Volunteer Handbook

Cuyahoga Valley National Park

Building a Community of Park Stewards

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Row 1: Habitat Restoration, by NPS/DJ Reiser; Ledges, by Conservancy; Habitat Restoration, by NPS/DJ Reiser; Towpath Trail, by Conservancy; National Public Lands Day, by Fred Glock
Row 2: Virginia Kendall Lake, by Conservancy; Alternative Spring Break, by Conservancy; L'Oreal, by Conservancy; TRAILS FOREVER, by NPS/Ted Toth, Bridge interpreter, by Sara Guren
Row 3: Environmental Education Center pond, by Conservancy; Visitor Center, by Sara Guren; Tree Farm Trail, by Conservancy; River Day, by NPS/Ted Toth; Pine Hollow, by Conservancy; Butterfly Garden, by Conservancy
Row 4: Adopt-A-Trail, by Bill O'Brien; Beaver Marsh, by Conservancy; Horseshoe Pond, by Conservancy; Clambake, by Amy Breedon; Hoop house, by Conservancy

Welcome!

Thank you for volunteering in Cuyahoga Valley National Park (CVNP)! Volunteers are a crucial component in many areas of park operation. In addition to maintaining our trail systems and protecting important natural, historical, and cultural resources, our volunteers educate and engage our local community, increasing support for the park. We are proud of our dedicated volunteers, who make a vital contribution to CVNP and our community.

The volunteer program is co-managed by the National Park Service and the Conservancy for Cuyahoga Valley National Park. These agencies work together, along with other partner organizations such as Countryside Conservancy and Cuyahoga Valley Scenic Railroad, to accomplish the mission of the park.

This handbook is designed as a reference and guide to CVNP's Volunteers-In-Parks Program. We hope you learn a lot about our volunteer program and the many opportunities offered. Please keep a copy handy to refer to you while you are a volunteer. Because a manual is a living document, there will be occasional changes to some of the information in this book. During your time as a volunteer, please check periodically for updates and revisions, which will be posted online at www.conservancyforcvnp.org and www.nps.gov/cuva.

Our staff will help you to be successful and effective in your duties, so please do not hesitate to ask questions. We would also like information from you about how you enjoy your volunteer experience and what suggestions you may have for improving our operation. Please consult with our volunteer office staff and your volunteer supervisor. We consider every volunteer an essential member of the team.

We wish you a rewarding experience as a National Park Service volunteer and deeply appreciate your contribution to our national park.

Sincerely,

Craig Kenkel

Superintendent
Cuyahoga Valley National Park

Deb Yandala

Chief Executive Officer
Conservancy for Cuyahoga Valley National Park

Contact Information

Volunteer Management Office (VMO)

- E-mail | volunteer@forcvnp.org
- Websites | www.conservancyforcvnp.org and www.nps.gov/cuva
- Volunteer Management Office (VMO) | 1571 Boston Mills Road, Peninsula, OH 44264
- Mailing Address | 1403 West Hines Hill Road, Peninsula, OH 44264
- Phone – Volunteer Info Line | (330) 657-2299
- Fax | (330) 657-2381

VMO Staff

- Director of Volunteer Services | Lisa Meranti |lmeranti@forcvnp.org | (330) 657-2364
- Park Ranger-Volunteer Program Liaison | Paul Motts | paul_motts@nps.gov | (330) 657-2381
- Volunteer & Internship Coordinator | Jamie Walters | jwalters@forcvnp.org | (330) 657-2142
- Volunteer Services Coordinator | Ryan York | ryork@forcvnp.org| (330) 657-2296

Cuyahoga Valley National Park

- 24-hour Park Dispatch/Communication Center | (440) 546-5945
  CVNP Employee & Partner Status Line | (440) 546-5961
- Website | www.nps.gov/cuva
- Media Contact | Mary Pat Doorley, Public Information Officer | Mary_Pat_Doorley@nps.gov | (440) 546-5995
- Youth & Service Learning Coordinator| Josh Bates| Josh_Bates@nps.gov| (440) 546-5996

Partner Organizations

- Conservancy for Cuyahoga Valley National Park | (330) 657-2909 | www.conservancyforcvnp.org
- Countryside Conservancy | (330) 657-2542 | cvcountryside.org
- Cuyahoga Valley Scenic Railroad | (800) 468-4070 | www.cvsr.com

Visitor Center

- Boston Store | 1550 Boston Mills Road, Peninsula 44264 | (330) 657-2752

Attractions

- Canal Exploration Center | 7104 Canal Road, Valley View 44125 | (800) 445-9667 or (216) 524-1497
- Winter Sports Center at Kendall Lake | Truxell/Kendall Park Road, 2 miles west of Akron Cleveland Road

Introduction to Cuyahoga Valley National Park and the Volunteers-in-Parks Program

National Park Service and Cuyahoga Valley National Park

The National Park Service was created in 1916, under the Department of the Interior, with the mandate "to conserve the scenery and the natural and historic objects and the wildlife therein and to provide for the enjoyment of the same in such manner and by such means as will leave them unimpaired for the enjoyment of future generations."

Establishment of Cuyahoga Valley National Park (CVNP) is rooted in the environmental and social movements of the 20th century. It occurred as a grassroots reaction to environmental abuse, particularly urban sprawl and water pollution, symbolized by fires on the Cuyahoga River.

Through the National Park Service initiative popularly known as Parks to the People, Congress established Cuyahoga Valley as a National Recreation Area in 1974 "for the purpose of preserving and protecting for public use and enjoyment, the historic, scenic, natural, and recreational values of the Cuyahoga River and adjacent lands of the Cuyahoga Valley and for the purpose of providing for the maintenance of needed recreational open space necessary to the urban environment." It was renamed Cuyahoga Valley National Park in 2000.

Mission Statement
"For the purpose of preserving and protecting for public use and enjoyment, the historic, scenic, natural, and recreational values of Cuyahoga River and adjacent lands of the Cuyahoga Valley and for the purpose of providing for the maintenance of needed recreational open space necessary to the urban environment" (United States Code Title 16).

Although a short distance from the urban environments of Cleveland and Akron, CVNP seems worlds away. The winding Cuyahoga—the "crooked river" as named by American Indians—gives way to deep forests, rolling hills, and open farmlands. The park is a refuge for flora and fauna and provides recreation and solitude for visitors.

An Exceptional Habitat
Twenty-two miles of the river wind and weave through the Cuyahoga Valley, forming the backbone of the park. The Cuyahoga River, with its associated riparian habitat, is just one element of the park's habitat mosaic. From deciduous forests to wetland habitats, from cultivated agricultural lands to field habitats in various stages of succession, the park's habitats provide opportunities for plants and animals to flourish. Over 900 plant species are found in the park, as well as 194 species of birds, 91 aquatic macroinvertebrates, 43 fish, 32 mammals, 22 amphibians, and 20 species of reptiles.

CVNP contains a truly unique physical environment, formed by the mingling of two diverse geographic regions—the Appalachian Plateau and the Central Lowlands—modified by the comings and goings of multiple glaciations.

Learn more about CVNP through our site bulletins located at visitor centers or online at www.nps.gov/cuva/planyourvisit.

Park Partners

A variety of organizations—public, private, for profit, and non-profit—partner with the park to create the mosaic that is CVNP. We maintain these partnerships in an effort to meet our mission objectives.

The three operating partners listed below allow CVNP to provide services and opportunities to residents and visitors in Northeast Ohio that the National Park Service would otherwise be unable to provide:

- **Conservancy for Cuyahoga Valley National Park** (Conservancy), the friends group for the park, focuses on community engagement for CVNP. The Conservancy works closely with the National Park Service, co-managing the Volunteers-In-Parks (VIP) Program and the Cuyahoga Valley Environmental Education Center (CVEEC). The Conservancy also operates Extraordinary Spaces, fundraising for capital projects, retail operations, and coordinating cultural arts programming in the park.

- **Cuyahoga Valley Scenic Railroad** (CVSR) provides a unique form of alternative transportation to, through, and within CVNP. CVSR operates along the Ohio and Erie Canalway, from Independence to Akron

- **Countryside Conservancy** (Countryside) connects people, food, and land. They manage three thriving farmers' markets; offer educational programming for farmers, backyard gardeners, and home cooks with their Countryside U courses. Through their Countryside Initiative program, they have reestablished working family farms in the park.

Volunteers-in-Parks Program

Mission Statement
The mission of all volunteer programs with the National Park Service is to accomplish park goals through mutually beneficial volunteer experiences. Expanding on this, the mission of Cuyahoga Valley National Park's VIP Program is to engage people in the park, building a community of park stewards. The Volunteer Program will help fulfill the potential of the park and its mission to provide visitor enjoyment and to preserve resources.

Overview
CVNP has one of the most active VIP Programs in the National Park Service. The park's volunteers are stewards who feel a deep sense of ownership and commitment to the mission of this national park. The National Park Service VIP Program was authorized by Public Law 91-357, enacted in 1970. The primary purpose of the VIP Program is to provide a vehicle through which the National Park Service can accept and utilize voluntary help and services from the public. As of 2009, the VIP Program is co-managed by the National Park Service and the Conservancy for Cuyahoga Valley National Park. Volunteers include adults, college students, kids, corporate groups, non-profit and civic groups, schools, eagle scouts, and scout troops. The VIP Program also includes volunteers with the three primary park partners: Countryside Conservancy, Cuyahoga Valley Scenic Railroad, and Conservancy for Cuyahoga Valley National Park. The terms "VIP Program" and "volunteer program," as well as "VIP" and "volunteer," are used interchangeably in this manual.

Volunteer Center

CVNP's volunteer center consists of four structures, located in the Village of Boston by the Boston Store Visitor Center and the surrounding area. The volunteer center supports the operations and growth of the VIP Program. Parking is available at the Boston Store Trailhead, overflow lot, or Savacoal Barn. Parking is not permitted in the Trail Mix Boston driveway, or in front of these buildings on Boston Mills Road.

- **Volunteer Management Office (VMO)** | *Next to Trail Mix Boston*
  VMO is the headquarters for the volunteer program staff.

- **Savacoal House** | *Corner of Boston Mills Road and Stanford Road*
  Savacoal provides office, gathering, pick-up and drop-off supplies, meeting, and working space. Your supervisor will inform you if you need access. See its Standard Operating Procedures on page 63.

- **Conger House** | *Next to Savacoal House on Stanford Road*
  Conger provides storage space for seasonal supplies.

- **Savacoal Barn** | *Behind Savacoal House, on Stanford Road*
  The barn provides storage space for project supplies.

Photos by NPS

Volunteer Management Office Roles

The staff of the Volunteer Management Office (VMO) is responsible for overall management and direction of the program. They handle recruitment, training, recognition, and communications. Please do not hesitate to call or e-mail with any questions you may have about the volunteer program; our contact information is on Page 5.

Director of Volunteer Services | Conservancy
The Director of Volunteer Services leads the VIP Program in its entirety and directs its policies and procedures. The director also provides coordination and consultation for volunteer supervisors, plans recognition events, and manages intake of corporate and adult group volunteerism.

Park Ranger (Volunteer Program Liaison) | NPS
The park ranger coordinates the Enrichment Series and other training sessions for volunteers and volunteer supervisors; co-leads the CVNP Volunteer Orientation; and assists with Days of Service, recognition events, and communicating NPS policy.

Volunteer & Internship Coordinator | Conservancy
The Volunteer & Internship Coordinator manages CVNP's internship program from providing guidance to supervisors to being the point of contact for applicants. This position is responsible for the on boarding of selected interns, organizing Days of Service and other done-in-a-day service projects, coordinating the Park Ambassador program, and scheduling safety training classes.

Volunteer Services Coordinator | Conservancy
The Volunteer Coordinator handles day-to-day operations of the volunteer program. This position is responsible for managing the central volunteer database and files guiding prospective volunteers in the application process and placing new volunteers. This position also provides support to the director and volunteer supervisors with forms, recruitment, training sessions, events, marketing materials and communication, and recognition.

Volunteer Supervisors | NPS, Conservancy, CVSR, and Countryside

Your volunteer supervisor will likely be the person with whom you interact with the most. There are approximately 50 volunteer supervisors, most of whom are staff, representing the NPS, Conservancy for Cuyahoga Valley National Park, CVSR, and Countryside Conservancy. They are responsible for interviewing applicants, describing volunteer positions, providing position-specific training, setting volunteers' schedules, daily supervision, and reporting hours.

Getting Started

Ways to Get Involved

Days of Service
CVNP participates in five nationally and locally organized Days of Service volunteer events. Families, corporate groups, youth and adult groups, and individuals are invited to participate in restoring native habitat, protecting the Cuyahoga watershed, building and maintain trails, and so much more. Find more information on page 38. For this year's schedule and project descriptions, please visit the Volunteer Opportunities page at www.nps.gov/cuva.

Drop-in Projects
Drop-in projects have schedules posted publicly for participants to drop-in and join. Projects include trail maintenance (through Adopt-A-Trail, Cuyahoga Valley Trails Council, and Medina Ohio Horseman's Council), habitat restoration (through invasive plant removal and native seed collection), and The Polar Express™ North Pole. For project descriptions and age minimums, see the Descriptions of Volunteer Positions on page 38. For this year's up-to-date information and schedules, please visit the Volunteer Opportunities page at www.nps.gov/cuva.

How to get involved in Days of Service and Drop-in Projects:

1. **Plan ahead:** Review the project information online for opportunities with days of service or drop-ins and register at volunteer@forcvnp.org (if required).

2. **What to bring:** Bring your project-specific Volunteer Agreement Form (e.g. Trail Worker Agreement or Habitat Restoration Agreement), hat, sunscreen, and a pack with a full water bottle, work gloves, and a snack/lunch. The Agreement forms are available online or ask the on-site crew leader for a copy; make sure to complete both sides of the Agreement form specific to your kind of project.

3. **What to wear:** Wear comfortable work clothes, long pants, and sturdy shoes or boots (must be closed toe).

4. **When and where to meet:** The start time and meeting location for projects are posted on the Volunteer Opportunities page at www.nps.gov/cuva.

5. **Additional things to know before you come:** Tools, supplies, and on-site training are provided. Projects are rain or shine, with exception to thunderstorms and lightning. Please contact the drop-in program's crew leader (if one is listed) or volunteer@forcvnp.org with any questions. Volunteer applications and long-term time commitment are not expected or required for days of service or drop-in opportunities, but we hope you will like to volunteer again. The project-specific Volunteer Agreement Form only needs to be completed once per kind of project.

How to get involved in The Polar Express™ North Pole:

1. **Plan ahead:** In the fall, you will find up-to-date program information and the program schedule posted online. The Polar Express™ is held from mid-November through mid-December.

2. **What to wear:** Wear a festive elf costume that is suited to weather conditions. A handful of elf costumes are available that can be used as loaners, but we encourage all elves to come out in their finest elf attire.

