

CAMPGROUND VOLUNTEER HANDBOOK



FORESTS, PARKS & RECREATION
VERMONT
AGENCY OF NATURAL RESOURCES

**Vermont State Parks
Volunteer Program**

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Vermont State Parks
Volunteer Handbook

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VERMONT CAMPGROUND VOLUNTEER HANDBOOK

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WELCOME!

Dear Park Volunteer,

Welcome to the Vermont State Parks team! We are proud of our long tradition of offering high quality outdoor recreation opportunities for Vermonters and their guests. Each summer we assemble a team of the very best people we can find to provide our critical front line service more than 900,000 park visitors. As one of our campground volunteers, you play a vital role in our success. It is challenging, rewarding and fun work in an environment that can't be beat! You are as much a part of our team as anyone else and we are so grateful you have agreed to contribute your time and energy to our good cause.

Your success is important to us and we are all ready to support you in any way we can. This manual is intended to be your guide to our organization so you can get a general idea how we operate, what our expectations are and where you can go for support and for answers to your questions. We hope you will refer to it often and that you find it helpful.

Good luck and thank you!

The Vermont State Parks Management Team

VOLUNTEER PROGRAM OVERVIEW

The Vermont State Parks Volunteer Program was adopted in 1986 to recruit volunteers to assist paid staff with daily operation and maintenance of the park system.

Since then, the program has grown from a handful of parks with limited volunteer amenities to nearly 40 parks with spots for campground volunteers to stay on an extended schedule. Each year, volunteers contribute more than 20,000 hours of service to the park system as a whole.

Volunteers receive many benefits when committing to performing volunteer service at a park. These include campsites with hookups, uniforms, identification and discounts at various Vermont attractions. Volunteers help with park operations, maintenance, and visitor programming. The program aims to match a volunteer's skills, interests, and abilities with the needs of parks.

Some volunteers that come to Vermont are seasoned veterans who bring a lengthy background of volunteer service. For others, it is their first experience with volunteering in a park. Many volunteers like it so much, they return for years to come. A testament to the growing popularity of Vermont's Volunteer Program is the lengthening waiting list and many returnees. We strive to be upfront and clear about duties and expectations in order to provide the most rewarding and satisfying experience possible.

HISTORY OF THE VERMONT STATE PARK SYSTEM

The Vermont State Park system was established in 1924 with a donation of land in the town of Charlotte known as Mount Philo State Park. Mrs. Frances Humphreys gave the land to the people of the State of Vermont for perpetual recreational use and enjoyment.

Eight years later, in 1932, the Civilian Conservation Corps started developing the Park system beginning with Allis State Park in Brookfield. Between 1932 and 1942, more than one-third of Vermont's State Parks were constructed by the CCC, a national work relief project during the Great Depression.

The CCC offered employment to young men, provided job training, room and board, and a salary (the majority was sent home to families). The Corps was under direct control of the military, but the U.S. Departments of Interior and Agriculture coordinated the CCC's work projects. The peacetime army undertook assignments that conserved and developed the nation's natural resources. Within the Vermont State Park system, roads, bridges, fire towers, bathhouses, rest rooms, log shelters and lean-tos, ranger stations and stone fireplaces were built. They crews also created many hiking trails, and the state's first ski trails. The CCC units were active from 1932 until 1942 when the United States entered World War II.

The park system remained relatively stable until the late 1950s, when the Federal Land and Water Conservation Fund made large sums of money available for recreational development. From 1958-1972 more than 20 state parks were newly constructed or expanded. Since the mid-1970s, expansion has slowed. Park acquisition and development has taken a different path, with emphasis on undeveloped water-based recreation and recreational opportunities outside the traditional veil of campgrounds and beaches.

The most recent development initiatives have focused on developing cabins and cottages, reinvesting in aging infrastructure and providing new opportunities at our least visited sites.

Presently, the Vermont State Park system encompasses more than 50 developed state parks with about 2,200 campsites and lean-to shelters, 35 developed beach/day use areas, hiking trails, boat rentals, concessions, cabins, cottages, and overnight lodging. Most parks open in late May and stay busy through closing at Labor Day or Columbus Day. Our campgrounds do not offer hookups to the general public. We leave that offering to the many fine private campgrounds in the state. Currently the park system is funded from park income (50%), seven ski areas that lease state forest and park lands (40%), and tax revenue from the state's general fund (10%); figures are approximate and simplified, and vary slightly from year to year.

We pride ourselves on providing a high quality recreational experience for our visitors while keeping the cost per person at a reasonable and sustainable level.

PARKS MISSION

Vermont State Parks aims to provide high quality outdoor recreation opportunities to Vermonters, their guests, and tourists traveling to the state. We want to accomplish this by offering a diversity of developed and undeveloped recreational opportunities that appeal to people of all ages and backgrounds. From a family camping together in a campground to a scout group canoeing the Connecticut River, to college friends hiking Camels Hump, we want everyone to have an enjoyable experience.

