

Snohomish County Parks and Recreation

Park Volunteer Handbook



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Agency Information

Introduction

Welcome to Snohomish County Parks and Recreation! We hope you enjoy your volunteer experience with the Snohomish County Parks Department. Your contribution provides park visitors with an extra measure of quality service.

This guide and the accompanying information are provided to help you fulfill your duties successfully. You will receive additional orientation information and materials that is park specific from the Director of Volunteer Services or other designee. You will also receive any training necessary to safely perform the duties and tasks outlined in the General Volunteer Job Description.

Your Outdoor Connection

Parks and open space mean so many things to different people. What do they mean to you?

The Snohomish County Parks & Recreation Department has over 12,000 acres, spread out over 121 park properties with 47 miles of fresh and saltwater shorelines. We are the largest land steward in the county and our parks, trails and open spaces contribute to

the clean water, clean air, healthy forests and the great beaches our residents and visitors enjoy.

We're working behind the scenes making sure your favorite neighborhood park, wooded trail, sandy shoreline, community class, and heritage sites are clean, safe and open and accessible to everyone. And we're in it for the long haul. We find ways to innovatively steward and preserve your public lands and resources to keep the wellbeing and positive community-building of parks open to you and future generations. Because your parks story matters to us. The next generation's parks story matters to us. Now get out there and live it.

Our Mission

To conserve natural and recreational resources for current and future generations, contribute to regional economic sustainability, and enhance the wellbeing of all Snohomish County residents and visitors through accessible and inclusive parks, facilities and educational programs.

Our Vision

A sustainable, innovative, and accessible parks system that creates strong, connected communities through the experience and stewardship of parks and the natural and cultural environment of Snohomish County.

Our Programs & Amenities

- 12,000 acres of parks, trails, and open space
- Camping: Tent sites, RV sites, Cabin & yurts
- Community education through WSU Snohomish County Extension Programs
- Annual Evergreen State Fair
- Jr. Park Ranger Program
- Facility rentals for events, weddings, and meetings
- Snohomish County Arts Commission
- Snohomish County Historic Preservation Commission
- Volunteer opportunities
- Community events: Music in the Park, National Night Out, trail races

Snohomish County Parks Volunteer Program

Snohomish County Parks oversees an active volunteer program. The Park's volunteer program supports a growing number of citizens who dedicate their time to support regular staff in all aspects of Parks operations. This volunteer program provides the training and opportunity for community members to become involved in the care of Snohomish County's Parks. The efforts of dedicated volunteers, including individuals, families, businesses and corporations contribute to helping Snohomish County Parks and Recreation Department provide quality park facilities and programs that serve our community. The volunteer program offers assistance in maintaining and operating our park facilities, but also offers a chance for participants to interact with Parks staff and develop a sense of ownership in Parks properties.

Diversity in Snohomish County

Snohomish County Parks and Recreation Department is committed to creating an equitable, hospitable, appreciative, safe, and inclusive park environment – one that embraces the full spectrum of all community members' contributions. Parks makes this commitment because:

- Diversity strengthens the workforce in competence and ability;
- Celebrating diversity appreciates and values individual differences;
- Diversity helps ensure the relevance of Snohomish County parks, its mission, properties, and programs to the people of the state today and in the future; and
- Diversity is crucial to our ability to serve all citizens.

Parks encourages and supports staff efforts to reach out to people of all races, national origins, abilities, religions, sexual orientations, veteran status, ages, and genders who use the parks and who live in communities nearby parks. This outreach is to focus on engaging in partnerships that expand programs and services in a way that is meaningful and of value to all visitors through a workforce and volunteer corps that reflects the diversity of Snohomish County.

Diversity encompasses who we are and what we think and how we behave. Not only ethnicity and national origin but family status, religion, communication style, ethics, values, educational level, etc, all combined to make us who we are. Snohomish County Parks and Recreation welcomes the diversity of its employees, volunteers, and users of our parks system. To celebrate diversity is to appreciate and value individual differences.

