

# Handbook for Volunteers-In-Parks of Cuyahoga Valley National Park

Building a Community of Park Stewards



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## *Cuyahoga Valley National Park Volunteer Program* *Building a Community of Park Stewards*

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### Welcome!

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

Our staff will help you to be successful and effective in your duties, so please do not hesitate to ask questions. We also would like information from you—how you like 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.

This handbook is designed as a reference and guide to Cuyahoga Valley National Park, Cuyahoga Valley National Park Association, and our Volunteers-In-Parks Program. Read it carefully before you begin volunteering and refer to it as needed. 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.cvnpa.org](http://www.cvnpa.org).

The volunteer program is co-managed by the National Park Service and Cuyahoga Valley National Park Association. We wish you a rewarding experience as a National Park Service volunteer and deeply appreciate your contribution to our national park.

Sincerely,

Stan Austin  
Superintendent  
Cuyahoga Valley National Park

Deb Yandala  
Chief Executive Officer  
Cuyahoga Valley National Park Association





# Enhancing Your Volunteer Experience

“Life was meant to be lived, and curiosity must be kept alive.  
One must never, for whatever reason, turn his back on life.”

Eleanor Roosevelt,  
Autobiography of Eleanor Roosevelt

The National Park Service (NPS) relies heavily on volunteers to achieve its mission, which includes the needs of its visitors. 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 of the park or to gain experience in a new field, the park is counting on you to make the most of your experience. Park staff strive to meet the needs and interests of our volunteers. Join us with a sense of humor and an open mind. 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. As you begin your personal experience as a park volunteer, we offer the following, which has been adapted from the Petrified Forest National Park's list of suggestions for volunteers.

## Understand the Mission of the National Park Service and Cuyahoga Valley National Park

It's why the park and all of us are here.

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 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.” 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.

### 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 ideas enhances the park experience. When you get here, 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 you see at first glance. After further consideration and time, please make suggestions that might help the park 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 on the job, please bring it up with your supervisor immediately. If your concern involves a conflict of any kind with your coworkers, 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 value as a volunteer increases with your knowledge of the park. Approach each job 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, you will find site bulletins that cover cultural and natural topics throughout the park, a suggested reading list, the Valley Volunteer newsletter, the Schedule of Events, maps of the park and its trails, and useful websites to give you a comprehensive view of the park.

### Follow the Rules

The park's rules are for the protection of the park and for everyone's safety. Please do your best to learn and follow the rules relating to the park. A brief overview of park rules and regulations can be found on page 24. If you are unsure of park regulations, ask your supervisor for clarification.

### Take a Tour—Know Your Park

Visit the visitor centers, hike on the trails, walk or bike the Towpath Trail, ride on the Cuyahoga Valley Scenic Railroad, go to ranger-led programs, or attend the Volunteer Enrichment Series to learn more about the cultural history and natural resources in the park. A map of Cuyahoga Valley National Park is included at the back of your manual, and you can find lists of suggested trails for many different occasions on [www.nps.gov/cuva](http://www.nps.gov/cuva).

### 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 Cuyahoga Valley National Park. We look forward to sharing this great experience with you. Welcome to the CVNP family.

# The Volunteers-In-Parks (VIP) Program

## Mission Statement

The mission of any volunteer program 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 Volunteer 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

Cuyahoga Valley National Park has one of the most active Volunteers-In-Parks (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. The terms "VIP Program" and "volunteer program," as well as "VIP" and "volunteer," are used interchangeably in this manual.

The VIP Program is co-managed by the National Park Service and Cuyahoga Valley National Park Association (CVNPA).

## Volunteer Program/Office Roles

The Cuyahoga Valley National Park Volunteer Office is responsible for overall management and direction of the program and handles recruitment, training, recognition, and communications. Office roles include director of volunteer programs, volunteer program assistant, and NPS park ranger (volunteer liaison and service-learning coordinator).

## CVNPA Director of Volunteer Programs

The director of volunteer programs leads the VIP Program in its entirety and directs its policies and procedures. The director also provides coordination and consultation for all volunteers and volunteer supervisors throughout the park. Other responsibilities include planning, developing, and managing the VIP Program in direct support of the National Park Service mission and identifying methods that will enhance the park's ability to attract volunteers through both outreach programs and recruitment efforts within and outside the local community. The director also works closely with National Park Service managers.

### CVNPA Volunteer Program Assistant

The volunteer program assistant handles the day-to-day operations of the volunteer program. The assistant manages the central volunteer database, volunteer files, and volunteer position menu; guides prospective volunteers in the application process and places new volunteers; and provides support to the director and volunteer supervisors with forms, recruitment, training sessions, events, and recognition.

### NPS Park Ranger (Volunteer Liaison and Service-Learning Coordinator)

The NPS park ranger serves as the liaison between CVNPA and NPS, assisting with NPS policy, opportunities, and regulations, as well as the VIP training program. The NPS park ranger coordinates volunteer activities with a focus on youth and service learning, including the Student Conservation Association (SCA) program; working with scouts; and managing our urban youth volunteer program. Additionally the park ranger administers the Volunteer Enrichment Series.

The volunteer office staff works together in the Volunteer Center management office. Contact information can be found on page 73. Please do not hesitate to call or e-mail with any questions you may have about the volunteer program.

### Volunteer Supervisors

Each volunteer activity is supervised by a park or partner representative from the appropriate discipline. There are approximately 40 volunteer supervisors representing the National Park Service, Cuyahoga Valley National Park Association, Cuyahoga Valley Scenic Railroad, or Cuyahoga Valley Countryside Conservancy. Many volunteer supervisors are volunteers themselves. Volunteer supervisors will assist volunteers with anything pertaining to their positions. They are responsible for interviewing applicants, describing volunteer positions, explaining safety precautions, providing job-specific training, setting volunteers' schedules, and reporting volunteers' hours to the volunteer office. Your volunteer supervisor will likely be the person you interact with the most.



### Who Can Volunteer?

Anyone can volunteer, although some positions require selection and/or training for specific skills and abilities. Volunteers must also be physically able to carry out the job agreed upon. Age limits may be set for certain positions for safety reasons. When youth less than 18 years of age volunteer, they need written consent from a parent or guardian. All volunteers are interviewed by a volunteer supervisor, allowing both parties the opportunity to determine whether the position is the right fit for the volunteer. Certain limitations and restrictions are imposed on people who have criminal records, and many sensitive positions require security background checks (see Background Check Policy, page 23). NPS employees may also volunteer as long as it is outside the scope of their regular duties.

Volunteers are accepted from the public without regard to race, creed, religion, age, sex,

sexual orientation, national origin, or disability.

### Volunteer Opportunities for Groups

Volunteer opportunities provide great team-building experiences for corporate groups, community organizations, youth groups, and schools. For example, groups can help with trail maintenance, landscaping, painting buildings, clearing out properties, or assisting with other meaningful projects. Contact the director of volunteer programs for group opportunities. Youth groups should contact the NPS park ranger in the volunteer office.

### Volunteer Opportunities for Individuals

There are about 70 volunteer positions in all divisions of the national park, including partner organizations Cuyahoga Valley National Park Association, Cuyahoga Valley Scenic Railroad and Cuyahoga Valley Countryside Conservancy. New positions are developed as needs arise. You may browse the Descriptions of Volunteer Positions on page 33.

### Long-term, Seasonal, and One-Day Opportunities

Not all positions are recruiting at all times. To see a list of positions that are currently recruiting, please visit the federal website for volunteer recruitment at [www.volunteer.gov/gov](http://www.volunteer.gov/gov) and search by keyword “Cuyahoga,” call the volunteer program assistant, or stop by the Volunteer Center management office. Please only apply during the volunteer group or event’s recruitment period.

### Drop-in Opportunities

A few other volunteer programs are open to drop-in participants, including trail maintenance (through Adopt-a-Trail and Cuyahoga Valley Trails Council) and exotic plant management. For a copy of their schedules, please visit the Volunteer Opportunities section at [www.cvnpa.org](http://www.cvnpa.org) or call the volunteer program assistant.

If you want to volunteer for any of the drop-in opportunities, you can participate in the sessions before completing a volunteer application. Please call the drop-in program’s crew leader to confirm. If you decide to volunteer with the group on a regular basis, please follow the steps in the Getting Started section below.

### Internship Opportunities

Paid internships are possible via the Student Conservation Association (SCA), NPS, and CVNPA. For more information and to apply, please go to [www.thesca.org](http://www.thesca.org) and [www.cvnpa.org](http://www.cvnpa.org). For questions about paid and unpaid internships, contact the NPS park ranger (volunteer liaison and service-learning coordinator). Unpaid internships will be considered on a case-by-case basis.



# Getting Started

## Applications, Interviews, and Forms

1. Peruse the list of open volunteer positions located at [www.volunteer.gov/gov](http://www.volunteer.gov/gov) (search by keyword “Cuyahoga”) and choose one or two that may be of interest to you. Consider your interests, skills, qualifications, and time commitment when choosing a volunteer position. If you do not have access to the Internet, contact the volunteer program assistant to get a copy of the volunteer opportunities list.
  2. Complete a Volunteer Application.
    - Apply for a specific position online via [www.volunteer.gov/gov](http://www.volunteer.gov/gov). Please check the box “Please forward this application to other volunteer supervisors.”
- OR
- Obtain an application form by downloading it from [www.cvnpa.org](http://www.cvnpa.org) or by calling the volunteer program assistant. Please indicate the positions for which you are applying somewhere on the form or in an attachment.
  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 frame, please contact the volunteer program assistant.
  4. If you are accepted to the volunteer position, you will be asked to complete and sign a form, known as 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 (see Safety and Protection section, page 25). A Volunteer Agreement only covers you for a specific volunteer position. For each volunteer position you hold in this park, you are required to complete and sign a specific Volunteer Agreement form. Please write your e-mail address clearly so that you can be added to the Volunteer Program News e-newsletter. If you are not accepted and would still like to volunteer in the national park, review the list of available volunteer positions again and apply for another position.
  5. Your volunteer supervisor will give you copies of the position’s full description and its job 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 then set up your schedule. Also write down your supervisor’s contact information in case you have any questions or will be absent. There is a space in the back of this manual under Contact Us for this information. Store your supervisor’s phone number in your cell phone as well.
  7. Within your first six months of volunteering, attend the VIP Fundamentals Orientation course.