MISSION

The mission of the Department of Forests, Parks and Recreation is to practice and encourage high quality stewardship of Vermont's environment by:

- monitoring and maintaining the health, integrity, and diversity of species, natural communities, and ecological processes;
- managing forests for sustainable use;
- providing and promoting opportunities for compatible outdoor recreation; and
- furnishing related information, education, and service.

Simply stated, the mission of the state park system is to conserve and interpret on behalf of the people of Vermont their natural and cultural heritage, while providing recreational opportunities and economic benefit. The emphasis in this dual role should be provided only within the ability of the natural and cultural resources to support the activity.

GOALS & OBJECTIVES TO HELP US ACHIEVE THIS MISSION

Goals

Goals are broad statements designed to meet certain criteria of a mission. While our mission statement outlines our overall duties, identified goals define how to achieve each piece of our mission. Our goals are:

- ◇ To protect and preserve outstanding natural features of Vermont and to contribute toward maintaining the total natural environment of the state.
- ◇ To provide, in the recreational areas, opportunities for varied, quality outdoor recreation experiences in keeping with natural values.
- ◇ To communicate to the people the essence of these natural values.
- ◇ To manage the Vermont State Park system so that all Vermonters and visitors to Vermont, now and in the future, may be assured the privileges of experiencing the heritage of Vermont's natural environment.

Objectives

Objectives are pointed statements that clearly identify ways to meet goals. In our case, they are the means of accomplishing our goals through specific actions. Our objectives:

- ◇ To adequately staff all park and recreation areas to meet the needs of the public.
- ◇ To train all personnel employed in parks to effectively accomplish their duties and responsibilities.
- ◇ To constantly analyze reporting and record-keeping procedures with the purpose of more efficient and less costly results.
- ◇ To monitor existing and recommend changes in park facilities and programs to more closely meet the needs of the public.
- ◇ To encourage and support a program of nature interpretation.
- ◇ To actively pursue a program of preventive maintenance.
- ◇ To establish and maintain permanent design criteria for all installations.



GOVERNMENTAL ORGANIZATION

VERMONT STATE GOVERNMENT

In Vermont, the Executive branch of state government is broken into six *Agencies* that operate all programs, from governmental Administration to Transportation. Each *Agency* is headed by a *Secretary* appointed by the *Governor*. The Six Secretaries make up the Governor's Cabinet. In the Executive Branch, we are part of the *Agency of Natural Resources*.

Each *Agency* is broken into *Departments* with a more specific focus. Departments are headed by Commissioners, also appointed by the Governor. The Agency of Natural Resources contains:

- Department of Environmental Conservation (DEC)
- Department of Fish and Wildlife (F&W)
- Department of Forests, Parks, & Recreation (FPR)

Our Department, FPR, has four subdivisions: Forestry Division, Parks Division, Lands Administration Division, and the Commissioner's Office (includes the Conservation Education section and Business Section).

The State Parks Division is divided into four regions:

- Region I (Southeast)
- Region II (Southwest)
- Region III (Northwest)
- Region IV (Northeast)

The Central Office in Montpelier employs the Director, Chief of Park Operations, Park Projects Coordinator, support staff, and the statewide Reservations Call Center.

Each region is headed by a Parks Regional Manager who coordinates the overall management of that region. Regions have Operations and Maintenance subdivisions. Each region contains from eleven to fifteen parks which are all operated by seasonal park rangers.

The Operations side of a Parks Region consists of all staff directly involved with operating parks. The Regional Ranger Supervisor oversees day-to-day operations of parks, and coordinates staff training and development, assists with recruiting and hiring seasonal park staff and monitoring personnel performance. Every park is managed by a seasonal Park Ranger who is assisted by Park Staff. These are the people that keep our parks clean, looking professional and welcoming, and deal first hand with the public. Every Region has a Regional Office, housed with other Agency programs, where the Parks Regional Manager and Regional Ranger Supervisor work.

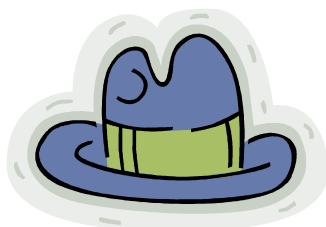
The Maintenance side of the Region has a small staff that operates all systems in parks (public water and wastewater), oversees and performs maintenance that is beyond the capability of the Park Staff, and oversees and performs major maintenance rehabilitation and construction. A Regional Maintenance Supervisor oversees the Maintenance operation. Each Region has 3 or 4 full-time Parks Maintenance Technicians who oversee maintenance activities at assigned specific parks. Every Region has a Regional Maintenance Shop that serves as home base for all maintenance operations.

Some regions also have a sub-shop. Each Region has a Parks Regional Coordinator who oversees all supplies for parks and maintains the Maintenance Shop, regional supply inventory, keeps records, and may assist with bid procurement and special projects. The Supervisor, Technicians and Coordinator all work out of Regional Maintenance shops.

