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Volunteers in the Forest Service: A Coordinator's Desk Guide



The History of This Desk Guide

In 1990, the U.S. Department of Agriculture, Forest Service’s Missoula Technology and Development Center (MTDC) produced the training video “Supervisor and the Work Crew” (Driessen 1990) for first-line supervisors of field crews. In 1995 and 1996, MTDC produced another training video “Making a Crew” (MTDC Staff 1995 and 1996). This video focused on the workers, not the supervisors. While interviewing Forest Service employees during the production of this program, the project leader noted that numerous changes had occurred in the Forest Service’s work culture. This insight led to the white paper, “A Changing Forest Service Work Culture: Training New Leaders” (MTDC Staff 1997). The white paper had two purposes: to present some of the changes taking place in the Forest Service’s work culture and to discuss some sociological reflections on the training of Forest Service crew leaders. The paper concluded by recommending that the training program for supervisors of field crews be updated.

A project to update the supervisor training program began in January 2000. The project team found that traditional seasonal crews had become almost extinct in the Forest Service. In their place, new types of workgroups had emerged, including volunteers and hosted program participants. Along with these changes came a new set of safety and liability concerns. Some problems included constant training of volunteers, lack of direct supervision, lack of knowledge of Forest Service safety standards, and inappropriate work expectations. In December 2001, the team presented these findings to the Forest Service’s Washington Office of Safety and Occupational Health in the report “Problems Faced by Forest Service Coordinators of Volunteer and Hosted Program Workgroups” (Lamphier and Driessen 2001). The team recommended a guidebook and possibly a video be developed to help train Forest Service employees to coordinate and organize these new kinds of service providers.

The Washington Office of Safety and Occupational and Health decided to sponsor a new project on the safety of volunteers. The Federal Highway Administration, U.S. Department of Transportation also contributed to the sponsorship. The project was assigned to MTDC. This guidebook is the result of that project. The development work for this guidebook included interviews with 49 volunteer coordinators and volunteers and a review of existing volunteer reference material, guidebooks, and Forest Service regulations.



On the Cover

Young volunteers help pick up garbage from the Tallaseehatchee Creek watershed as part of the fisheries program for Clean-up Day. *Courtesy of Art Henderson, Talladega National Forest*



A young volunteer helps out at Herp Survey Days for the Flathead National Forest wildlife program. *Courtesy of Steve Anderson, Flathead National Forest*



A 7-year-old made a fold-out poster of dangerous spiders, snakes, and summer insects and collected some specimens last summer specifically for presenting with a wildlife biologist at preschools. *Courtesy of Mary Lynn Mentz, wildlife biologist and volunteer’s mother, Ouachita National Forest*



A volunteer sorts litter. *Courtesy of Elizabeth (Liza) Hernandez, Forest Service, International Institute of Tropical Forestry*



Volunteers of the South Yuba River citizens league use soy-based solvent to clean the spray paint graffiti at Scotchman Creek, Tahoe National Forest. *Courtesy of Wendy Thompson, river monitoring program coordinator*



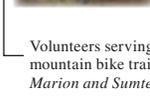
Monkey Creek F-Troop involved more than 90 people to replace the Monkey Creek Bridge with an 80-foot free-span bridge, the largest free-span bridge constructed by the volunteers of this association. *Courtesy of Linda Patton, Florida Trail Association*



The Sierra Club annually provides people for 7 days to do trail repairs and enhancements. The Shasta Trinity unit of the Backcountry Horsemen of California provided all the logistical support for the Swift Creek, Trinity Alps project. *Courtesy of Larry Shuman, Shasta Trinity unit*



Oregon Trash Dogs. *Courtesy of Ginger Hamilton, Forest Service, Northern Region*



Volunteers serving on the Forks Mt. Area Trail System, one of the premier mountain bike trails in the Southeast. *Courtesy of Elizabeth Meadows, Francis Marion and Sumter National Forests*



Volunteers in the Forest Service: A Coordinator's Desk Guide

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Introduction

Volunteers play a vital role in accomplishing the U.S. Department of Agriculture, Forest Service mission. Under the National Forest System, volunteers care for the land (figure 1) and provide visitors with recreational and educational opportunities. Through research and development, volunteers help scientists to improve the health and use of national forests and grasslands. Volunteers help the International Institute of Tropical Forestry's scientists and staff generate and disseminate scientific information that supports the sustainable use of tropical forests (figure 2). Volunteers help the State and Private Forestry program with surveys and monitoring projects that help landowners and resource managers sustain the Nation's forests and protect communities and the environment from wildland fires. The help volunteers provide in each of these areas ensures that important interpretive and resource management work gets done, especially during times of reduced budgets.



Figure 2—A volunteer sorts organic litter. *Courtesy of Elizabeth (Liza) Hernandez, Forest Service, International Institute of Tropical Forestry*



Figure 1—A native garden volunteer removes nonnative invasive species as part of the North Beach rare plant monitoring project for the botany program. *Courtesy of Deb LeBlanc, Hiawatha National Forest*

We don't have the money to fund the people. There are people out there extremely talented and dedicated who want to help us. So it is a perfect match, it is a perfect match whether it is to build Web sites or do advertising or hike a trail, or talk to people.

Karen Takai—Cibola National
Forest, Sandia Ranger District

A lot of what our volunteers do, we wouldn't be able to do...a lot of that work wouldn't get done.

Loyal Clark—Uinta National
Forest

In the 21st century, the Forest Service's volunteer program represents a growing population that the agency cannot live without. It is vital that you, as a volunteer coordinator, administer a safe and successful program. Your volunteers will need supervision and management. The direction, expectations, and leadership you provide will be reflected in their attitudes and service.

This desk guide is intended to give you the resources and tools you need to accomplish your work. The guide covers a range of topics on volunteer management and is designed to be used as a step-by-step guide or as a reference. For each of the topics in the guide, you will find the latest Forest Service regulations and real work practices of experienced volunteer coordinators.





The Beginning of the Forest Service

When the first European settlers arrived on American soil, forests covered nearly all the land from the Eastern Seaboard to the Great Plains. Due to concern about deforestation and unregulated cutting, laws to protect timber stands were passed as early as 1807. Such laws were virtually ignored.

In 1891, Congress gave the President the power to establish forest reserves from the public domain to protect timber and ensure a regular flow of water in the streams. The forest reserves were placed under the administration of the U.S. Department of the Interior.

In 1905, management of the forest reserves was transferred to a new agency, the Forest Service, in the U.S. Department of Agriculture. Gifford Pinchot was named the first Chief (figure 3). Other land management agencies, such as the National Park Service and the Bureau of Land Management, are in the U.S. Department of the Interior. In a letter dated February 1, 1905, Secretary of Agriculture James Wilson laid out the guiding principles of the Forest Service to the new Chief. An excerpt of the letter follows:

In the administration of the forest reserves, it must be clearly borne in mind that all land is to be devoted to the most productive use for the permanent good of the whole people and not for the temporary benefit of individuals or companies....You will see to it that the water, wood, and



Figure 3—Gifford Pinchot, Governor of Pennsylvania (Chief of the Forest Service, 1905 to 1910), rides up Pennsylvania Avenue in President Coolidge's 1925 inaugural parade. *Courtesy of the Forest Service*

forage of the reserves are conserved and wisely used under businesslike regulations enforced with promptness, effectiveness, and common sense.... Where conflicting interests must be reconciled, the question will always be decided from the standpoint of the greatest good for the greatest number in the long run....

James Wilson, Secretary of
Agriculture, 1897 to 1913





I Volunteer Because...

Some volunteers want to help maintain their recreation opportunities and spend time outdoors. Other volunteers love being outside and feel a sense of responsibility toward the land (figure 4). Still other volunteers are retired and looking for something to do or want to continue using their experience and skills.



Figure 4—Volunteers planting seed of endangered clay phacelia on the Uinta National Forest, part of the Clay Phacelia introduction project of the threatened and endangered species program. *Courtesy of Denise Van Keuren, Uinta National Forest*

I like to do something. I like to be outdoors, and this Red Rock Country is a pretty nice office.

Volunteer—Arizona

Other volunteers are seeking companionship, friendship, or a social group where they belong.

They may not see you every day after a while, but they need to know you're there for them and that's an important part of it. And you become such an important part of their life, as a volunteer manager, that it really surprises you in the end.

Mary Voldahl—Cibola National Forest, Sandia Ranger District

Finally, some volunteers want something very specific from their time with the Forest Service. They may want to learn about forest ecology, historical building restoration, or even bats (figure 5). Prospective job seekers and college students may want professional experience or class credit, while youths may be seeking an opportunity to earn merit badges. Some volunteers may want to complete a particular project and will donate their time to make it happen. Other volunteers are seeking health benefits through exercise and physical activity. And finally, some volunteers give their time simply because they were asked to or because they think volunteering is just plain fun.