3. **When and where to meet:** Please check-in with the North Pole Coordinator at 6:45 p.m. at the Cuyahoga Valley Scenic Railroad garage ("Santa's House"), located directly across the street from the Lock 29 Towpath Parking Lot in downtown Peninsula. Parking is available at Lock 29 and Lock 29 overflow parking lots. The volunteer shift ends at 8:45 p.m.

4. **Additional things to know before you come:** On-site training is provided. Please contact the Polar Express Hotline at (800) 466-4070 ext. 236 with any questions during its season. Volunteers will be asked to complete CVSR's Volunteer Application/Agreement Form in advance online at www.cvsr.com, or you can complete the form when you arrive.

Long-term and Seasonal Opportunities

There are over 100 volunteer positions within CVNP. To view the full list of positions, see page 38. Volunteer applications are only accepted during the group or event's recruitment period.

1. **Check the list of open volunteer positions** located at www.nps.gov/cuva/supportyourpark/volunteer-activities.htm and choose one or two that may be of interest to you. Consider your interests, skills, and availability when choosing a volunteer position. If you do not have access to the internet, contact the Volunteer Management Office to discuss current volunteer needs.

2. **Complete a Volunteer Application online.** Check the box "please forward this application to other volunteer supervisors." Please note that you do not need to complete this online application if you want to volunteer with Countryside Conservancy or Cuyahoga Valley Scenic Railroad; instead, visit their respective website to complete their organization's volunteer application.

3. **The volunteer supervisor will contact you** with more information about the position within two weeks and may schedule an interview with you. If you do not receive information within this time, please email volunteer@forcvnp.org.

    - During the interview, you should discuss your availability/time commitment with the supervisor to see if the schedule will work for both parties.

4. If you are accepted for a volunteer position, you will be asked to complete and sign the **Volunteer Agreement** before your volunteer service commences. It is the single most important document that you must complete. Without a Volunteer Agreement, you will NOT be covered by any of the protection that NPS offers. A Volunteer Agreement only covers you for a specific volunteer position. For each volunteer position you hold in the park, you are required to complete and sign a specific Volunteer Agreement form.

    - Occasionally, a supervisor may ask that you use personal equipment or vehicle in your volunteer position. If you would like it to be eligible for reimbursement in case of an accident, it needs to be written in the Volunteer Agreement with your supervisor's approval.

    - Please write your e-mail address clearly so that you can be added to the twice-monthly Volunteer E-News.

    - If your initial volunteer match was not a good fit, please review the list of available volunteer positions again and apply for another position.

5. **Your volunteer supervisor will provide you with the position's full description and safety analysis.** You and your supervisor must agree on these details. Your duties should not go beyond those agreed upon and documented. If they do, you should ask to sign another Volunteer Agreement listing those duties more specifically.

6. **Discuss the required and optional training with your volunteer supervisor, and set up your schedule.** Save your supervisor's contact information in case you have any questions or will be absent from a volunteer project for which you are scheduled.

7. **Attend the CVNP Volunteer Orientation within your first six months of volunteering**, obtain a VIP uniform (if needed), and attend other training sessions as needed.

Corporate Group Volunteer Opportunities

Volunteer opportunities provide great team-building experiences for corporate groups and community organizations. Groups can help with trail maintenance, landscaping, painting buildings, or assisting with other meaningful projects. For more information, visit the Conservancy's Corporate Volunteerism page at http://www.conservancyforcvnp.org/help/volunteer/corporate--organization. To schedule a project for a corporate or adult organization, contact Director of Volunteer Services.

Youth Volunteer Opportunities

Worthwhile projects and programs are available to get the next generation involved and interested in park stewardship. Volunteers under age 18 need written consent from a parent or guardian on the project-specific Volunteer Agreement Form, which is available online. For more information, visit the Conservancy's Youth Volunteerism page at http://www.conservancyforcvnp.org/help/volunteer/youth-.

- **Individuals and families**
  - All Ages
    - Habitat restoration with seed collection (all ages; ages 16 and up without parent/guardian supervision)
    - Holiday festivities with The Polar Express™ as an elf at the North Pole (all ages; ages 16 and up without parent/guardian supervision)
  - Ages 7 and older
    - Habitat restoration with planting (ages 7 – 15 needs parent/guardian supervision; ages 16 and up without parent/guardian supervision)
  - Ages 10 and older
    - Habitat restoration with invasive plant removal (ages 10 - 15 needs parent/guardian supervision; ages 16 and up without parent/guardian supervision)
    - Trail maintenance with Adopt-A-Trail crews (ages 10 – 15 needs parent/guardian supervision; ages 16 and up without parent/guardian supervision)
  - Ages 16 and older
    - Holiday festivities with The Polar Express™ aboard the train (needs parent/guardian supervision)
    - Additional special events offered by Cuyahoga Valley Scenic Railroad, including Day Out With Thomas and Pumpkin Express (needs parent/guardian supervision)
    - Lock Demonstration Operator

- **Scout troops, eagle scouts, and gold award recipients** can contribute to their community by making a difference at CVNP. Projects have included removing invasive plant species, rehabilitating brick walkways, planting trees, upgrading trails, and painting ballards at parking lots. Prospective eagle scouts need to contact us at least one year before their 18th birthday and gold award recipients need to contact us at least one year before they graduate high school. For more information and to schedule your volunteer project, please contact Youth & Service Learning Coordinator.

- **Schools and youth organizations** can participate in service projects and service-learning projects for invasive plant management, landscaping, and trail & facility maintenance. For more information and to schedule your group's volunteer project, please contact Youth & Service Learning Coordinator.

Internships
Internships, both paid and unpaid, are a great way to gain practical experience, apply classroom learning, explore career opportunities, gain professional skills, and establish connections to build a network of professional contacts. For more information, visit www.nps.gov/cuva/supportyourpark/internships.htm or contact the Volunteer & Internship Coordinator.

Alternative Spring Break Weekend for College Students
College students looking for a unique spring break experience can make a difference at CVNP. This program includes service projects, guided hikes, campfires and recreational activities, special guest speakers, and the opportunity to meet new people. This event typically occurs in March. Current college students can apply online and submit a program fee at www.conservancyforcvnp.org/events/general-park/information/Alternative-Spring-Break-Weekend.

CVNP Volunteer Orientation

All new volunteers must attend the **CVNP Volunteer Orientation**. Orientations are offered periodically throughout the year. It covers and addresses basic volunteer questions; the philosophy of the National Park Service; a brief history of Cuyahoga Valley National Park; explains the partnerships with the Conservancy, CVSR, and Countryside; and announces current volunteer opportunities. This classroom-style training is not required before you start, but it must be taken within six months of beginning your volunteer position. See page 34 for more information.

Uniform

If you are volunteering in a seasonal or long-term position, you may need a volunteer uniform. Please consult the Uniforms by Position chart to see if your position requires one and which uniform items are provided. The CVNP VIP uniform designates that you are an official volunteer and representative for the National Park Service, the Conservancy for Cuyahoga Valley National Park, and its partners. **The uniform is only to be worn when officially volunteering and upon completion of a Volunteer Agreement.**

Distribution

- Volunteer uniforms are distributed according to the season and Uniform by Position Chart below
- The Volunteer Management Office (VMO) can provide a volunteer patch that may be sewn onto VMO-approved personal articles of clothing or equipment (e.g., full-brim hat, backpack, or winter coat) – in doing so, that article should only be worn while volunteering
- Depending on frequency of volunteer shifts, multiple items of the same type are provided at the discretion of VMO staff

- Most volunteers will receive their uniforms from their volunteer supervisor
- If your supervisor asks you to pick up your uniform from the Volunteer Management Office:
    - The VMO is the two-story yellow building located at 1571 Boston Mills Road in Peninsula next to Trail Mix Boston
    - Please call ahead to ensure that staff will be present to assist; staff members are generally in the office from 9 a.m. to 5 p.m. Monday through Friday, but we encourage you to set up a time to visit by calling us at **330-657-2296**

Appearance

- Volunteers need to provide their own pants, shorts, or skirts that should be khaki, beige, or light brown
- Volunteer uniforms should not be wrinkled, stained, or ripped
- Under short-sleeve uniform shirts, a long-sleeve shirt may be worn if color is present in volunteer insignia
- Nametag should be worn when conveniently possible; you may specify how you wish your name to appear
- Be sure to wear appropriate footwear for the activity you will be performing

Nametags

- When you begin your volunteer service, you will be given a plastic nametag—please wear it at all times
- To commemorate your first 250 hours of service at CVNP, you will receive a personalized metal name bar, which you should wear for most occasions
- All volunteers should have a nametag. If you do not have one, please email volunteer@forcvnp.org.

Returns and Replacements

- If you decide to stop volunteering, you must return your uniform to the VMO
- When a uniform has become stained or ripped, please return it to the VMO for a replacement

Uniform Responsibility

- While in uniform, volunteers are specifically prohibited from purchasing or consuming alcoholic beverages or tobacco, gambling, sleeping, or participating in or attending any demonstration or public event wherein the wearing of the uniform could be constructed as agency support for a particular issue, position, or political party
- No volunteer shall be in possession of a firearm while volunteering in CVNP or while in uniform

Uniforms by Position Chart

Volunteer Position	Short-Sleeve T-Shirt	Short-Sleeve Dress Shirt	Long-Sleeve Dress Shirt	Polo	Windbreaker	Winter Hat	Baseball Cap	Volunteer Nametag	Notes
Interpretation, Education, & Visitor Services (IEVS)									
Actor/Actress									Period Clothing
Canal Camp & Cuyahoga Critters				X				X	
Cleveland Sight Center Assistant	X				X			X	
CVSR Speakers' Bureau				X			X	X	
Cycling School	X				X			X	
Go Crew	X						X	X	
Health & Wellness				X			X	X	
Hike and Program Assistants	X				X	X	X	X	
Lantern Carriers	X							X	
Lock 38 Demonstrations/Roving Artisans									Period Clothing
Media Assistant				X				X	
Milk Run/Bulletin Board	X				X		X	X	
Park Promoters		X	X					X	
Paw Patrol	X				X	X	X	X	Dog Bandana
Photographer/Videographer		X	X		X	X	X	X	
Polar Express									Elf Costume
Quest Crew		X	X				X	X	Public Program Assistants only
Rail Rovers				X				X	
Roving Artisans									Period Clothing
Roving Historians				X	X		X	X	
S.E.T. Special Events Team		X	X					X	Shared Sweaters
S.E.T. Special Events Team: Parking		X	X		X	X	X	X	
Speaker's Bureau		X	X					X	
Student Explorer				X				X	

Volunteer Position	Short-Sleeve T-Shirt	Short-Sleeve Dress Shirt	Long-Sleeve Dress Shirt	Polo	Windbreaker	Winter Hat	Baseball Cap	Volunteer Nametag	Notes
Trail Mix Ambassadors		X	X					X	
Visitors Center Assistant		X	X					X	
Wildlife Watchers		X	X		X	X	X	X	
Winter Sports Center			X			X		X	Shared Windbreakers
Maintenance									
Adopt-A-Trail Crew	X		X		X	X	X	X	Must have volunteered more than 3 times
Cuyahoga Valley Trails Council Crew	X		X		X	X	X	X	Must have volunteered more than 3 times
Medina Ohio Horsemen's Council	X		X		X	X	X	X	Must have volunteered more than 3 times
Resource Management (RM)									
Citizen Scientist	X		X		X	X	X	X	Choose one style of short-sleeve shirt; Must have volunteered more than 3 times
GPS Corps	X				X			X	
Habitat Restoration: Invasive Plant Removal and Seed Collection			X		X		X	X	Must have volunteered more than 3 times
Horticulturalists	X		X		X		X	X	
Wetland/Well Monitors	X				X		X	X	
Visitor & Resource Protection (VRP)									
Permit Monitors	X				X		X	X	
Safety Instructor				X					
Tract Trekker	X		X		X	X	X	X	
Trailblazer						X	X	X	Trailblazer Uniform

Volunteer Position	Short-Sleeve T-Shirt	Short-Sleeve Dress Shirt	Long-Sleeve Dress Shirt	Polo	Windbreaker	Winter Hat	Baseball Cap	Volunteer Nametag	Notes
Conservancy for CVNP									
CVEEC Program Assistant				X			X	X	
CVEEC Program Volunteer				X			X	X	
Kitchen Assistant				X			X	X	
Library Assistant				X				X	
Patio Patrol/Donor Garden/EEC Kitchen Garden	X						X	X	
Running Series Event Assistant	X							X	Supervisor will pick-up & return
Tag Courier	X						X	X	
Cuyahoga Valley Scenic Railroad									
All positions									CVSR uniform
Positions that do not use uniforms									
Administrivia								X	
Buckeye Trail Association								X	
Conservancy Board and Committees								X	
Countryside Ambassador, Farmer's Market, and Office Assistant								X	
Crooked River Gang								X	
Cuyahoga Valley Photographic Society								X	
Document Scanning								X	
Hawkins Library Assistant								X	
Historic Resource File								X	
Office Assistant								X	
Resource Management Database Manager and Library Assistant								X	
Vehicle Maintenance								X	
Volunteer Office Assistant								X	
Wayside Exhibit Inspection/Cleaning								X	

Time Commitment and Tracking

Remember to sign in each time you volunteer and check with your supervisor about how to correctly track your hours. Track your volunteer hours in 15-minute increments, rounding up (e.g., 3.25 for 3 hours and 15 minutes). There are many good reasons to do so:

- Reporting accurate hours to the National Park Service will help maintain and secure the most funding, grants, and other resources for CVNP and the VIP Program
- Signing in to volunteer makes you eligible for federal workers' compensation and other protection—more information about federal tort claims and workers' compensation is available on page 29 of the handbook
- Tracking your hours allows us to recognize you for your hard work—if you would rather not be publically recognized, please let us know and we will honor your request

Matching Hours Donation

Many companies demonstrate social responsibility and promote community relations by offering a donation to the organizations at which their employees, spouses, and retirees volunteer.

Find out if your company will match your volunteer hours. The matching donation would go toward CVNP's Volunteers-In-Parks Program. If you don't see your company's name on the list below, or if you have questions on how to complete the necessary forms, please ask your company's human resources officer.

Completing the Form

The Volunteer Office can confirm your volunteer hours or help complete the necessary form. Please contact the volunteer office for assistance at volunteer@forcvnp.org.