# Orientation

CVNP provides a variety of training sessions for volunteer positions in addition to on-the-job training. All new volunteers must attend VIP Fundamentals, offered every other month, at least once within their first 6 months of volunteering. The class addresses basic volunteer questions, the philosophy of the National Park Service, a brief history of Cuyahoga Valley National Park, and explains the partnership with Cuyahoga Valley National Park Association. Also the Volunteer Enrichment Series and Eppley Institute online training are required for some positions and strongly encouraged for all volunteers. You may also view upcoming training opportunities offered to all park volunteers at [www.cvnpa.org](http://www.cvnpa.org). Refer to Volunteer Training Programs, page 27, for more information.

Additional training requirements depend on your specific volunteer position. Please refer to the Volunteer Training Matrix, page 30, to review what training you will receive.

## Volunteer Center

Cuyahoga Valley National Park's Volunteer Center supports the operations and growth of the dynamic Volunteers-In-Parks program. We hope that you will become familiar with and enjoy your time in these facilities. The Volunteer Center is a complex of four historic structures located on two properties in the Village of Boston:

The Savacoal House (at the corner of Boston Mills and Stanford Roads) is the primary building for the Volunteer Center. It is the working center for volunteers, providing office, gathering, and working space.

The Savacoal Barn (behind Savacoal House) and the Conger House (north of Savacoal House on Stanford Road) provides storage critical to the volunteer program.



The management office is located next to CVNPA's Trail Mix store and is the headquarters for the volunteer program staff, including the director of volunteer programs, volunteer program assistant, and NPS park ranger (volunteer liaison and service-learning coordinator).

The Volunteer Center creates a gathering place for volunteers that helps us build a community for the volunteer program—and where we develop meaningful new activities to engage volunteers in the park.

Besides providing storage, meeting, and work space for volunteers, the Volunteer Center serves as an information and resource center.

#### Resources Available at Savacoal House

The following resources will be available to volunteers:

- Valley Volunteer newsletter
- Schedule of Events (quarterly)
- Site bulletins (one to two page articles introducing natural and cultural resource topics)
- Trail maps and CVNP maps
- Volunteer applications (Tell a friend!)
- Suggestion box

In addition, library and Internet resources will be available to volunteers. Please contact any of the volunteer management staff for permission, then call ahead and schedule a time to stop in (see Contact Us, page 73).

#### Access

Volunteers who are leaders in their groups and/or would benefit from the use of office space, filing space, meeting space, and/or storage space as part of their volunteer role will be given access. Speak with your supervisor if this applies to you. Access levels (high and low) are defined below.

The Savacoal House and Conger House will be accessible to approved volunteers, who will be assigned a unique key code for entry, allowing the volunteer office to track use of the buildings. Volunteers must not share their individual codes.

#### High Access

Volunteer group leaders will have high access. As part of their role, these leaders help facilitate communication among the group, have files to be stored in the building, and/or oversee group meetings in the building. They will be given use of Savacoal House for office space, computers, and filing space as well as meeting space. The high access level also authorizes pickup of supplies from storage areas in Savacoal House and Barn and Conger House. A background check is necessary for volunteers with high access to the Volunteer Center buildings (see Background Check Policy, page 23).

### Low Access

Volunteers who are involved in groups that have supplies stored at the Volunteer Center and/or lead and organize meetings will have low access. The low access level authorizes the use of Savacoal House for meeting space and access for pickup of supplies from storage areas in Savacoal House and Barn and Conger House.

### Uniform Pickup

Uniforms are located in the basement of the volunteer management office. Most volunteers will receive their uniforms from their volunteer supervisor.\* If your supervisor asks you to pick up your own uniform, you can stop in on weekdays, 9 a.m. - 5 p.m., and some Saturdays (10 a.m. - 5 p.m.) for pickup. Call ahead to ensure that staff will be present and the building open (see Contact Us, page 73, for volunteer management staff phone numbers).

\*Notice to volunteer supervisors and volunteer crew leaders: Uniforms are self serve. Fill out the clipboard form to note the items being taken. You are encouraged to pick up everything you need for your groups at one time. Please refer to the Appendix, page 67, for a complete list of uniform items that each volunteer group or individual should receive. Many positions will choose which items they receive according to the season in which they are active (even if most items are checked, take only those that are needed).

### Parking

Parking for the Volunteer Center is at the Boston Store Trailhead and overflow lot. There are a few spaces available at the barn, but please use these for drop-off and pickup only. Do not park in the driveway between Trail Mix and the management office. Accessible parking for Savacoal House is next to the barn; for Conger House, it is in the driveway. Management office parking is at the Boston Store Trailhead or overflow parking lot.

## Time Commitment and Tracking

Some positions have more flexible schedules than others. For some, such as interns with the Student Conservation Association (SCA), there is a set working schedule and time commitment. For other positions, you may be asked to commit to a couple of hours per week or per month. Other projects occur on a one-time basis. Ask your supervisor about the time commitment for your position. A volunteering schedule that works for both you and your supervisor can be established before you begin. If you find that you are unable to meet the requirements of a position, then a different volunteer activity may work better.

Your volunteer supervisor will explain how your volunteer hours will be tracked. Travel time to and from your volunteer site should be included in your overall volunteer hours total. Track your volunteer hours in 15-minute increments, rounding up. It is important that your volunteer hours are recorded, because funding for the volunteer program is determined largely by the total number of volunteer hours each fiscal year.

We also track your hours so we can recognize you for your contributions. As a volunteer you not only support the park with the work that you do but also with the amount of time you give. It is crucial that all your volunteer hours are recorded accurately.

## Volunteer Uniforms

The uniform designates that you are an official volunteer for the National Park Service. Before accepting a uniform, volunteers must understand that the uniform is only to be worn when officially volunteering.

Uniforms will be provided directly by your supervisor or may be picked up at the Volunteer Center management office. Uniforms will be stored in the basement of the management office (please see page 17 for more information), and include shirts, jackets, and hats. Volunteers need to provide their own pants, skirts, or shorts, which should be khaki, beige, or light brown. Be sure to dress appropriately for the activity you will be performing, including appropriate footwear. Wear a volunteer shirt or jacket while on duty so you can be recognized as such by fellow volunteers, park staff, and visitors. If you have specific questions about uniforms, please ask your volunteer supervisor.

### Uniform Nametags

When you begin your volunteer service, you will be given a plastic nametag. Please wear it at all times. To commemorate your first year of service at CVNP, you will receive a personalized gold name bar, which you should wear for most occasions. If you do not receive your gold name bar within a year, please inform your supervisor, and the volunteer office will place the order.

### Uniform Appearance

Uniformed volunteers are in the public eye and, therefore, have an affirmative responsibility to maintain the positive image of the National Park Service, Cuyahoga Valley National Park Association, and its partners. A uniformed volunteer who is inattentive to his/her appearance presents an unfavorable image not only on himself/herself, but also on the entire National Park Service and CVNP. Supervisors are required to oversee the condition of their volunteers' uniforms and make sure they are appropriate for their working conditions. Please keep your uniform wrinkle-free, with a clean, crisp appearance.

### Return Policy

If you resign or are terminated by the volunteer program for any reason, you must return your volunteer uniform either to your supervisor or the Volunteer Center management office. Additionally, you can turn in a uniform item that is ripped, dirty, has holes in it (etc.) for a new item at any time.



## Benefits and Recognition

Personal benefits include knowing you are making a positive difference in Cuyahoga Valley National Park, meeting people with similar interests, developing new skills, and staying active. Volunteering can be personally rewarding as well as life enriching.

Volunteer newsletters are sent to those who volunteer at least once per year. The Valley Volunteer is a biannual publication that informs volunteers about the latest park events and developments. Volunteers also receive a monthly e-newsletter that highlights volunteer program news. Those who list their e-mail address on their agreement form are automatically added to our list. If you are not receiving the volunteer e-newsletter and would like to, please e-mail the volunteer program assistant with your full name and your e-mail address.

Receive a discount of fifteen percent (15%) at the Eastern National bookstore in Cuyahoga Valley National Park visitor centers. No identification is necessary to receive your discount. Simply notify the employee of your volunteer status.

Enjoy the annual volunteer banquet if you have contributed 40 hours or more between July and June of the previous year. Attendees will receive a special thank-you gift. Volunteers who are invited but cannot attend will also receive the annual thank-you gift.

Receive an annual thank-you gift if you have contributed 20 hours or more between July and June of the previous year. You will receive a letter in November about where to pick up your gift.

Be recognized with a personalized gold name bar after one (1) year of volunteer service, with additional hour-recognition attachments at 1,000 hours, 2,000 hours, 3,000 hours, and 4,000 hours.

Earn the America the Beautiful Volunteer Pass for donating 500 hours. Hours accrued prior to January 1, 2007, do not count towards a Volunteer Pass. This National Parks and Federal Recreational Lands Pass allows you one year's free entry to all federal recreational lands. You may earn the pass as many times as you qualify.

Receive the Presidential Service Award in recognition of your dedication to volunteer service with a letter from the president of the United States, a pin, and a certificate when you complete over 4,000 hours of service.

## Rights and Responsibilities

The philosophy of the VIP Program in CVNP is to treat volunteers like paid staff, with equal attention, support, direction, and recognition. Like paid staff, volunteers are given real responsibility and are accountable for meeting those responsibilities. At the same time, supervisors should provide a forum for discussion of problems related to volunteer responsibilities and to give periodic appraisals, evaluations, and appreciation.