Figure 5—Volunteers involved in the bat grid monitoring surveys, a Pacific Northwest Region project, for the wildlife program. *Courtesy of Pat Ormsbee, Willamette National Forest*





Volunteers in the National Forests Program

We live in a society that always has depended on volunteers of different kinds, some who can give money, others who give time, and a great many who will freely give their special skills, full-time or part-time. If you look closely you will see that almost anything that really matters to us, anything that embodies our deepest commitment to the way human life should be lived and cared for depended on some form, more often many forms, of volunteerism.

Margaret Mead and Rhoda
Metraux—"Aspects of the Present"
(1980)

Volunteers in the National Forests Act

The Volunteers in the National Forests (VIF) program is authorized by the Volunteers in the National Forests Act of 1972 (appendix A). Before passage of the act, the Forest Service did not have the authority to accept voluntary services or to reimburse individuals for personal expenses. The Volunteers in the National Forests Act provided the authority for the Forest Service to work with volunteers and recognized a growing and diverse population who wanted to give their time and skills to public service (figure 6).



Figure 6—A volunteer helps the Forest Service with wildlife viewing. Courtesy of Ginger Hamilton, Forest Service, Northern Region

Volunteers are enrolled by the Forest Service under this act. Volunteers receive no salary or wages from the Forest Service and give their time and talents to further the mission of the Forest Service.

A volunteer enrolls by signing a negotiated agreement with a Forest Service officer, either agreement form FS-1800-7 for individual volunteers or FS-1800-8 for sponsored or group voluntary services. A sponsored volunteer is a participant in the volunteers program who is supervised by another institution, organization, or by a unit of State or local government.

A volunteer may not begin service or travel on an assignment until the agreement is signed. The agreement is the official instrument for authorization of any reimbursement for incidental expenses.

A volunteer is not considered a Federal employee and is not subject to the provisions of laws relating to Federal employment except for the purpose of tort claims or work-related injuries (Federal Employees Compensation Act).

Civil Rights Responsibilities

The Volunteers in the National Forests Program is a federally administered program that falls under the authority of the Civil Rights Act of 1964, as amended. Therefore, the program must be nondiscriminatory and accessible to everyone who is eligible for volunteer service.

In addition, volunteers represent the Forest Service (example: campground hosts) and, depending on the volunteer assignment, may actually deliver the program to the public. It is critical that volunteers understand their roles and responsibilities to deliver the program, communicate with customers, and comply with the agency's nondiscrimination policy.

Volunteers do not have the same employment protections as Forest Service employees. Title VII of the Civil Rights Act protects applicants, employees, and retirees against discrimination in Federal employment and benefits, all of whom can file equal employment opportunity complaints if they experience discrimination.

Volunteers and the public are protected from discrimination through Title VI of the Civil Rights Act and related equal opportunity laws. Additionally, Section 504 of the Rehabilitation Act of 1973 mandates the agency provide access to programs and activities for persons with disabilities. Therefore, the Forest Service must equitably offer volunteer opportunities to the interested public. If individuals experience discrimination, they have the right to file a Program Discrimination Complaint per Departmental Regulation 4300-3.

USDA Nondiscrimination Statement

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The Volunteers in the National Forests Program Directives

The Forest Service Manual (FSM) contains legal authorities, objectives, policies, responsibilities, instructions, and guidance needed on a continuing basis by Forest Service line officers and primary staff to plan and execute assigned programs and activities. The authority and policies for the volunteers program is found in FSM 1800, chapter 30 at <http://www.fs.fed.us/im/directives/fsm/1800/> (click on 1800 or 1830.doc). Under sec. 1830.2, the objectives of the volunteers program are:

1. To recruit, train, and use the services of volunteers to complement regular Forest Service staff in interpretive functions, visitor services, conservation measures, and development, or other activities in or related to areas administered by the Secretary of Agriculture through the Forest Service.
2. To provide the volunteer with an experience that is personally rewarding and challenging.
3. To maintain and improve the level and quality of service to the public.

For additional information and answers to frequently asked questions on the volunteers program, refer to the Forest Service Web sites at <http://fsweb.wo.fs.fed.us/rhwr/yvh/> and <http://www.fs.fed.us/volunteer/>





It Takes Time and People

Volunteers are at the very heart of the Forest Service. As traditional funding decreases and demands on national forests and grasslands increase, volunteers play a critical role in the Forest Service's motto of "Caring for the Land and Serving People." They allow the Forest Service to accomplish more tasks while they get a chance to make a difference. If your unit is going to build and maintain a volunteer program, it must recognize that successfully doing so takes time and people.

Investing in Your Program

Volunteers donate thousands of hours every year to the Forest Service. Their service is invaluable. They enable the Forest Service to accomplish a wide range of professional work, resource projects, research and development projects, and interpretive programs. A common misperception, however, is that because volunteers are not paid, they are free labor. This is far from the truth. In our interviews with coordinators, we asked, "What advice would you give to new coordinators?" The answer was always the same, "Volunteers are no free lunch."

To have a safe, productive, and thriving volunteer program, you have to invest considerable time, energy, and resources. Before you decide to build a volunteer program on your unit, be prepared to make this commitment.

The Importance of the Volunteer Coordinator

Once your unit has decided to build a volunteer program, the first step is to hire or designate an employee to be the volunteer coordinator (figure 7). The employees we interviewed stressed that the forest, station, or district has to invest in a volunteer coordinator. And not just in name only. Coordinators with successful programs need time to run their programs and can't be overloaded with collateral duties.



Figure 7—The deputy forest supervisor, the volunteer coordinator, and volunteers (left to right) attend the official ribbon cutting at the Monkey Creek Bridge dedication, to reopen the Sopchoppy section of the Florida Trail. *Courtesy of Sandra Friend, Florida Trail Association*

To have a successful volunteer program, you must invest money in staff salaries, project materials, tools, training, personal protective equipment, vehicles, reimbursements, and awards. It also takes time to recruit, train, and supervise volunteers (figure 8). This time may be spent from 8 a.m. to 5 p.m., Monday through Friday, but will probably involve some evenings and weekends. Many volunteers serve during the week and can only volunteer on weekends. As a coordinator, volunteers will expect you to attend their club meetings and host evening or weekend training sessions. Volunteers will also need guidance and direction to build a strong relationship with you and a commitment to the Forest Service.



Figure 8—Ouachita Baptist University students assist with fish sampling as part of the mission of the Forest Service NatureWatch program: “To provide children and adults the opportunity to safely view, and participate in, activities and programs that raise their level of awareness and understanding of wildlife, fish, and plants, and their connection to ecosystems, landscapes, and people.” *Courtesy of Dr. Jim Taylor, Ouachita National Forest*

One of the points emphasized by successful coordinators is not taking on more than you can handle. Carefully examine how much time you have to oversee a volunteer

program and don't go beyond that. In instances where coordinators have taken on more than they could handle, they lost control over their programs, resulting in low volunteer morale, unauthorized work, poor quality service, and injuries.

Despite the money and energy it takes to run a volunteer program, most coordinators love working with volunteers and feel their programs are worth the time and cost.

...between salary for program administration for volunteers and stipends and gas reimbursements and volunteer awards, we put out [spend] about \$80,000...we figured the value of the volunteers was more than quadruple what we put into it. The value we got back was in excess of \$320,000.... It's a lot of work, but we know we get more than a good return on that [our] investment.

Ginny Williams—George Washington and Jefferson National Forests, Mt. Rogers National Recreation Area





Getting Started

So, you have decided to build a volunteer program. You may be sitting at your desk saying to yourself, “How do I get started?” Start with a few basic questions:

- How can I keep from reinventing the wheel?
- Have I considered the Forest Service’s liability for volunteers?
- How much do I have to spend for the program?
- What service positions or projects will the volunteers do?
- What types of volunteers am I looking for?

The next five sections will help you answer these questions.

Learning About Other Volunteer Programs

Thousands of organizations around the world have volunteer programs, including many forests, stations, and districts. Before starting your own program, learn how other organizations and units manage their volunteers.

Try to speak with the district ranger or station director, executive officer, volunteer coordinator, project leaders, and volunteers. Ask for copies and samples of any volunteer agreements, training curriculums, job hazard analyses, tailgate safety sessions, checklists, and similar materials they might be able to share. The information you gather will be invaluable to you.

Once you have learned about other programs, you will have an idea of the type of program you want to build and will have a good start on the information and paperwork you will need.

Additional resources that can help you get started are found in the “References” section of this document.

