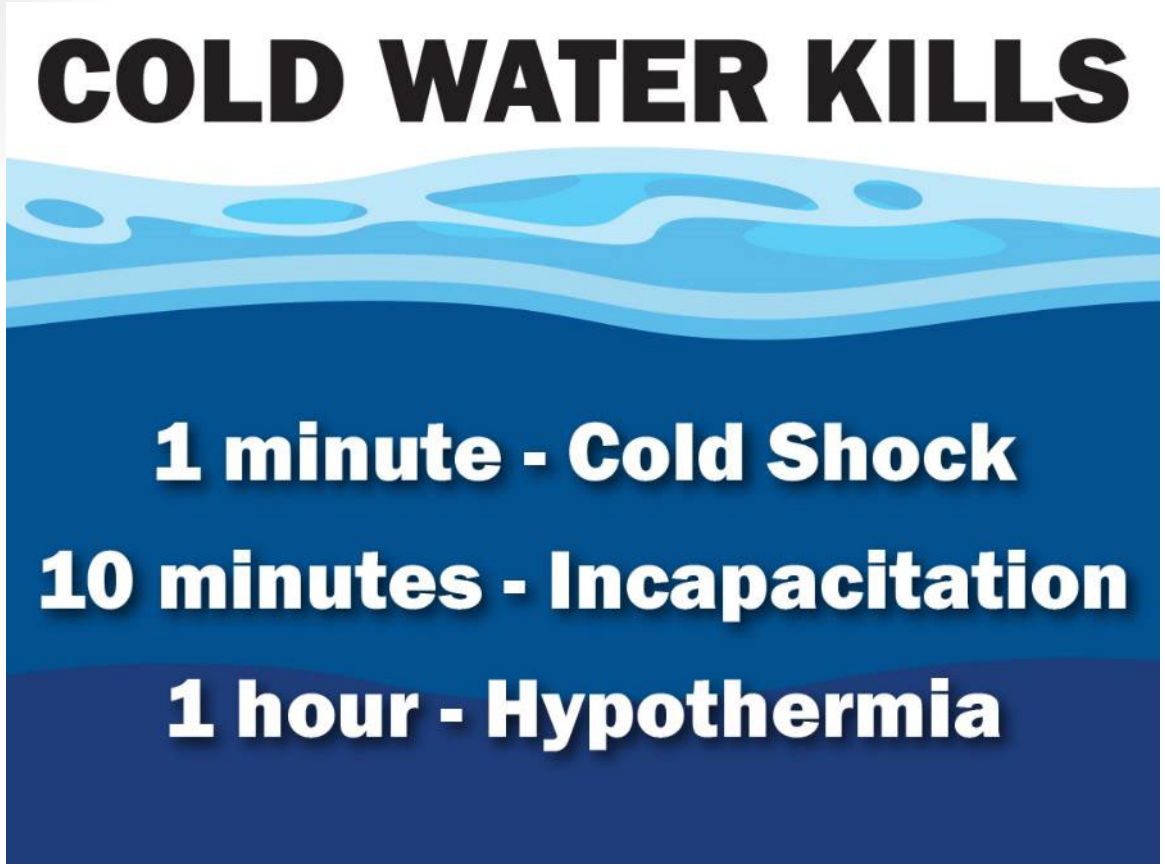
COLD WATER AND ICE





HELP AND HUDDLE POSITIONS



H.E.L.P. Position

Heat Escape Lessening Position



HUDDLE

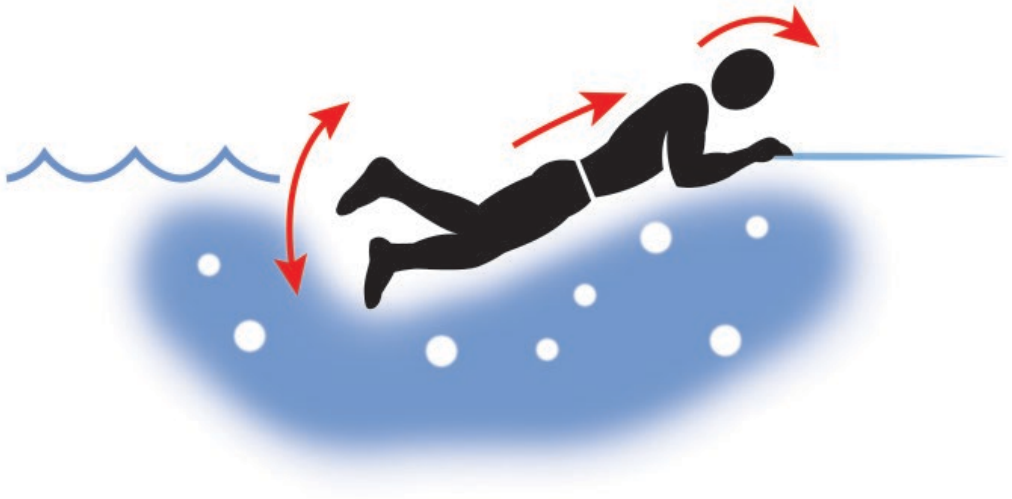
WHAT TO DO IF YOU FALL THROUGH THE ICE



STAY CALM

The shock of plunging into cold water more than likely will cause you to gasp and possibly hyperventilate. Resist this if you can – the shock will wear off in 1-3 minutes and you have 15-45 minutes to escape before you lose consciousness.





ORIENT YOURSELF