As a volunteer, you must understand your rights and responsibilities, be able to give and receive honest feedback, and to have an opportunity to say “no” or request changes.

Volunteers have the right to...

- Be treated like paid staff
- Receive acknowledgement and benefits
- Receive adequate orientation, training, and supervision
- Receive support, direction, and recognition from supervisors and staff
- Receive Worker’s Compensation for injuries
- Have their time used efficiently
- Be assigned jobs that are worthwhile and challenging
- Be made aware of the overall operation of the park
- Have opportunities for growth
- 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 manual
- Attend training sessions provided to all volunteers as well as those specific to each position
- Follow the park’s policies and guidelines
- Have a solid, foundational understanding of the park
- Be sure to act within their assigned responsibilities
- Put forth an honest effort into their work
- Wear the volunteer uniform with pride and know they are representing the park
- Have a professional and courteous manner to everyone while representing CVNP
- Be on time for volunteer duties and provide timely notification to the supervisor of any absences
- Communicate effectively with the 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

Evaluation is the joint responsibility and right of both volunteer and supervisor. Volunteer feedback is as important as the supervisor’s evaluation. 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. Your supervisor will discuss with you the evaluation process specific to your volunteer position.

## Ethics

It is important for all volunteers to abide by certain ethical standards, some of which are outlined below. These guidelines are designed to give you a basic framework and help in your everyday ethics questions. If you have any questions about ethics, your supervisor will be able to answer them for you.

- Turn in items that do not belong to you to the Lost and Found. Common items can be returned to the Volunteer Center management office or the closest visitor center. If the item is of any worth it must be routed to the Communications Center. After finding a lost item:
  - o Take item to the closest visitor center or ranger station and fill out a lost/found ticket.
  - o Call the Communications Center to receive a case number (upper right hand corner).
  - o Fill out the lost/found ticket in its entirety, with a detailed description of the item being turned in.
  - o Be sure to include the name or badge number of the person the item is being turned over to.
  - o The white copy is retained at the Communications Center for their records, the pink copy remains with the item for identification after being turned in, and the blue copy is retained at the Visitor Center or ranger station at which the item was turned in.
  - o After 60 days all items not claimed become government property and cannot be returned to the finder.
- You may not use government property for personal activities. Examples include copying job applications on park copy machines, mailing personal mail in government envelopes, doing 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 notify them of our donation programs such as the Towpath Tag or CVNPA membership program.



- 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.

## Termination of Volunteer Agreement

Both the volunteer and the direct 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 job. Termination is usually the result of conduct or ethical issues that could misrepresent the park. If you are terminated, you must return your volunteer uniform to your supervisor or the Volunteer Center management office.

## 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.

The following are some of the specific park policies that volunteers should be aware of:

### 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. The National Park Service policy on sexual harassment is one of “zero tolerance.” This means that sexual harassment will not be tolerated under any circumstances.

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.

Sexual harassment is cause for immediate termination from the VIP Program. Please report concerns immediately to your supervisor or program manager.

### 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 will not make comments or jokes based on race, ethnicity, sex, age, national origin, disability, religion, or sexual orientation. Discrimination is cause for termination from the volunteer program. Please report concerns immediately to your supervisor or program manager.

### Background Check Policy

Currently, a federal background check is required for volunteers who...

- have access to federally controlled space not open to the public or federally controlled information systems (i.e., access to a federal computer and/or sensitive documents)
- volunteer at the Cuyahoga Valley Environmental Education Center and volunteer groups working with children
- have high access to the Volunteer Center/ Savacoal House (see page 16)

If this policy is relevant to your position, your supervisor will inform you of the steps necessary to complete the background check.

### News Media Policy

#### Normal Operations

If you are approached by the media during normal operations in your function as a NPS volunteer, you must first understand what they are asking of you. If they want to do an interview about your experiences as a volunteer, inform them that you are interested but need to check with your volunteer supervisor. Your supervisor will then get in contact with the public information officer regarding the communication from the park.

#### 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 designated public information officer. 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.

### 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 law to possess firearms in Cuyahoga Valley National Park. 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 is illegal in Cuyahoga Valley National Park. Target practice also is banned.

Firearms cannot be carried into federal facilities within national parks. Facilities will be marked with a “firearms prohibited” sign. 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.

### 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 Cuyahoga Valley National Park or while in uniform.
- Leave only footprints, take only pictures. The only exception is you are allowed to collect fruits, nuts and berries for personal consumption.
- Hunting is prohibited by law on federal land.
- Alcohol is prohibited in the park.
- Bike helmets are not required but highly recommended. Please encourage visitors to wear bike helmets.



## 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, should an accident happen while you are volunteering, report the incident immediately to staff. 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 Job Safety Analysis and all the safety information in this manual. See Safety Information, page 47.

### Worker's Compensation and Tort Claims

When you sign your Volunteer Agreement you will be covered by Federal Worker's Compensation if you are hurt while volunteering.

Volunteers receive the same protection as NPS employees under the Federal Employees Compensation Act (5 USC, Chapter 81) and the Federal Tort Claims Act (28 USC, 2671-2680) and are considered to be federal employees for those purposes only. In order to ensure benefits under these Acts, it is imperative that you be properly registered with a signed Volunteer Agreement and that you operate under a written job description(s) that contains specific information on the type of work you are assigned to do. Your signed Volunteer Agreement will be examined if questions arise about whether you were acting within your assigned responsibilities. These two acts provide the following protection:

**Federal Employees Compensation Act:** Volunteers (VIPs) are entitled to first aid and medical care for on-the-job injuries as well as hospital care when necessary. When travel is necessary to receive medical care, transportation may be furnished and the travel and incidental expenses associated with it may be reimbursable. If death results from an on-the-job injury, a portion of burial and funeral expenses may be paid. In addition, other compensation benefits may be approved by the Office of Workers Compensation Programs on a case-by-case basis.

A volunteer who suffers an on-the-job injury should contact his or her volunteer supervisor immediately. The supervisor is responsible for helping the volunteer thoroughly document the incident. The supervisor is also responsible for helping the volunteer obtain and complete the proper claim forms (if the volunteer desires to file a claim for compensation). The supervisor is responsible for certifying the authenticity of the claim and for submitting the claim. If you do not have a staff supervisor, or your supervisor is unavailable, contact the director of volunteer programs or another staff member in the volunteer office. See contact information, p. 71

**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.

## Equipment Use

### Use of Personal Equipment

Whenever possible, volunteers should use government-owned equipment and property in their work, 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 for the loss. Title 16 U.S.C. - 18i (d) deals with reimbursement to volunteers for personal property that was lost, damaged, or destroyed while being used for official purposes for the National Park Service.

To be eligible for reimbursement under this act, the volunteer must have been required by an authorized NPS employee (usually the volunteer supervisor or NPS park ranger (volunteer liaison and service-learning coordinator) 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 and must specifically identify and describe the personal property involved and state that the volunteer is required to provide and use this particular equipment as part of his or her official duties.

### Use of Government Equipment

Please refer to the Volunteer Training Matrix, page 30, which will indicate necessary training if you are required to use government equipment in your volunteer position.

Use of the following government equipment must be authorized by your supervisor.

#### Government Vehicles

A volunteer may not drive a government vehicle without a valid driver's license. A defensive driving course is required for volunteers who drive government vehicles. For more information, see Volunteer Training Programs, page 27, and Safety Information, page 47.

#### Government Radios

All volunteers should have a basic understanding of how to use radios in case of emergencies. For more information, see Volunteer Training Programs, page 27. 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 computers, you must complete Federal Information Systems Security Awareness Training. For more information, see Volunteer Training Programs, page 27. Any volunteer having access to a government computer must have a background investigation completed by the park prior to using the computers. Please see Background Check Policy, page 23.

# Volunteer Training Programs

## For All Volunteers Regardless of Position

### VIP Fundamentals Training

All new volunteers must attend a VIP Fundamentals class at least once. The course is offered every other month. It covers and addresses basic volunteer questions, the philosophy of the National Park Service, a brief history of Cuyahoga Valley National Park, and their partnership with Cuyahoga Valley National Park Association. This training is not required before you start, but it must be taken within 6 months of beginning your volunteer position. Ask your supervisor when the next course is offered or check [www.cvnpa.org](http://www.cvnpa.org) and click “Volunteer.” Free.

### Enrichment Series Training

All volunteers are invited to the Volunteer Enrichment Series on the second Tuesday of every month at Happy Days Lodge. Programs run from 7 - 8:30 p.m., with refreshments starting at 6:30 p.m. This training provides up-to-date information so all of our volunteers can excel as park stewards. The wide variety of topics will improve and enhance your knowledge of the park. Please attend as many sessions as you can—not just the ones that interest you the most. To view current course offerings and topics, check [www.cvnpa.org](http://www.cvnpa.org). Free.



### Eppley Institute Online Training

All volunteers are invited to take FREE online training through the Eppley Institute. You will get instant access to online courses and onsite programs designed for those in the parks, recreation, and tourism professions. This free e-course initiative offers you the opportunity to pursue continuing education through the convenience and flexibility of the Internet. You might want to consider taking one of the three different “Introduction to the National Park Service” courses, which can offer you a better understanding and appreciation of the National Park Service.

The Eppley Institute is Indiana University’s unique outreach program for the park, recreation, and public land management professions. The institute works to enhance the quality of natural, cultural, and recreational experiences for all people.

To access the training courses go to [www.eppley.org](http://www.eppley.org). To make sure you will be recognized for your work, please print the certificate at the end of your training and give a copy to your volunteer supervisor.

A sampling of the Eppley Institute course offerings:

#### History of the NPS

The National Park Service (NPS) is an organization with a rich heritage and an important place in U.S. history. 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. Free.