Liability Concerns

Before you build a volunteer program, consider the liability the Forest Service has for volunteers. If a volunteer

is injured, your unit will pay for the worker’s compensation claim. Although liability should be a concern, hazards can be mitigated and most injuries can be prevented. Discuss the following liability questions with the line officers for your unit.

- Does our unit understand its liability for volunteers and the potential budgetary consequences if a volunteer is injured?
- Is our unit willing to dedicate time and resources to training, supervising, and mitigating safety hazards for volunteers?

Money

The budget is always a consideration when starting a volunteer program. Volunteers are not free. When planning your budget, be realistic about the funds you have or will need for your program. Here are some items to consider:

- Staff salaries
- Project materials (figure 9)
- Training materials
- Workstation materials



Figure 9—Warped by hurricane-driven floods, the Tick Island slough bridge had to be replaced...and here’s KICCO F-Troop to the rescue! A 60-foot bridge, similar to the Monkey Creek bridge, was built and installed. *Courtesy of the Florida Trail Association*

- Equipment
- Fuel costs for fleet vehicles
- Mileage reimbursement for volunteer vehicles
- Travel costs
- Meals and incidental expenses
- Awards
- Refreshments at award ceremonies

Once you have planned your budget, forward it to your supervisor for approval.

Partnerships

The words “partnership” and “partners” are used in a broad way to describe relationships between the people, organizations, agencies, and communities that work together and share interests. The Forest Service regularly works in partnership with other entities, including tribes, States, Federal agencies, nonprofits, businesses, and communities.

However, it is important to understand that the word “partnership” also has a more precise meaning according to Federal policy. Federal policy defines partnerships as “arrangements that are voluntary, mutually beneficial, and entered into for the purpose of mutually agreed upon objectives.” In this definition, “mutual benefit” specifically means that each partner shares in the benefits the project provides.

The Forest Service National Partnership Office and other key staff at the agency’s headquarters are dedicated to

building, improving, and sustaining partnerships. These individuals are equipping employees throughout the Forest Service with the skills, tools, and knowledge to develop any kind of partnership.

“The Partnership Guide,” (<http://www.partnershipresourcecenter.org/resources/partnership-guide/>), produced by the Forest Service and the National Forest Foundation, is a tool to help Forest Service employees, experienced partners, and first-time or potential partners work together more effectively. The guide answers common questions about the agency’s policies and procedures, helps partners anticipate potential hurdles, and provides contacts and other resources to help users find more specific guidance. Finally, the guide highlights creative approaches taking place across the country that promote sustainable and vibrant forests, grasslands, and communities.

If you need help building successful partnerships between the Forest Service, other Federal agencies, or nonprofit organizations, you may find helpful information at the Partnership Resource Center (<http://www.partnershipresourcecenter.org/>) or the Forest Service National Partnership Office (<http://www.partnershipresourcecenter.org/working-locally/fs-national-partnership-office.php>). The Forest Service has partnership coordinators and contacts in most Forest Service regional offices and research stations. Many national forests also have partnership coordinators, so check with your supervisor’s office. Contact names and information for regional coordinators can be found on the Partnership Resource Center’s Web site.





What Can Volunteers Do?

A volunteer may assist in any Forest Service program or activity but cannot perform law enforcement activities, fight fire, or serve as a union representative.

Can Volunteers Serve as Collection Officers?

Most volunteers who are signed up under the Forest Service Volunteers Program can be designated as fee collection officers (FSM 6532.3; FSH 6509.14, sec. 01.1; FSH 6509.14, sec. 11.1) by regional foresters, forest supervisors, and station directors. As a collection officer, a volunteer can collect recreation fees and sell items such as permits, maps, and recreation passes (2005 Consolidated Appropriations Act, Federal Lands Recreation Enhancement Act (REA) in PL 108-447; FSH 6509.14, sec. 11.1). If volunteers will only be selling interpretive association materials, they do not have to be collection officers (FSH 6509.14, sec. 12.7 and FSM 6532.5).

The first step in designating a volunteer as a collection officer is completing the designation form FS-6500-248 (FSH 6509.14, sec 11.1). Once this form is signed by the authorized official, the original is given to the designated collection officer or unit collection clerk. A copy must be maintained in the administrative unit's headquarters and in the collection officer's or unit collection clerk's folder. After the designation, the volunteer must be properly trained (FSH 6509.14, sections 11.1 and 11.6) before any fees can be collected. No formal training has been designed for fee collection officers. Line officers are responsible for designing a proper training program in accordance with the material in the Servicewide Finance and Accounting Handbook (FSH 6509.11k, chapter 30) and in the Collection Officers Handbook (FSH 6509.14).

The Forest Service must provide surety bonds for volunteer collection officers (FSH 6509.14, sec. 11.1). A national surety bond will be purchased annually to cover volunteers. The Albuquerque Service Center (ASC) has responsibility for purchasing the bond.

Ideas for Volunteer Service Positions and Projects

Service positions and project ideas for volunteers may stem from your unit's program of work or the volunteers' interests. You may already have a position or project you want volunteers to do. You may need a campground host, a receptionist at the front desk, or someone to build a trail bridge. If you already have a position or project in mind, you can skip ahead to the section on selecting service positions and projects for volunteers.

Volunteers will have projects they want to do. Be open to their ideas. Not every volunteer will want to do the projects you have selected. They can come up with creative projects that add to your visitors' experience. Volunteers are also the eyes and ears of the forests and grasslands and can bring your attention to needed projects or jobs (figure 10).



Figure 10—Volunteers help out in a cemetery. *Courtesy of Gary Morgan, Forest Service, Eastern Region*

...we as an agency have kind of a preconceived notion on what we expect the volunteer to do and I think our greatest successes are from when we...give them a little free reign, let them be creative. They can do some really neat things.

Rick Atwell—Cibola National Forest, Sandia Ranger District

If you need to generate service positions and project ideas for volunteers, here are several ways. First, see what needs to be done on your unit. There is always more to do than resources available. And remember, many volunteers are skilled professionals.

- Do your outhouses need to be painted?
- Do your picnic areas need garbage picked up or weeds pulled?
- Do you need signs put up?
- Do your streams need to be monitored?
- Do you have interpretive programs to be conducted?

Another way to identify projects is to ask your staff if they have anything volunteers could do. Archeologists and biologists often have projects that are highly sought after by volunteers (figure 11).



Figure 11—Researchers document brown bear and people interactions on the Russian River. Courtesy of T. DeBruyn, National Park Service (submitted by Kristi Kantola, Alaska Region)

Selecting Service Positions and Projects for Volunteers

Some coordinators like to select the positions or projects for their volunteers. Others prefer having a staff or volunteer committee make the selection. No matter who selects the projects, experienced coordinators suggest that you select projects during the off or down season. This will give you

time to really consider the projects and adequately plan without the pressure of a busy season.

Select your volunteer projects carefully. Do not give your volunteers projects that are too expensive, too technical, or too urgent. Consider the budget and resources you have for a project. Give volunteers projects that will show a positive return for their efforts.

But that is how you've got to analyze your projects, look at the money [budget] you have. Is it going to cost you more time and energy to create a program, get the people on the ground, and supervise them than actually hiring a crew?

Linda Stamer—San Bernardino
National Forest, Mountaintop
Ranger District

Choose projects that can provide opportunities for a variety of volunteers with differing skills and abilities (figure 12). When possible, choose project and event sites that are accessible to everyone. If it is not possible to make the project or event accessible, make sure you have alternative projects or positions available so everyone can enjoy our national forests and grasslands.

Sometimes we get 5-year-olds; sometimes we get 70-year-olds. And sometimes we get some young, strapping, hard-working men and women. So we need to have a variety of projects on hand to suit all of the different needs that we have for the volunteers as well.

Linda Stamer—San Bernardino
National Forest, Mountaintop
Ranger District



Figure 12—During October 2007, Fort Braden F-Troop spent 2 days building new boardwalks through marshy areas, making improvements to some existing bridges. Part of the Florida trail system, the Fort Braden hiking trail is a side trail that meanders through the rolling hills and bluffs of the Lake Talquin State Forest. *Courtesy of Megan Eno, Florida Trail Association*

Another consideration is the quality of work needed. For many of your jobs, the project will have relaxed requirements allowing volunteers with a variety of skills to do the tasks. In other instances, the project may be technical or require precise detail. In these cases, you will need to carefully match the project with a volunteer who has the necessary skills or licenses to do the tasks (figures 13a and 13b). Many volunteers will be able to do the project beautifully. If you don't have a volunteer who fits your needs, hire an employee.