Our Volunteer Community

You are part of a community of volunteers who come from all corners of Snohomish County and from different faiths, cultures and ethnicities. The common thread that connects us is a love of nature and a commitment to ensuring that Parks are here for future generations to enjoy. Volunteers make a positive impact by engaging with visitors at nature center events, patrolling our trail systems, stewarding the land through restoration and litter cleanup, monitoring plant and animal populations and so much more. Volunteers are integral to the existence of County Parks.

We value volunteers as vital partners. You will have proper orientation, training and supervision to meet the responsibilities of your position, have a clear understanding of your role and how it fits into the overall mission and vision of Snohomish County Parks, receive recognition for work done, and be treated with respect.

What We Expect from You

Park volunteers are viewed and “treated” like Employees. [Un-Paid Employees that is]. From this perspective, it is easier to articulate expectations, responsibility’s, commitment, standards, etc. Volunteers agree to actively perform their duties to the best of their abilities and to abide by the policies and procedures of Snohomish County Parks. When you join our volunteer team, you agree to the following:

Volunteer Agreement and Waiver

Volunteer Role – I am donating my time for this volunteer role and I understand that in this role, I am not an employee of Snohomish County Parks and I will not receive compensation for this donated time. I also understand that volunteering does not necessarily lead to employment.

Volunteer Duties – I will follow all the rules and regulations of the County and will follow all directions and instructions given to me by County staff and/or certified volunteer leaders.

Limitation of Extent of Duties – I am not authorized to enforce the rules and regulations of the County but will notify Park staff when violations of rules and regulations are observed.

Conduct – I will conduct myself in a professional manner and present a positive image of Snohomish County. This includes being respectful and helpful to other Park visitors, other volunteers and County staff.

Conflict of Interest – I understand that in order to participate in this program I cannot have a conflict of interest with any activity or program of the agency, whether personal or philosophical. Further, there can not be any financial benefit accepted to serve as a volunteer. Each volunteer will sign a Conflict-of-Interest agreement upon completion of training and before becoming active.

Media Contact – In my role as a volunteer, I understand that I do not represent the County in an official capacity and will not write or speak to the media on the behalf of the County. These action may include; but not be limited to, public statement to the press, coalition or lobbying efforts with other organization, or any agreements involving contractual or other financial arrangements.

Volunteer at Will – I understand that my participation in this volunteer program is subject to the above statements and to all rules and regulations of the County. Failure to follow directions and instructions or violation of any of the rules, regulations or policies can result in discipline or immediate dismissal from the program.

Confidentiality – In my roles as a volunteer, I am responsible for maintaining the confidentiality of all proprietary or privileged information to which I may be exposed while serving as a volunteer, whether this information involves a staff member, volunteer, client or other person or involves other County business. Failure to maintain confidentiality may result in termination of relationship as a Volunteer with Parks. Each volunteer will sign a confidentiality agreement upon completion of training and before becoming active.

Reporting Hours – I recognize that reporting my volunteer hours is important to the success of the volunteer program and will do my best to report them on a regular basis.

Attendance

To make sure that events and activities are adequately staffed by volunteers, we depend on you to complete your scheduled shifts. We do understand that from time-to-time certain situations may arise that prevent you from doing so. Please alert your contact/leader of any scheduled absences— such as vacation—as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence—illness or emergency—please alert your contact/leader as soon as possible.

Dress Code

As a Park volunteer, you're also an ambassador for the organization. Please use your judgement to dress appropriately for the activities you'll be performing. If you're ever unsure about what to wear, just ask your contact/leader.

Use of Park Property

All County property must be used for authorized purposes only. This includes, but is not limited to, facilities, keys, computers, telephones, line trimmers, etc.

Non-Discrimination

The County is committed to ensuring that all members of the public who are served by Park volunteers are treated equally. Volunteers shall not unlawfully discriminate against anyone on the basis of a race, color, sex, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, veteran's status, military discharge status, source of income, or housing status.

Sexual Harassment

It is the policy of the County that employees, visitors, and volunteers shall be provided an environment that is fair and provides equitable treatment, including freedom from sexual harassment and other inappropriate conduct of a sexual nature.