Important Information

Conservancy for Cuyahoga Valley National Park is a 501(c)(3) non-profit organization that co-manages CVNP's Volunteer-In-Parks Program
Federal tax ID #: 34-1917257
Mailing address: 1403 W. Hines Hill Road, Peninsula, OH 44264

Employers that Offer Matching Volunteer Hours

Aetna
Allstate
Bank of America
BP
CAT Ohio
Charter One
Cisco
Duke Realty
First Tennessee
FM Global
Foundation
Gap Foundation
Glaxo SmithKline
Merck
Morgan Stanley
Microsoft
Pfizer
PPG
Prudential
Sherwin-Williams
Starbucks
Verizon
Wachovia Wells
Fargo Foundation
Wells Fargo

Benefits and Recognition

We are grateful for the time and talent VIPs share with us! Benefits include meeting people with similar interests, developing new skills, and staying active; in addition to:

- Annual volunteer picnic for VIPs who reached 40 hours or more between June - May
- Discount of fifteen percent at the Eastern National bookstore at Boston Store Visitor Center; please show your volunteer nametag as identification
- Free pair of Cleveland Indians tickets offered through a partnership between BVU and the Cleveland Indians. Find details, sign up, and log your Cuyahoga Valley National Park hours at www.bvuvolunteers.org.
- Periodic award presentations for VIPs who reach milestones of 250 or more cumulative hours. Award recipients will receive an emailed invitation.

  At your 250-hour milestone:
  - Personalized metal name bar
  - Certificate signed by CVNP Superintendent & Director of Volunteer Services
  - America the Beautiful Volunteer Pass, which allows free access for a year to all federal recreational lands that charge an entrance fee. For details, please visit http://store.usgs.gov/pass/volunteer.html.

  At your 500-hour milestone:
  - All of the above listed at the 250-hour milestone
  - An additional America the Beautiful Volunteer Pass

  At your 1000-hour, 2000-hour, and 3000-hour milestone:
  - All of the above listed at the previous milestones
  - Hour pin attachment for your personalized metal name bar
  - Recognition in the *Valley Volunteer* newsletter

  At your 4000-hour milestone:
  - All of the above listed at the previous milestones
  - Presidential Service Award, which includes a special pin and certificate
- Award nominations at the local, regional, and national levels:
  - George & Helen Hartzog Awards for Outstanding Volunteer Service is a NPS award that recognizes exemplary volunteer contributions for individuals, youth, enduring service, groups, youth groups, and park volunteer program. Nominated CVNP volunteers are eligible for the regional and national award selections.
  - United Way of Summit County Volunteer Celebration is an event held in April that celebrates the spirit of volunteerism throughout the county.
  - Cleveland Indians Volunteer of the Year is an award offered by a partnership between BVU and the Cleveland Indians. The volunteer who logs the most hours during the Cleveland Indians Challenge online at www.bvuvolunteers.org earns this title and gets to throw the first pitch at a Cleveland Indians game.
  - Akron's Global Youth Service Day is an event held in February by the City of Akron to recognize volunteers ages 12 -18. In each age category, a "Volunteer of the Year" and "Outstanding Volunteer" will be selected.
  - National Public Lands Day Award recognizes volunteers who serve in leadership roles for this event.

Staying in Touch

Volunteer E-news is a twice-monthly e-newsletter that highlights volunteer program and parkwide news. Those who list their email address on their agreement form are automatically added to our list. Update your email address at volunteer@forcvnp.org.

Valley Volunteer is an annual publication that features highlights and milestones from the year and spotlights volunteers' stories. It is mailed to current volunteers. If you want to opt in to receive it electronically or share your story, please email volunteer@forcvnp.org.

Rights and Responsibility

The philosophy of CVNP's VIP Program is to treat volunteers with attention, support, direction, and recognition. Volunteers are given real responsibility and are accountable for meeting those responsibilities. At the same time, supervisors should provide a forum for the discussion of problems related to volunteer responsibilities and to give periodic appraisals, evaluations, and appreciation. As a volunteer, you should understand your rights and responsibilities, be able to give and receive honest feedback, and have an opportunity to say "no" or request changes.

Volunteers have the right to:

- Receive support, direction, and recognition from supervisors and staff
- Receive orientation, training, supervision, and personal protective equipment
- Eligibility for workers' compensation for injuries related to volunteer position
- Be assigned projects that are worthwhile
- Be made aware of the overall operation of the park
- Have adequate feedback and evaluation
- Have the opportunity to give suggestions or say "no" to a project

Volunteers have the responsibility to:

- Become familiar with this handbook and have a solid understanding of the park
- Attend training sessions
- Follow the park's policies and guidelines
- Act within their assigned responsibilities
- Wear the volunteer uniform with pride and know they are representing the park
- Interact with a professional and courteous manner to everyone
- Be on time for volunteer duties and provide advance notification to their supervisor of any absence
- Communicate effectively with their supervisor and ask questions when appropriate
- Engage with park visitors and answer their questions if you are able or refer them to someone who can

Evaluations

Evaluations are the joint responsibility and right of both volunteer and supervisor. Volunteers work as partners with park staff and management, so we place great importance on volunteer performance in the VIP Program. Our volunteers are held to the same standards as our staff. Evaluations are designed to give an accurate description of your performance abilities, identify where you may need additional training, and to make sure your skills are best suited to the position you hold. Evaluations are not designed to demote or terminate you from your position, but to help enrich your experience in the VIP Program. Evaluations can be made through informal or formal meetings with your supervisor or through self evaluation.

Enhancing Your Volunteer Experience

Parks are the dietetics of the soul—a refuge, a place to regain spiritual balance and find strength and, if needed, a place of resignation from the turbulent world without.
—Richard Lieber

The National Park Service (NPS) relies heavily on volunteers to achieve its mission, which includes providing visitor services and protecting park resources. We appreciate that volunteers choose to give of their time and talents, and we know they do it for a variety of reasons.

Whether you are here because of your love for the park or to gain experience in a new field, we are counting on you to make the most of your experience. Speak up if you have questions, comments, and suggestions. If you become frustrated, or things don't happen as quickly as you had hoped, please feel free to take your concerns to your supervisor. Still, we hope that doing this much-needed work for your national park, enhancing the region and the experiences of all who visit, will keep you motivated and engaged.

Advice to Enhance Your Volunteer Experience

As you begin your personal experience as a park volunteer, we offer the following advice, adapted from the Petrified Forest National Park's handbook.

Be Patient

Change is a constant in a workforce that includes many seasonal and temporary employees. It seems that there is always someone new just arriving and someone else moving on to their next destination. The flow of new people and ideas enhances the park experience.

When you arrive, observe how things are done, ask questions, and learn all you can. While you may see things that you believe should be done differently, the methods and procedures that are in place may have more merit than seen at first glance. After further consideration and time, please make suggestions that might help the park operations run more effectively and efficiently. Sometimes there is a procedure that has to be followed to produce a change and it may take time, so please be patient and give us your understanding. Suggestions are always welcome.

Address Concerns Promptly

This advice cannot be emphasized enough. If you have a question or a concern about your responsibilities or duties while volunteering, please bring it up with your supervisor immediately. If your concern involves a conflict of any kind with your associates, discuss it as soon as possible with your supervisor. The supervisor will try to clarify the issues and help find a solution. It is important that all parties are heard and that we resolve conflicts as quickly as possible.

Continue to Learn

Your experience as a volunteer increases with your knowledge of the park. Approach each project you do with an open and inquisitive mind and learn all you can about it. There are many ways to

engage and learn more about the park. In the Resources section of this manual, page 48, you will find materials that will help you to learn more about the park and its history.

Follow the Rules
The park's rules are for the protection of the park's resources and for everyone's safety. Please do your best to learn and follow the rules and regulations. A brief overview of park rules and regulations can be found on page 26. If you are unsure of park regulations, ask your supervisor for clarification.

Take a Tour – Know Your Park

Go to the visitor center and attractions, hike the trails, ride the Cuyahoga Valley Scenic Railroad, attend ranger-led programs and Countryside Farmers' Markets, and come to the monthly Volunteer Enrichment Series to learn more about the cultural history and natural resources of the park. A list of things to do at CVNP is available online at http://www.nps.gov/cuva/planyourvisit/things2do.htm.

Visitor Center and Attractions
Operating hours are available at http://www.nps.gov/cuva/planyourvisit/hours.htm.

Boston Store Visitor Center is the first stop for where your adventure begins. Its exhibits tell the story of canal-boat building in the valley. The M.D. Garage next door is a restored 1940s gas station that is used during the warmer months for art exhibits. The Trail Mix store, directly across the street, is operated by Conservancy for Cuyahoga Valley National Park and offers quick meals, cool drinks, ice cream treats, and park information.

Canal Exploration Center focuses on life along the canal and human history in the valley. There is a restored canal lock outside and as of spring 2014, visitors can experience Gleason's store as it was in 1853, with exhibits on the progress and change brought by the canal. Visitors can enjoy the Towpath Trail or travel through the valley by rail aboard the Cuyahoga Valley Scenic Railroad from the nearby Canal Exploration Center Station.

Hunt House exhibits highlight agricultural history and recreational opportunities in the valley.

Have Fun!

Volunteering can be a life-enriching experience. Opportunities and rewards abound. Most of all, it can be a lot of fun. With an open mind, a positive commitment to success, a sense of humor, enthusiasm, and consideration of others, you can have a rewarding and memorable experience at CVNP. We look forward to sharing this great experience with you.

Park Policies and Procedures

You are representing the park and, as such, your conversations with visitors should reflect park policy, not your own opinions. If you are unsure of park policy or feel that your personal opinion may conflict with park policy, please work with your supervisor to prepare for conversations related to the topic.

Park Rules and Regulations

These rules are designed for the safety of volunteers and visitors and to protect park resources. These rules are the ones most pertinent to volunteers. If you have any questions, please ask your supervisor.

The following rules apply within Cuyahoga Valley National Park:

- Pets must be on a six-foot or shorter leash
- Feeding or disturbing wildlife is prohibited
- No volunteer shall be in possession of a firearm while volunteering in CVNP or while in uniform
- Leave only footprints, take only pictures—the only exception is for the collection of fruits, nuts, and berries for personal consumption
- Hunting is prohibited by law on national park service land
- Alcohol is prohibited in the park
- Bike helmets are not required but highly recommended—please encourage visitors to wear bike helmets

Visitor Firearm Carry Policy

Federal law allows possession of loaded firearms in national parks. This law allows visitors who can legally possess firearms under federal and Ohio state laws to possess firearms in CVNP. In the state of Ohio, this allows both open and concealed carrying of firearms in the park. **However, no volunteer shall be in possession of a firearm while volunteering in Cuyahoga Valley National Park or while in uniform.**

Although it is now legal to carry loaded guns in national parks, the new federal law does not change existing laws and regulations that prohibit the use and discharge of firearms in national parks. Hunting and target practice are illegal in CVNP. Firearms cannot be carried into federal facilities within national parks. Such facilities will be marked with a “Firearms Prohibited” notice. These facilities include all visitor centers, the Cuyahoga Valley Environmental Education Center campus, and any facility used daily by federal employees. Other weapons, such as bows, swords, and pellet or BB guns, are prohibited by the National Park Service.

Zero Tolerance Policy for Sexual Harassment

Sexual harassment is a violation of the sex discrimination provision of Title VII of the 1964 Civil Rights Act. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

The National Park Service has a "zero tolerance" policy on sexual harassment. *This means that sexual harassment will not be tolerated under any circumstances and is cause for immediate termination from the VIP Program.*

Zero Tolerance Policy for Discrimination

In order to protect and provide access to our nation's natural and cultural heritage, we are committed to creating a work environment in which a diverse workforce is valued, motivated, developed, and rewarded for excellent performance. Equal access to volunteer opportunities is assured for all volunteers without regard to their race, ethnicity, sex, age, national origin, disability, religion, sexual orientation, genetic information, and without retaliation for engaging in protected activities.

Volunteers are not to make comments or jokes based on race, ethnicity, sex, age, national origin, disability, religion, or sexual orientation. The National Park Service has a "zero tolerance" policy on discrimination. *This means that discrimination will not be tolerated under any circumstances and is cause for immediate termination from the VIP Program.*

Respect and Responsibility

It is important for all volunteers to abide by certain ethical standards, some of which are outlined below. If you have any questions, your supervisor will be able to answer them for you.

Turn in items that do not belong to you to the Lost and Found. After finding a lost item, please take it to Boston Store Visitor Center to fill out a lost/found ticket.

Government property may not be used for personal activities. Examples include copying job applications on park copy machines, sending personal mail in government envelopes, conducting personal searches on the Internet, and using a government vehicle for personal business.

You may not receive compensation for any activity that is related to your volunteer duties. Sometimes visitors may wish to tip you for a program. Instead inform them of donation programs such as membership with a park partner (Conservancy, Countryside, and CVSR) or the TRAILS FOREVER Legacy Fund.

You may not endorse one commercial establishment over another in an official capacity. This means that you cannot give a direct answer to such a question as "What is your favorite restaurant?"

Instead focus your answer on the range of available opportunities.

Gambling is prohibited on federal property. This includes raffles, lotteries, and sports pools. Fundraising for outside organizations is prohibited. An example would be selling Girl Scout cookies.

Follow the off-duty, off-premises rule for political activities. Avoid discussing your personal political views with visitors when you are on duty. Do not wear campaign buttons on your uniform. When sharing your views off-duty, such as in a letter to the editor, do not represent yourself as a park volunteer or in any official capacity.

Report any sexual harassment and discrimination immediately to your supervisor or program manager. The National Park Service has a "zero tolerance" policy on sexual harassment and discrimination.

Background Investigation

All volunteers and interns using government computer, issued government keys, have access to Personally Identifiable Information, or working with children must have a background investigation. Volunteers may begin the position requiring the investigation upon favorable clearance of the advanced finger print report.

Background Investigations will be conducted by a third party state or federal organization. Volunteers will receive directions from the VMO and a representative from the third party organization to complete the background investigation. Some volunteers may be required to pay for the background investigation and will be reimbursed in part or fully for the expense.

For Your Safety and Protection

We take the safety and well-being of our volunteers very seriously. You will receive training in the safe operation of any tool or activity you are asked to perform. However, if an accident happens while you are volunteering, report the incident to staff immediately. First aid kits are located throughout the park. Although we strive to provide the safest environment for our volunteers, emergency situations and accidents can and do occur. Before starting your volunteer position, be sure to review your position's Safety Analysis and below safety information.

Park Emergency Number: Communication Center | Phone: (440) 546-5945 | Park Radio: 7-3-1
Please program the park emergency number into your cell phone. You may also call 911 in case of emergency. During inclement weather, please call (440) 546-5961 to check on the presence of park staff, and call (440) 546-5930 to check for closures and cancellations.

Law Enforcement

You are not permitted to enforce laws and regulations. If you see serious violations of the law, report them to the Communication Center immediately. You may educate visitors on park rules and pertinent laws, but you should not enforce them. Report the incident including location, description

of those involved, and direction of travel. If you are unfamiliar with park policy and procedures, please refer to page 25.

Examples of what you should report:

- Alcohol and drug use
- Collecting or disturbing park resources
- Metal detecting
- Dogs running wild
- Mountain bikes on non-designated trails
- Motorized vehicles on the towpath (not including motorized wheelchairs)
- Weapons being used (gun, knife, etc.)
- Indecent exposure
- Suspicious persons (e.g., possibly someone breaking into a vehicle or lurking)
- Anyone who makes you uncomfortable in any way

No matter how courteous and friendly you are, there are visitors who will become upset and will not agree with the rules and regulations. You do not have to deal with them. Do not invite conflict. Notify the Communication Center to get assistance from a protection ranger if necessary. It is your responsibility to know when to back off and call for help.