Figure 13a—When the Tick Island slough bridge had to be replaced, the KICCO F-Troop used their rigging skills to build and install a 60-foot bridge. *Courtesy of the Florida Trail Association*



Figure 13b—A volunteer uses his lab skills to clean equipment. *Courtesy of Elizabeth (Liza) Hernandez, Forest Service, International Institute of Tropical Forestry*

For projects with firm deadlines, make sure you consider volunteers' time and schedules. Volunteers may be able to meet—or even beat—your deadlines, but if they have other priorities, they could miss your deadlines. If you don't think your volunteers will be able to meet your deadlines for a project, assign hired employees. When volunteers need a more relaxed schedule, give them projects that are secondary priorities or that have soft targets you won't be able to meet without their help (figure 14). Such projects can have more



Figure 14—A volunteer from the Michigan State University, Asylum Church, “Give them the world” foundation helps out with painting. *Courtesy of Jaime Valentin, El Yunque National Forest (Caribbean)*

flexible deadlines that accommodate the volunteer's schedules and other priorities.

Finally, when selecting positions and projects for volunteers, one of the most important considerations is that the service be meaningful.

...volunteers need to feel valued. They need to feel like they are making a valuable contribution to the mission of the agency.... Make sure that you are using the human resources that you have available to you to the best possible advantage whether they are paid or unpaid.

Pat Thrasher—Midewin National Tallgrass Prairie





Who Do You Want To Volunteer?

Once you have determined some of the positions and projects you want volunteers to complete, you will have an idea of who you want to volunteer. Start by making a list of the types of volunteers you desire.

- When do you need volunteers? Months, days, times.
- How long do you need volunteers?
- Do you want individuals or groups?
- Do you need energetic helpers (figure 15) who can easily learn a task or skill?
- Do you need skilled professionals?
- Do you need local volunteers or volunteers with special skills from outside the area?

The volunteers you are seeking may come to you on their own or you may have to recruit them. If you already have interested volunteers, see the section on evaluating interested volunteers.



Figure 15—The Mule Deer foundation volunteers take down fencing during the Rosaschi Ranch fence removal project for the wildlife program. *Courtesy of Leeann Murphy, Humboldt-Toiyabe National Forest*

Recruiting Volunteers

As a volunteer coordinator, you will need to recruit volunteers. Make sure you target diverse groups and populations for your program (figure 16). The United States has people of all ages and from many different places and backgrounds. It is important you don't inadvertently leave out



Figure 16—Local volunteers help with a nest box, a wildlife opening and structure maintenance project for the wildlife program. *Courtesy of Art Henderson, Talladega National Forest*

segments of the population when recruiting volunteers. The one thing you can do before you start recruiting to increase your volunteer base and the diversity of your program is to really get to know your area's population. By getting to know the people you serve, you can more specifically tailor your recruiting efforts to reach every segment of your population, including groups who do not traditionally volunteer. For example, if you have a large immigrant population in your area, it might be helpful to translate your advertisements into their native language so it is easier for the population to read and understand.

Recruiting volunteers can be easy in some areas and pose challenges in others. Rural forests or units often have a hard time recruiting because of their small population base. They tend to rely on volunteer groups such as Backcountry Horsemen and scouts. Urban forests or units may find it easier to recruit volunteers because so many people live near Federal lands. Coordinators have found ways to recruit volunteers from both urban and rural areas. You may have to try several techniques to find the ones that work best in your area.

One way to recruit volunteers is to post your volunteer positions and projects annually in a volunteer opportunity guide. This can be printed as a handout or posted on your

forest, station, or district Internet site (make sure your Web sites are accessible). You can also post your volunteer opportunities on <http://www.volunteer.gov/Gov/>. To create an opportunity on this Web site, see appendix B.

Numerous conservation-minded organizations such as Friends of the Forest, the American Hiking Society, and the International Mountain Biking Association can help you locate volunteers suited to your projects, events, and positions. Organizations such as these already have a strong following of volunteers. You can match them with your volunteer opportunities by advertising in the organizations' publications, on their Internet sites, or by having them send a mailing to their member e-mail lists. For example, you can post a volunteer event on the Friends of the Forest Web site by going to <http://www.becomeafriend.org/volunteer/organize/profile.php> and following the instructions. If you are specifically looking for site hosts, you can advertise in magazines such as Workamper News, Family Motor Coaching, and Highways (Good Sam Club).

Volunteer opportunities can be posted as community service announcements in local newspapers. You can also post flyers on community bulletin boards at grocery stores, laundromats, and at local colleges or universities. Forest Service offices and visitor information signs also are good locations to post volunteer information. Another approach would be to invite a reporter to cover a volunteer event for the local television or newspaper. Developing media relationships can increase community interest and attract potential volunteers.

Contacting community organizations and participating in community events also can generate volunteers. You can discuss your program at meetings of garden clubs, senior citizens, and civic groups. Providing information at fairs and local events also can help you reach a wide segment of your community (figure 17).



Figure 17—Presentation at the Moreno Valley High School Environmental Fair, a San Jacinto interpretive programs project for the NatureWatch program. Courtesy of Heidi Seller, San Bernardino National Forest

Current volunteers are your best advocates for recruiting new volunteers.

...one of the best sources of recruitment is volunteer to volunteer...it's kind of a volunteer network out there....

Al Becker—Payette National Forest

It is also a good idea to approach some businesses and make them aware of volunteer opportunities. Businesses may be looking for ways to get their employees involved in volunteer opportunities or they may be looking for team-building exercises.

Once you have recruited volunteers, you need to keep them engaged. A newsletter or e-mail message can help keep volunteers up to date on activities and opportunities. You may need to call volunteers once in a while to discuss how the program is going and invite them to an upcoming project. A personal invitation goes a long way in keeping volunteers engaged.

Preparing an Advertisement for Volunteers

When preparing an advertisement, follow the traditional news format of: Who, What, When, Where, and Why.

- Who—Indicate the type of volunteers you want to recruit and the skills they need to have.
- What—Give a detailed description of the project or volunteer position. Be specific about what will be provided and any items volunteers need to bring or supply (figure 18). For a field project, you may want to indicate that volunteers need to bring a jacket, long pants, ankle-high boots, gloves, a day pack, plenty of food and water, sunscreen, bug repellent, sun hat, rain gear, trowel, and toilet paper. You may mention what the Forest Service will provide—for instance, hardhats, map, communications, tools, trash bags, and a first aid kit.
- When—Indicate the months, days, and time you need volunteers.
- Where—Describe the position or project locations.
- Why—Give a brief reason why the service needs to be done and why volunteers are important.

Finally, include your name, phone number, and e-mail address so volunteers can contact you.



Figure 18—Volunteers watch for eagles at Lake Hemet, a San Jacinto Mountains bald eagle counts project for the NatureWatch program. *Courtesy of Heidi Seller, San Bernardino National Forest*

The Forest Service Volunteer Brochure

The “Volunteering with the Forest Service” brochure is available electronically at: <http://fsweb.wo.fs.fed.us/rhwr/yvh/>. This standard brochure can be downloaded and tailored to your unit. Large type, Spanish, Russian, and Vietnamese versions are also available.





Evaluating Volunteers

Once volunteers have expressed interest, you need to evaluate their eligibility for each individual position or project. Your evaluation will have to be tailored to the volunteers, their position or project, and their potential length of service. When you don't have much time, such as a 1-day project, at the very minimum determine whether volunteers are eligible for service and have them sign volunteer agreements. If you have more time, match each volunteer's skills and interests to a position or project. The volunteer application and interview will help you do this.

Who Is Eligible To Volunteer?

Almost any U.S. citizen or permanent resident can volunteer for the Forest Service, subject to a few restrictions. Foreign nationals must qualify for the Forest Service's International Visitor Program before volunteering. The key qualifications to consider are:

Service description/Essential eligibility criteria—This criteria establishes the nondiscriminatory basic functions and therefore the abilities required for volunteer service in the individual position or project. In order to be selected for and to be retained in the position/project, a volunteer must be able to meet all of the elements within the service description/essential eligibility criteria for that position or project.

Age—A volunteer under the age of 18 must have the written consent of his or her parent or guardian to enroll (figure 19). State and Federal child labor laws apply.

Federal Employees

A current employee may volunteer, so long as:

- Service is clearly voluntary on the employee's part (employees cannot be implicitly or explicitly required or requested to volunteer).
- The participation of a qualified volunteer from the general public is not precluded.
- An employee does not use the Volunteers in the National Forests Act to be involved in an off-duty function or extracurricular event the



Figure 19—A young volunteer helps out at Herp Survey Days for the Flathead National Forest wildlife program. *Courtesy of Steve Anderson, Flathead National Forest*

employee would normally perform without reference to the Volunteers in the National Forests Act.