Get back to where you fell through. This ice held you before. Don’t try to pull yourself straight up; become horizontal by kicking your feet while using your elbows or sharp objects such as ice picks for traction.





LIE FLAT

Once out, roll away to prevent further cracking in the ice. Get to a warm, dry place and seek medical attention.

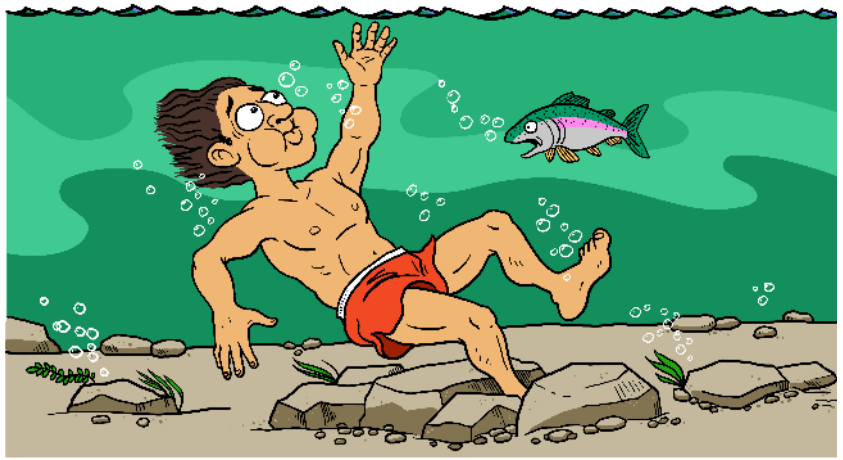




SAVING SOMEONE

If someone falls in, call 911. Then try coaching them through the self-rescue process. It is critical to keep yourself low and on solid ground. Then you may be able to extend a looped rope, ladder, or branch to help pull them out or throw them something that floats.