Handling Money
If you are in a volunteer position that requires you to handle money and you are approached by someone trying to take it, never try to hang on to it. Money is replaceable, you are not. Always remember: your safety comes first.

General Driving Safety
Please be sure to follow all standard rules of the road while driving government vehicles, such as wearing your seat belt, avoiding unsafe behaviors such as texting or using cell phones, and having headlights on any time the windshield wipers are in use. Do not idle your car for more than 3 minutes. Please see page 66 for CVNP's driving policy.

Motor Vehicle Accidents
The glove box of each government car has a packet of information and forms to use in case of an accident. Report accidents to the Communication Center and notify your supervisor as soon as possible. If you are in an accident in your personal vehicle while performing official duties, your personal insurance is expected to cover any costs.

General Radio Use
Volunteers should have a general knowledge of how to use park radios and what to report. The Communication Center provides training and refresher sessions on radio usage for park VIPs. Please see page 60 for procedures on park radio operations.

Equipment Use

Use of Personal Equipment

Whenever possible, volunteers should use government-owned equipment and property in their position, rather than their own personal property. However, if a volunteer does use his or her personal property or equipment for official purposes, and that property is lost, damaged or destroyed in the process, the volunteer may be reimbursed. **To be eligible for reimbursement under this act, the volunteer must have been required by an authorized NPS employee (usually the volunteer supervisor) to furnish his or her own personal property for use in the assigned work.** A statement to this effect must be included on the Volunteer Agreement form that specifically identifies and describes the personal property involved, and state that the volunteer is required to use this particular equipment as part of his or her official duties.

Use of Government Equipment

Refer to the Volunteer Training Matrix, page 67, for information about training required if you use government equipment in your volunteer position. Use of the following government equipment must be authorized by your supervisor.

Government Vehicles

If a volunteer is asked to drive a government vehicle, a valid U.S. driver's license and defensive driving course is required.

Government Radios

Volunteers should have a basic understanding of how to use radios in case of emergencies—see page 60. If using a radio is part of your volunteer position, your supervisor will cover proper radio protocol with you.

Government Computers

If your volunteer position requires access to government computers, you must complete a background investigation and Federal Information Systems Security Awareness (FISSA) training. Your supervisor will direct you to contact the volunteer office to initiate the background investigation and for a copy of the FISSA training materials.

Injury and Workers' Compensation

You are eligible for federal injury compensation when volunteering in the scope of your volunteer position and have a Volunteer Agreement on file. You are entitled to go to the medical provider of your choice. You are considered an employee for Office of Workers' Compensation Programs (OWCP) cases. Your signed Volunteer Agreement will be examined if questions arise about whether you were acting within your assigned responsibilities.

What to do in Case of Traumatic or Non-Emergency Injury

A Volunteer-in-Parks (VIP) who suffers an on-the-job injury is treated the same as a Federal employee for the purpose of compensation for work-related injuries. Federal Employee

Compensation Act (FECA) is the law that provides compensation benefits for disability due to personal injury sustained while in the performance of duty. Like employees, VIPs must complete and file the necessary Office of Worker's Compensation (OWCP) forms in a timely manner. To claim benefits a CA-1 Notice of Injury form (CA-2 for occupational diseases) must be filed. VIPs have up to three years to report an injury.

For traumatic injuries or if needing immediate medical attention:

- Call the park's Communication Center on the park radio or at 440-546-5945 for first response.
    - Ask them to contact your immediate supervisor.
- Ask the responding Law Enforcement Ranger for the packet containing the CA-16 Authorization for Examination and/or Treatment. The CA-16 covers non-surgical treatment and continues for up to 60 calendar days from the date of the injury.
    - This packet is to be taken with you to the medical provider.
- You have the right to select the first doctor who treats you for your injury (does not include chiropractic care). If that physician refers you to a specialist, that referral will be honored as long as it is for the work-related condition. If you are first seen by a physician designated by your employer, you still have the right to choose your treating physician.
- Complete the CA-1 Notice of Injury as soon as possible.
    - If incapacitated, the CA-1 can be completed by someone acting on your behalf**,** including a family member or supervisor.

For non-emergency injuries:

- Report your injury to your supervisor as soon as possible.
- Work with your supervisor to complete the CA-1 Notice of Injury.
- The CA-16 Authorization for Authorization for Examination and/or Treatment will be provided at the discretion of the supervisor if it is more than 24 hours after the injury.
    - A supervisor will not issue a CA-16 if more than a week has passed since the injury.

<u>Seeking Medical Attention</u>

Immediate Medical Attention

- DO NOT SHOW YOUR PERSONAL INSURANCE - this may result in the provider billing you.
- Cuyahoga Valley National Park is a federal agency and all worker injuries are covered under the Department of Labor (DOL) OWCP.
    - DO NOT FILL OUT OHIO BWC – this is the State of Ohio injury compensation form.
        - Let the provider know this is a <u>federal</u> case – this is very important!
        - Submit the CA-16 packet to the medical provider instead.
    - The medical facility needs to complete Part B of the CA-16 form and return it to you.

- Please return the completed CA-16 to your supervisor or to the OWCP Coordinator.

Non-immediate Medical Attention

- Check with your preferred medical provider to determine if they will accept federal OWCP workers' compensation.
- Request they do not use your personal insurance (because they may have it saved on file).
  - You will receive the OWCP Claim number from your supervisor after the completion of the CA-1 Notice of Injury form in the Safety Management Information System (SMIS).
  - Provide the OWCP Claim number to the medical provider and ask them to bill the DOL.

What to Expect

- Expect a call from your supervisor within 24 hours.
  - You will be asked for your social security number, date of birth, address, and the date you started volunteering at CVNP.
  - This information is needed create an account for you in the Safety Management Information System (SMIS). The site used to create the CA-1 Notice of Injury.
- Complete the Employee section of the CA-1 on the SMIS website.
  - Your supervisor will notify you of your log-in information for SMIS.
  - You can access SMIS from any computer (it does not need to be a government computer).
  - Completing the CA-1 is mandatory if you are claiming compensation.

NOTE: The CA-1 begins the compensation process. It is vitally important that you complete the CA-1 as soon as possible to prevent the delay of benefits and the medical provider billing you for service.

Tips

- Be timely of everything requested of you from the Department of Labor (DOL).
- The workers' compensation claim is between you and the DOL but you will have assistance from the CVNP OWCP Coordinator. You are encouraged to contact him/her to ask any questions about the process.
- Be your own advocate. In the event that billing is not done correctly or you are receiving invoices from the medical facility, immediately contact the medical facility and advocate on your own behalf. If you continue to have billing problems, contact the CVNP OWCP Coordinator for assistance.
- Do not ignore bills from medical facilities.
- If your claim is approved by OWCP, your approved medical expenses will be paid. If your claim is denied, you may be responsible for paying the medical expenses.

  - If you receive a letter from DOL saying your claim is denied - respond quickly. You have appeal rights but your appeal must be done within a short time frame.
  - Sometimes the denial is simply due to the hospital using the wrong medical code.
- If you get a letter from DOL and aren't sure what it means, contact the CVNP OWCP Coordinator.

Important Contacts for Injury and Workers' Compensation

Communication Center:
Use park radio or call 440-546-5945

CVNP OWCP Coordinator:
Linda Smith
15610 Vaughn Road
Brecksville, OH 44141
Office: 440-546-5919
Fax: 440-717-3719
linda_l_smith@nps.gov

Department of Labor OWCP

U.S. Dept. of Labor, OWCP District 9
1240 East Ninth Street, Room 851
Cleveland, OH 44199
Phone: (216) 902-5600
Accommodation Line (for individuals with hearing impairments): 216-902-5602
Fax: (216) 902-5601

Federal Tort Claims Act

This act provides a means for damages to be awarded as a result of claims against the National Park Service for injury, loss of property, personal injury, or death caused by the negligent or wrongful act or omission of any employee of the NPS while acting within the scope of his or her duties. Since volunteers are considered employees for the purpose of this act, they are offered the protection of the Act for personal liability as long as they are within the scope of their assigned responsibilities. A volunteer who experiences damages should report to their supervisor and/or the Communication Center immediately.

News Media Policies

Normal Operations

If you are approached by the media to do an interview about your experiences as a volunteer, please inform your volunteer supervisor and CVNP's public information officer at 440-546-5995.

Major Incident(s) or Management Issues
If you are approached by the media during a major incident or regarding a management issue, please direct all questions and inquiries to the Communication Center at 440-546-5945. While you are functioning as a National Park Service volunteer, do not speculate on the incident or issue or give your personal opinion, even if asked. When you are in uniform you represent the National Park Service, and its voice must be consistent and official. Always send reporters to the Communication Center, who will then connect to the public information officer.

Termination of Volunteer Agreement

Both the volunteer and the volunteer supervisor have the option to terminate the volunteer's agreement for any reason. This means that you can decide to stop volunteering or that your supervisor may have to tell you to stop performing your volunteer position. There are instances when a volunteer will need to be dismissed. Termination is usually the result of conduct or ethical issues that could misrepresent the park. This can happen if the volunteer has broken the law, is harassing other volunteers or staff, is discriminating against others or in some way is not representing themselves in an appropriate or acceptable way. It can also happen if the volunteer is not performing well in their assignment.

- If you resign, please let us know the reason, in addition to returning your volunteer uniform to either your supervisor or the VMO.

- If you are dismissed of your volunteer services, you must return your volunteer uniform to your supervisor or the VMO.

Training and Enrichment

All courses are free of charge, unless otherwise noted. In some cases, space is limited and priority will be given to those volunteers who are required to complete the class. See which classes are required for your volunteer position on page 67, and visit www.nps.gov/cuva/supportyourpark/volunteer-training.htm for the calendar of training sessions. Except for the Enrichment Series, classes require advance registration of at least three business days to volunteer@forcvnp.org or 330-657-2299.

Courses for All VIPs

CVNP Volunteer Orientation
The course is offered throughout the year. It covers and addresses basic volunteer questions, the philosophy of the NPS, a brief history of CVNP, the partnerships with the Conservancy, CVSR, and Countryside, and announces current volunteer opportunities. This classroom-style training is not required before you start, but it must be taken within 6 months of beginning your volunteer position.

Enrichment Series Continuing Education
Get the latest scoop about hot topics from park and community experts! This series, held on the second Tuesday of every month, will help you excel as a park steward. Refreshments begin at 6:30 p.m. and lectures are from 7 - 8 p.m., unless otherwise noted. You may bring a guest. Occasionally programs are held at different venues, but most programs are held at Happy Days Lodge, located at 500 West Streetsboro Road (SR 303), 1 mile west of SR 8, Peninsula 44264.

Intro to NPS Online Classes
These courses, offered online through the Eppley Institute, offer the opportunity to pursue continuing education through the convenience and flexibility of the Internet. The Eppley Institute is Indiana University's unique outreach program for the park, recreation, and public land management professions. Access the training courses at www.eppley.org or follow the hyperlinks from the Volunteer Training webpage referenced at the top. Please save or print the certificate at the end of your training and email to volunteer@forcvnp.org or fax to 330-657-2381.

History of the NPS
In this course, you will learn about the ideas that formed and transformed the NPS, the people who supplied those ideas, and the laws that shaped it.

NPS and the Federal Government
In this course, you will learn the role of the National Park Service within the Department of the Interior, and the Department of the Interior's role in the federal government.

Courses for VIPs Interacting with the Public

Each of the interpretation classes is offered either as a live classroom course or online through the Eppley Institute. The live classroom courses are free and offered throughout the year.

Foundations of Interpretation | free live course; free online
This introductory course provides the philosophical groundwork for why we do interpretation, what interpretation is, and how interpretation works to form personal connections between the meanings of the resource and the interests of the audience. This is a prerequisite for other interpretation courses. It is offered multiple times in the spring; or can be taken online at http://eppley.org/elearning/interpretation-1/foundations-of-interpretation.

Informal Interpretation (Informal Visitor Contacts) | free live course; reduced fee for online course if required for VIP position
Informal interpretation captures the spontaneous types of interactions interpreters have with visitors, whether informational or interpretive. Informal interpretation requires interpreters to continually assess visitor needs and demonstrate effective visitor service by providing basic or in-depth information and/or interpretation to meet those needs. It is offered multiple times in the spring.

Formal Interpretation (Interpretive Talk) | reduced fee if required for VIP position
Formal Interpretation (Interpretive Talk) requires interpreters to plan, prepare, and effectively present a professional interpretative talk that allows audiences to make their own intellectual and emotional connections to the meanings and significance of the resource.

Advanced Certificates in Interpretation
Additional courses can give you more tools to effectively provide interpretive services to park visitors. You can earn advanced certificates by working with local coaches. There are several park rangers who can coach you through the program. For more information, contact Pamela Machuga at 330-657-1914 or pam_machuga@nps.gov.

- ***Informal Visitor Contacts*** teaches participants how to read verbal and non-verbal cues in order to provide park visitors with impromptu opportunities to form personal connections with the park.

- ***Interpretive Talk*** gives you the tools to design an interpretive talk that facilitates personal connections with the park in a more structured manner.

- ***Conducted Activities*** explores how to develop an experience which moves visitors physically through the park, transitioning from one stop to another.

Courses for VIPs Using Government Property | free courses

Computer Security Training: FISSA (Federal Information Systems Security Awareness)
Any volunteer using a government computer must take the FISSA training and short quiz, and pass a federal background investigation (see page 67). FISSA is a review of the required safety and security procedures to follow when you are using a government computer. Your supervisor will direct you on where to take the FISSA training. After you pass the quiz, save your completion certificate and email to the VMO at volunteer@forcvnp.org. Validity period: one year.

Defensive Driving & UTV (Utility Terrain Vehicle)
Any volunteer asked to drive a government vehicle or required to use a personal vehicle for volunteer duties must take the defensive driving course and pass the quiz. The course should be taken within the first 30 days of driving a government vehicle. If a live course is not offered, contact Volunteer & Internship Coordinator to borrow the video and self-study packet. Validity period: three years.

Courses for VIPs to Provide Visitor Safety | free courses

All VIPs are invited to attend, but those required to attend have first priority. Upon completion of the class, participants will not receive the American Red Cross certification card. You do not need the card to volunteer in CVNP, but the card is available for a fee for those interested.

First Responder
Covers Citizen CPR (hands-only); First Aid; and protecting yourself from bloodborne pathogens.

CPR/AED/First Aid
Covers Full CPR for children, adults, and infants; AED; First Aid; and protecting yourself from bloodborne pathogens.

Other VIP Training Courses | free courses

Orientation to Risk Management
This 1.5-hour course empowers volunteers to be assertive about their safety and of their team, and encourage participation in decision making and risk management assessment and mitigation.