PARK ORGANIZATION

The Park Ranger is responsible for the overall operation of the park he or she manages. The Park Ranger and the Maintenance Technician are responsible for the maintenance of the park. Park Staff work for the Park Ranger and assist in all operations. Staff size varies from one Attendant at a small park to several attendants, two Assistant Rangers, and a Park Interpreter at a very large park. For most of our parks, the assistant is often an attendant. We aim to staff every park with at least one set of Volunteer Attendants where there is a suitable site. The Assistants, or sometimes Volunteer Attendants, are the people that cover management and operation of the park in the Park Ranger's absence.

There are five levels of Park Ranger positions, based on park attendance, revenue, staffing, and responsibility. There are four levels of attendant positions corresponding to differing levels of responsibilities and experience required. Button Bay State Park has attendant-lifeguard positions to monitor activities at the swimming pool. Park Interpreters carry out the education and interpretative side of our mission. They arrange programs and events for park visitors, and maintain nature centers and trails. Supervision of interpreters is split among the Park Ranger, the Regional Staff, and the Conservation Education Section, part of the Department's administrative arm. The Conservation Education section handles training and technical aspects for the park interpretive program.



THE VOLUNTEER AGREEMENT

VOLUNTEER RESPONSIBILITIES

Campground volunteers agree to work a set amount of hours per week for an agreed length of time. For doing so, the State provides benefits listed below. Volunteer Attendants work a variety of tasks on a specific schedule, both set by and agreed upon with the Park Ranger. Volunteers will fill out accurate records of their time and submit them to the Ranger every two weeks, corresponding to the State of Vermont Pay Periods for state employees.

Volunteers agree to accept responsibilities and duties similar to those accepted by paid Park Staff.

Volunteers commit to providing at least 30 hours per week. The state will provide a campsite for those who agree to this commitment. All volunteers agree to an 8-week minimum commitment; many prefer to stay longer (and preference is given to those who can stay the longest).

STATE OF VERMONT RESPONSIBILITIES

Vermont State Parks agrees to furnish any of the benefits listed above for those providing volunteer service. Vermont State Parks will make clear your job duties and responsibilities.

An Open Channel of Communication

One of the most important aspects of a positive volunteer experience is all parties communicating clearly their needs, desires, successes, and frustrations. Park Rangers are expected to work closely with volunteers to integrate them into the Park Staff and make them feel welcome and valuable. In turn, Volunteers are expected to let the Park Ranger know what is within their limits of ability. The same is true for Park Rangers. Many Volunteers come with life or career experiences that may not be used to their full ability; example: a retired career electrician is not able to work on park electrical infrastructure because of licensing requirements. If you have any questions before you arrive at the park, please contact the Volunteer Coordinator.

Get to know your Regional Staff. Regional Managers, Ranger Supervisors, and Maintenance Technicians visit parks on a regular basis. Let them know how your volunteer experience is going. If problems are to arise, operations staff can help mediate. Volunteers are an extremely important part of our Park Staff, and everyone wants to ensure that you have a positive experience.



BENEFITS AND REWARDS OF THE PARK VOLUNTEER PROGRAM

Volunteers are provided with a free campsite, with hookups where available, when they agree to providing a set number of hours of service per week. Volunteer also receive propane refills while enrolled, free fishing licenses, free admission to state parks (see appendix or Ranger Manual), and free or reduced admission to many Vermont tourist attractions (ask your Park Ranger for specifics, as this list may change some from year to year; you can also contact the Montpelier office at 888-409-7579) or rochelle.skinner@state.vt.us for more information). Volunteers receive the same uniforms and identification as all other park staff: green polo-style short sleeve shirts, baseball caps, and name tags.

PARK OF THE YEAR PROGRAM

Since 1994, Vermont State Parks has awarded “Park of the Year” designation to one park in each Region at the annual Fall Parks Division meeting. This award recognizes the park staff that has gone above and beyond the expectations of providing a quality experience to park visitors. All Park Staff, including Volunteers, in the winning parks receive a Park of the Year gift. The park receives a plaque with the Park Staff’s picture.



JOB DUTIES

Volunteers may be asked to perform a number of duties while serving in a volunteer position. These duties generally fall into three categories: park operations, park maintenance, and visitor programming.

PARK OPERATIONS

This category encompasses everything necessary to run park services; much of this work is conducted in a “contact station,” which is the park office. In nearly every park, the contact station is the visitor’s first point of contact with Park Staff. The kinds of work accomplished here are service oriented and administrative – registering campers, booking reservations, working with the statewide Reservation Call Center, collecting fees, providing park and area information, explaining and interpreting park rules and regulations, and directing visitors on location of facilities. Operational work would also include work outside of the contact station like rule enforcement and education, traffic control, and special event support. Some parks operate concession stands, where volunteers may be assigned to serve. Concessions rent boats and sell food items.

PARK DAILY MAINTENANCE

The Park Staff is responsible for day to day park maintenance, including cleaning and maintaining campsites and restrooms, mowing lawns, maintaining beach and picnic areas, performing minor facilities maintenance and testing water and wastewater systems. More involved maintenance is coordinated with and usually performed by the assigned Maintenance Technician.