SWIFT CURRENTS



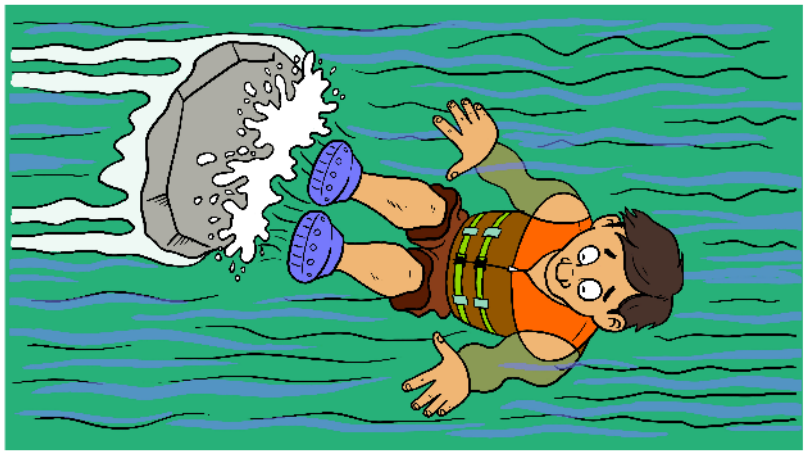
Swift Currents Can Trap You.





Fast Moving Water Is Dangerous.

Water flowing at 8 mph is equal to 300 pounds of constant force.



If You Fall In Keep Your Feet Up And Facing Downstream.

Swim parallel to the shore until you are out of the current's pull, then swim diagonally back towards the beach. Avoid swimming directly against the current.