#### Organization of the NPS

The National Park Service (NPS) has grown to include a large number of sites, each with its own unique features, use, and heritage. This course builds on the history of NPS to explain the organizational structure that allows the NPS to manage these sites. Free.

#### NPS and the National 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. Free.

## For Volunteers Interacting With the Public and in Visitor Service Positions

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 at different times throughout the year. Ask your supervisor about upcoming courses or visit [www.cvnpa.org](http://www.cvnpa.org) for more information.

The Eppley Institute offers a free online training course in Foundations of Interpretation. Additional online courses such as Informal Interpretation or Interpretive Talk are available for a fee. However, if you serve in a position that requires this training and cannot take the live course, please contact the NPS park ranger (volunteer liaison and service-learning coordinator) for the code to take the fee-based courses at a reduced fee.

### Free online course:

#### Foundations of Interpretation

This introductory course answers four fundamental questions about interpretation: What is interpretation? Why do we do interpretation? What skills do interpreters need? How do you do interpretation? Designed to provide a basic understanding of the theory and practice of interpretation, the course is ideal for those new to the field, for anyone interested in a refresher on interpretation concepts, and for those volunteers providing programs, staffing visitor centers, or in some way communicating to visitors the stories of the park.

### Fee-based online courses:

#### Informal Interpretation (Informal Visitor Contacts)

Informal visitor contacts are key to providing enjoyable visitor experiences. They include the one-on-one contacts that provide the most personalized service in a park. As the first of the 10 benchmark interpretive competencies identified by the National Park Service, effective informal visitor contacts are critical to ensuring enjoyable visitor experiences. 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. Reduced fee if required for position.

#### Formal Interpretation (Interpretive Talk)

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

## For Volunteers Using Government Property

### Defensive Driving Course

Volunteers must earn a certificate for passing the defensive driving course. The course should be taken within the first 30 days of driving a government vehicle, but this is open to exception since the course may not be offered that frequently. Validity period: three (3) years. Contact your supervisor for the next course offering. Free.

### Computer Security Training

Any volunteer using a National Park Service computer as part of their position must take the Federal Information Systems Security Awareness Training and short quiz. Your supervisor will provide you with a CD to take the training, or you may take the training through the volunteer office. The training is a review of the required safety and security procedures to follow when you are using a government computer. You must get 8 out of the 10 questions correct to pass the training. After you pass the quiz, please print out your certificate and give it to your supervisor. Free.

A background check is necessary for all volunteers using government computers (see Background Check Policy, page 23). Your supervisor will notify you about the process and any information you will need to provide.

## For Volunteers Needing First Aid or CPR Training to Provide for Visitor Safety

Certain volunteer positions are required to have first aid or CPR training. These include performing volunteer duties where no staff member is present and/or when the volunteer is in charge of other volunteers. Please refer to the Volunteer Training Matrix, page 30, or ask your supervisor if you are unsure whether you need first aid training.

### Basic CPR

The Basic CPR course teaches volunteers to overcome any reluctance to act in emergency situations and to recognize and care for life-threatening respiratory or cardiac emergencies. The training may also include the use of an automated external defibrillator. Validity period: one (1) year. Contact your supervisor for the next course offering. Free.

### First Aid

First aid training teaches initial care for illness or injury in an emergency until definitive medical assessment can be obtained. Generally, first aid training consists of a series of simple and, in some cases, potentially life-saving techniques that an individual can be trained to perform with minimal equipment. Validity period: three (3) years. Contact your supervisor for the next course offering. Free.



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## Volunteer Training Matrix

The volunteer training matrix is designed to give you a good idea of the training requirements for your specific position. Since we continually work to improve the volunteer training program, not all trainings are listed. If you have any questions or suggestions about training, please contact your supervisor.

In addition to position-specific training, volunteers are required to attend VIP Fundamentals at least once within the first 6 months of volunteering. Additionally, volunteers are strongly encouraged to attend the free Volunteer Enrichment Series and Eppley Institute Online Training. Descriptions of these trainings can be found in Volunteer Training Programs, page 27.

# Volunteer Training

POSITION	VIP Fundamentals Training	Enrichment Series Training	(free) Eppley Online Training	Foundations of Interpretation	Informal Interpretation	Formal Interpretation	Defensive Driving (if using GOV)	Computer IT Security/FISSA	CPR & First Aid	Radio Training	Continuing Education	On the Job Training	Job Shadowing	(Background Check required)
Resource Management														
Citizen Science (Resource monitoring/surveys)	x	*	*						*			x		
Document Scanning and GPS	x	*	*					x				x		x
GPS Corps	x	*	*					x				x		x
Hawkins Library Assistant	x	*	*					x				x		x
Exotic Plant Management	x	*	*						^			x		
Watershed Steward	x	*	*											
Interpretation, Education & Visitor Services														
Actor/Actresses	x	*	*	*	*	*								
Administrivia	x											x		
Bird watching	*	*										x	x	
Boomerangs	x	*	*	x										
Canal Camp & Cuyahoga Critters	x	*	*	x	*	*							x	
Craft Crew	x	*	*											
Crooked River Gang	x	*	*											
Cuyahoga Valley Photographic Society	x	*												
Cycling Schools	x	*	*						^					
Digital Photo Processors	x	*						x				x		x
Earth Cache	x	*	*											
Ed-Venture Group	x	*	*						^					
Go Crew!	x	*	*	*	*				^			x	x	x
Historic Sewing VIPS	x	*												
Lantern Carriers	x	*	*						^					
Lock 38/model demonstrations	x	*	*	x	x	x				x				
Media Assistant	x	*	*	*				x				x		x
Media Technology Intern	*	*						x				x		x
Milk run/bulletin boards	x	*					x							
Park Ambassadors	x	*	*	x	x				s	ww	x	x	x	
Photographer	x	*												
Polar Express	*	*												
Quest Crew	x	*	*											
Quest Developer	x	*	*											
Rail Rovers	x	*	*	x	x						x		x	
Sight Center Asst.	x	*												
Student Explorer Asst.	x	*	*	x		*								
Sustainability Reporter	x	*												
Youth Reporter	x	*												

legend: x= required, \* = recommended, ^ = required of crew/program leaders only / s: visitor center asst, wildlife watchers, retail stores only AND ww: wildlife watchers

# Volunteer Training continued

POSITION	VIP Fundamentals Training	Enrichment Series Training	(free) Epley Online Training	Foundations of Interpretation	Informal Interpretation	Formal Interpretation	Defensive Driving (if using GOV)	Computer IT Security/FISSA	CPR & First Aid	Radio Training	Continuing Education	On the Job Training	Job Shadowing	(Background Check required)
Maintenance														
Adopt-A-Trail	x	*					x		^	^		x		
Cuyahoga Valley Trails Council	x	*					x		^	^		x		
Medina Ohio Horsemen's Council	x	*					x		^			x		
RiverDay/NPLD Crew Leaders	x	*							x	x				
RiverDay/NPLD Truck Drivers	x	*					x			x				
Visitor & Resource Protection														
Encumbered Property Assessment VIPs	x	*					x			x		x		
Safety Cadre	x	*					x		x	x		x		
Tract Trekkers	x	*					x		^	x		x		
Trailblazers	x	*	*	x	x				x	x		x		x
V&RP District Operations VIPs	x	*					x			x		x		
Wedding Permit Monitor	x	*					x			x		x		
Cuyahoga Valley Scenic Railroad														
Events (Thomas the Tank, Wine Train etc)	x	*												
Baggage Handler	x	*												
Brakeman	x	*								x				
Concessionaire	x	*												
Conductor	x	*								x				
Engineer	x	*								x				
Maintenance/Mechanical	x	*										x		
Office Work	x	*										x		
Trainman/Car Attendant	x	*								x		x		
Cuyahoga Valley National Park Association														
E-Recycling Day Volunteers												x		
Patio Patrol	x	*												
Office Asst	x	*	*					x						x
Running Series	*	*												
Towpath Tag Courier	x	*	*											
Volunteer Office Asst	x	*	*					x				x		x
Cuyahoga Valley Environmental Ed Center														
CVEEC Program Asst	x	*							^			x		x
CVEEC Program Volunteer	x	*							x	x			x	x
CVEEC Library Asst	x	*												x
Kitchen Asst	x	*										x		x

Legend: x= required, \* = recommended, ^ = required of crew/program leaders only / s: visitor center asst, wildlife watchers, retail stores only AND ww: wildlife watchers

# Descriptions of Volunteer Positions

These positions are separated according to division. Use this information to explore other park volunteer positions. If you would like more information about a specific position, full job descriptions of most volunteer positions are available upon request. There are also many one-day volunteer event opportunities that are not included in this listing. To find these opportunities go to [www.cvnpa.org](http://www.cvnpa.org) or call the volunteer program assistant.

## Resource Management

### Resource Inventory and Monitoring

Projects include inventory and long-term monitoring surveys for birds, butterflies, deer, beaver, amphibians, plants, gypsy 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.

### Document Scanning and GPS

Volunteers manage and scan historical documents as needed, while also assisting with Global Positioning Systems (GPS) data collection. Volunteers must have basic knowledge of computers and scanning software. High interest in Geographic Information Systems (GIS) and GPS is a plus.

### GPS Corps

Volunteers learn to operate different Global Positioning Systems (GPS) to map trails, routes, and features of Cuyahoga Valley National Park and also assist with database entry. Volunteers must have basic knowledge of computers and equipment.

### Hawkins Library Assistant

Volunteers catalog and maintain library materials, help with database upkeep, and scan historical documents to be added into the database. Volunteers must have basic knowledge of computers.



### Exotic Plant Management

Volunteers and crew leaders are involved in the identification, mapping, and mechanical and chemical control of invasive plant species. Volunteers will use field equipment and manual tools or other appropriate methods including hand pulling to control invasive plant infestations. Must learn to identify non-native plants and safely use appropriate tools and techniques when removing vegetation.