Introduction to Risk Management
This four-hour extended risk management course is for volunteers performing duties that put them at higher risk and be assertive about their safety and the safety of their team, and encourage participation in decision making and risk management assessment and mitigation.

Operational Leadership
This 16-hour innovative risk management course assists employees and volunteers to increase their awareness of risk and safety in day-to-day situations. It helps us understand why we often make the mistakes when approached with the risks of threats and hazards. When we understand and identify our limitations, recognize the safety programs at CVNP, more informed decisions will be reached.

Descriptions of Volunteer Positions

There are over 100 volunteer positions within CVNP supervised by either National Park Service or partner staff. Use this information to explore other park volunteer opportunities. Volunteer applications are only accepted during the volunteer group or event's recruitment period.

Days of Service

Check www.nps.gov/cuva and click volunteer for this year's dates and registration information.

Earth Day- April

Family-friendly: Open to ages 10 and up. Projects are sometimes available for ages 7 and up.
Demonstrate your support of the environment by helping to enhance CVNP's biodiversity through habitat restoration projects like native tree planting and removing invasive plant species.

RiverDay- May

Family-friendly: Open to ages 10 and up. Projects are sometimes available for ages 7 and up.
RiverDay is a local event celebrating the improving quality of the Cuyahoga River. Improve the quality of the river by removing trash from the flood plains and restoring riparian zones.

National Trails Day- June

Family-friendly: Open to ages 10 and up. Projects are sometimes available for ages 7 and up.
American Hiking Society's National Trails Day is the country's largest celebration of trails. With more than 100 miles of trails CVNP is an asset to northeast Ohio. Help maintain and repair trails.

National Public Lands Day- September

Family-friendly: Open to ages 10 and up. Projects are sometimes available for ages 7 and up.
National Public Lands Day is the nation's largest, single-day volunteer effort for public lands. Show your stewardship of natural resources, outdoor recreation, and the environment.

Make A Difference Day- October

Family-friendly: Open to ages 10 and up. Projects are sometimes available for ages 7 and up.
USA WEEKEND Magazine sponsored, Make A Difference Day, is currently the largest national day of community service. Help to preserve, protect, and enhance CVNP through a variety of projects.

National Park Service

Administration

Office Assistant

Help with short-term administrative projects, primarily document scanning and filing.

Interpretation, Education, and Visitor Services

Actor/Actress

Volunteers play a part in live history demonstrations (such as reenacting the Underground Railroad). Volunteers must have the ability to memorize a script.

Administrivia

Volunteers assist NPS and Conservancy staff with administrative duties, including mailings, phone calls, database entry, bookkeeping, and computer work. Volunteers should be organized, detail oriented, and have the ability to work well with others.

Canal Camp & Cuyahoga Critters

Volunteers board the train at the Peninsula Depot for the Canal Camp program, journey to the Canal Exploration Center, assist in the operation of a historic lock, play historic games, and share stories. Cuyahoga Critters programs take place aboard Cuyahoga Valley Scenic Railroad. Volunteers also share American Indian stories about the animals that call Cuyahoga Valley home.

Cleveland Sight Center Program - Tandem Bike and Hike Assistant

Volunteers lead people who have little or no vision on hikes or tandem bike rides. Volunteers also assist with program set-up and tear-down and help with bike maintenance and upkeep. Volunteer must have the ability to walk and hold a conversation.

Crooked River Gang

Volunteers work cooperatively with the National Park Service to promote artistic creation and exhibition in CVNP. Volunteers also assist with the distribution of promotional materials, set-up and tear-down of exhibits, and staff exhibits featuring their own work.

CVSR Speakers' Bureau

Present a scripted program about CVNP to groups aboard the train. Volunteers must have excellent public speaking skills.

Cycling Schools

Volunteers assist in implementing bicycle programs on the Ohio & Erie Canal Towpath Trail for elementary-age students from the Cleveland and Akron areas. Programs focus on the history of Cuyahoga Valley as well as the importance of recreation as part of a healthy lifestyle. Interested individuals must enjoy working with school-age children. Volunteers do not need to be able to ride bicycles, but may be asked to assist with set-up and tear-down of program supplies and bicycles.

Go Crew

Volunteers assist with youth programming as needed, and work outdoors with youth of varying socioeconomic backgrounds. Must have verbal, nonverbal, and listening skills, enjoy working with people, and have the ability to handle stressful situations, follow directions, and provide customer service.

Health & Wellness Assistant

Attend community events to promote the benefits of being outside and CVNP's recreational opportunities.

Lantern Carrier
Lantern Carriers guide visitors through evening programs by the light of lanterns. The primary focus is visitor safety along the route.

Media Assistant
Volunteers help with media campaigns to promote CVNP and the Conservancy for Cuyahoga Valley National Park. Duties include assisting with researching, updating media contacts, proofreading, database use, website content writing, and general clerical assistance. Volunteers must be proficient in the use of computers and internet applications.

Media Assistant - Milk Run and Bulletin Boards
Volunteers assist with distributing materials about CVNP, and help set up and maintain bulletin boards.

Park Ambassador
Park Ambassadors are expected to provide excellent interpretive, educational, and/or visitor services to CVNP visitors. Duties and responsibilities depend on your volunteer positions.

> ***Canal Explorers***
> Deepen your knowledge of canal history and share it with park visitors. Help visitors to Canal Exploration Center by answering questions and explaining the exhibits.
>
> ***Conservancy Front Desk Assistant***
> Greet visitors, answer phones, and work on administrative and bookkeeping projects. Volunteer must have good knowledge of the park and current activities, and have good organizational and administrative skills.
>
> ***Hike Assistant***
> Assist ranger on guided hikes and programs to enhance the visitors' experience in CVNP. Hike Assistants hike outdoors in varying degrees of temperature and will wear appropriate clothing and footwear. Volunteer may carry up to 10 pounds of equipment.
>
> ***Historic Canal Lock 38 Demonstration Operator and Presenter***
> Volunteers demonstrate how Lock 38, located along the historic Ohio & Erie Canal, was once used to raise and lower canal boats as they traveled between Akron and Cleveland. There are a variety of ways to get involved as a Lock Volunteer, with opportunities including: manually operating the lock gates; leading formal interpretive talks at Lock 38 and at the indoor lock model inside Canal Exploration Center; and providing visitor services, including informal interpretation, on the Towpath Trail. This is a great opportunity for current and retired teachers.
>
> ***Park Promoter***
> Attend community and CVNP events to promote and encourage support of park programs such as membership, giving societies, and programs. Volunteers must have strong communication skills, a friendly demeanor, and the ability to start conversations and

advocate for the park.

Paw Patrol
Provide an opportunity for park visitors to learn more about CVNP and the opportunities that canine companions can have along the trails. Through sharing personal experiences, dog related rules and regulations and general orientation and information, Paw Patrol helps provide a unique visitor experience and an opportunity to make contact with a well-behaved and trained canine volunteer and their owner.

Roving Historian & Artisan
Dress in period clothing and help visitors explore the past by demonstrating a 19th century trade of craft or set up games and interpret the past for visitors of all ages.

S.E.T. Team (Events)
Assist staff with running of large-scale events in CVNP. Volunteers will help with parking cars, distributing information, collecting fees, and selling refreshments.

Speakers' Bureau
Present a scripted program about CVNP and its park partners to various organizations at off-site speaking engagements in nearby cities. Volunteers must have excellent public speaking skills.

Trail Mix Park Ambassador
Volunteers greet customers, answer questions, and offer information on park resources. Volunteers assist sales associates in maintaining a clean environment for customers and with the set-up and take-down of equipment, as well as stocking of inventory.

Visitor Center Assistant
Volunteers assist on-duty park rangers with operation of the visitor center, including greeting and providing information to visitors, operating radios, completing sales, maintaining appearance of center, restocking items, conducting research, recording visitor statistics, and observing and reporting unsafe conditions. Volunteers also provide CPR and first aid as needed and maintain certification. Volunteers must maintain knowledge about the park and its resources. Volunteers must be self-directed, flexible, reliable, punctual, committed, and enthusiastic.

Wildlife Watchers
Volunteers talk with CVNP visitors about local wildlife to enhance the visitor's experience. Volunteers assist visitors in observing wildlife and provide interpretation, including answering any questions visitors may have. Volunteers are also expected to set up equipment at Wildlife Watcher stations. Volunteer must have good judgment and the ability to work well with park visitors to ensure a pleasant experience.

Winter Sports Center
Volunteers assist staff at the Kendall Lake Winter Sports Center with daily duties and also assist visitors in selecting skis or snowshoes, answering questions, and providing safety knowledge. Volunteers handle the cash register and help with miscellaneous duties such as snowshoe demonstrations. Volunteers must have knowledge of or interest in CVNP and winter sports.

Photographers
Take photos of assigned events, people, and other parkwide activities. Photos will be used in park and partner publication with proper credit.

Program Leads – Bird Watching and Boomerang
Volunteers lead interpretive recreation, nature, and history programs. Volunteers are elevated to this position after several years of experience and service.

Quest Crew and Quest Developer
Volunteers assist staff with field testing draft quests, managing quest boxes, constructing small structures in which to hide quest boxes, carving ink stamps, making logbooks, assisting with ranger-led questing programs, helping park staff make select quests available via geocaching or letterboxing websites, and assisting quest developers with background research. Volunteers may also develop one or more quests on approved sites within the Ohio & Erie Canalway.

Rail Rovers
Volunteers rove Cuyahoga Valley Scenic Railroad during regularly scheduled runs and provide information to visitors. Volunteers also distribute materials about the park, answer questions, and share information about the park.

Student Explorer Assistant
Volunteers assist the National Park Service in presenting Student Explorer programming to school-aged children. Programs include Are We There Yet?, Underground Railroad, and All Aboard for Animals. Volunteers must commit to two programs a month.

Videographer
Capture video footage of assigned events, people, and other parkwide activities. Photos will be used in park and partner publication with proper credit.

Maintenance

Adopt-A-Trail
Volunteers assist the National Park Service in maintaining safe and well-groomed trails within CVNP. Volunteers participate in trail sweeps on the adopted trails and report the conditions to the National Park Service.

Buckeye Trail Association
Volunteers assist the association in promoting the construction, maintenance, and use of the Buckeye Trail within CVNP.

Cuyahoga Valley Trails Council
Volunteers assist in building, maintaining, and improving trails within CVNP using hand and power tools. Volunteers also assist in clearing new trails, installing drainage, building bridges and steps, and performing vital maintenance.

Medina Ohio Horsemen's Council
The OHC is a volunteer group whose purpose is to help plan, promote, and participate in the building, inspection, maintenance, and improvement of equestrian trails in and around CVNP.

Resource Management

Citizen Scientist
Projects include inventory and long-term monitoring surveys for birds, butterflies, deer, beaver, amphibians, plants, moths, and aquatic resources. Work may involve hiking off trail and using a variety of scientific equipment to record data and observations. No specific knowledge or skills are required, but field identification and Global Positioning Systems (GPS) skills are helpful.

Database Manager
Volunteers help process data entry and administrative projects across the Resource Management division.

GPS and GIS Corps
Volunteers operate different Global Positioning Systems (GPS) to map trails, routes, and features of CVNP and assist with database entry.

Library Assistant – Historic Resource File
Volunteers catalog and maintain library materials, help with database upkeep, and scan historical documents to be added into the database.

Habitat Restoration: Invasive Plant Removal
Family-friendly: Open to ages 10 and up
Use hand tools (loppers and saws) to remove invasive shrubs, such as honeysuckle and autumn olive, and pile the cut vegetation. This project helps conserve biodiversity by creating space for native plants to thrive. Visit our Habitat Restoration webpage for details: http://www.nps.gov/cuva/supportyourpark/habitat-restoration.htm.

Habitat Restoration: Native Seed Collection
Family-friendly: Open to all ages
Participate with a small-sized crew to collect seeds from native plants. Project includes a short, off-trail hike. Groups and families with kids welcome. Visit our Habitat Restoration webpage for details: http://www.nps.gov/cuva/supportyourpark/habitat-restoration.htm.

Wetland Monitors
Monitor water levels weekly at one or more selected wetlands throughout the park. Water level measurements are taken from water table wells constructed of PVC and well screen. Volunteers will hike off trail to each well location using a map or GPS.

Visitor and Resource Protection

Permit Monitors
Volunteers assist in providing services during weddings, such as making sure that visitors to the park do not interfere with wedding events.

Safety Instructor
Volunteers attend training courses and teach safety classes to park staff and volunteers. Volunteer safety instructors are responsible for maintaining safety training supplies in good order and reporting low supply levels to the supervisor. Volunteers teach a minimum of three classes per year. Volunteer must possess strong communication skills, including the ability to supervise a diverse group of participants.

Tract Trekker
Volunteers inventory land tracts by using maps, compass, global positioning systems (GPS), and cameras. Volunteers also record and observe any hazards or concerns related to park resources. Volunteers must have the ability to hike in rough terrain and use a digital camera, binoculars, measuring wheel, compass, radio, and GPS.

Trailblazer
Volunteer hike, bike, and horse patrols provide education, assistance, and information and act as role models for visitors. Volunteers provide law enforcement rangers with assistance by observing, recording, and reporting any activities that may be in violation of park regulations. Volunteers also provide first aid and CPR if needed, as well as basic bike maintenance and assistance with approved special events. Volunteers must have the ability to document pertinent information on a patrol log and understand how a volunteer may assist law enforcement staff and act accordingly in the field.

Visitor and Resource Protection District Operations (VRP Operations)
Volunteers provide assistance to the Visitor and Resource Protection Division by assisting with special events parking, inventory of equipment, traffic counts, inspections, posting signs, resource projects, fire inspections, and structure checks. Volunteers must have the ability to document pertinent information and to articulate how a volunteer may assist law enforcement staff and act accordingly in the field.

Conservancy for Cuyahoga Valley National Park

CVEEC Program Assistant
Volunteers assist permanent staff members with various duties related to the implementation of the resident program and summer camp schedule at CVEEC. Duties include leading games or creating bulletin boards to educate guests on a variety of environmental or seasonal topics. Volunteers also

help maintain program supplies and may assist with office support as needed. Volunteers may also assist with starting campfires and leading night hikes. Volunteers must enjoy working with children and have patience and the ability to engage younger audiences.

CVEEC Program Volunteer
Volunteers will present curriculum-based education programs at CVEEC to school groups during the school year, especially September, October, April, and May, and to youth groups and families during the summer. Training will be provided for specific curricula.

Kitchen Assistant
Volunteers assist food service with food preparation and clean up before and after meal times.

Library Assistant
Volunteer catalogs library items at CVEEC in a manner that will enable staff to find the resources available. Volunteer also follows up on items that have not been returned, integrate new media items into the system, and remove those that are no longer used.