- Also, nonexempt employees are not allowed to volunteer for tasks that are directly connected to their principal work activity.

Terminated Temporary Employees

Once employees have been terminated, they are no longer Federal employees and technically could be considered for any volunteer position, including one that encompassed duties they had formerly been paid to do.

Line officers should be sensitive when considering these types of requests, considering any subtle or indirect pressures employees and former employees may be feeling. If temporary employees want to volunteer after their paid tour, it's best to not assign them work that they were normally paid to do.

In many cases, former temporary seasonal employees may inquire about the volunteer program as a way of staying in the community during the off season. Carefully evaluate the situation. In many cases, it may not be possible to provide housing and reimbursement for former employees if they are, in essence, local volunteers.

An employee in “nonpay status” or “off tour” is still a Federal employee.

Community Service Workers

The voluntary services of individuals sentenced to community service by the criminal justice system cannot be accepted under the Volunteers in the National Forests Act. Because these individuals were sentenced to perform service, they are not volunteers. A hosted program agreement with the court would be the instrument to use if a unit wishes to accept the services of a corrections crew or individual.

Relatives of Employees

Relatives may volunteer so long as the official who negotiates and signs the agreement is not an immediate family member.

International Visitors

Incorporating international visitors in your program can be challenging, but also rewarding (figure 20). International visitors add a global perspective to our local surroundings and the social and cultural exchange is beneficial both ways.



Figure 20—An international volunteer from Spain collects organic litter. Courtesy of Elizabeth (Liza) Hernandez, Forest Service, International Institute of Tropical Forestry

All foreign nationals must have the appropriate visa and immigration status to spend time volunteering with the Forest Service. In general, foreigners may not “work” or “volunteer” for the United States Government. However, they may participate in cultural and educational exchange programs, training, or internship programs associated with university degree programs. They may also be part of a volunteer group coordinated by a nonprofit voluntary service organization.

Types of Visas

J-1 Visas—The Forest Service is authorized by the U.S. Department of State to serve directly as a sponsor of the International Exchange Visitor (J-1) Program. The program’s objective is “to increase mutual understanding between the people of the United States and people of other countries by means of educational and cultural exchanges” (Mutual Educational and Cultural Exchange Act of 1961, known as the Fulbright-Hays Act). The different categories of J-1 visas have their own specific time limitations and regulations. Some categories are appropriate for research activities, training, and educational exchange programs, while others are appropriate for visits from high-level officials. Almost all universities and larger exchange programs (Fulbright, Muskie Fellows, etc.) have special designations to sponsor international students on J-1 visas. These students, with appropriate permission, can spend time outside their university studies with the Forest Service on optional practical training programs.

F-1 Visas—The F-1 visa is the standard international student visa. International students who are already studying in the United States and hold a valid F-1 visa may seek permission from their advisors and the designated school official of their F-1 program to pursue curricular or optional practical training associated with their formal studies. If all conditions of the practical training are met, these students may work or volunteer with the Forest Service for limited periods. These students may not be recruited specifically to serve as volunteers. The use of this visa by Forest Service volunteers is rare.

B-1/B-2 Visas—B-2 visas, or tourist visas, allow foreign nationals to come to the United States for pleasure. Those holding a B-2 visa may not work or receive any type of payment, reimbursement, or remuneration. B-2 visa holders are forbidden from performing any type of volunteer service or work. B-1 visas are “business visas” that allow business travelers to conduct business transactions, meetings, and limited research so long as they are not being paid for their services by any U.S. entity. Specific rules govern reimbursements. No B-1 visa holders are authorized for volunteer work with the Forest Service unless they have enrolled in a specific sponsored volunteer program coordinated by an authorized nonprofit organization before their arrival in the United States.

The Process

All Forest Service international visitors must be processed and serviced by the Forest Service International Visitor Program. A Web site outlines procedures and monitoring requirements for Forest Service international visitors: http://www.fs.fed.us/global/visitor_program/welcome.htm and <http://www.fs.fed.us/global/intranet>. Your point of contact for all issues concerning international visitors will usually be your regional volunteer coordinator. The national point of contact for all arrangements concerning international visitors is the International Visitor Program coordinator (phone: 202–219–9774).

Plan ahead if an international visitor wishes to volunteer (figure 21). The visa authorization process can take as long as 3 to 4 months. You need to start at least 12 weeks before the visit. First, go to the international program’s Web site and read about the program and process. Next, download information on the J-1 Exchange Visitor Program regulations. Visitors must understand the requirements for insurance and have the financial resources required to participate in the program. You will also need to download the appropriate forms (International Visitor Application and Information Sheet and Form ARS 230: Non-Citizen Data Sheet required for Foreign Agriculture Service security checks). Send this information and the forms to the prospective visitor.



Figure 21—A Bahamian student helps with a wood turtle study, part of the Kirtland’s Warbler Bahamas partnership. *Courtesy of Philip Huber, Huron-Manistee National Forests*

You will also need the following paperwork from the visitor:

- Resume
- Copies of degrees or transcripts (students, research scholars, short-term scholars) or proof of employment
- Copies of picture/biodata page of passport
- Copy of any prior J-1 visas in the passport and previous DS-2019s
- Proof of outside or personal funding, if any, that will be used to support the visitor’s program
- Copies of all documents for any dependents who will accompany the official visitor

Once the prospective international visitor has returned the paperwork to you, forward it to your region's volunteer coordinator along with the completed form: International Visitor Activity Proposal and Information Sheet: Request for DS-2019. This form is on the International Visitor Program's Web site. You also will need to submit a draft letter of invitation (do not send this letter to the applicant). The International Visitor Program coordinator will review the draft to ensure that all proposed activities qualify for the program and to minimize any potential problems the applicant may have when presenting this letter to the U.S. Consular Officer at the visa interview. For samples of this letter, see the International Visitor Program's Web site.

At this point, you have done all you need to do. Your regional coordinator will forward all the necessary information to the International Visitor Program, which is responsible for issuing a U.S. Department of State Certificate of Eligibility for Exchange Visitor (J-1) Status –DS-2019 form. Your Forest Service regional office will send the visitor the official invitation letter, DS-2019 form, USDA Forest Service International Programs International J-1 Visitor Handbook, instructions, prearrival information sheet, and community resource information sheet. Once the applicants have received the DS-2019 form, they can apply for a J-1 visa through their nearest U.S. Consulate or Embassy.

Other Services From the International Visitor Program

The International Visitor Program also offers other invaluable services. The program will:

- Help your unit order an airline ticket if one is to be provided for the visitor.
- Provide international visitors with debit cards for immediate access to funds.

- Provide the visitor with a travel identification number (considered a dummy Social Security number).
- Enroll your visitor in the mandatory health/emergency evacuation insurance (the host units provide the job codes for this purpose).
- Provide the international visitor with an orientation.
- Monitor the activities and location of your international visitor as required by law.

Sponsored International Visitor Programs

Memorandums of Understanding established between the Forest Service and certain nonprofit international voluntary service organizations enable these organizations to host international participants in volunteer programs and activities. The agreements must be authorized by the U.S. Department of State and the U.S. Department of Homeland Security. These organizations may sponsor volunteers who qualify for and are issued B-1 visas after they present their official invitation letters from their sponsoring organization when they enter the United States.

Experience International, a nonprofit organization based in Everson, WA, sponsors qualified, experienced international trainees for both public and private sector natural resource agencies and companies. In some regions, a memorandum of understanding is in place between the Forest Service and Experience International. Check with your regional volunteer coordinator to see if a memorandum of understanding has been signed for your area. To contact Experience International, call 360-966-3876 or visit its Web site at <http://www.expint.org/>.





The Volunteer Application: Matching Volunteers to Positions and Projects

One of the keys to volunteer safety is matching volunteers' interests, skills, and abilities to positions and projects. Doing so helps keep volunteers' attention focused on the task at hand and ensures that they have the appropriate skills and training to do the tasks (figure 22).



Figure 22—Volunteers help build a fence, part of the Red Hill Spring aspen restoration project for the wildlife program. *Courtesy of Mark Bagett, Malheur National Forest*

Matching volunteers to service begins with the volunteer application (Optional Form 301, appendix D). Applications in large type, Spanish, Russian, or Vietnamese are available at <http://fsweb.wo.fs.fed.us/rhwr/yvh/>. If volunteers are applying for a specific position or project, provide them with the service description/essential eligibility criteria when you give them the application. This will allow them to determine whether they think they meet the criteria (the Forest Service cannot require volunteers to have a medical exam as a condition of acceptance). For example, persons who have back problems would not want to apply for a project that requires heavy lifting. If they do not receive the service description beforehand, they may waste their time applying for this position/project only to be told they do not meet the criteria for heavy lifting. This might sour them on the whole volunteer experience and you might lose enthusiastic volunteers who do meet the service description criteria for other positions/projects.