### Watershed Steward

Volunteers regularly attend community monthly public-decision-making meetings. Volunteers will engage in policy discussions with councils, trustees and zoning boards of appeals.



### Interpretation

#### Actors/Actresses

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

#### Administrivia

Volunteers assist National Park Service staff with administrative duties including mailings, phone calls, and computer work. Volunteers should be organized, detail oriented, and have the ability to work well with others.

#### Program Leads

Volunteers lead interpretive recreation, nature and history programs. Volunteers are elevated to this position after several years of experience and/or service.

### Canal Camp/Cuyahoga Critters

Volunteers board the train in Peninsula for the Canal Camp program, journey to the Canal Visitor 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 the Cuyahoga Valley home.

### Craft Crew

Volunteers lead and engage visitors with craft activities during special events. This includes planning the craft, determining what supplies are needed, and communicating with volunteer supervisor in advance about materials and set-up requirements. Volunteers also set up project areas, help visitors make crafts, and clean up after the event. Must be creative and have the ability to determine the appropriate craft project for the theme and audience and to lead the public in making the craft.

### Crooked River Gang

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

#### Cuyahoga Valley Photographic Society (CVPS)

Volunteers lead photo walks, assist with photographic workshops, and attend events with the purpose of taking photographs. Volunteers are those who are selected to the board, and will also attend board meetings and monthly seminars. Photographic skills required.

#### 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 the 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.

#### Digital Photo Processors

Volunteers assist the park in expanding its photo collection. Volunteers will do post-production work on their images and meet periodically with their supervisor to review photos, get feedback, and receive new assignments. Must have basic knowledge of computers and digital cameras.

#### Earth Cache

Volunteers work with Cuyahoga Valley National Park staff to develop one or more Earth Cache sites on national park land. Volunteers submit a brief proposal to the supervisor. Once approved, the volunteer will draft the Earth Cache write-up following national guidelines (see [www.geosociety.org/earthcache/guidelines.htm](http://www.geosociety.org/earthcache/guidelines.htm)). Earth Caches must provide visitors with a fun, educational experience that highlights the park's geology and adheres to Leave No Trace ethics. Written permission must be obtained from CVNP before submission to the Geological Society of America.

#### ED-Venture Group

Volunteers assist with outdoor adventure programming such as day hikes, special lectures, canoeing, kayaking, backpacking, and more. Volunteers will develop programs throughout the year and oversee direction and work of the ED-Venture affinity group. Volunteers will serve as instructors of backpacking classes and lead overnights in the park. Must have experience and skills in outdoor adventure activities.

#### Go Crew

Volunteers assist with youth programming as needed. Volunteers 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.

#### Historic Sewing

Volunteers sew minor repairs on period costumes for park events. Costumes will be picked up and returned when two or more costumes need repairs. Sewing skills are necessary.

#### Media Assistant

Volunteers help with media campaigns to promote Cuyahoga Valley National Park and Cuyahoga Valley National Park Association. 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 a computer and internet applications.

#### Media Technology Intern

Volunteers assist with park projects involving media technology. Must have experience in this area.

#### Milk Run/Bulletin Boards

Volunteers assist with distributing materials about Cuyahoga Valley National Park, and help set up and maintain bulletin boards.

#### Park Ambassadors

Historic Canal Lock Demonstration Operators and Interpreters - Volunteers show how Lock 38, 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 Visitor Center; and providing visitor services, including informal interpretation, on the Towpath Trail. This is a great opportunity for teachers and retired teachers.

Park Promoter - Volunteers greet visitors and answer questions. Volunteers also 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.

Farmers' Market (CVCC) - 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 include assisting with set-up and tear-down, cooking demonstrations, customer counts, and sales of t-shirts or other items. Volunteers also hand out literature about market programs and assist with customer or vendor surveys.

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

Visitor Center Assistants - Volunteers assist on-duty park ranger with operation of

the visitor center, including greeting and providing information to visitors, operating radios, completing sales, maintaining appearance of center, stocking, research, and recording visitor statistics, and observing and reporting unsafe conditions to the appropriate park ranger. Volunteers also provide CPR and first aid as needed and maintain certification. Volunteers must maintain knowledge about the park and its resources. Must be self-directed/flexible, reliable, punctual, committed, and enthusiastic.

CVNPA Store Assistants- 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 inventory.

Winter Sports Center - Volunteers assist the Winter Sports Center at Kendall Lake staff 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 Cuyahoga Valley National Park, snowshoeing, or cross-country skiing.

Wildlife Watchers - Volunteers talk with Cuyahoga Valley National Park 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. Must have good judgment and the ability to work well with park visitors to ensure a pleasant visit for the visitor.

Hike and Program Assistants - Assist ranger on park guided hikes or programs to enhance the visitors' experience in Cuyahoga Valley National Park. Hike Assistants will hike outdoors in varying degrees of temperature and will wear appropriate clothing and footwear. Volunteer may carry up to 10 lbs of equipment.

Hospitality Volunteers - Assist the Cuyahoga Valley National Park Association Sales and Guests Services Department with events and many aspects of guests relations and event rentals. The primary purpose of the position is to promote CVNPA and NPS to paying user groups (private rentals) within the park and to help our Guest Services team present the Association (including our relationship with the park and its partners and facilities) in the best possible way to ensure that the guest and visitors have an extraordinary experience in Cuyahoga Valley National Park.

Speakers' Bureau - Present a scripted program about Cuyahoga Valley National Park and its park partners to various organizations at off-site speaking engagements in nearby cities. Must have excellent public speaking skills.

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.

#### Quest Crew

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/or assisting quest developers with background research.

#### Quest Developer

Volunteers assist Cuyahoga Valley National Park by developing 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 on Cuyahoga Valley National Park.

#### Cleveland Sight Center 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.

#### Student Explorers

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.

#### Maintenance

##### Adopt-A-Trail

Volunteers assist the National Park Service in maintaining safe and well-groomed trails within Cuyahoga Valley National Park. 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 Cuyahoga Valley National Park.

##### Cuyahoga Valley Trails Council

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

##### 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 Cuyahoga Valley National Park.

#### Visitor and Resource Protection Encumbered Property Assessment

Volunteers conduct property checks on residential buildings in Cuyahoga Valley National Park. Duties include researching information on property from tract files and maps, communicating with property owners or lessors, and conducting property assessments. Volunteers also assist with recording information, taking pictures of buildings or hazards, and assisting with report and analysis of assessment year-round.

#### Safety Cadre

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 park safety officer. Volunteers teach a minimum of four classes per year. Must possess communication skills, including the ability to handle a diverse group of participants.

#### Tract Trekkers

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.

#### Trailblazers

Volunteer hike, bike, and horse patrols provide education, assistance, and information and act as role models for visitors. Volunteers provide protection 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 to articulate how a volunteer may assist law enforcement staff and act accordingly in the field.

#### Visitor and Resource Protection District 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.

#### Wedding Permit Monitor

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

Cuyahoga Valley Scenic Railroad (CVSR) (apply for positions through CVSR by calling (800) 468-4070)

#### Baggage Handler

Volunteers assist with the loading of bikes, Christmas trees, coolers, and other passenger items. Volunteers may also assist the trainmen/conductor with car cleaning after a run.

#### Brakeman

Volunteers perform all switching movements 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 his 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.

#### 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.

#### Cuyahoga Valley National Park Association (CVNPA)

##### Office Assistant

Volunteers assist CVNPA with mailings, the Towpath Tag program, special events, ticket sales, and light housekeeping of the Hines Hill Administrative Office. Volunteers also update media folders as needed, pick up maps and brochures from park locations, and organize storage areas.

##### Running Series

Volunteers assist CVNPA in the planning and implementation of the Running Series hosted by CVNPA. 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.

##### Patio Patrol

Volunteers assist in maintenance of the flower beds, patios, and grounds at Park Place in Peninsula and Trail Mix. Duties include but are not limited to weeding, trimming, mulching, raking, sweeping, planting, and pruning. Requires kneeling, bending, and carrying bags up to 25 pounds, working outside for 2 - 5 hours. Flexible hours.

##### Towpath Tag Courier

Volunteers pick up the Towpath Tag donation boxes from specified centers and deliver donations back to CVNPA headquarters and other designated locations.

#### Volunteer Office Assistant

Volunteers assist CVNPA and the National Park System with administrative needs of the VIP Program and enter volunteer hours and volunteer information into the database. Necessary office management skills include organization, computer skills, telephone etiquette, working well with others, and professionalism.

#### Cuyahoga Valley Environmental Education Center (CVEEC)

##### CVEEC Program Assistant

Volunteers assist permanent staff members with various duties related to the implementation of the resident program and summer camp schedule. 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 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.

##### CVEEC Library Assistant

Volunteers catalog library items in a manner that will enable staff to find the resources available. Volunteers also follow up on items that have not been returned, integrate new media items into the system, and remove those that are no longer used.

##### Kitchen Assistant

Volunteers assist kitchen staff with the assembling, packaging and delivering of food to Trail Mix, a CVNPA-operated retail facility.

# Training Materials

## A Brief 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

National Park Service interpreters believe that people will not care about what they do not 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.

How do we build those connections?

**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.

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 27.

### 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, Cuyahoga Valley National Park 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 Cuyahoga Valley National Park exist singly, but also meld 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 Cuyahoga Valley National Park into the largest fresh-water 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

Cuyahoga Valley National Park provides refuge for the surprising and rich natural diversity that results 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 the 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 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.

### FAQs

What is an informal visitor contact?

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.