VISITOR PROGRAMMING

Occasionally, volunteers may be assigned to assist with interpretive programming and work with the Park Interpreter. There are several parks with Park Interpreters on staff, which provide daily interpretive and educational programs, coordinate guest speakers and arrange special events. At some parks, Interpreters or other staff organize and direct some recreational activities.

There are many other jobs that require staff cooperation and input. Volunteers are aligned with parks that can best utilize their skills and interests. **Priority is given to volunteers that are willing to participate in all job duties.**

PARK HOURS AND WORK SCHEDULES

Each park varies in the number of staff and hours of operation. Depending on the size of the park, size of the staff, and facilities at the park, hours can vary. In the peak season, park offices open as early as 9:00 a.m. to 8:00 pm weekdays and 8:00am to 9:00 p.m. weekends. Hours in many cases are shortened during shoulder seasons. In addition, campgrounds and restrooms need to be checked early in the morning, throughout the day and patrolled again around the 10:00 p.m. quiet hour. These duties could require several more hours at each end of the day. Day use parks with beaches need to be patrolled and cleaned before opening and periodically throughout the day.

Adding all the duties together, a park needs to be staffed at least sixteen (16) hours per day. In addition, someone needs to be on call throughout the night should an emergency arise or a situation develop in a campground.

Work schedules are arranged by the Park Ranger. The Ranger is the person that will work with you to determine a schedule that will best suit the needs of the park and your desire to experience Vermont. Schedules tend to remain the same week to week, allowing for flexibility for time of year and size of staff. Work schedules are sent to the Regional Staff for accountability purposes.

AFTER YOUR VOLUNTEER EXPERIENCE

When your volunteer experience is complete, we ask you to do several things.

First, schedule an “exit interview” with your Park Ranger or Regional Ranger Supervisor. You can provide us with valuable information that will help our volunteer program grow stronger and better.

Also, fill out a Volunteer Survey. This can also provide valuable information.

If you would like to return, let the Volunteer Coordinator know by November 1st of the current year, so that your spot can be saved for you in advance of the winter application process.

TRAINING

There are a number of people and tools available to you to help you learn your job duties and responsibilities and how to accomplish them in a safe and acceptable manner. Your Park Ranger has received extensive training in all areas of park operations and will spend time training you on all pertinent information. For your reference, every park has three publications that will help you learn much about your park and the System:

- Ranger Manual: contains information on the Park System as a whole:
 - Staff directories
 - Rules & regulations
 - Park operation procedures
 - Accounting
 - Accident & emergency procedures
 - Safety & security
 - Maintenance
 - Personnel policies
 - Orientation

The Ranger Manual also contains information provided at Ranger Training. This type of information is a reference for your Park Ranger when passing information on to you, but also can be a handy reference for trained Park Staff.

- Park Operations Plan: contains information specific to your park:
 - Park layout & design
 - Park background & history
 - Specific operational considerations
 - Park emergency plan
 - Maintenance systems & coordination
 - Visitor programs & services
 - Area information

Park Staff should never ask you to perform a task without properly training you on it first. It is your responsibility as much as the Park Ranger's to ensure that you have had adequate training on any job duty, and that if appropriate, safety protection is provided and you are using it (hearing, eye protection for power equipment, etc.).



ACCIDENTS & EMERGENCIES

Emergencies can arise quickly in a park area and can occur in many forms such as: accidents, fire, severe weather, and emergency messages for campers. For this reason, all park staff members must be trained and practiced in emergency procedures. An emergency plan, specific to each park, is available for review in the Park Operations Plan. The plan should include: set procedures for different types of emergencies, names and telephone numbers of emergency personnel, and follow-up procedures. Emergencies can be handled fast and efficiently if all personnel know how and when to act.

Emergency phone numbers and procedures should be posted in your park next to every phone. Make sure that you discuss your park's Emergency Plan with the Park Ranger and that you understand all parts of it.

INJURIES ON THE JOB

If you are injured while performing a task for the State of Vermont within the boundaries of your duties, Workers Compensation injury coverage may apply. If an employee (paid and voluntary) suffers a personal injury requiring medical attention or causing absence from work, the injury must be reported within 72 hours, not counting Sundays and legal holidays. An "Employer's First Report of Injury" form must be completed by the employee or volunteer's immediate supervisor and forwarded to the Central Office in addition to reporting (ask your Park Ranger for more information). Failure to file could result in fines to the Department and a delay in your care. A First Report of Injury should be filed regardless of whether the accident required medical attention, or caused lost work time.

WORKERS COMPENSATION PROCEDURES

All volunteers are covered by the State's Worker Compensation Program. Procedures for work related injuries are the same for paid employees and volunteers. The State of Vermont has a unique network of health care providers and medical management for all work related injuries. This program will help to assure that the best care is provided to you if you have a work related injury. It also gives you access, usually within 48 hours of injury, to a uniquely qualified physician or medical provider who has special training in work related injuries. This will mean the right care the first time through. It also means that you should not need to pick up the cost of care or prescriptions and wait for your claim to be processed. Within the network, all bills are processed directly the State of Vermont Risk Management Division. Instructions following a work related injury are:

- ◇ Immediately report your injury/illness to your supervisor (Park Ranger).
- ◇ If the injury/illness requires immediate attention, follow standard emergency procedures, then follow the steps below.
- ◇ If the injury/illness does not require emergency medical attention, you **must** call Risk Management at (802) 828-2899 before seeking treatment. Within

forty-eight (48) hours of the report to Risk Management, a medical case manager will contact you to discuss your claim. Risk Management may direct you to the nearest appropriate medical care provider.