The Interview

If the volunteer application indicates a volunteer may meet the service description/essential eligibility criteria, schedule an interview. You may do this over the phone or in person. It is always better to conduct an interview in person, but time and schedules don't always permit it. Here are a few tips for interviewing:

- Set aside a time and place for the interview.
- Try to have a relaxing setting where you won't be interrupted.
- If the weather permits, try to do the interview outside, away from the hectic office environment.
- If the interview is in person, before you start, ask the prospective volunteer if they would like coffee, water, or a soda and let them know where to find the restroom.

There is no perfect format for interviewing. Each interview will be unique to the volunteer. The best advice is to ask open-ended questions and listen—really listen.

Start the interview with questions about the volunteer:

- Where are you from?
- What do you or did you do for work?
- What are your hobbies or interests?
- What clubs do you belong to?
- What do you do for fun?

After you have broken the ice, talk to the volunteers about the volunteer application and review the service description/essential eligibility criteria. If the volunteer is applying for a long-term or sensitive position, ask for several work and character references.

Here are some critical questions coordinators should ask prospective volunteers:

- Are there skills you want to learn or training you want to obtain?
- Have you worked with the public or children? Do you enjoy this type of service?
- Do you have any medical concerns we should know about?
- Do you want to serve by yourself or with others?

- Do you want to be inside or outside?
- Do you have a valid driver's license? Is your driving record clean?
- Are there any Forest Service policies and activities that you want to discuss?

After conducting interviews, let the volunteer applicants know whether or not they meet the service description/essential eligibility criteria and whether or not you have any opportunities available. Sometimes, you will get more applicants than available positions or projects. If you don't have any positions or projects right away, let the volunteers know you will contact them as soon as something becomes available. If you do have volunteer positions and projects available, discuss these opportunities with them. Coordinators have found that most volunteers can contribute in various ways.

Background Checks

Homeland Security Presidential Directive 12 (HSPD-12) mandates background investigations for all Forest Service employees, volunteers, and contractors who require unmonitored access to Forest Service facilities and information systems for 6 months or longer. The National Agency Check with Inquiries provides an assessment of the individual's past, ensuring that they are in fact individuals we want serving with us. There is a fee for this background check that is used for both employees and volunteers. If you would like more information on background checks for volunteers, the latest policy direction, or to request a background check, contact the USDA Forest Service, Albuquerque Service Center-HSPD-12 Department.

Until Forest Service policy requires a background check, it would be wise to ask potential volunteers who may be placed in sensitive positions for three references. Contact these references. If something you hear doesn't line up or seems to indicate unsuitability for the position, you can politely decline the services of that volunteer.

Volunteers Who Have Disabilities

With all volunteer opportunities, it's important to match people's abilities, skills, and interests to the position or project. More than 54 million people in the United States have a disability that significantly limits one or more of their major life activities, such as some loss of function involving hearing, seeing, walking, breathing, and so forth. The vast majority of disabilities are not obvious. The most common disability is some loss of hearing. Most people will be affected with a temporary disability at some point during their lives. Focus on each person's ability. A person with a disability should be welcomed by the agency and given the same opportunities to participate in the volunteer program as anyone else who meets the service description/essential eligibility criteria for a specific volunteer position or project.

Older Volunteers

Older Americans bring valuable knowledge and skills when they dedicate their time to the Forest Service. Their wealth of experience and available time greatly enhances Forest Service positions and projects. Unfortunately, as a coordinator you may at some point have older volunteers come to you and tell you they can no longer do a task because of their physical abilities. This does not mean they cannot continue to contribute in another way, in another volunteer position for which they do meet the essential eligibility criteria. You need to match their skills and abilities to their tasks through the service description/essential eligibility criteria—which will therefore also take into account their abilities if they have changed.

In a few cases, some coordinators have found themselves in situations where their older volunteers could no longer meet the safety-based essential eligibility criteria of the volunteer positions or projects they have been doing. In these cases, you must talk with the volunteer about your concerns and the safety-based essential eligibility criteria for that position. Before your conversation with the volunteer, do

some research. The best solution is to identify another volunteer position or project for which your volunteer does meet the criteria. In this way, the Forest Service maintains a valuable and experienced volunteer. If no other position or project is available for which the volunteer meets the criteria, ask yourself if there is a value in modifying the criteria so the volunteer can continue to do a portion of the position or project safely while another volunteer does the rest of the task. Once you have gathered this information, have a private conversation with the volunteer during which you explain your concerns and the available options. If a modification is not practical and another volunteer position is not available, you will have exhausted all the possibilities for which this volunteer meets the criteria and must decline the services.

Youth Volunteers

As a coordinator, you will be contacted by youth groups, children, and teens looking for volunteer opportunities. They can volunteer, but a parent or guardian must sign a consent form.

Children and teens are a wonderful source of enthusiasm and energy for many projects (figure 23). You will need to take into account their age, maturity level, and physical abilities when assigning them tasks and equipment.

So if we have a scout troop that comes in and they're relatively young, you know, we wouldn't give them Pulaskis to swing or an ax to use. We'd probably put them on a trail. Most of them like to do trail maintenance with a pair of clippers. You know, clip things back, bag the clippings. We'll give them shovels to use and we make sure that their supervisors are watching them very closely.

Loyal Clark—Uinta National Forest

...when you see Manny tomorrow, have him talk to you about his group of kids that he had working in maintenance with him this last year. He tied in with a special ed

group. Those kids were in wheelchairs, some with severe cerebral palsy. He had them painting signs and picking up trash in the picnic grounds. It was a great opportunity for them.... It gave our main volunteer force an opportunity to see a different kind of volunteer that we had working for us, a different perspective of what we do on our district.... We really work hard at including youth out there as part of our mission.

Mary Voldahl—Cibola National Forest, Sandia Ranger District



Figure 23—One of the young Monkey Creek F-Troop volunteers helps replace the Monkey Creek Bridge. Courtesy of Kent Wimmer, Florida Trail Association

One key to maintaining the safety of young volunteers is supervision. Many coordinators prefer to have one adult chaperone for every three to five children. Often these chaperones are the children's parents or leaders from a youth organization. All chaperones need to know the history of the project, the purpose, the plan for accomplishing the project, and how to do the tasks. They also must be able to identify and mitigate safety hazards, maintain control over the group, and handle discipline problems.

We recommend that they have one supervisor per five children...then we let them know...what's expected of the supervisor and we let those groups then choose those individuals who they feel would be most qualified and

have the capability of going through the training and being an adequate leader.

Loyal Clark—Uinta National Forest

I really am directing a lot of my tailgate safety sessions to the supervisors of the children or the guardians of the children.... But for the most part I think when we've had good supervision of the children groups, we haven't had any safety problems.

Linda Stamer—San Bernardino National Forest, Mountaintop Ranger District

Another key to safety with children is to keep their horseplay to a minimum by keeping them focused and occupied. Give them a variety of tasks throughout the day to keep them interested and excited about the project. Many coordinators recommend that employees who will be working with children read “Last Child in the Woods” by Richard Louv (2005).

Campground or Recreation Site Hosts

A host is a volunteer who agrees to spend part of or all of a season in a national forest/grassland campground or recreation site (figure 24). Hosts may be of different ages and come from different backgrounds, but all good hosts are friendly, enjoy the outdoors, and are eager to learn and share their knowledge about forest/grassland areas. Individuals or couples can be hosts, but they must be at least 18 years old. A host's position includes greeting visitors, providing information, and offering assistance. Hosts explain the rules and regulations, promote responsible camping, and gain visitors' cooperation in keeping areas clean and free of resource damage. Hosts also help keep up the grounds. They perform minor maintenance, pick up litter, rake sites, empty trash receptacles, clean fire pits, and clean and restock restrooms. In some areas, hosts post reservations, help collect visitor-use

statistics, monitor registration boxes and sign boards, participate in interpretive programs, and assist with fee collection and compliance.



Figure 24—The Indian Boundary campground host cleans trash cans. Courtesy of Mary Jane Burnette, Cherokee National Forest, Tellico Ranger District

When a potential host first contacts you about volunteer opportunities, give them the host information sheet (appendix C), find out how long they can stay, and how often they can be in the campground or recreation site. Learn about their leisure activities, the type of equipment they have, and the area they would prefer. Make sure you tell hosts before they sign up that they will need to provide their own tent, camper, trailer, or mobile home and that most campground/recreation sites have water and toilet facilities, but very few have electrical or sewer hookups.