Sexual harassment is defined by the County Human Resources Division as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to the conduct is made either explicitly or implicitly a term or condition of an individual's employment, or

- Submission to or rejection of the conduct by an individual is used as a basis for employment decisions affecting such individual, or
- 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.

Examples of inappropriate behavior of a sexual nature can be (but are not limited to):

- Written, graphic, or verbal communication, including demeaning or offensive comments, epithets, jokes, slurs, or negative stereotyping based on gender;
- Unwelcome requests for sexual favors or social contact;
- Non-verbal behavior which may include gestures, leering, pictures, or cartoons; or,
- Physical behavior such as unwelcome touching, standing too close, cornering, leaning over or brushing against a person's body.

If you feel like you are being subject to this behavior, please notify the Senior Ranger or Volunteer Director immediately.

Guidelines for Protection of Minors

- Minors are defined as anyone under 18
- Avoid being alone with a single minor where you cannot be observed by County staff or other adults. You should not be alone with a group of minors under any circumstance
- Avoid transporting minors in your vehicle.
- Avoid physical contact with minors.
- Informed written consent from parents/guardians and verbal agreement, where appropriate and possible, from the minor should always be sought before a photo is taken for any purpose.
- If you believe someone has perpetrated abuse or neglect, immediately and confidentially report such violation to your local law enforcement agency.

Smoking Restrictions Policy

Smoking is prohibited in all buildings and vehicles owned, controlled, and/or operated by the County. Smoking is not permitted within at least 15 feet of any entrance to a County public facility and/or place of employment.

Firearms

No person shall discharge a firearm in, into or across any county park except at times and in areas specifically designated by the parks division and posted for such use.

This section shall not be construed to abridge the right of individual citizens to bear arms in defense of self or others as provided in RCW 9.41.300 and article I, section 24, of the state constitution.

Alcohol and Drugs

Volunteers are prohibited from using, possessing, or being under the influence of any alcoholic beverage/drug, or illegal substance while volunteering.

Ethics in Public Service Act

Snohomish County has a strong Ethics in Public Service Act (RCW 42.52) that governs Snohomish County employees. As a volunteer, you also fall under this Act as you are exercising the functions of a county employee while performing duties as a volunteer for Parks.

The area of the law that is most relevant to volunteers is the use of county resources. County resources are things such as vehicles, offices, equipment (phones, computers, etc.), and money (park fees).

Key Points:

- No volunteer may use any person, money, or property under his/her control or direction, or in his or her official custody, for the private benefit or gain of the volunteer or another.
- Volunteers have a duty to conserve public resources and funds against misuse and abuse.
- Personal use of Park's phones and computer has established guidelines. Before having any personal use of the phone or computer (including using e-mail for personal use), please consult with your Senior Park Ranger or other designee.
- Certain uses of any regional resources are always prohibited. These uses include:
 - Personal use of the Internet for non-business-related purposes:
 - Any use for the purpose of conducting an outside business, whether or not for profit.
 - Any use for the purpose of assisting the campaign of any candidate for election to any office or to oppose or promote a ballot proposition.
 - Any use for commercial purposes such as advertising or selling personal property.
 - Illegal activities or activities incompatible with a professional workplace (e.g., accessing adult- oriented sites or gambling on the internet)
 - Lobbying activity unless authorized by law
 - Any use to promote, support, or solicit for an outside organization or group unless the activity is approved by an agency head or his or her designee.

Getting Started

Becoming a Park Volunteer

County Parks accepts applications for Park Volunteers year-round.

Before you begin your volunteer service, you will be asked to fill out and sign a number of forms including the Volunteer Application and participate in an Interview. These processes ensure that you understand your job duties, that you are properly trained, or that you understand the rules and regulations under which you volunteer. The Director of Volunteer Services.

Park Observation Reports and Volunteer timesheets must be completed and submitted online at the end of each service opportunity/engagement to ensure that you are covered for medical industrial insurance and liability protection during the time you are volunteering.