### 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 (see Safety Information, page 47).
3. Take the time to listen and answer visitor questions or requests, no matter how busy you are.
4. Approach visitors and ask questions. Try to provide them with the resources they need to answer their questions or meet their needs. If you are not sure about the answer, seek it out.
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. Volunteers who work with children are required to have a background check (see Background Check Policy, page 23), and 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. Also see Safety Information, below.

## Safety Information

### Emergency Response and Incident Reporting

#### Park Emergency Number

Communications Center: (800)-433-1986. Dial '0' for the operator. (Park Radio: 7-3-1; see General Radio Use, page 48.)

Please program the park emergency number into your cell phone. You may also call 911 in case of emergency.

#### Law Enforcement

You are not permitted to enforce laws and regulations. If you see serious violations of the law, report them to the Communications 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 22.

Examples of what you should report:

- Alcohol and drug use
- Collecting or disturbing park resources
- Metal detecting
- Dogs running wild
- Mountain bikes on hiking or horse trails
- Motorized vehicles on the towpath (not including motorized wheelchairs)
- Weapons being used (gun, knife, etc.)
- Indecent exposure
- Suspicious persons (i.e., 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 Communications 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.

### 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 Communications 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

All volunteers should have a general knowledge of how to use park radios and what to report.

- Turn the radio on and keep it on Channel 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.
- When using a radio, your number is 4-3-0 followed by your last name. 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.
- Plan what you need to say to get your message across. Be concise and speak in plain English. Do not use special codes.
- 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.
- 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)).
- Make sure that you depress the button the entire time you are speaking. 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.
- 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 Communications 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.

## Radio Checks

Make sure to do a radio check upon leaving your sign-in location. Let dispatch (radio 7-3-1) know 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.

### Example:

You: 7-3-1 ... 4-3-0 Your Last Name

Communications Center: 4-3-0

You: Out of service at the Octagon Shelter

Communications Center: Thank you 7-3-1

You: 4-3-0

## 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.





# A Management Mosaic

A variety of organizations—public, private, for profit, and non-profit—partner with the park to create the mosaic that is Cuyahoga Valley National Park (CVNP). Located between Cleveland and Akron, Ohio, and lying within or adjacent to approximately 15 communities, Cuyahoga Valley National Park is truly a partnership park. We maintain agreements with a variety of organizations in order to meet our mission objectives. Our three main operating partners allow CVNP to provide services and opportunities to residents and visitors in Northeast Ohio that we would otherwise be unable to provide.

Cuyahoga Valley National Park Association (CVNPA), the friends group for the park, focuses on community engagement for CVNP. CVNPA works closely with the National Park Service and a variety of partners, managing the Volunteers-In-Parks (VIP) Program, operating the Cuyahoga Valley Environmental Education Center, Extraordinary Spaces, and retail operations, and assisting with cultural arts programming in the park. As a partner, the Cuyahoga Valley Scenic Railroad (CVSR) provides a unique form of alternative transportation to, through, and within CVNP. The Cuyahoga Valley Countryside Conservancy (CVCC) works with CVNP and private farmers to establish a lived-in, rural landscape in the park and to provide opportunities for the public to access sustainably produced, locally grown products. Our demonstrated partnership successes of the past will allow us to engage citizens, volunteers, and other partners in ways that will not only help the park, but also develop in people a deeper sense of commitment to the park and the community at large.

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

## The National Park Service (NPS)

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.

## Cuyahoga Valley National Park (CVNP)

### 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.”

Although but a short distance from the urban environments of Cleveland and Akron, Cuyahoga Valley National Park 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.

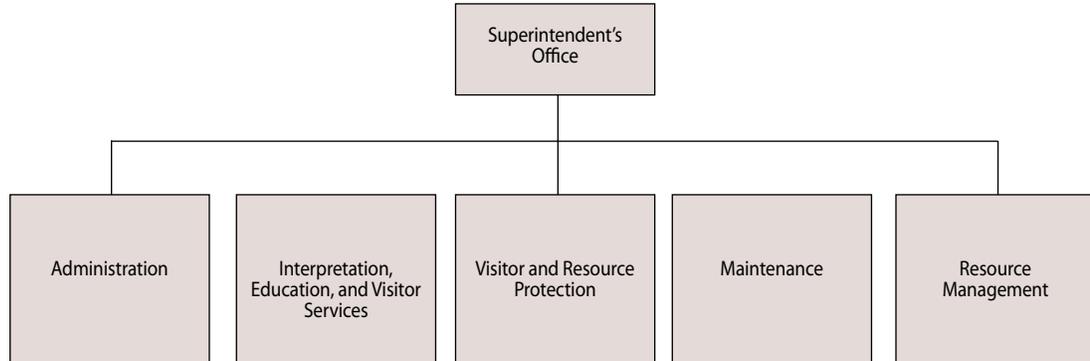
Twenty-two miles of the river wind and weave through the Cuyahoga Valley, forming the backbone of the park. The Cuyahoga River, with its associated riparian habitat, is just one element of the park’s habitat mosaic. From deciduous mixed-mesophytic forests to wetland habitats, from currently cultivated agricultural lands to older field habitats in various stages of succession, the park’s habitats provide opportunities for plants and animals to flourish.

Cuyahoga Valley National Park 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. High above the Cuyahoga River, the landscape is rugged, with steep-sided valleys backed by high, narrow hills.

Learn more about the Cuyahoga Valley National Park through our site bulletins located within the hard copy of this manual and at visitor centers, the Volunteer Center, Savacoal House, and online at [www.nps.gov/cuva/planyourvisit/brochures.htm](http://www.nps.gov/cuva/planyourvisit/brochures.htm).



# Cuyahoga Valley National Park Organizational Structure



## Responsibilities of Each Park Office/Division

This section will help you gain insight into how the Cuyahoga Valley National Park operates and learn more about the division in which you will be volunteering.

### Superintendent's Office

The superintendent serves as the chief executive officer for the park and provides overall management direction to the park staff. S/He is responsible for park planning and development, land acquisition, and disseminating information pertaining to park policies, programs, and operations to park staff, park neighbors, news media, congressional delegations, the public sector, and interested individuals. The superintendent of Cuyahoga Valley National Park serves as the superintendent of the First Ladies National Historic Site (FILA) in Canton, Ohio, operated by a non-profit organization under cooperative agreements with the National Park Service, and James A. Garfield National Historic Site (JAGA) in Mentor, Ohio. Finally, 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.

Some responsibilities of the superintendent and management staff include:

- Principal guardian of park resources
- Provider of visitor opportunities
- Interpreter/implementer of NPS policy
- Principal spokesperson/media relations
- Congressional liaison
- Constituency building
- Public relations
- Fund raising
- Park operations

### Administration

Administrative employees provide support services to the park in the areas of personnel management, procurement, budget, finance, property management, and information technology. The administrative officer, budget analyst, contract specialist, human resources specialist, and information specialists also provide advisory services in administrative areas to the superintendent and other park staff.

### Interpretation, Education, and Visitor Services

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 the Internet.

This division includes operation of the following:

Cuyahoga Valley Environmental Education Center - Park staff works with CVNPA to provide education programs through this residential facility.

Cultural Arts - Staff coordinates special events such as the Cuyahoga Valley Heritage and House Concert series, Cuyahoga Valley contra dances, and Lyceum speaker programs.

Volunteers-In-Parks (VIP) Program - This division works with the volunteer staff at CVNPA to administer the program.

Recreation Programs - The division promotes various recreational activities in the park, including biking, hiking, and boomeranging. Other recreational sports such as backpacking or cross-country skiing are taught in the park.

### Visitor and Resource Protection

Park rangers in the Visitor and Resource Protection Division (V & RP) are responsible for enforcing the regulations within park boundaries. They conduct patrols and investigations to ensure natural and cultural resource protection; respond to and investigate 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. V & RP rangers are trained in first aid and CPR. Some are trained paramedics, and some are trained in wild land firefighting, often joining forces with other agencies to fight forest fires nationally.

The division also oversees special park uses such as weddings and wedding photography, the Towpath Marathon, and other special events. The division is headed by a chief ranger, who is assisted by a field operations supervisor and a law enforcement specialist.

### Maintenance

The Maintenance Division maintains park grounds, trails, buildings, vehicles, and other facilities in a clean and safe condition and also manages a program to rehabilitate historic structures within the park, such as the four recently renovated buildings in the Village of Boston that make up the Volunteer Center. The carpenters, painters, plumbers, auto mechanic, equipment operators, and other craftsmen and workers of this division are led by a facility manager, assisted by six other supervisors. The facility manager administering this division is also involved with the planning phases in the development of CVNP.

### Resource Management

Focusing on both natural and cultural resource management, this division's biologists, ecologists, and plant ecologists are responsible for the study, inventory, monitoring, restoration, and management of a broad range of natural resources. Program areas include vegetation, wildlife, fisheries, exotic and pest species, sensitive species, and associated ecological components such as air, water and soil, minerals management, fire management and environmental compliance. Staff serves on a variety of internal and external committees with other partners, 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. Program areas include historic preservation, historic architecture, structural engineering, riverbank stabilization, trail planning and design, regional planning, landscape architecture, GIS use, and mapping development.

The National Park Service Administrative Headquarters is located at 15610 Vaughn Road, Brecksville, OH 44141. Call (216) 524-1497 or visit [www.nps.gov/cuva](http://www.nps.gov/cuva) for more information.

## Cuyahoga Valley National Park Association (CVNPA)

### Mission Statement

Cuyahoga Valley National Park Association 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 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.

CVNPA 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, retail operations, fundraising, and the Volunteers-In-Parks program.