Once a host has been signed up under a volunteer agreement, assign the host a camp site (at no charge) near the main entry to the campground or at the recreation site. In some cases, you can let the host select the site so long as it is visible to other campers or visitors. Place a large HOST sign at the site entrance or by the host's campsite.

Before a host arrives, make sure you send a confirmation letter about the position, including any agreements you have made with the host. This will help prevent any misunderstandings or conflicts.

When the hosts arrive, give them the volunteer orientation, an information packet about the area, and have the recreation staff talk to them about the campground or the recreation site, how it operates, and the activities that are available nearby.

Adopt-a-Trail Volunteers

Adopt-a-trail volunteers are individuals or groups who volunteer their time and services to maintain Forest Service trails (figure 25). These volunteers adopt a whole trail or just a section of trail. The project is performed on an ongoing basis and the volunteers are expected to ensure the trail remains in good condition. Adopt-a-trail volunteers' service varies depending on the type of trail, weather, and terrain, but generally involves removing rock and debris from the trail, cutting out logs, trimming brush, and removing litter. In return for their service, the Forest Service puts a sign at the trailhead, recognizing the volunteers' contribution.

To help you prepare for adopt-a-trail volunteers, experienced coordinators recommend you develop an adopt-a-trail packet tailored to your program or area (appendix C). If you

need more information on trail maintenance standards, please refer to the Trail Construction and Maintenance Notebook (Hesselbarth and others 2007) published by the Missoula Technology and Development Center (MTDC) and distributed by the Federal Highway Administration.



Figure 25—In November 2007, the Juniper Prairie Wilderness F-Troop trail crew paddled into the heart of the Juniper Prairie Wilderness, FL, for a week of backcountry camping and trail work. They floated tools and supplies down Juniper Run so they could spend 5 days out on the trail. No power tools are allowed in the wilderness area, so crosscut saws and axes were the primary tools. *Courtesy of John Cramer, Florida Trail Association*





Volunteer Agreements

The volunteer agreement allows the Forest Service to accept a “direct service” that is voluntarily offered.

In essence, the volunteer agreement is a contract between the volunteer and the Forest Service. The agreement ensures volunteers are covered by the Federal Employees Compensation Act of 1974. It also enables volunteers to be reimbursed for incidental expenses. Whenever there is a question about what is intended, the volunteer agreement serves as the source document. A volunteer agreement can be for a one-time commitment, for one season, or can remain open for several years.

Once you have decided to work with volunteers, they must complete and sign a volunteer agreement, either Form FS-1800-7 for individual volunteers (appendix D), Form FS-1800-8 for sponsored or group voluntary services (appendix D), or Form FS-1800-6 for international volunteers (appendix D). The individual volunteer agreement is used for persons who want to donate their time and talent to the Forest Service and are not associated with an organized group (figure 26).



Figure 26—A volunteer grinds plant tissue. Courtesy of Elizabeth (Liza) Hernandez, Forest Service, International Institute of Tropical Forestry

A sponsored volunteer agreement is used for persons who want to donate their time to the Forest Service but belong to or are supervised by another institution or organization or by a unit of State or local government. Some organizations whose members serve as volunteers include the Florida Trail Association, Girl Scouts and Boy Scouts (figure 27), and the Back Country Horsemen. These groups recruit, train, and host volunteers along with or in partnership with the Forest Service. These volunteers are documented as a group under the name of their sponsoring organization on the sponsored volunteer agreement. In addition to Forest Service guidelines and regulations, volunteers providing service under a sponsored volunteer agreement may be provided with guidance from their sponsoring organization. Volunteers providing service under a sponsored volunteer agreement need to check with their host organization to be sure that they have all of the information they need to make their experience successful.

For the sponsored volunteer agreement, attach a list of all the volunteers’ names, addresses, and phone numbers to the agreement and have each individual volunteer sign and date it. Electronic volunteer agreements can be found on the Forest Service’s internal computer network at <http://fs.usda.gov/wps/myportal/FSIntranet>.

A volunteer agreement must be signed before the service assignment. A volunteer cannot begin service or ride in Forest Service vehicles until the agreement is signed.

The more detail you put in the volunteer agreement, the better.

The required information includes:

- Beginning and ending dates of agreement
- Volunteer’s full name and address
- Description of service to be performed:
 - § Service description/essential eligibility criteria
 - § Duty hours
 - § Job hazard analysis (JHA)
 - § Personal protective equipment (PPE) required
 - § Supervision provided and supervisor’s name
- Reimbursements—per diem and mileage (be specific about rates and job code)



Figure 27—The Boy Scouts with a team of horses in the background. This specially built cart allows either mules or horses to haul materials way back into the woods. *Courtesy of Elizabeth Meadows, Forest Service, Southern Region*

Besides the required information, any items provided by the agency should be identified in the agreement:

- Transportation
- Communication equipment (radio, cell phone, etc.)
- PPE and tools
- Awards and ceremonies
- Equipment rental agreements for the use of personal equipment or animals, including Forest Service liability information

The agency's expectations of volunteers should be clearly stated in the agreement. Volunteers will:

- Complete the training plan
- Adhere to all safety practices

- Participate in tailgate safety sessions
 - Adhere to all Forest Service instructions
 - Adhere to all volunteer responsibilities
- Finally, you may want to ask volunteers to provide the following information for the agreement:

- Phone number
- E-mail address
- Emergency contact numbers
- Physical or medical limitations including allergies
- Proof of certificates and licenses

Service Description/Essential Eligibility Criteria

One of the most important items on the volunteer agreement is the service description/essential eligibility criteria. Remember to include the position or project location, a description of the service, and the abilities required to do the tasks. Do not use the personnel management type of terminology that would be used for an employee job description. You do not want to blur the distinction between Federal employees and volunteers; maintain this distinction both on paper and in practice (FSM 1933.11).

To help you get started writing service descriptions, here are a few examples of common volunteer positions.

Visitor Center Attendant

Location: Two Canyons Visitor Center

Dates: Memorial Day Weekend through Labor Day

Hours: 8 a.m. to 12 p.m. Wednesday, Thursday, Friday, and Saturday

Volunteers will greet visitors and answer the phone. They will provide forest and recreation information to the public in person, over the phone, or by e-mail. Volunteers will also explain the rules for recreating and using facilities on public lands.

Volunteers will be responsible for ordering, maintaining, and distributing public information materials. They will maintain and change the displays in the reception area and sell interpretive association publications, recreation passes, and maps.

Volunteers will present interpretive programs (including the operation of audiovisual equipment) to individuals and large groups and lead nature walks of ½ mile or less.

Service includes use of a computer and office equipment and requires behavior appropriate to the workplace. The position will also involve standing, walking, stooping, reaching, and occasionally lifting and carrying small packages, etc.

Trail Maintenance Volunteer

Location: Pattee Canyon Trail System

Dates: June 1 through September 30

Hours: Flexible between 7:30 a.m and 6:00 p.m.

Volunteers will maintain forest trails. Service will include cutting out small trees, pruning back brush, clearing downfall, and removing rocks from the tread. It will also require ensuring proper water drainage by restoring a 5-percent outslope to the trail, cleaning water bars, installing new water bars, and building drain dips. Volunteers will also monitor trail conditions, conduct trail survey reports with a GPS unit, and install trail signs. Volunteers will use common handtools such as crosscut saws, bow saws, axes, loppers, shovels, picks, etc.

The position requires being outside in a variety of weather conditions and involves strenuous physical activity such as heavy lifting, long periods of standing, bending, and carrying. Volunteers will be required to carry a 20-pound pack and walk in steep, rocky, uneven, or heavily vegetated terrain. Volunteers will also be required to behave in a manner appropriate to the workplace.

Facilities Maintenance

Location: Lake View Ranger District

Dates: May through August

Hours: Tuesdays and Thursdays from 8 a.m. to 4 p.m.

Volunteers will perform general cleanup and minor maintenance on facilities, three boat launch areas, two campgrounds, and one picnic area. The service involves lawn care, grounds upkeep, general carpentry, light construction projects, sign maintenance, scraping, painting, and garbage removal.

The position includes use of riding and walk-behind lawn mowers, gas-powered weed trimmers, lawn edgers, pellet-type fertilizer spreaders, rakes, handtools, drills, power

saws, paint sprayers, brushes, and rollers. Volunteers must have a valid driver’s license for travel to and from field sites.

The service involves walking in rough, uneven terrain and being outside in a variety of weather conditions. It also requires standing, bending, twisting, carrying, and lifting. Volunteers will also be required to behave in a manner appropriate to the workplace.