Office Assistant
Volunteers help at the Hines Hill office, Volunteer Management Office, and CVEEC Administrative Office. Projects include assistance with mailings, membership programs, special events, and ticket sales. Other duties may include picking up maps and brochures from park locations, organizing storage areas, data entry of volunteer hours and information. Necessary office management skills include organization, computer skills, telephone etiquette, working well with others, and professionalism.

Patio Patrol Gardening
Volunteers assist in maintenance of the flower beds, patios, and grounds at the Donor Garden at Hines Hill Campus and Trail Mix in Peninsula and Boston. Duties include but are not limited to weeding, trimming, mulching, raking, sweeping, planting, and pruning. This position requires kneeling, bending, carrying up to 25 pounds, and working outside for 2 - 5 hours. Hours are flexible.

Running Series Event Assistant and Crew Leader
Volunteers assist in the planning and implementation of the Running Series hosted by the Conservancy. Duties include reserving venues, preparing materials, gathering supplies and equipment, set-up and take-down, coordinating the parking plan, and promotion of the event. Volunteers must be well organized, self-directed, flexible, and require minimal supervision.

Tag Courier
Volunteers deliver TRAILS tags to specified locations throughout the park and the community.

Cuyahoga Valley Scenic Railroad (CVSR)

Apply for positions through CVSR online, at www.cvsr.com/volunteer.

Brakeman

Volunteers perform all switching operations under guidelines or instructions of the conductor or engineer. The brakeman sets or releases the handbrakes on all cars. Volunteers must be aware of all conditions and activities on and around the train. The brakeman also performs both "terminal" (in-yard) and "intermediate terminal" (changing ends) brake tests in conjunction with the engineer.

Concessionaire

Volunteers assist with selling food, drinks, and souvenirs to passengers.

Conductor

Volunteers' primary role is to be in charge of the train. The volunteer conductor is responsible for compliance with Federal Railroad Administration (FRA) regulations, CVSR rules, and CSX Corporation rules while on CSX property. The conductor takes direction from the director of operations or, in the director's absence, the superintendent.

Engineer

Volunteers assist with the primary safety control of the train and run the locomotive under the authority of the conductor in accordance with all applicable rules. The volunteer engineer is in charge of the locomotive and cab.

Maintenance/Mechanical

Volunteers assist with coach and engine maintenance/repair as assigned under the supervision of CVSR staff. Duties assigned are commensurate with experience and knowledge.

Office Work

Volunteers perform typing, filing, and other clerical duties as assigned in the CVSR office.

The Polar Express ™

Volunteers assist with the presentation of the Polar Express ™ program. Elf positions include readers, assistants, servers, and workers at the North Pole. Volunteers are asked to commit to four evenings during the program, which takes place from November to December.

Trainman/Car Attendant

Volunteer trainmen are assistants to the conductor, and trainman duties are assigned by the conductor. The primary duty of the trainman/car attendant is to ensure the safety and comfort of all passengers. As such, volunteers must function as friendly, positive, and caring representatives of CVSR.

Countryside Conservancy

Apply for positions through Countryside online at http://www.cvcountryside.org/give-volunteer.htm.

Countryside Ambassadors
Ambassador volunteers act as the face of Countryside Conservancy distributing information about the Farms in the Park, Countryside U and the Countryside Farmers' Markets. Duties include manning the information booth at the farmers markets and/or helping Countryside meet representation requests by helping table various special events throughout the year.

Farmers' Market
Volunteers act as a public face and provide behind-the-scenes support for the farmers' market to enhance the market experience for customers and vendors. Duties vary depending on volunteer position, but can include assisting with parking, set-up and tear-down, cooking demonstrations, special events, event planning, customer counts, and photography. Volunteers also occasionally hand out literature about market programs and assist with customer or vendor surveys.

Office Assistant
Volunteers help with various in-office tasks as needed. Duties include data entry, file organization, shredding outdated files, and assisting with inventory management.

Appendix 1: Resources for Volunteers

Websites

Volunteers

Training and Enrichment Calendar | www.nps.gov/cuva/supportyourpark/volunteer-training.htm
Volunteer Opportunities | www.nps.gov/cuva/supportyourpark/volunteer-activities.htm

- View drop-in projects and Days of Service by date: http://www.conservancyforcvnp.org/events/volunteer-opportunities
- View all kinds of volunteer opportunities by category: www.nps.gov/cuva/supportyourpark/volunteer-activities.htm

CVNP

Cuyahoga Valley National Park (CVNP) | www.nps.gov/cuva
Frequently Asked Questions (FAQs) | www.nps.gov/cuva/faqs.htm
Hot Topics | www.nps.gov/cuva/parknews/hot-topics.htm
National Park Service Planning, Environment & Public Comment | parkplanning.nps.gov
News Releases | www.nps.gov/cuva/parknews/newsreleases.htm
Plan Your Visit | www.nps.gov/cuva/planyourvisit/hours.htm
Park Closures and Construction Projects | www.nps.gov/cuva/parknews/closures.htm

Park Partners

Conservancy for Cuyahoga Valley National Park (Conservancy) | www.conservancyforcvnp.org
Countryside Conservancy (Countryside) | www.cvcountryside.org
Cuyahoga Valley Scenic Railroad (CVSR) | www.cvsr.com
Eastern National | www.easternnational.org

Suggested Reading

Site Bulletins

These one- to two-page documents are a great introduction to different natural and cultural topics in Cuyahoga Valley National Park. All current copies of site bulletins are available at visitor centers or www.nps.gov/cuva/planyourvisit/brochures.htm.

Literature

Cuyahoga Valley National Park Handbook, Carolyn V. Platt. Provides a comprehensive overview of the park.

The Colorful Era of the Ohio Canal, James S. and Margot Jackson. This is a short booklet that provides an overview of the canal.

Images of America: Cuyahoga Valley, Cuyahoga Valley Historical Museum and Cuyahoga Valley National Park Association. Provides background and historic photographs related to valley communities and recreation.

A Photo Album of Ohio's Canal Era, Jack Gieck. Provides a thorough introduction to the history of Ohio & Erie Canal with excellent historical photographs.

Guide Book for the Tourist and Traveler over the Valley Railway!, John S. Reese. A charming late-nineteenth-century guidebook highlights the communities from Cleveland to Canton, which the Valley Railway passed in the 1880s.

A Green Shrouded Miracle, Ron Cockrell. The history of Cuyahoga Valley National Recreation Area, now known as Cuyahoga Valley National Park. A detailed and interesting account of the grassroots movement that led to the creation of the park, as well as a discussion of activities and issues of park management in its early years.

The Nature of the Towpath, Peg and Rob Bobel. A season-by-season description of the natural history found along the Towpath Trail.

The Trail Guide Handbook, Cuyahoga Valley Trails Council. Provides detailed descriptions of the trails in the valley.

Appendix 2: A Management Mosaic

The following pages describe the NPS, CVNP, and its park partners in more detail. These descriptions are intended to give you a broader understanding of how our national park operates. This section can be used as a reference guide to increase your understanding of CVNP and its partners.

The National Park Service

By the Act of March 1, 1872, Congress established Yellowstone National Park in the Territories of Montana and Wyoming "as a public park or pleasuring-ground for the benefit and enjoyment of the people" and placed it "under exclusive control of the Secretary of the Interior." The founding of Yellowstone National Park began a worldwide national park movement.

In the years following the establishment of Yellowstone, the United States authorized additional national parks and monuments, most of them carved from the federal lands of the West. These also were administered by the Department of the Interior, while other monuments and natural and historical areas were administered as separate units by the War Department and the Forest Service of the Department of Agriculture. No single agency provided unified management of the varied federal parklands.

On August 25, 1916, President Woodrow Wilson signed the act creating the National Park Service, a new federal bureau in the Department of the Interior responsible for protecting the 35 national parks and monuments then managed by the department and those yet to be established.

This "Organic Act" states that "the Service thus established shall promote and regulate the use of the Federal areas known as national parks, monuments, and reservations … by such means and measures as conform to the fundamental purpose of the said parks, monuments and reservations, which purpose is to conserve the scenery and the natural and historic objects and the wild life therein and to provide for the enjoyment of the same in such manner and by such means as will leave them unimpaired for the enjoyment of future generations."

An Executive Order in 1933 transferred 56 national monuments and military sites from the Forest Service and the War Department to the National Park Service. This action was a major step in the development of today's truly national system of parks—a system that includes areas of historical as well as scenic and scientific importance. Congress declared in the General Authorities Act of 1970 "that the National Park System, which began with the establishment of Yellowstone National Park in 1872, has since grown to include superlative natural, historic, and recreation areas in every region….and that it is the purpose of this Act to include all such areas in the System. … "

Additions to the National Park System are now generally made through acts of Congress, and national parks can be created only through such acts. But the president has authority, under the Antiquities Act of 1906, to proclaim national monuments on lands already under federal jurisdiction. The Secretary of the Interior is usually asked by Congress for recommendations on proposed

additions to the system. The secretary is counseled by the National Park System Advisory Board, composed of private citizens, which advises on possible additions to the system and policies for its management.

The National Park Service still strives to meet its original goals while filling many other roles as well: guardian of our diverse cultural and recreational resources; environmental advocate; world leader in the parks and preservation community; and pioneer in the drive to protect America's open space.

CVNP's Organizational Structure

Superintendent's Office

The superintendent serves as the chief executive officer for the park and provides overall management direction to the park staff. She or he is responsible for park planning and development, land acquisition, community relations, and partnerships. Many public, private, and non-profit organizations within the Ohio & Erie Canalway, a national heritage area, work closely with the superintendent and various park staff.

Administration

Administrative employees provide support services to the park in the areas of purchasing and contracts, budget and finance, property management, information technology, and human resources.

Interpretation, Education, and Visitor Services (IEVS)

Interpretation park rangers provide orientation and educational information to help visitors learn about the park and its resources. This information is conveyed at visitor centers, programs, and special events, as well as through exhibits, publications, and online. This division includes operation of the Cuyahoga Valley Environmental Education Center, cultural arts events, Volunteers-in-Parks Program, and interpretive programming.

Maintenance

The Maintenance Division maintains park grounds, trails, buildings, utility systems, roads, and railroad infrastructure in a clean and safe condition. There are more than 100 miles of trails in CVNP. Maintenance staff also manages a program to rehabilitate historic structures within the park. There are two main maintenance campuses for staff: Virginia Kendall (trails and grounds) and Central Maintenance Area (buildings and utility systems).

Resource Management

Biologists, ecologists, and plant ecologists monitor and manage the vegetation, wildlife, fisheries, invasive and non-native species, sensitive species, and associated ecological components such as air, water and soil, minerals management, fire management and environmental compliance. Staff work with universities and land management agencies and encourages scientific researchers to explore natural resources within the park. This division also consists of civil engineers, historical and landscape architects, and a Geographic Information System (GIS) specialist who are involved in historic preservation and research, historic architecture, structural engineering, riverbank

stabilization, trail planning and design, regional planning, landscape architecture, GIS use, mapping development, and archaeology.

Visitor and Resource Protection (VRP)
Park rangers in VRP are responsible for enforcing the regulations within park boundaries. VRP includes CVNP's Communication Center, which also provides dispatch services for seven other parks in the region. VRP conducts patrols and investigations to ensure natural and cultural resource protection. They respond to law enforcement and emergency medical incidents, provide initial response to hazardous materials spills, conduct search and rescue operations, and oversee the physical security of park facilities. The division also oversees special park uses such as weddings, the Towpath Marathon, and other special events.

Conservancy for Cuyahoga Valley National Park (Conservancy)

The Conservancy for Cuyahoga Valley National Park is a non-profit organization created to engage public support for the park and provide services to enhance public use and enjoyment of the park.

The Cuyahoga Valley Association (CVA), founded in 1964, was a forerunner of Cuyahoga Valley National Park Association (CVNPA) and generated the crucial support that pushed park legislation through Congress to designate Cuyahoga Valley as a national recreation area. Continued support led to the designation of Cuyahoga Valley as a national park in 2000 and the founding of Cuyahoga Valley National Park Association in 2002. In January 2011, CVNPA was renamed Conservancy for Cuyahoga Valley National Park.

The Conservancy continues to accomplish its mission by developing and operating a variety of programs and services that educate the public, add to the park experience, and reach a diverse community, including environmental education, arts and culture programming, funraising, retail stores, rental of historic buildings including overnight lodging at Stanford house, and the Volunteers-In-Parks program.

Show Your Support

- **Donate** to support Conservancy-sponsored projects
- **Volunteer** and give back with your time and talent
- **Advocate** for CVNP
- **Sponsor** an acre through www.ParkShares.org
- **Shop** at Trail Mix Peninsula and Trail Mix Boston
- **Show** your support on Facebook by liking 'Conservancy for Cuyahoga Valley National Park'
- **Join** the Conservancy as a member and encourage others to do so

There are many ways to join the Conservancy, including visiting the "Become a Member" page of www.conservancyforcvnp.org, visiting either Trail Mix location, or in person at the Hines Hill administration offices, 1403 W. Hines Hill Road in Peninsula.

Cuyahoga Valley Scenic Railroad (CVSR)

Cuyahoga Valley Scenic Railroad is a not-for-profit, 501 (c)(3), volunteer-supported organization working in partnership with Cuyahoga Valley National Park. CVSR's mission is to provide educational and heritage railroad experiences within the Ohio & Erie Canalway and to provide alternative transportation to, through and within Cuyahoga Valley National Park.

In 1880, the Valley Railway began operations, transporting coal to Cleveland, Akron, and Canton from the Tuscarawas River Valley and providing passenger service along the way. After a decade of operation, the Valley Railway became part of the Baltimore & Ohio Railroad. In the 20th century, competition from automobiles, trucks, and buses caused the decline of both freight and passenger service.

Interest in the line was renewed in 1972, when a scenic excursion route and the Cuyahoga Valley Preservation and Scenic Railway Association were born. Originally known as the Cuyahoga Valley Line, the scenic railroad now operates as Cuyahoga Valley Scenic Railroad (CVSR). CVSR tracks stretch south of Independence (just south of Cleveland), passing through the national park to Akron and Canton. CVSR offers round-trip excursions, audio tours, and special events throughout the year.

Volunteer help is essential to the operation of CVSR. Available volunteer positions on the train include engineer, conductor, brakeman, trainman, and concessionaire (training is provided). Special event volunteer opportunities include servers for charters and beer and wine trains, Polar Express and Day Out With Thomas. Volunteers may also help with general operations and customer service or office support.

CVSR Headquarters is located at Tilden House, 2325 Stine Rd., Peninsula, OH 44264.

Show Your Support

- **Call** (800) 468-4070
- **Visi**t www.cvsr.com for more information
- **Join** CVSR as a member at www.cvsr.com/cvsr-membership
- **Connect** with CVSR on Facebook

Countryside Conservancy (Countryside)

Countryside Conservancy is a non-profit whose purpose is to connect people, food, and land. With their Countryside Farmers' Market program, they manage three thriving farmers' markets in the greater Akron area. Countryside U courses offer educational programming for backyard gardeners, home cooks, and farmers of all experience levels. In partnership with CVNP, they manage the Countryside Initiative program, which has reestablished working family farms within the park. Countryside also provides a variety of networking opportunities for farmers, farm business owners, and consumers at all levels of the local food system.