- ◇ You and your supervisor must jointly complete *the Employee's Claim and Employer First Report of Injury (Form 1)*. This form must be forwarded to your department's Human Resource Office AND Parks Regional Manager so that it can be received by Risk Management within seventy-two (72) hours of the injury/illness. Your Human Resource Office should complete the form electronically and email it onward.
- ◇ Risk Management will send you a packet upon receipt of your *Employee's Claim and Employer First Report of Injury (form 1)*. This packet will include an introductory letter; this letter will notify you of the adjuster and medical case manager who will be handling your claim.
- ◇ Also included will be a Claim Questionnaire Form and a Medical Authorization Form. Both of these forms must be completed and returned to Risk Management in the enclosed self-addressed, stamped envelope. The adjuster has twenty-one (21) calendar days from the date of receipt of the *Employee's Claim and Employer First Report of Injury (Form 1)* to investigate and to decide whether or not to accept your claim.

Failure to execute the Medical Authorization Form will result in a delay in determination and/or denial of your claim.

IMPORTANT POLICIES

A few important policies that affect nearly all Park Staff are listed below. For the full text of each policy listed, see the appropriate sections of the *Ranger Manual*. Copies of Employment policies are furnished to you outside of this handbook. Please take time to review them as well.

VISITOR RULES AND REGULATIONS

Below are the summarized rules and regulations for Vermont State Parks. These are very general and meant to be an introduction for you.

These are the rules and regulations that are posted in several areas of each park for all park visitors to see:

- Help Protect the Park
 - Camp only in designated areas and keep your site clean.
 - Gather only dead and downed wood for your campfire and never leave any fire unattended.
 - Refrain from peeling bark from trees, driving nails into them, or bumping them with vehicles.
 - Limit vehicles parked at your campsite to two.
 - Refrain from feeding wild animals and keep your food and garbage out of their reach.
 - Keep pets on leashes no longer than ten feet. Pets are expected to have an up-to-date rabies vaccination, though we don't require visitors to prove this at check-in. Clean up after pets and keep them out of day-use, picnic and beach areas.
 - Request permission of the park ranger before posting any signs or flyers.
- Respect You Neighbors and the Peace of the Outdoors
 - Quiet Hours are from 10pm to 7am. Maintain reasonable quiet at all times.
 - Adhere to the speed limit, which unless otherwise posted, is 15 mph (25 km/h).
 - Use alcoholic beverages responsibly. Glass containers are not allowed in swimming areas, and alcoholic beverages in containers larger than one gallon are not permitted.
 - Campers, inform your day-use visitors to arrive no earlier than 10am and leave no later than 9pm.
 - Operate portable generators only in designated areas. Please check with Park Ranger.
 - Use metal detectors only in designated areas. Please check with Park Ranger.

- Wash dishes only at your campsite, not in restrooms or at water spigots. Use sanitary stations for discharging any water, including gray water, from camping vehicles.
- Fish only in non-swimming areas.
- There shall be NO displaying or discharging fireworks, firearms, bows and arrows, air rifles, and similar devices during the operating season. Sport hunting is allowed during regular hunting seasons in the off-season, but firearms must not be discharged within 500 feet of any park structure.

STAFF GUESTS

Park Staff (including volunteers) may have overnight guests in their quarters as long as it is cleared with the Park Ranger. Guests' stay cannot exceed two nights unless they are on a regular paid site in the park or the Park Ranger has received special permission for a longer stay from the Parks Regional Manager.

PETS

Staff pets are allowed to reside in state parks as long as they meet all requirements that public visitors' pets meet (must have current rabies vaccination, must be on leash at all times). The pets of park staff are expected to set the example for which park visitors with pets may follow. Pets are not allowed in day-use areas, including parking lots, beaches, pools, picnic areas and playgrounds. Pet owners are responsible for repairing damage caused by and cleaning up after their pets.

PUBLIC RELATIONS POLICY

The policy of the Vermont State Parks Division is to promote and encourage the use of the recreational areas of the state by the people of Vermont and visitors to the state. It is through this direct contact that field personnel, who meet and greet the public, place themselves in the most favorable position to help make the areas attractive and acceptable to the public and its opinions of the state. Give all visitors courteous attention and full information desired as much as possible and urge them to visit the other state parks. However, park personnel must be very careful in their involvement with the visiting public. Too friendly an association can make it difficult when dealing with others.

Park rangers and their staff will acquire a reasonable amount of information and knowledge concerning local points of interest such as attractions, restaurants, hospitals, doctors, police, hardware, RV and camper services, routes to travel as well as other Vermont parks and the state in general. Most parks compile this information in booklet form in the contact station for staff to use as a reference.