Criminal Background Checks

As a volunteer, you will be acting as an agent of County Parks. Positions which requires or places a Volunteer in access to equipment or unsupervised access to children under sixteen years of age, developmentally disabled persons or vulnerable adults, will be required to undergo a conviction or criminal background record check. The expense of such a check will be borne by County Parks.

Appearance/Identification

As a Volunteer Park Volunteer, you will be asked to wear a County Parks uniform and/or baseball cap with the County Parks logo, which will identify you as a Volunteer Park Ambassador to park visitors. Please do not wear your hat or shirt when you are not on duty. In addition, **Photo ID Card/Lanyard** are issued by Parks to volunteers in certified positions (Ex. Site Steward, Workday Leader, Park Ambassador, etc). ID cards for other general volunteers can be requested through your Volunteer Resources. ID cards are issued on an annual basis. You should carry your ID card at all times when volunteering.

Insurance Coverage

Medical: Registered volunteers doing work that is approved by County Parks are considered part of the Snohomish County's self-insured liability program. All volunteer hours for registered activities must be reported to the Parks Department. The Parks Department will report volunteer hours to the Department of Labor and Industry whereby if an injury occurs while performing registered volunteer work, the volunteer may have medical only coverage. A volunteer is **NOT** covered for loss of employment time due to injury or illness, nor for a lasting disability or death. If you suffer an injury while performing registered volunteer activities the Volunteer Program Director (or designee) will help you to obtain and complete the proper forms to submit for processing.

As Park Volunteer, you are acting as an agent of County Parks. Therefore, when you are acting within *the accepted limits and scope of your assigned job responsibilities*, Snohomish County may assume responsibility for any liability claims that may be filed. Any claim resulting from criminal activity on a volunteer's part will not be covered by Snohomish County.

Personal Property: Snohomish County is not responsible for a volunteer's personal belongings/property. It is recommended that all volunteers carry insurance to cover damage to personal belongings or property. Personal tools and equipment should not be used to perform volunteer duties. In addition, Park's tools are not intended for personal use.

Vehicle Insurance: Volunteers may be asked to use County Parks' vehicles. To use park vehicles certain criteria must be met. You must have current proof of automobile insurance, a current Washington State Driver's license, completed a Washington State drivers' abstract, and have completed a drivers' safety course. The privilege to drive county vehicles is subject to change per the County's discretion.

We'll Support You

Background Checks

We value the safety of our volunteers, staff and the public we serve. Because of this, certain volunteer roles require a criminal background check. When a role requires a background check, it will be noted in the opportunity. We do not do background checks for individuals under the age of 18. Results are securely stored, and access is available only to Park staff who have a need to know.

Orientation

An orientation is an overview of the Parks Volunteer Program and Volunteer Resources team. Orientation sessions are a great way to formally welcome you as a new volunteer and to get you acquainted with the responsibilities and expectations of your volunteer role.

Training

Training should prepare you for the responsibilities and expectations of your volunteer role. Your contact/leader will provide the training necessary to help you complete volunteer tasks safely and effectively. Training can range from a short on-the-job session to a series of classes and mentoring, depending on the needs of your role.

We encourage volunteers to pursue training opportunities that will foster their personal development and allow them to take on new volunteer roles with additional responsibilities. Some training opportunities are combined into pre-defined development paths. For example: Ecological stewardship volunteers can complete a series of trainings on the Path to Stewardship

Parking Permits

Certain volunteers will receive a parking permit as part of their role. These permits do not authorize illegal parking or parking when the Parks are closed (without prior approval).

Lines of Communication

We believe in open and honest communication. If you have a question, problem or suggestion, you will receive fair and objective consideration without fear of reprisal. It is always best to start with your immediate contact/leader. If at any time you are not satisfied with the response you receive from your contact/leader, feel free to contact someone on the Volunteer Resources team. Solutions may include additional training or reassignment to a different role.

Recognition

All volunteers: When you have recorded 25 hours, you will receive a volunteer t-shirt.