Countryside offers opportunities for volunteers with Countryside Farmers' Markets, special events, and occasional office support. Volunteer commitments are flexible and offer a wonderful opportunity to engage in the local food community. Countryside's offices are located at 2179 Everett Road, Peninsula, OH 44264.

Show Your Support

- **Call** (330) 657-2542
- **Visit** www.cvcountryside.org for more information
- **Give** as a sustaining friend or sponsor at cvcountryside.org/community/friends-of-countryside.php
- **Connect** with Countryside on Facebook

Ohio & Erie National Heritage Canalway

The Ohio & Erie National Heritage Canalway, which shares land with CVNP, is one of the National Heritage Areas designated by Congress to preserve and share important aspects of America's heritage. It is not a traditional park where land is owned by one organization. Instead, it is a lived-in region where the natural, cultural, historical, and recreational resources combine to form a nationally significant landscape.

The Ohio & Erie National Heritage Canalway celebrates the significance of the Canalway and its legacy to the region and nation. It offers people opportunities to discover the canal and a myriad of interconnected places and stories. The Canalway is not just about the past. It is about the present sense of place among our communities. It is also a source of inspiration and economic development for our future. Many communities and organizations work together to advance the Canalway idea. These include the following.

- **The Ohio & Erie Canalway Association (OECA)** | www.ohioanderiecanalway.com
  The organization designated by Congress to manage the Ohio & Erie National Heritage Canalway, OECA is charged with developing and implementing a Canalway management plan. They also oversee a matching grant program to promote local implementation of the plan.

- **The Ohio Canal Corridor (OCC)** | www.ohiocanal.org
  The OCC is dedicated to the creation of a park system that follows the route of the historic Ohio & Erie Canalway from Cleveland through Zoar to Dover/New Philadelphia. Its mission is to promote historic preservation and interpretation, expanded recreational opportunities, and sensitive economic development. OCC concentrates its work in Cuyahoga County.

- **The Ohio & Erie Canalway Coalition (OECC)** | www.ohioeriecanal.org
  A private, non-profit organization working on the development of the Ohio & Erie National Heritage Canalway, the OECC provides educational programs, events, and publications about the National Heritage Canalway while developing strong working relationships with partners to preserve and interpret the natural, historical, and recreational resources throughout the

corridor. The OECC concentrates on efforts in the southern Canalway counties of Summit, Stark, and Tuscarawas.

Cleveland Metroparks

Cleveland Metroparks owns and manages land within the boundary of CVNP and has partnered with CVNP since 1974. For more information on Cleveland Metroparks visit www.clemetparks.com.

Summit Metro Parks

Metro Parks, Serving Summit County owns and manages land within the boundary of CVNP (including Hampton Hills, O'Neill Woods, Deep Lock Quarry, and Furnace Run) and has partnered with CVNP since 1974. Summit Metro Parks was previously known as Metro Parks, Serving Summit County before its name change in 2014. For more information on Summit Metro Parks visit www.summitmetroparks.org.

Eastern National

In Cuyahoga Valley National Park, Eastern National operates outlets in park visitor centers and provides online sales. Passport to Your National Parks books, sold by Eastern National, provide a place for park visitors to collect National Park Passport Stamps. A variety of passport stamps are available in CVNP. For a full listing, visit www.nps.gov/cuva/planyourvisit/passport-stamps.htm. If you are interested in buying a Passport to Your National Parks or receive an inquiry from a park visitor, you can purchase the books at visitor centers throughout the park and online at www.eparks.com/store. For more information on Eastern National visit www.easternnational.org.

Trail Partners

Buckeye Trail Association | http://buckeyetrail.org
A non-profit volunteer-run organization, its purpose is to maintain the Buckeye Trail and promote use and enjoyment of the park. Volunteers maintain the Buckeye Trail, which runs through Cuyahoga Valley National Park and loops around Ohio.

Cuyahoga Valley Trails Council (CVTC) | http://cvtrailscouncil.org
CVTC works with the National Park Service to carry out the development of the planned network of trails in Cuyahoga Valley National Park. With guidance from NPS and CVNP's Trail Plan, CVTC coordinates numerous trail work projects that involve both the maintenance of existing trails and the development of new ones.

Medina Ohio Horsemen's Council (OHC) | http://medinacountyohc.com
The mission of Medina Ohio Horsemen's Council is to help plan, promote, and participate in the building, inspection, maintenance, and improvement of equestrian trails in and around the Cuyahoga Valley. OHC provides resources to help promote the maintenance and creation of bridle trails throughout Ohio.

Other Partners

Boston Mills/Brandywine Ski Resort | http://bmbw.com
Boston Mills/Brandywine Ski Resort, comprising two locations owned and operated by the same management, prides itself on providing a great introduction to snow sports in Northeast Ohio. Boston Mills/Brandywine Ski Resort is located in Peninsula, Ohio.

Camps
Camp Butler and Camp Manatoc are managed by the Great Trail Council and Boy Scouts of America. Camp Ledgewood is managed by Girl Scouts. Camp Mueller is managed by the Phillis Wheatley Association.

Conrad Botzum Farmstead | www.botzum.org
The Conrad Botzum Farmstead, a 501(c)3 non-profit organization, is located in Cuyahoga Valley National Park, 3486 Riverview Road, Akron, Ohio, between Bath and Ira Roads.

Inn at Brandywine Falls | http://innatbrandywinefalls.com
Adjacent to Brandywine Falls, the historic Greek revival-style bed and breakfast accommodates guests on a year-round basis. The inn was built as a private home in 1848 and is listed on the National Register of Historic Places.

Old Trail School | www.oldtrail.org
A private, independent, coeducational school enrolling about 570 children in preschool through grade 8, it is one of the few schools in the United States located in a national park. Old Trail School is located on Ira Road, adjacent to CVNP.

Western Reserve Historical Society (Hale Farm & Village) | www.wrhs.org
The Western Reserve Historical Society is a not-for-profit educational institution that inspires people to explore the history and culture of Northeastern Ohio and place that regional experience within the larger context of history. Hale Farm & Village in Bath, Ohio, is an outdoor living history museum featuring life and crafts from the mid-1800s. It includes farm animals, pastures, and historic houses with historical interpreters dressed in period costume.

Appendix 3: Introduction to Interpretation

"Interpretation is a guide, leading audiences from physical resources to their underlying meanings, from the tangible to the intangible, from sight to insight. By providing opportunities to connect to the meanings of the resource, interpretation provokes the public's participation in resource stewardship. It helps them to understand their relationships to, and impacts upon, those resources. And it helps them to care."
—Cynthia Kryston, National Park Service

How do we build those connections?

National Park Service interpreters believe that people will care more about what they understand. Therefore, interpreters strive to connect people—both intellectually and emotionally—to the resources of the parks. That connection builds stewards and ensures that national parks will be here for future generations.

Interpreters strive to make these connections between the tangible and intangible using a variety of interpretive techniques that include demonstrations, storytelling, questioning, images, acting, and much more. To learn more about the art of interpretation, attend one of the National Park Service trainings or go online to the Eppley Institute site noted in Volunteer Training Programs, page 34.

Tangibles

National parks are made up of tangible objects, places, people, and events. For example: The Ohio & Erie Canal once stretched 308 miles from Portsmouth to Lake Erie. It was built primarily by German and Irish immigrant workers who were paid thirty cents a day, room and board, and a gill of whiskey. The Ohio & Erie Canal Towpath Trail was traveled not only by mules, but was likely also used by those fleeing slavery.

Intangibles

Tangible objects often have intangible meanings associated with them. These meanings include things such as systems, processes, relationships, feelings, values, ideas, beliefs, and more. These intangible meanings are important because they can connect people emotionally with the resource. For example: The struggle and hardship of the canal workers; the economic prosperity and opportunities created by the canal; and the freedom achieved through escape on the Underground Railroad.

Primary Themes for Cuyahoga Valley National Park

The primary themes for Cuyahoga Valley National Park represent the storylines that we strive to communicate through our interactions with the public.

Parks to the People

In keeping with the Cuyahoga Valley's long history as a place for retreat from urban areas, CVNP is the product of a national movement for the establishment of parks for use by people in an urban

environment. The park is valuable for discovery, exploration, and recreation that renew mind, body, and spirit in rural settings often unavailable to urban residents.

Cultural and Natural Interplay
The resources of CVNP exist independently, but also blend together into a mosaic of pastoral landscapes that were created and continue to be transformed by the interplay of geologic, ecological, and cultural forces. Understanding human interaction with the valley environment from prehistoric to present times can serve to generate inspiration and encourage discussion of a modern land ethic.

Park as Classroom
The diverse array of natural and cultural resources in the valley offers opportunities for learning, discovery, and revelation. Lessons of conflict, adaptability, ingenuity, and interdependence illustrate broader trends in many disciplines, particularly ecology and American history.

Watershed Connections
The Cuyahoga River connects CVNP into the largest freshwater system in the world. This river that burned gave international attention to water quality issues and encouraged action through the passage of environmental legislation, especially the Clean Water Act. Understanding the watershed connections demonstrates the potentially far-reaching impacts of land preservation and individual daily decisions on environmental health.

Natural Diversity
CVNP provides refuge for the surprising and rich natural diversity that result from the valley's unique geography and geologic history. Its location in a transition zone between major regions of the country, combined with its glacial history and varied topography makes it home to a unique species composition. This includes an unusual variety of plants and animals, including rare, threatened, and endangered species, whose survival depends on park protection.

Impact of the Canal
As part of the 19th-century transportation infrastructure, the Ohio & Erie Canal was among the most successful of America's canals during the period in which canals contributed to the growth of the nation. By creating linkages among regions, the Ohio & Erie Canal was important to the development of a national market economy while stimulating community growth locally, regionally, and nationally.

Evolution of Transportation
In manners representative of the national trends in transportation, people have used Cuyahoga Valley as a transportation corridor from prehistoric to modern times, using the advantages presented by its topography and overcoming its obstacles. Through changing technologies, people have sought opportunities from economic growth to freedom and have felt transportation's impact on their daily lives.

Interacting With Visitors

It is important that we provide good customer service in our interactions with visitors. We want to make sure that visitors feel welcome and comfortable asking questions and interacting with volunteers. Besides having an extensive knowledge of the park, it is important for you as a volunteer to have adequate knowledge of how to relate this information to visitors. The following guidelines will help you effectively communicate with park visitors.

Tips on Making Contact with Visitors

It is easier to wait for a visitor to ask you a question. However, they may not know enough about the park to ask one. Try to anticipate their needs and offer information. Some icebreakers or greeting sentences are:

- "Have you been here before? I would be happy to give you a map of the park and suggestions about what to do."
- "Are you planning a hike today? I'd be happy to suggest some trails."
- "Are you aware this is a national park? If you're interested in knowing more, I can answer questions or direct you to our nearest visitor center."
- "Some of my favorite places in the park are … "

Ten Basic Visitor Service Guidelines

1. **Act professionally.** Be courteous and helpful. Remain patient with visitors. Be neutral with your opinions.

2. **Safety takes precedence.** Do your best to be proactive in this area. It is important that all volunteers know how to respond in an emergency.

3. **Take the time to listen** and answer visitor questions or requests, no matter how busy you are. If you are not sure about the answer, seek it out.

4. **Approach visitors and ask questions**. Try to provide them with the resources they need to answer their questions or meet their needs.

5. **Give special attention to children** who could be visiting with their family or school group. A lifelong interest in our national parks can start when a person is very young. Children having a great experience, along with positive interaction with staff and volunteers, may become the next generation of park stewards!

6. No volunteer should ever be alone with a child.

7. When a visitor has a comment or complaint, **listen with empathy** to show that you take the visitor's opinion seriously. Use statements that reflect what is being said to show that you are listening. Treat everyone with respect.

8. **Avoid arguing**. It is unlikely that people will be receptive of your argument, no matter how great an orator you may be. People will be more open to listening after they calm down and feel like they have been heard.

9. **Refer difficult comments and complaints to a staff member.** Whenever a visitor makes you uncomfortable, immediately find a staff member to take over.

10. **Volunteers are not permitted to enforce regulations.** Your role as a volunteer is to educate visitors about regulations before they are broken and to report violations. If you see a minor violation such as littering, you may remind or educate visitors on the rules. However, if they do not seem receptive, disengage and back away. Use good judgment and do not provoke conflict. Let law enforcement handle major violations.

FAQs

What is an informal visitor contact?

An informal visitor contact is defined as a highly personalized encounter between a visitor and a volunteer during which the progression is based on the visitor's needs and responses. The volunteer must be able to evaluate, respond, and adjust to the visitor's needs during these spontaneously initiated interactions.

Why are informal visitor contacts so important?

This may be the visitor's only opportunity to interact with a park representative. The "visitor-centered" approach communicates respect and helps build a park constituency. Well-crafted, responsive interactions offer visitors just what they need, just when they need it.

What types of informal visitor contacts are there?

The types of informal visitor contacts form an interpretive continuum:

- **Orientation**: for the visitor about the visit
- **Information**: for the visitor about the resource
- **Interpretation**: for the benefit of the visitor for the benefit of the resource

How do informal visitor contacts help fulfill the NPS mission?

Orientation provides for the safety and security of park visitors and park resources. Information enhances visitor enjoyment by increasing understanding of the park resources and policies. Interpretive informal visitor contacts provide opportunities for the visitor to form emotional and intellectual connections to our site, increasing their enjoyment and encouraging the preservation of resources.

Appendix 4: Park Radio Operations

Radio Checks

Make sure to do a radio check upon leaving your sign-in location. Inform dispatch (radio 7-3-1) when you are "in service" or "out of service" and at what location. This will give you practice with the radio that will prepare you to use the radio in an emergency situation, and will help staff to monitor park activity. Know where you are in the park and how to describe your location to rangers in case of an emergency. Use trailheads, mile markers for distance, and other prominent landscape features to orient yourself while on a trail.

> **Example**
> **You:** 7-3-1 … 4-3-0 Your Last Name
> **Communication Center:** 4-3-0
> **You:** Out of service at the Octagon Shelter
> **Communication Center:** Thank you (Communication Center will end the transmission with the time).