Complaints and criticism should be addressed in a timely manner and, where appropriate, action taken to alleviate or correct the problem. It is believed that 60% to 80% of dissatisfied customers never complain to you, but will to 22 other people. If you encourage comments and suggestions, both good and bad, and act on them, a dissatisfied visitor may become a satisfied one, recommending the area to many others. Occasionally, some comments and criticisms are beyond your control. Some may require action from Central office and should be forwarded for its scrutiny and follow-up.

- ◇ Remember the park visitor as we deal with all aspects of park operation.
- ◇ Visitors are the most important people in our business.

- ◇ We depend on them, not them on us.
- ◇ Visitors are the purpose of our work; not an interruption to our work.
- ◇ By visiting our parks, they're doing us a favor; we're not doing them a favor by serving them.
- ◇ They are not a statistic, but human beings; they are not people to argue with.
- ◇ They bring us their needs and wants; our job is to fulfill them.
- ◇ Visitors deserve the most courteous and attentive treatment we can give them.
- ◇ Without the park visitor, we will have no state parks.

TELEPHONE USE

Department telephones in state park offices and residences are business numbers and should be used for park business only. Park employees should use pay phones for all personal calls. In parks with no pay phone, please discuss telephone use with the Park Ranger and Regional Staff.

In some cases, park phone lines may be used to access dial-up email accounts so long as there is no cost for the call and no personal email is downloaded to a Park computer. This option may be available when the contact station is closed for business. In most areas, this practice may not be allowed.

INTERNET

Nearly every park has high speed internet access. This service is provided to facilitate operating the business of running the park. Usually, the service is made available to staff and volunteers through a password protected wi-fi network or via a wired connection, so long as the use conforms to the State of Vermont's internet use policies and does not interfere with operation of the business. Some parks have public wi-fi networks which may be used by visitors and staff for personal reasons.

VEHICLE USE

Many parks are provided with State-owned trucks that park staff uses for state business. As convenient and efficient as it may be to stop and perform personal errands while on official business with a state vehicle, they are not acceptable uses of a state vehicle. Stopping for a meal during your working day is acceptable if you are on official business well outside of the park. However, alcoholic beverages as part of that meal are not acceptable. Transporting or consuming alcoholic beverages in a Parks Division vehicle is not acceptable, either by the driver or occupants of the vehicle.

State law prohibits the transporting of passengers other than state employees in state-owned vehicles (Jamaica whitewater events excepted). All operators of and passengers in state vehicles are required to **wear seatbelts** at all times. Dogs are prohibited in state vehicles at all times.

Ignition keys are not to be left in the switch when the vehicle is unattended. Also, state property is not to be left in an unattended vehicle unless the doors and trunk are locked and the windows are closed.

Gasoline will be purchased by the Park Ranger or other designated staff who have credentials to use the state fleet fueling cards issued to the vehicle. All receipts will be forwarded to the Regional Parks Coordinator.

Failure to properly care for and maintain a vehicle or piece of equipment, including negligent operation whether or not resulting in personal injury or property damage, will be grounds for disciplinary action. Before using a state-owned vehicle, the operator will make an inspection to note any damages that may exist. In order to absolve the operator from any liability for such damage, the operator will make a report to his or her supervisor.

The supplied state fleet fueling card is to be used for gasoline and emergency repairs. If you are ever stuck in an emergency situation with a State vehicle, contact your Park Ranger or Regional Staff immediately.

USE OF PERSONAL VEHICLE FOR OFFICIAL BUSINESS

If a state vehicle is assigned to a park, there will be no mileage reimbursement for personal vehicle use on state business without prior approval from the Parks Regional Manager. At times, this may be appropriate and acceptable. Be sure to get prior approval, and you will be reimbursed at the current rate for miles driven while on official business in a personal vehicle, when the proper form is submitted.

APPENDIX

- A. Regional Staff Contacts**
- B. State Parks Locator Map**
- C. Volunteer Application**
- D. Volunteer Program Brochure**
- E. Volunteer Review**
- F. Volunteer Time Report**
- G. Volunteer Agreement**



APPENDIX A. Regional Staff Contacts

MONTPELIER HEADQUARTERS

Appointed Administrative Officials Agency of Natural Resources

Deborah Markowitz, *Secretary*
Department of Forests, Parks & Recreation
Michael Snyder, *Commissioner*

Vermont State Parks

1 National Life Drive, Davis 2
Montpelier, VT 05620-3801
parks@state.vt.us

Reservations 888-409-7579

Craig Whipple, *Director of State Parks*
Nate McKeen, *Chief of Park Operations*
Frank Spaulding, *Parks Projects Coordinator*
Rochelle Skinner, *Sales & Services Manager*

REGION 1 SOUTHEAST

Regional Office

100 Mineral Street, Suite 304
Springfield, VT 05156
(802)885-8855

Ethan Phelps, *Parks Regional Manager*
Reuben Allen, *Regional Ranger Supervisor*