### Show Your Support

- Donate to support CVNPA-sponsored projects
- Volunteer and give back with your time and talent
- Advocate for CVNP
- Sponsor an acre through [www.ParkShares.org](http://www.ParkShares.org)
- Shop at Park Place in Peninsula and Trail Mix in Boston
- Take advantage of park programs and activities
- Help protect the park's natural resources
- Support your park through CVNPA membership and encourage others to do so

### Ways to join CVNPA:

- Go to [www.cvnpa.org](http://www.cvnpa.org) and click "Become a Member"
- By phone at 330-657-2909
- At either CVNPA store, Trail Mix or Park Place in Peninsula
- In person at the Hines Hill administration offices located at 1403 W. Hines Hill Rd., Peninsula, OH 44264.

Call CVNPA at (330) 657-2909 or visit [www.cvnpa.org](http://www.cvnpa.org) for more information.

## Cuyahoga Valley Scenic Railroad (CVSR)

### Mission Statement

Cuyahoga Valley Scenic Railroad is a not-for-profit, 501 (c)(3), volunteer-supported organization working in partnership with Cuyahoga Valley National Park and is dedicated to the preservation of passenger rail transportation in Cuyahoga Valley and the historic Ohio & Erie Canalway.

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 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). Volunteers may also help with general operations and customer service.

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

Call (800) 468-4070 or visit [www.cvsr.com](http://www.cvsr.com) for more information.

## Cuyahoga Valley Countryside Conservancy (CVCC)

### Mission Statement

The Countryside Conservancy is a non-profit organization that supports community-based food systems in Northeast Ohio.

The Countryside Conservancy provides support systems for rebuilding the knowledge base, culture, and infrastructure necessary to steward farmland and cultivate a new generation of community-based farming and food entrepreneurs.

The Countryside Conservancy's programs and initiatives focus on the four key links in the human food chain—farmland, farmers, food, and community. The farmland programs provide resources for ways to protect farmland, support farm businesses, and grow a healthy regional food system.

Farmer programs through the Countryside Conservancy provide workshops to enhance the skill sets of farmers and food producers so they can successfully compete in the local marketplace. Countryside Farmers' Markets are highly successful, providing opportunities for all community members to directly connect with producers of high-quality foods.

Among the resources available to the community is a harvest calendar outlining what is available throughout the year in our region. Seasonally focused cooking classes, recipes, and demonstrations educate community members on how best to utilize and incorporate local and seasonal foods into their daily lives.

The Countryside Conservancy offers opportunities for volunteers with the Countryside Farmers' Markets, special events, and office support.

CVCC Headquarters is located at 2179 Everett Rd., Peninsula, OH 44264. Call (330) 657-2542 or visit [www.cvcountryside.org](http://www.cvcountryside.org) for more information.

## Ohio & Erie National Heritage Canalway

The Ohio & Erie National Heritage Canalway 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)

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.

For more information, visit [www.ohioandieriecanalway.com](http://www.ohioandieriecanalway.com).

### The Ohio Canal Corridor (OCC)

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.

For more information, visit [www.ohiocanal.org](http://www.ohiocanal.org).

### The Ohio & Erie Canalway Coalition (OECC)

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.

For more information, visit [www.ohioeriecanal.org](http://www.ohioeriecanal.org).

## Cleveland Metroparks

### Mission Statement

Cleveland Metroparks will conserve significant natural resources and enhance people's lives by providing safe, high-quality outdoor education, recreation, and zoological opportunities.

Cleveland Metroparks owns and manages land within the boundary of Cuyahoga Valley National Park and has been a partner since 1974. Cuyahoga Valley National Park coordinates closely with Cleveland Metroparks on a broad range of cultural and natural resource management and visitor services activities. They operate park shelters, trail systems, a nature center, a museum, stables, golf courses, and other park facilities.

For more information on Cleveland Metroparks visit [www.clemetparks.com](http://www.clemetparks.com).

## Metro Parks, Serving Summit County

### Mission Statement

To acquire, conserve and manage natural resources and to provide the public with safe, outdoor recreational and educational opportunities through a system of regional, natural-area 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 Cuyahoga Valley National Park since 1974, working closely on a broad range of cultural and natural resource management and visitor activities.

For more information on Metro Parks, Serving Summit County visit [www.summit-metroparks.org](http://www.summit-metroparks.org).

## Eastern National

### Mission Statement

Eastern National is a 501(c)(3) non-profit cooperating association, operating in more than 150 national parks and other public trusts. We are dedicated to the preservation and use of the parks for the benefit of all Americans, visitors from all nations, and future generations.

In Cuyahoga Valley National Park, Eastern National operates outlets in park visitor centers and provides online sales through [www.eparks.com](http://www.eparks.com). All of the products, programs, and publications offered to visitors have a strong educational value. The profits from their activities are donated to the National Park Service and our other partners to further support their educational and interpretive programs.

Eastern National welcomes the cooperation of all those interested in helping the National Park Service, its programs, and other public trusts.

Passport to Your National Parks books, sold by Eastern National, provide a place for park visitors to collect National Park Passport Stamps. These cancellation stamps serve as a record of each park visit. The passport includes maps color-coded for specific regions in the country, pre-visit information, illustrations, photographs, and a free map and guide to the national parks. A variety of passport stamps are available in CVNP. For a full listing visit [www.nps.gov/cuva/planyourvisit/passport-stamps.htm](http://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/](http://www.eparks.com/store/).

For more information on Eastern National visit [www.easternnational.org](http://www.easternnational.org).

## Trail Partners

### Buckeye Trail Association

- Mission: As 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 the state of Ohio.

### Cuyahoga Valley Trails Council (CVTC)

- Mission: To promote, coordinate, and participate in the building, inspection, maintenance, improvement, and enjoyment of trails in and around Cuyahoga Valley.
- 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 the National Park Service and from CVNP's 1985 Trail Plan, the CVTC sponsors numerous trail work projects that involve both the maintenance of existing trails and the development of new ones.

### Medina Ohio Horsemen's Council (OHC)

- Mission: To help plan, promote, and participate in the building, inspection, maintenance, and improvement of equestrian trails in and around the Cuyahoga Valley.
- Provides resources to help promote the maintenance and creation of bridle trails throughout the state of Ohio.

## Other Partners

### Boston Mills/Brandywine Ski Resort

- Mission: 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 of America.
- Camp Mueller is managed by the Phillis Wheatley Association. It is one of four African-American– owned and operated camps in the country.

### Carriage Trade Farm

- Offers horse-drawn carriage rides and a variety of tours throughout CVNP.
- Carriage Trade is located at 8050 Brandywine Road in Northfield, Ohio.

### Inn at Brandywine Falls

- 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

- 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 Cuyahoga Valley National Park.

### Western Reserve Historical Society (Hale Farm & Village)

- Mission: The Western Reserve Historical Society is a not-for-profit educational institution that preserves and uses its collections, historic sites, and museums to inspire people to explore the history and culture of Northeastern Ohio and place that regional experience within the larger context of state, national, and global 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.

Please visit [www.dayinthevalley.com](http://www.dayinthevalley.com) for more information on our park partners.

## Visitor Centers/Orientation to the Park

Visitor Centers in Cuyahoga Valley National Park provide a wealth of information to visitors and volunteers alike. Each has something different to contribute, so try to visit these centers and learn more about the park. This section provides information on the locations and exhibits of CVNP Visitor Centers. You can also use this information to suggest starting points for visitors new to Cuyahoga Valley National Park.

Boston Store Visitor Center 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 Cuyahoga Valley National Park Association and offers quick meals, cool drinks, ice cream treats, and park information.

Canal Visitor Center focuses on life along the canal and human history in the valley. There is a restored canal lock outside and a canal lock model inside. The Towpath Trail is at the doorstep, and the Canal Visitor Center Station is a short walk away, providing access to the park via Cuyahoga Valley Scenic Railroad.

Peninsula Depot Visitor Center is an information/orientation facility developed to help visitors explore Cuyahoga Valley National Park, Cuyahoga Valley Scenic Railroad, the Village of Peninsula, and the Ohio & Erie Canalway. Train tickets can be purchased inside as the caboose is no longer used. The nearby Lock 29 Trailhead provides access to the Towpath Trail.

All visitor centers provide wheelchair accessibility.

Seasonal hours are available online at [www.nps.gov/cuva/planyourvisit/hours.htm](http://www.nps.gov/cuva/planyourvisit/hours.htm). Please see Contact Us, page 73, for phone numbers to these Visitor Centers.



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# Resources For Volunteers

## Useful Websites

Cuyahoga Valley National Park (CVNP): [www.nps.gov/cuva](http://www.nps.gov/cuva)  
Frequently Asked Questions: [www.nps.gov/cuva/faqs.htm](http://www.nps.gov/cuva/faqs.htm)  
Hot Topics: [www.nps.gov/cuva/parknews/hot-topics.htm](http://www.nps.gov/cuva/parknews/hot-topics.htm)  
National Park Service Planning, Environment & Public Comment: <http://parkplanning.nps.gov/parkHome.cfm?parkID=121>  
News Releases: [www.nps.gov/cuva/parknews/newsreleases.htm](http://www.nps.gov/cuva/parknews/newsreleases.htm)  
Plan Your Visit: [www.nps.gov/cuva/planyourvisit/hours.htm](http://www.nps.gov/cuva/planyourvisit/hours.htm)  
Trail Updates and Closures: [www.nps.gov/cuva/parknews/closures.htm](http://www.nps.gov/cuva/parknews/closures.htm)

Cuyahoga Valley National Park Association (CVNPA): [www.cvnpa.org](http://www.cvnpa.org) (Information on membership, events, and volunteering.)  
Volunteer Home Page: [www.cvnpa.org](http://www.cvnpa.org) (click on “Volunteer”)  
Current Volunteer Opportunities: [www.volunteer.gov/gov](http://www.volunteer.gov/gov) → Keyword is “Cuyahoga”  
Training Schedule: [www.cvnpa.org](http://www.cvnpa.org)

Cuyahoga Valley Scenic Railroad (CVSR): [www.cvsr.com](http://www.cvsr.com)  
Cuyahoga Valley Countryside Conservancy (CVCC): [www.cvcountryside.org](http://www.cvcountryside.org)

Cleveland Metroparks: [www.clemetparks.com](http://www.clemetparks.com)  
Day in the Valley: [www.dayinthevalley.com](http://www.dayinthevalley.com)  
Eastern National: [www.easternnational.org](http://www.easternnational.org)  
Eppley Institute Online Training: [www.eppley.org](http://www.eppley.org)  
Metro Parks, Serving Summit County: [www.summitmetroparks.org](http://www.summitmetroparks.org)  
Ohio & Erie Canalway Association (OECA): [www.ohioanderiecanalway.com](http://www.ohioanderiecanalway.com)  
Ohio Canal Corridor (OCC): [www.ohiocanal.org](http://www.ohiocanal.org)  
Ohio & Erie Canalway Coalition (OECC): [www.ohioeriecanal.org](http://www.ohioeriecanal.org)  
Student Conservation Association (SCA): [www.thesca.org](http://www.thesca.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 within the hard copy of this manual's appendix and can be located at visitor centers, the CVNP Volunteer Center, Savacoal House, and online at [www.nps.gov/cuva/planyourvisit/brochures.htm](http://www.nps.gov/cuva/planyourvisit/brochures.htm).