- Trail Watch volunteers: You will receive a t-shirt each year, after three visits (and submitted surveys) you may choose one additional item: baseball cap, vest or hooded sweatshirt
- Adopt-A-Site volunteers: You get a sign at your adopted site after recording 3 visits.
 - In addition, for every 100 volunteer hours that you log outside of Trail Watch and Adopt-A-Site (such as Ecological Stewardship and Monitoring) you may choose a 100-hour recognition item.

Resignation

You may resign from your volunteer position at any time. We ask that you notify your contact/leader at least two weeks prior to your departure and that you complete the exit interview process. Upon resignation, you will return your ID card and all other materials such as keys and tools.

Volunteers under 18

If accompanied by parent/guardian: the parent/guardian is required to sign the Volunteer Waiver/Agreement or Workday Sign-In Sheet.

- Volunteers 16-17 years old may volunteer on their own at certain locations. This will be indicated in the online description for the volunteer opportunity. They must bring a Volunteer Waiver/Agreement signed by a parent/guardian or they will not be allowed to volunteer.
- Volunteers under the age of 16 may volunteer only when their Parent/Guardian is officially registered as a volunteer and present during their minor child's participation.

Medical Emergency/Injury Procedures

Parks strives to provide safe volunteer opportunities and support volunteers in the event of an emergency or injury. Please think about your emergency plan in advance. Know your location, cross-streets and nearest medical treatment facility. Have a cell phone handy and know the location of the nearest first-aid kit.

First Aid/CPR training is available throughout the year, you can sign up on the volunteer website. You should follow your contact/leader's instructions to ensure that all work is performed in a safe manner. If you observe any unsafe or unhealthy conditions, please report them to your contact/leader as soon as possible.

In the case of personal injury, volunteers rely on their own personal insurance resources. Officially Recognized Volunteers who signed-up and scheduled are covered by the Counties Workers' Compensation insurance for work related accidents or injuries.

Steps to Follow in the Event of a Medical Emergency:

1. Recognize the emergency
2. Make sure that it is safe to enter the area.
If not, get to a safe spot and call 9-1-1
3. Ask an injured person if you can help (obtain consent), then check the person
4. Call 9-1-1 when appropriate
5. Care for the person, only provide care that you have been trained to give
6. Have the person seek medical attention when appropriate
7. Notify Volunteer Resources staff

Reporting a Minor Injury

If you sustain a minor injury while volunteering, notify your contact/leader as soon as possible. Your contact/leader will ask you to complete a Volunteer Accident/Injury Form to document the injury. By completing the form, you give us valuable information to help improve volunteer safety.

Corrective Action, Discipline and Dismissal

Like every visitor to County Parks, as a volunteer, you agree to follow all the rules and regulations of the County. You are not authorized to enforce the rules and regulations of Parks, rather you are encouraged to inform/educate when possible. You should notify Park staff when violations of rules and regulations are observed. You will also follow all directions and instructions given by staff and/or certified volunteer leaders. All volunteer duties performed must take place with the permission of County Parks.

Failure to follow directions and instructions, performing duties outside of the scope of the volunteer role, or a violation of any County Park rules, regulations or policies can result in corrective action or immediate dismissal from the program.

Other grounds for dismissal may include, but are not limited to:

- Theft of property or misuse of County equipment or materials
- Abuse or mistreatment of County staff, visitors or volunteers
- Failure to meet minimum standards as detailed in the volunteer role description and/or volunteer waiver
- Failure to satisfactorily perform assigned duties
- Failure to conduct yourself in a professional manner and present a positive image of County Parks.

- If there are concerns with your work as a volunteer, County staff will work with you to correct them. A serious violation of the volunteer rules and regulations may be grounds for dismissal. Additionally, dismissal may be considered if volunteer expectations are consistently disregarded.
- If you feel that you are not being fairly treated by your contact/leader, please contact the Volunteer Resources team for assistance with conflict resolution.

Park Volunteer Agreement

This is a contract. It affects your legal rights and duties. It includes provisions regarding assumption of risk, waiver and indemnification, and release of claims. Please read it carefully.