Radio Protocol

1. Turn the radio on and keep it on Channel 2.
2. Keep the volume at a level that allows you to hear the radio traffic, but not so loud that everyone around you can hear.
3. Know your radio number, which is **4-3-0** unless you are told otherwise, followed by your last name. Note that Adopt-A-Trail, Cuyahoga Valley Trails Council, and Trailblazers may use different radio numbers. Dispatch is 7-3-1. When calling a number, say each number individually. 7-3-1 is "seven-three-one" not "seven-thirty-one." Dispatch will answer by stating your number.
4. Plan what you need to say to get your message across. Be concise and speak in plain English. Do not use special codes.
5. To transmit your message, hold down the Push-To-Talk (PTT) switch and wait one second before talking. Hold the radio two to three inches from your mouth and speak in a normal voice directly into the radio.
6. You say the number of whom you are calling first. You then identify yourself with a number. Example, 7-3-1…4-3-0 (followed by your last name).
7. Make sure that you depress the button the entire time you are speaking.
8. Common mistakes are starting to speak before the key is fully depressed and letting go of the key before you are done speaking. After speaking, hold the switch for one more second before releasing to prevent your transmission from being cut off.
9. Wait for a response and communicate the information succinctly. Once you have nothing further to add, close your traffic by stating your number.

Emergency Situations
Report emergency situations to the park's Communication Center by calling 7-3-1 on your park radio. State that you have an emergency, your location, the nature of the emergency, and what, if anything is being done to stabilize the situation.

Know Your Location
Know where you are in the park and how to describe your location to rangers in case of an emergency. Use trailheads, mile markers for distance, and other prominent landscape features to orient yourself while on a trail.

Appendix 5: Savacoal House Standard Operating Procedures

Access

Entry Codes and Access: Supervisors may assign keypad entry codes to volunteers. Entry codes are created at the volunteer office. Staff with a GT1 key can access the building at any time.

Keep Codes and Lock Combinations Confidential: Each volunteer will have a unique entry code. Do NOT share your individual entry code and, if given access to the radio cabinet, do NOT share its lock combination code.

General Use Procedures

Opening Procedures:

- Close the door after entering (keypad lock is located on door next to Savacoal Barn driveway)
- Set the AC/Heat to only the 'zone' in use (if needed)

Building Use Procedures:

- Exit doors must be closed at all times. There are exceptions when it is not a risk to the volunteer's safety or building security.
- Photocopier is permitted for volunteer-related purposes only. It is not to be used for personal or other use. Please turn off photocopier after use.
- Refrigerator use is permitted for volunteer-related functions. All items must be removed before dusk and cannot be stored overnight. Leftover items may be thrown away.
- The library in the conference room is for reference only. Books in the upstairs Nancy Piltch Memorial Library may be borrowed for up to two weeks.
- Furniture and storage units may only be re-arranged with authorization from the volunteer office.
- Locked storage space is only accessible to individuals with a combination lock code or a key.

Closing Procedures:

- Place all trash in the trash can and recyclables in the bin. Take out trash if full or fragrant. Bags can be dropped off at the fenced-in trash and recycling area at the Conservancy for Cuyahoga Valley National Park's Administrative Office – located less than ½ mile east on Hines Hill Road at 1403 W. Hines Hill Road. (Staff will take out the recyclables.)
- Check that AC/Heat is set accordingly (78 degrees for AC /64 degrees for heat)
- General housekeeping (when needed): wipe tables and kitchen counter, clean and put away dishes, vacuum, sweep, and mop
- Turn off all lights
- Lock all doors – the main entry door will lock automatically once closed

General Information

Operational Hours: Building is only to be used during daylight hours. Exceptions may be made only when authorized by the NPS or Conservancy for Cuyahoga Valley National Park staff.

Housekeeping: Cleaning supplies are located in the utility closet next to the stairs and under the sink in the kitchenette. The building will also be fully cleaned on a regular schedule.

Parking: Parking is available at the Boston Store Trailhead and overflow lot.

Accessible parking is available next to and in front of the Savacoal Barn. The accessible parking spaces are available to volunteers who are picking up and dropping off supplies in under 5 minutes. These accessible spaces may not be used for general parking because it blocks access to Savacoal Barn.

Conference Room

Scheduling Procedures:

- Reserve this space one week or more in advance by contacting the Conservancy's Reservations Coordinator at 330-657-2909 ext. 119 with this information: Your name, your phone number or email address, name of volunteer group, day and date of meeting, time frame needed, and number of expected people. Reservation is confirmed upon verbal or written confirmation from the volunteer office.
- It is important to notify the Reservations Coordinator of any cancellations.

Responsibilities: The individual who schedules this space takes responsibility for following the *opening and closing procedures*; and anyone inside Savacoal House must follow the *building use procedures*.

What To Do In Case Of…

In an emergency call the 24-hour Communication Center at (440) 546-5945.

- The nearest **phone** is located on the first floor in the main work space room.
- The nearest **fire extinguisher** is located on the first floor in the kitchenette.
- The nearest **first aid kit** is located in the kitchenette, in the lower right cupboard.
- The nearest **AED** is located at Boston Store Visitor Center, located across the street at 1550 Boston Mills Rd.

If the water alarm sounds call the 24-hour Communication Center. This high pitch alarm sounds when the building is low on water. Tell the dispatch operator that the low-level water alarm at Savacoal House went off. Do not silence the alarm. The operator will coordinate the water delivery to our cistern.

If the keypad lock functions unusually contact the Volunteer Services Coordinator. It could be a signal that we need to replace the keypad lock's batteries. If you enter a valid entry code and

the batteries are weak, the yellow LED will light and the alarm will sound for 4 seconds. Please contact the Volunteer Services Coordinator as soon as this happens so that we can get the batteries replaced in a timely manner.

If there is a shortage of supplies contact the Volunteer Services Coordinator. Supplies provided from the volunteer office include: paper towels, toilet paper rolls, water cooler igloos, paper and toner for the photocopier, housekeeping supplies, and office supplies. Please contact the Volunteer Services Coordinator as soon as you notice a shortage so that we can re-stock items in a timely manner.

Contact Information

24-hour Communication Center: (440) 546-5945 or 1-800-433-1986 (ext. 0)

Volunteer Office: (330) 657-2296 or volunteer@forcvnp.org

Appendix 6: General Driving Policy

Please double-click on the text enclosed below. This 8-paged policy will open up a new PDF window.

National Park Service
U.S. Department of the Interior

Cuyahoga Valley
National Park

15610 Vaughn Road
Brecksville OH 44141

Park Policy – Use of Government Vehicle

To: All Employees, Cuyahoga Valley National Park

From: Superintendent, Cuyahoga Valley National Park

Date: August 19, 2013

The following represents this park's policy on the use of government vehicles based upon laws passed by Congress, regulations issued by GSA, and policies issued by DOI and NPS. This policy applies to employees, volunteers, interns, and youth program participants including Student Conservation Association (SCA) assistants. Division Chiefs are responsible for the fleet vehicles assigned to them and are tasked with ensuring their staff are aware of the vehicle policies and that those guidelines are followed.

- Operators of government owned or leased vehicles (GOV) must have a valid state driver's license. Authorization to operate a GOV may be given to an operator only after the supervisor is satisfied that the guidance in HR Bulletin 05-04, "Certification of Motor Vehicle Operators" dated June 15, 2005 is met.

- Authorization to operate a GOV may be given to an operator only after the supervisor is satisfied they have completed the DOI online course in the last 3 years. Certificates of completion should be forwarded to the Employee's personnel file for retention.

- Authorization to operate a GOV may be granted to an operator only after the supervisor is satisfied the operator is familiar with driving that size or type of vehicle. A practical test or demonstration of skill may be performed to ensure safe operation.

- Use of Government owned or leased or rented vehicles for recreation, personal business or transporting persons not engaged in official business is prohibited except to render assistance in major disasters or emergency situations.

  Appropriate use includes:

  - Transportation between worksites and neighboring communities to perform official duties only, this does not include trips to restaurants or stores for personal activities.

Appendix 7: Volunteer Training Matrix

This matrix is designed to inform you if your specific position requires your attendance to specific training classes.

Key: X = Required; * = Recommended; P = Pending

Volunteer Position	CVNP Volunteer Orientation	Enrichment Series	Intro to NPS: Eppley Online	Foundations of Interpretation	Informal Interpretation	Interpretive Talk	Computer Security	Defensive Driving	First Responder	CPR/AED/First Aid	Orientation to Risk Management & Radio Use	Introduction to Risk Management & Radio Use	Operational Leadership	Background Investigation
	All VIPs			Visitor Services			Government Property		Visitor Safety		Special Requirements			
ADMINISTRATION														
Office Assistant	X	*	*											
INTERPRETATION, EDUCATION & VISITOR SERVICES														
Actor/Actress	X	*	*	*	*	*								
Administrivia	X	*	*											
Canal Camp & Cuyahoga Critters	X	*	*	X	*	*								P
Cleveland Sight Center Program	X	*	*	*	*				X		X			
Crooked River Gang	X	*	*	*	*									
CVSR Speakers' Bureau	X	*	*	X	X	X								
Cycling Schools	X	*	*	*	*					*		*		P
Cycling Schools Crew Leaders	X	*	*	*	*					X		X		P
Go Crew!	X	*	*	X	*	*								P
Go Crew! Crew Leaders	X	*	*	X	*	*				X				P

Volunteer Position	CVNP Volunteer Orientation	Enrichment Series	Intro to NPS: Eppley Online	Foundations of Interpretation	Informal Interpretation	Interpretive Talk	Computer Security	Defensive Driving	First Responder	CPR/AED/First Aid	Orientation to Risk Management & Radio Use	Introduction to Risk Management & Radio Use	Operational Leadership	Background Investigation
	All VIPs			Visitor Services			Government Property		Visitor Safety		Special Requirements			
Health & Wellness	X	*	*	X	X									
Media Assistant	X	*	*	*			X							X
Media: Milk Run and Bulletin Boards	X	*	*	*	*			X						
Park Ambassadors														
Canal Explorers	X	X	*	X	X					X	X			
Conservancy Front Desk Assistant	X	X	*	X	X									
Hike Assistants	X	X	*	X	X				X		X			
Historic Lock 38 Demonstrations	X	X	*	X	X	X					X			
Park Promoters	X	X	*	X	X									
Paw Patrol	X	X	*	X	X				X		X			
Roving Historian & Artisan	X	X	*	X	X	*			X					
S.E.T. (Special Events Team)	X	X	*	X	X						*			
S.E.T. - Parking only	X	*	*	*	*						*			
Speakers' Bureau	X	X	*	X	X	X		*						
Trail Mix Park Ambassadors	X	X	*	X	X					X				
Visitor Center Assistant	X	X	*	X	X					X	X			
Wildlife Watchers	X	X	*	X	X	*			X		X			
Winter Sports Center	X	X	*	X	X					X				

Volunteer Position	CVNP Volunteer Orientation	Enrichment Series	Intro to NPS: Eppley Online	Foundations of Interpretation	Informal Interpretation	Interpretive Talk	Computer Security	Defensive Driving	First Responder	CPR/AED/First Aid	Orientation to Risk Management & Radio Use	Introduction to Risk Management & Radio Use	Operational Leadership	Background Investigation
	All VIPs			Visitor Services			Government Property		Visitor Safety		Special Requirements			
Park Ambassadors														
Winter Sports Center Intern	X	X	*	X	X			X		X		X	*	
Photographers	X	*	*											
Program Leads - Bird Watching	X	*	*	X	X	X			X		X			
Program Leads - Boomerang Program	X	*	*	X		*			X		X			
Quest Crew	X	*	*								X			
Quest Developer	X	*	*											
Rail Rovers	X	*	X	X	X									
Student Explorer Assistant	X	*	*	X	X	*								P
Videographer	X	*	*											
MAINTENANCE														
Adopt-A-Trail Crew	X	*	*									*		
Adopt-A-Trail Crew Leader	X	*	*					X	X			X	*	
Buckeye Trail Association Crew Leader	X	*	*											
CVTC Crew	X	*	*									*		
CVTC Crew Leader	X	*	*					*	X			X	*	
Medina OHC Crew	X	*	*									*		
Medina OHC Crew Leader	X	*	*					X	X			X	*	

Volunteer Position	CVNP Volunteer Orientation	Enrichment Series	Intro to NPS: Eppley Online	Foundations of Interpretation	Informal Interpretation	Interpretive Talk	Computer Security	Defensive Driving	First Responder	CPR/AED/First Aid	Orientation to Risk Management & Radio Use	Introduction to Risk Management & Radio Use	Operational Leadership	Background Investigation
	All VIPs			Visitor Services			Government Property		Visitor Safety		Special Requirements			
RESOURCE MANAGEMENT														
Citizen Scientist	X	*	*								X			
Database Manager	X	*	*				X				X			X
GPS/GIS	X	*	*				X	X			X			X
Invasive Plant Removal Crew	X	*	*					*	X		X	*		
Invasive Plant Removal Crew Leader	X	*	*					*	X			X	*	
Library: Historic Resource File	X	*	*				X							X
Wetland Monitors	X	*	*						X		X			
VISITOR & RESOURCE PROTECTION														
Permit Monitors	X	*	*					X			X			
Safety Instructor	X	*	*					X	X	X		X	*	
Tract Trekker	X	*	*					X	X		X	X		
Trailblazer	X	*	*							PR		X	*	X
VRP Operations	X	*	*					X			X			

Volunteer Position	CVNP Volunteer Orientation	Enrichment Series	Intro to NPS: Eppley Online	Foundations of Interpretation	Informal Interpretation	Interpretive Talk	Computer Security	Defensive Driving	First Responder	CPR/AED/First Aid	Orientation to Risk Management & Radio Use	Introduction to Risk Management & Radio Use	Operational Leadership	Background Investigation
	All VIPs			Visitor Services			Government Property		Visitor Safety		Special Requirements			
CONSERVANCY														
CVEEC Program Assistant	X	*	*							X				X
CVEEC Program Volunteer	X	*	*	X	*	*				X	X	X		X
Kitchen Assistant	X	*	*										*	X
Library Assistant	X	*	*											X
Office Assistant	X	*	*											
Patio Patrol Gardening	X	*	*											
Running Series Crew Leader	X	*	*						X		X			
Tag Courier	X	*	*	*	*			X						
CUYAHOGA VALLEY SCENIC RAILROAD														
Brakeman	*	*										X		
Concessionaire	*	*												
Conductor	*	*								X		X		

Volunteer Position	CVNP Volunteer Orientation	Enrichment Series	Intro to NPS: Eppley Online	Foundations of Interpretation	Informal Interpretation	Interpretive Talk	Computer Security	Defensive Driving	First Responder	CPR/AED/First Aid	Orientation to Risk Management & Radio Use	Introduction to Risk Management & Radio Use	Operational Leadership	Background Investigation
	All VIPs			Visitor Services			Government Property		Visitor Safety		Special Requirements			
CUYAHOGA VALLEY SCENIC RAILROAD														
Conductor's Assistant	*	*								X				
Engineer	*	*										X	*	
Maintenance/Mechanical	*	*										X	*	
Office Work	*	*												
Polar Express	*	*												
Trainman/Car Attendant	*	*									X			
COUNTRYSIDE CONSERVANCY														
Countryside Ambassador	*	*												
Farmers' Market Assistant	*	*												
Office Assistant	*	*												