Gifford Woods Maintenance Shop

515 VT Route 100
Killington, VT 05751
(802)773-2657

Chuck Eddy, *Maintenance Supervisor*
Sheila Fowler, *Regional Parks Coordinator*
Keith Albee, *Maintenance Technician*
Rodney Pratt, *Maintenance Technician*
Rod Wells, *Maintenance Technician*

REGION 2 SOUTHWEST

Regional Office

271 North Main St
Rutland, VT 05701
(802)786-0060

Maria Mayer, *Parks Regional Manager*
Rick Hedding, *Regional Ranger Supervisor*
Denis Lincoln, *Maintenance Supervisor*
Bud Fetterolf, *Regional Parks Coordinator*

Button Bay Maintenance Shop

1477 Button Bay Rd
Vergennes, VT 05491
(802)475-2371

Bob McAllister, *Maintenance Technician*
Frank Burnham, *Maintenance Technician*
Tony Campbell, *Maintenance Technician*

Emerald Lake Maintenance Shop

374 Emerald Lake Lane
Dorset, VT 05253
(802)362-4421

Marty Santor, *Maintenance Technician*

REGION 3 NORTHWEST

Regional Office

111 West St
Essex Jct, VT 05452
(802)879-6565

Rob Peterson, *Parks Regional Manager*
Tom Cady, *Regional Ranger Supervisor*

Knight Point Maintenance Shop

31 Knight Point Rd
North Hero, VT 05474
(802)372-5060

Randy Mayhew, *Maintenance Supervisor*
Bob Jackson, *Regional Parks Coordinator*
Larry Charbonneau, *Maintenance Technician*
James Reed, *Maintenance Technician*

Lake Carmi Maintenance Shop

460 Marsh Farm Rd
Franklin, VT 05450
(802)933-8394

Mark LaBonte, *Maintenance Technician*

REGION 4 NORTHWEST

Regional Office

5 Perry St, Suite 20
Barre, VT 05461
(802)476-0170

Susan Bulmer, *Parks Regional Manager*
Nick Caputo, *Regional Ranger Supervisor*

Groton Maintenance Shop

1636 VT Route 232
Marshfield, VT 05658
(802)426-3040

John Medose, *Maintenance Supervisor*
Mike Raboin, Jr., *Regional Parks Coordinator*
Mayo Nunn, *Maintenance Technician*
Warren Lanpher, *Maintenance Technician*
Jim Zeno, *Maintenance Technician*

VOLUNTEER PROGRAM

General Information

100 Mineral St, Suite 304
Springfield, VT 05156
(802)885-8827, (802)885-8890 (fax)

Ethan Phelps, *Volunteer Program Team Leader*
Reuben Allen, *Regional Ranger Supervisor*

To Apply: www.volunter.gov/gov

Website: www.vtstateparks.com

APPENDIX B. Volunteer Program Brochure

Vermont State Parks Volunteer Programs

Our Volunteer Program

The Vermont State Parks Volunteer Program was created to expand the work experiences available in our state parks and strengthen the range of services we provide. Volunteers add experience and depth to existing programs. Volunteers are a valuable asset to our park system and assist with many facets of park operations, maintenance, and education. While enjoying many benefits, volunteers enhance the quality of our parks and the visitor experience. We provide opportunities for volunteering for individuals and groups from single day service projects to camping volunteers with season-long assignments.

Volunteers assist with the fulfillment of the Vermont State Parks mission:
...to conserve and interpret on behalf of the people of Vermont their natural, cultural, historic and scenic heritage and, while doing so, provide recreational opportunities and economic benefit...

Vermont State Parks welcomes people of all interests, backgrounds, and abilities. People with diverse backgrounds and experiences make all aspects of our operation stronger.



Short Term Volunteers

Vermont State Parks welcomes volunteers who wish to participate in short-term service. Often, these are civic groups or organizations such as scout troops. Projects typically include spring park cleanup and opening and assisting with special events. Service can be for a few hours on a given day to several occasions throughout the season. We can provide vouchers for park use at a later date; specifics vary depending on the project and group.

Camping Volunteers

Camping volunteers reside in a specific state park for a length of time and work a set number of hours per week in exchange for a campsite. We ask that volunteers commit to staying the operating season, though we can be flexible on the commitment depending on the needs of the individual volunteer and the park. Volunteers are asked to provide 30 hours of service weekly in exchange for a campsite (most are full hookup; all have at least water and 30 amp electric), propane refills during the stay, free or discounted admission to other state parks and many Vermont tourist attractions, and Vermont fishing licenses. Some campsites are available with 50 amp electric, water and wastewater. Volunteers must provide their own self-contained camping unit (no tents). All staff with pets that reside in our parks abide by our pet regulations and set a good example for visitors.

Camping volunteers work as part of a larger park staff operations team. All staff and camping volunteers are provided with identification and uniforms. When necessary, volunteers can be reimbursed for mileage incurred for official business.