This Park Volunteer Agreement (“Agreement”) is a contract between Snohomish County (“the County”), a home rule charter county and political subdivision of the State of Washington, and the volunteer whose signature, name and other contact information appear within the Online Registration Database (“Park Volunteer”).

For and in consideration of the mutual agreements contained in this Agreement, the County and Park Volunteer agree as follows:

Background

1. The County owns and operates a number of parks, campgrounds and other recreational facilities and premises throughout Snohomish County, Washington.
2. Many volunteers, nonprofit organizations, and other persons operate, maintain, or otherwise contribute to the continued viability of the County’s numerous parks, campgrounds, and recreational facilities.
3. Volunteers who assist the County to operate or maintain its facilities choose to donate their labor of their own free choice, and to perform services on the County’s behalf without any compensation. Volunteers are NOT considered to be County employees. Volunteers are not eligible for any benefits that may accrue to County employees.
4. Park Volunteers [a.k.a. “un-paid staff] are individuals who wish to volunteer at a County Park, and, in that capacity is willing to perform certain specified duties in exchange for training, supervision, assistance and other gratuities as explained more fully below.

Volunteer Expectations and Duties

As representatives of the Snohomish County Parks and Recreation Department, Park Volunteers must exemplify the County Parks Mission/Vision, The Park Master Plan and the parks rules and regulations. Volunteers are expected to “set an example” for park visitors and guests. A Volunteer is a diplomatic representative of the department who promotes and ensures a positive relationship between the department and park users. Some of the expectations of Volunteers include but are not limited to:

In addition to the previously described expectations, here are some basic Do's and Don't's:

Do

- Be polite and friendly, with a desire to be helpful!
- Wear Proper Uniform and Identification Badge while on duty.
- Talk positively about the county, park, staff, and the rules.
- Be a good neighbor. Set a good example by obeying the park rules yourself.
- Be familiar with park rules and regulations so that you can explain when asked or when you see a violation. Hand out appropriate brochures when available. If the violation continues, report it to your Senior Park Ranger or other designee.
- Give out accurate information. If you cannot answer a question, refer the public to your Senior Park Ranger or other designee or refer to the Park Administration Office at (425) 388-6600.
- Refer Park Visitors and or the general public with complaints or concerns to the Senior Park Ranger or other designee.
- Remember to wave as you walk by a park visitor and smile!

Don't

- Try and enforce the rule - **educate** instead.
- Argue, scold or “chew out” the visitor. Remain calm and if needed, refer the visitor to the Senior Park Ranger or other designee.
- Interfere with a visitor's privacy and ability to “get away from it all.”
- Be impatient, harsh, sharp, or rude to the visitors. As a representative of the County Parks Department, professionalism is the key to a successful park experience.

Illustrative Job Description

Position: Park Volunteer

Department: Parks

Job Category: Unpaid Staff

Program Supervisor: Volunteer Program Director

Incumbents serve as assistants to the Operations Division with responsibilities for reporting safety and maintenance related deficiencies to park officials for follow-up action.

Illustrative Essential Functions:

Through regular visits to the park, Volunteers document maintenance needs, report acts of vandalism, interact with park users, promote park safety and encourage an overall positive use of public space. The Volunteer position may be a one time, Quarterly, Annual or upto a five year commitment and requires volunteers to attend; Orientation and/or Training prior to participation in the program.

Objectives for the Park Volunteer program are to bridge the line of communication between the community and Snohomish County Parks; assist Snohomish County Parks with the general maintenance and upkeep of parks through close observation which will enhance safety for park visitors while, at the same time, provide a presence to deter crime and vandalism; encourage the community to take a proactive approach in maintaining the integrity and intended use of parks and green space.