PERSONAL FLOTATION DEVICES



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PERSONAL FLOTATION DEVICES

Off-Shore Life Jacket: Type I



Throwable Devices: Type IV





Near-Shore Buoyancy Vest: Type II



Special-Use Devices: Type V





Flotation Aids: Type III

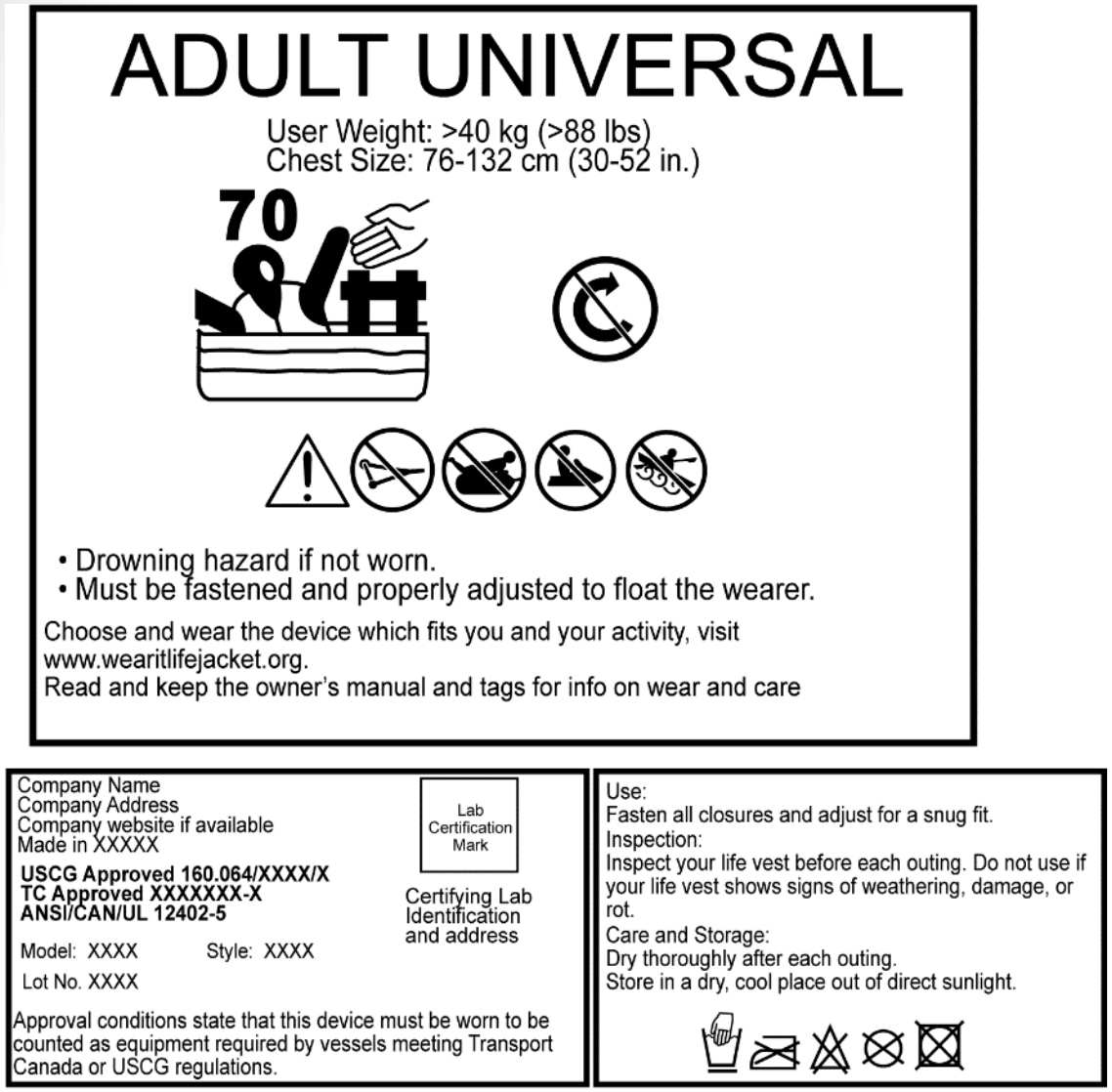






Inflatable

PERSONAL FLOTATION DEVICES: NEW LABEL



Performance

- Lower-level number generally offers greater mobility, comfort, and style with good flotation for most people.
- Higher-level number generally offers greater flotation, turning, and stability in the water.



PERSONAL FLOTATION DEVICES: INFLATABLE LIFE JACKETS



MD3183 T2

Mustang Survival Inflatable Life Jackets with HIT (Hydrostatic Inflator Technology)



MD3183 T3

Features 64 square inches of SOLAS reflective tape on outer shell and back flap. Back flap can be custom screened at additional.

PERSONAL FLOTATION DEVICES: INFLATABLE LIFE JACKETS

EM 385-1-1 Safety and Occupational Health Requirements "USACE Safety Manual", 15 March 2024, Chapter 5

- Users of automatic-inflatable PFDs must be trained on:
  - Restrictions, maintenance, care, cleaning, storage, inspection, and post-deployment procedures.
- Wearer must be a confident swimmer (able to tread water and swim for 100').
- PFDs must be inspected, maintained, stowed, and used according to the manufacturer's instructions.
- PFDs used in heavy construction or maintenance activities, or where hot work is performed, must be designed, tested, and certified by the manufacturers for this type of work and an AHA must be developed.

PERSONAL FLOTATION DEVICES: INFLATABLE LIFE JACKETS

- Each auto-inflatable PFD must have at least 31 in^2 (200 cm^2) of retroreflective material attached to its front side and at least 31 in2 (200 cm2) on its bladder that is visible when deployed.

Note: The standard commercial auto-inflatable PFD often does not meet these requirements.

- It is critical you inspect, maintain, and know how to manually inflate your inflatable life jacket.
- Check the life jacket owner's manual and follow the manufacturer's recommendations.



CHOOSING AND WEARING A LIFE JACKET PROPERLY

1. **Check The Label**
   Right size and USCG approved
2. **Check For Damage**
   No rips or moldy spots
3. **Fasten Up**
   Zip and buckle
4. **Check For Snug, Proper Fit**
   Pull up on shoulders, if there is more than 3 inches or a hands width of space, it is too big
5. **WEAR IT!**



RESOURCES

National Water Safety Program Website

https://www.usace.army.mil/Missions/Civil-Works/Recreation/National-Water-Safety_Program/

Or www.PleaseWearIt.com

Bobber the Water Safety Dog Website

www.Bobber.info

NRM Gateway Water Safety Section

https://corpslakes.erdc.dren.mil/employees/watersafety/water.cfm

YouTube Channel

www.youtube.com/user/USACEwatersafety

DVIDS Unit

https://www.dvidshub.net/unit/USACE-WS