Duties and schedules vary and are set by the Park Ranger (manager) at the specific assigned location, depending on the needs of the park and skills and abilities of the volunteers and other staff. Generally, volunteers work between 3 and 5 days per week and receive consecutive days off. Like volunteers, all of our park operations staff (including Park Rangers) are part of our seasonal workforce and are employed during the park operating season of May through October, depending on the location.

Volunteer Duties May Include:

- Cleaning restrooms
- Cleaning campsites
- Mowing lawns
- Visitor registration
- Fee collection
- Customer service
- Landscaping, gardening and beautification
- Painting
- Interpretive programming
- Staffing special events
- Spring and fall park cleanup



About Our Parks

The Vermont State Park system was established in 1924. Since then, we have grown to include 50 developed recreation areas throughout the state. We offer a wide variety of recreational opportunities, including:

- Over 2000 campsites, lean-to shelters
- Rustic cabins and housekeeping cottages
- Dozens of swimming beaches
- Picnic pavilions and picnic areas
- Many miles of hiking and multi-use trails
- Boat rentals
- Paddling and birding trails
- Horse camping
- Group camping
- Interpretive programs

We serve over 800,000 visitors annually in our developed recreation areas from early May through late October.



How to Apply

You can find more detailed information and applications to our program on our website, www.vtstateparks.com/html/volunteering.

You can contact us these ways:

Phone: (802)885-8855, option 3

Fax: (802)885-8890

Email: parks@state.vt.us

Mail: Vermont State Parks
100 Mineral St, Suite 304
Springfield, VT 05156-3168

Web: www.vtstateparks.com

The State of Vermont is an equal opportunity employer.



This document is available upon request in large print.

Braille and audio format.
VT TDD Relay: (800)253-0191
P56 03/2010 ERP

Volunteering In Vermont State Parks



 VERMONT
AGENCY OF NATURAL RESOURCES
Department of Forests, Parks and Recreation

APPENDIX C. Volunteer Review

Vermont Department of Forests, Parks & Recreation
Volunteer Programs
100 Mineral St, Suite 304
Springfield, VT 05156

VOLUNTEER REVIEW

Your feedback and advice helps us maintain the best volunteer program possible. Please take a moment to answer the following few questions about your time as a Vermont State Parks volunteer. We encourage your responses and welcome any additional comments or suggestions that you have. This form may be completed anonymously. Please continue on other sheets if necessary.

Name (*optional*) _____

Park Assignment(s) (*optional*) _____

What length of time was your stay? _____

How did you hear about our volunteer opportunities?

How would you describe your overall stay?

Most satisfying experience:

Least satisfying experience:

Training.

What types of training did you receive?

What training helped the most?

What, if any, training was inadequate, lacking, or not necessary?

Expectations

Were job duties accurately described?

Were you adequately supervised?

Did the jobs utilize your skills or talents?

Work Duties

Was the required workload fair?

Benefits

Was the campsite adequate?

What other benefits did you take advantage of (free park/attraction admission, fishing license, etc):

Staffing

Describe the interaction between you and the Park Ranger:

Volunteer-park staff interactions:

Other Comments

What ways can we improve the program?

How can we make the program more accommodating or attractive to volunteers?

Thank you for taking the time to complete this survey!

APPENDIX D. Volunteer Time Report

VERMONT DEPARTMENT OF FORESTS, PARKS AND RECREATION
103 South Main St., Bldg. 10 South, Waterbury, VT 05671

VOLUNTEER TIME REPORT

NAME: _____ PERIOD ENDING DATE: _____

		Date / / / / / / / / / / / / / / / /														
PARK	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	Total Hours	
TOTAL HOURS REPORTED																

Brief description of work accomplished:

This report accurately reflects the time worked during this pay period.

Volunteer's Signature

Supervisor

P-58, 1/01
Distribution: White-Regional Office, Yellow-Volunteer

APPENDIX E. Volunteer Agreement

Volunteer Agreement

Vermont State Parks

Name: _____

We gratefully accept your offer to volunteer your services to the State of Vermont as permitted under 3 VSA 207(b). You will report to _____, who will supervise your work in connection with _____. The period of volunteer services will be from _____ to _____. The consideration for such service is education, training and experience. You may be reimbursed for such necessary incidental expenses as transportation, overnight lodging, and subsistence when such expense has been incurred during approved, work related travel. For the purposes of Vermont law (3 VSA 1101(b) and 12 VSA 5601-5605), you will be considered a State employee. However, you will not be deemed a State employee and shall not be subject to the provision of laws relating to State employment and collective bargaining agreements relating to hours of work, rate of compensation, leave, and State employee benefits. The State and Volunteer reserve the right to cancel this agreement at any time upon mutual agreement or reasonable justification.

Very truly yours,

Date

I have read and understand these provisions:

Volunteer Date

Approved:

Parks Regional Manager Date

Volunteer Address: _____

Phone Number: _____

Emergency Contact:

Name: _____ Relationship: _____

Address: _____

Phone Number: _____

P-57, 1/06

Distribution: White-Central Office, Yellow-Reg Mgr, Pink-Volunteer

APPENDIX F.

VERMONT STATE PARKS LOCATOR