### Owner's Guide

The Cuyahoga Valley National Park Owner's Guide was created to strengthen the connection between visitors and their park. It contains an overview of the park, its operations, partnerships, and much more. Copies are available at the Volunteer Center.

### Books

A small library is available at the Volunteer Center to support your study of Cuyahoga Valley National Park. The books on this list will provide you with a starting point, and additional books will be available to deepen your study.

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

*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.

*The Colorful Era of the Ohio Canal* (James S. and Margot Jackson). A short booklet that gives a good canal overview.

*Guide Book for the Tourist and Traveler over the Valley Railway!* (John S. Reese). A charming late-nineteenth-century guidebook that highlights the communities from Cleveland to Akron and Canton through which the Valley Railway passed during the 1880s.

*A Green Shrouded Miracle* (Ron Cockrell). The administrative 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.

# Uniforms by Position

Position	Short Sleeve T-Shirt	Long-Sleeve T-Shirt	Short-Sleeve Dress Shirt	Long-Sleeve Dress Shirt	Polo	Windbreaker	Winter coat	Winter hat	Baseball Cap (Mesh)	Baseball Cap (Solid)	Volunteer Nametag	
Resource Management												
Citizen Science (Resource monitoring/surveys)	x	x	x	x	x	x	x	x	x	x	x	choose 2 shirts to start, choose one baseball cap
Document Scanning and GPS					x						x	
Exotic Plant Management	x	x				x			x	x	x	
Watershed Steward		x	x		x						x	
Interpretation, Education & Visitor Services												
Actor/Actresses												period clothing
Canal Camp & Cuyahoga Critters	X									x		
Craft Crew				x	x						x	
Cycling Schools	x					x						
Ed-Venture Group	X	x								x		
Go Crew!	x	x	x		x				x			
Lantern Carriers	X									x		
Lock 38/model demonstrations					x	x				x		period clothing
Media Assistant	x	x	x	x	x	x						choice of one shirt
Media Technology Intern					x	x				x		
Milk run/bulletin boards	x	x	x	x	x						x	choice of one shirt
Park Ambassadors												
countryside farmer's market	x	x					x	x				
Hike and program assistants	x					x	x			x		
Park Promoters	x				x							
S.E.T. (Special events team)			x	x		x	x	x	x	x	x	choice of hat
Speaker's Bureau				x	x							
Trail Mix and Park Place Volunteers				x	x		x				x	shared coats (PPP fall-winter to meet train)
Visitor Center Assistant			x	x	x					x		
Wildlife Watchers			x	x	x	x	x	x		x	x	
Winter Sports Center				x				x				Shared Winter Coats
Hospitality Volunteers				x	x							
Photographer		x	x			x	x	x		x		
Polar Express												elf costume

\*Many position will choose which items they receive according to the season in which they are active (even if most items are checked, take only those that are needed)

# Uniforms by Position continued

Position	Short Sleeve T-Shirt	Long-Sleeve T-Shirt	Short-Sleeve Dress Shirt	Long-Sleeve Dress Shirt	Polo	Windbreaker	Winter coat	Winter hat	Baseball Cap (Mesh)	Baseball Cap (Solid)	Volunteer Nametag	
Rail Rovers					x					x		
Sight Center Asst.	x	x								x		
Student Explorer Asst.		x			x	x				x		
Sustainability Reporter		x	x			x	x	x		x		
Youth Reporter		x	x			x	x	x		x		
Maintenance												
Adopt-A-Trail	X			x		x	x	x	x	x		
Cuyahoga Valley Trails Council	x			x		x	x	x	x	x		
Medina Ohio Horsemen's Council	x			x					x			
RiverDay/NPLD Crew Leaders	x								x			
RiverDay/NPLD Truck Drivers	x								x			
Student Conservation Association Interns	x	x										
Visitor & Resource Protection												
Encumbered Property Assessment VIPs	x	x				x	x	x	x		x	
Safety Cadre		x		x	x							
Tract Trekkers	x		x	x		x	x	x	x			
Trailblazers												TBs get their uniforms through their supervisor
V&RP District Operations VIPs	x					x	x			x		
Wedding Permit Monitor	x					x			x		x	
Cuyahoga Valley National Park Association												
Patio Patrol	x	x								x		
Running Series	x											
Towpath Tag Courier	x	x										
Volunteer Office Asst		x	x		x							

\*Many position will choose which items they receive according to the season in which they are active (even if most items are checked, take only those that are needed)

## Uniforms by Position continued

Position	Short Sleeve T-Shirt	Long-Sleeve T-Shirt	Short-Sleeve Dress Shirt	Long-Sleeve Dress Shirt	Polo	Windbreaker	Winter coat	Winter hat	Baseball Cap (Mesh)	Baseball Cap (Solid)	Volunteer Nametag	
Cuyahoga Valley Environmental Ed Center												
CVEEC Program Asst	x	x			x					x	x	shared coats
CVEEC Program Volunteer	x	x			x					x	x	
CVEEC Library Asst					x						x	
Kitchen Asst	x										x	
Positions that do not use uniforms:												
GPS Corps												
Hawkins Library Assistant												
Administrivia												
Boomerangs												
Bird watching												
Crooked River Gang												
Cuyahoga Valley Photographic Society												
Historic Sewing VIPS												
Quest Crew												
Quest Developer												
E-Recycling Day Volunteers												
CVNPA Office Asst												
Digital Photo Processors												
Earth Cache												

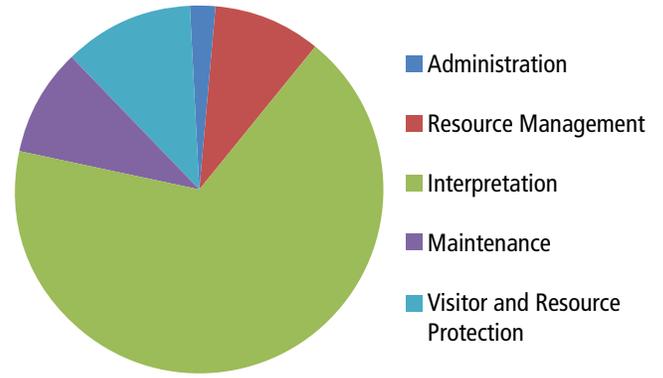
\*Many position will choose which items they receive according to the season in which they are active (even if most items are checked, take only those that are needed)

## Facts and Numbers

### Fast Facts from 2009

Number of volunteers: 2,528  
Number of volunteer hours: 96,470  
Value of volunteer service: \$1,948,455  
Increase from 2008: 20%  
Number of acres: 33,000

### Distribution of Volunteer Time by Park Function for Fiscal Year 2009



## Park Leadership

Superintendent: Stan Austin

Deputy Superintendent: Paul J. Stoehr

Administration Division Chief: Barbara Fearon

Interpretation, Education, & Visitor Services Division Chief: Jennie Vasarhelyi

Visitor and Resource Protection Division Chief: Chris Ryan

Maintenance Division Chief: Eric Semple

Resource Management Division Chief: Lisa J. Petit, PhD.

CVNPA Chief Executive Officer: Deb Yandala

CVSR President & CEO: Steve Wait

CVCC Executive Director: Darwin Kelsey

## Contact Us

### Your Volunteer Supervisor

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Volunteer Management Office Staff  
Bridget Garvin Ambrisco, Director of Volunteer Programs  
bambrisco@cvnpa.org (330) 657-2364

Shelby Lewis, Volunteer Program Assistant  
slewis@cvnpa.org (330) 657-2296

Josh Bates, NPS Park Ranger (Volunteer Liaison and Service-Learning Coordinator)  
Josh\_Bates@nps.gov (330) 657-2350

Volunteer Management Office Fax: (330) 657-2381

24-hour Communications Center: (800) 433-1986 (Dial '0' for the operator)

Cuyahoga Valley National Park: (330) 657-2752

Cuyahoga Valley National Park Association: (330) 657-2909

Cuyahoga Valley Countryside Conservancy: (330) 657-2542

Cuyahoga Valley Scenic Railroad: (800) 468-4070

### Visitor Centers

Boston Store Visitor Center (330) 657-2752

Canal Visitor Center (800) 445-9667 or (216) 524-1497

Peninsula Depot (330) 657-2039

### Media Contact

Mary Pat Doorley, Public Information Officer

Mary\_pat\_doorley@nps.gov (440) 546-5995



# Appendix

## 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 within the hard copy of this manual and can be located at visitor centers, the CVNP Volunteer Center, Savacoal House, and online at [www.nps.gov/cuva/planyourvisit/brochures.htm](http://www.nps.gov/cuva/planyourvisit/brochures.htm).