Duties:

1. Visit park at least once per month to assess the overall condition
2. Wear County Issued Uniform and Identification while performing duties
3. Report unusual or suspicious activity taking place in the park
4. Complete and submit online Observation Report on park condition and park activity once per month
5. Participate in or organize one park beautification workday and schedule with Director of volunteer Services Work Party a minimum of once per year.
6. Update Bulletin Boards
7. Greet and assist park visitors, informing them of parks rules and regulations, answering questions about the park and surrounding area, hand out park maps/brochures
8. Trail Maintenance
9. General Landscaping
10. General Park Beautification

Training:

1. Volunteers are required to attend specific volunteer orientation and/or online training prior to park assignment.
2. Volunteers may be asked to attend follow-up training related to safety standards and/or community issues.

Job Requirements:

1. Ability to understand and support the County Parks Mission/Vision, The Park Master/and/or Preferred Plan and the parks rules and regulations.
2. Ability to take directions from Ranger Supervisor and or Ranger Lead.
3. Ability to communicate with co-workers, other volunteers and members of the general public in a courteous, tactful, and professional manner.
4. Willingness to commit to volunteer experience which includes at least one day per month along with park maintenance projects at least one day per year.
5. Ability to track and report volunteer hours via online reporting system after each volunteer engagement
6. Good oral and written communication skills.
7. Volunteers must be at least 18 years of age.

Difficulty of Work:

Some lifting, ability to walk or hike for long periods of time, and ability to be in inclement weather is required.

Volunteering as a Park Volunteer may expose me and my property to certain unavoidable hazards or risks, including but not limited to the following: remote location; potential for confrontational situations, forest fires, landslides, flooding, or other natural hazards.

Volunteer Release of Claims and Agreement to Hold Harmless and Indemnify County

Park Volunteers, on behalf of themselves and their estate, hereby waives any right of recovery and releases Snohomish County, their officers, officials, employees and agents, from liability, arising from any and all injury to persons and damage to property, and further agrees and undertakes to indemnify, hold harmless and defend the County from and against any and all claims, damages, actions, liability and expenses including attorney's fees and other professional fees in connection with bodily injury including death, personal injury and/or damage to property arising from or out of the Park Volunteer Program activities and participation as a Volunteer.

Park Volunteers further acknowledges and agree that the County does not assume any responsibility whatsoever for personal Volunteer Property and shall not hold the County liable for any loss or damage to same and give permission to be photographed and have their image used in Snohomish County publications.

I certify that I have read this Park Volunteer Service Agreement. I have reviewed the information herein. I understand the terms of the Agreement and I choose voluntarily to execute it

The Park Volunteer for this agreement is:

Print Park Volunteer full name

Signature (s) of Park Volunteer

month/day/year

Volunteer mailing address

City

State

zip

Print telephone numbers /cellular phone numbers/ e-mail addresses

Director of Volunteer Services _____ **Date** _____

Location of nearest PUBLIC telephone: _____

Location of nearest FIRE EXTINGUISHER: _____

Location of nearest FIRE FIGHTING EQUIPMENT: _____

Location of nearest FIRST AID KIT: _____

Telephone Numbers

Lead Ranger _____

Senior Ranger _____

Ranger _____

Ranger _____

Ranger _____

Ranger _____

**Park Volunteer
Performance Evaluation/Exit Interview**

Name: _____

Park: _____ Region: _____ Date: _____

Rating Scale

- 3 Always or High
- 2 Average
- 1 Seldom or Low
- 0 Never

Teamwork

Was the Park Volunteer team oriented? _____

Personal Appearance

Does the Park Volunteer wear the appropriate uniform in a neat and professional manner? _____

Customer Service

Does the Park Volunteer provide customer service that is consistent with the goals and practices of Snohomish County? _____

Following Instructions/Assignments

Does the Park Volunteer follow instructions and job assignments given by supervising staff? _____

Does the Park Volunteer complete an assignment / task in a timely manner? _____

Does the completed assigned tasks meet the standards of the park and the supervisor? _____

Volunteer to complete

Overall, did you have a good experience working here?

What did you like most about your job?

What did you dislike about your job? What would you change about your job?

Do you feel you had the resources and support necessary to accomplish your job? If not, what was missing?

Park Volunteer signature: _____ Date: _____

Supervisor signature: _____ Date: _____