Archeology Technician/Surveyor
Location: Red Rock Ranger District
Dates: March 1 through June 31
Hours: Days will vary but service will be performed between 7:30 a.m. and 6 p.m. Shifts will be 6 to 8 hours.

Volunteers will assist the Forest Service archeologist in conducting archeological surveys and monitoring historical sites, ruins, and remains. Field tasks include inventory surveys, site recording, photography, mapping, and test excavation. Volunteers will assist the archeologist in laboratory tasks, cataloging, data entry, and preparation of reports.

Volunteers will use archeological tools, maps, computers, office equipment, and cameras.

The service will be performed in teams of at least two persons. The service will include hiking 1 to 3 miles to site locations in rough, uneven terrain and being outside in a variety of weather conditions. It also requires standing, bending, carrying, and lifting. Volunteers will also be required to behave in a manner appropriate to the workplace.

Duty Hours

On the volunteer agreement, specify when the volunteer is on duty and off duty (figure 28). In some instances, this can be difficult to pin down but try to indicate the most accurate dates and times you can. In cases where the service is done on a flexible schedule, such as with campground

hosts, stipulate in the agreement that the volunteer is on duty when they are performing tasks in the service description and off duty in all other instances. Some units have neglected to specify the duty hours and paid the price when a volunteer was injured during “off-duty” hours. Since the agreement did not specify duty hours, the volunteer was assumed to be on duty instead of off and the unit was liable for the injury.



Figure 28—The Fort Braden F-Troop relax after hours of repair work on the Fort Braden hiking trail. *Courtesy of Megan Eno, Florida Trail Association*

Job Hazard Analysis

A job hazard analysis (JHA, Form FS 6700-7; appendix D) tailored to your volunteers’ specific position or project and location must be prepared for all office and field positions, projects, and activities. This document outlines the tasks, hazards associated with each task, the abatement actions taken, and the emergency evacuation plan.

Several resources are available to help you complete a JHA.

- Health and Safety Code Handbook (FSH 6709.11).
- JHA software—available from MTDC’s internal Web site (Hoshide 2006).

After the JHA is written, it must be approved and signed by the line officer before beginning on a project (FS-6700-7 (2/98); FSM 6700, Volunteers Program; FSH 6709.11; and FSH 6709.12). After preparing and reviewing the JHA, volunteers must sign that they understand the hazards, the safety procedures, the mitigating measures (PPE, etc.), and the emergency evacuation plan. This plan includes communication information, such as radio protocol, radio frequencies, and the Forest Service law enforcement or sheriff's office radio frequency and phone number. Volunteers should have a copy of the JHA at their project site.

Rights and Responsibilities

All volunteers have certain rights and responsibilities that should be explained to them and included in the volunteer agreement.

Volunteer Rights

- The right to be treated with respect
- The right to a workplace free of harassment
- The right to a workplace free of hostile conditions
- The right to a suitable assignment
- The right to training
- The right to qualified supervision
- The right to safe working conditions

Volunteer Responsibilities

In the agreement, you will need to make clear to your volunteers that the Forest Service expects all its representatives to adhere to civic-minded principles in matters of personal conduct and to exhibit a high degree of personal integrity. They will also need to know that acceptable conduct involves not only sincere respect for the rights and feelings of others, but the assurance that their personal conduct avoids any action that might be harmful or consid-

ered discriminatory to other volunteers, employees, or the Forest Service—or that might cause an unfavorable reaction from the public. The volunteer's responsibility is to perform the service as described and agreed to in the volunteer agreement and to maintain a high standard of ethics and conduct.

Here is a list of **prohibited** activities that should be included in the agreement.

- Possession or use of firearms except when authorized (Heath and Safety Code Handbook, sections 25.35, 51.2, and 51.21)
- Consumption of intoxicating beverages
- Possession or use of any illegal drugs
- Use of Government-owned or Government-leased vehicles, property, tools, equipment, or telephones except as provided in the volunteer agreement
- Fighting, use of derogatory language, intimidating behavior, discrimination, sexual harassment, violent or threatening behavior
- Possession of pets without special permission of the district ranger or line officer
- Violation of any State game and fish regulation
- Violation of any Federal, State, or local law
- Selling or distributing non-agency products or literature in a Forest Service facility
- Disclosing confidential information

Violation of any of the above prohibitions may constitute grounds for dismissal or other disciplinary action.

Finalizing the Agreement

After you have completed the volunteer agreement, the volunteer and the line officer must sign it. The official agreement is kept in your records and a copy is given to the volunteer and his or her supervisor.

One last thing about agreements, remember to keep them current and signed by the appropriate line officer. If the agreement is for an extended period of time, a periodic or

annual review should be made to ensure that the terms of the agreement are still accurate. Do not let them become outdated. **Terminate agreements once the service is completed.**

or a signed and dated amendment can be attached to the existing agreement. Minor changes to the agreement can be made to the original document and initialed by the volunteer and the Forest Service official.

Modifying the Agreement

The volunteer agreement can be modified at any time with the written consent of each party. The existing agreement can be terminated, a new agreement can be developed,

Terminating the Agreement

The volunteer or the Forest Service may cancel the agreement for any reason and at any time upon notifying the other party.





Training

Once a volunteer has been signed up under an agreement, they need orientation and training before starting service. Make sure you track how many volunteers you train, the number of hours you spend training volunteers, and the volunteers' accomplishments. This data will be helpful the next time you request resources and funds for training volunteers.

Orientation

An orientation gives volunteers an opportunity to learn about the Forest Service and why their service is important to the mission. As a coordinator, it gives you an opportunity to teach volunteers the importance of safety, how to maintain communications, and how to deal with emergencies. An orientation can range from a one-on-one session to organized classroom training. The topics experienced coordinators feel are important to discuss with new volunteers include:

- Forest Service history and mission
- Forest Service organization
- Information about activities on the forest or in the region
- Volunteer opportunities
- Health and Safety Code Handbook, JHA, and PPE
- Emergency evacuation plan (include communication information, such as radio protocol)
- Timesheets
- Attendance and punctuality
- Reimbursement procedures
- Ethics and conduct
- Volunteer rights and responsibilities
- Civil rights information (include diversity, cultural awareness and sensitivity, the Anti-Harassment Policy, USDA Nondiscrimination Statement and the program complaint process, and customer service)
- Tour of buildings and introduction to employees and other volunteers

- List of volunteer coordinators
- Office phone list, contact numbers after normal working hours, and emergency numbers

Some coordinators use a checklist to make sure they have addressed all the items. For an example of a new volunteer checklist, see appendix C.

Skills and Safety Training

Many of your volunteers will need skills and safety training before beginning service (figure 29).



Figure 29—A stream survey lesson at Watershed Watchers, a Methow Valley conservation education project for the NatureWatch program. Courtesy of Becky Studen, Okanogan and Wenatchee National Forests

Training Plans

Sit down with volunteers and discuss the tasks they will be doing and their current skills (FSH 6709.11). After determining the skills and safety practices they need, develop a training plan.

Finding Training Opportunities

When looking for training, first find out what employee courses are offered in your area. In many instances, these

courses will be available to volunteers at no cost. Next, check out the training opportunities available in your community. Many local organizations, colleges, and volunteer groups offer lectures or provide safety training at little or no cost. Some partners that sponsor Forest Service courses in leadership, trail building, and chain saw/crosscut saw certification can enroll additional volunteers from other Forest Service volunteer programs. Some of these organizations have their own curriculums and training centers.

You should also check the Internet for training opportunities. Many organizations have online courses available. If you have long-term volunteers, AgLearn is a good source of

training. If none of these training options fit your needs, you will need to design and arrange your own training sessions.

Creating an AgLearn Account for Volunteers

To obtain an AgLearn account, volunteers need to follow the steps below on how to create an e-authentication account and register in AgLearn. The volunteer will need an e-mail account (any type of e-mail account will do), the name of the USDA agency sponsoring the AgLearn account, and the name and e-mail address of their point of contact with the agency.

Creating an eAuthentication Account and Registering in AgLearn

Trainees should go to <http://www.aglearn.usda.gov> and follow these instructions.

Step 1: Create an USDA Level 2 eAuthentication account

1. Click **External Registration** under the Resource Center.
2. Under Step 1—Create Account, select **Contractor** or **Partner/Customer**.
3. Fill in the information requested and click **Continue**. Remember the PIN; this number will be needed to change the password.
4. You will receive an e-mail message explaining that you must go to a Local Registration Authority (LRA) to validate your identity before receiving Level 2 access. You will need a valid picture ID such as a current driver's license. A USDA ID cannot be used. LRAs are located in USDA service centers in the field and in Washington, DC.
5. You must go to the LRA with a picture ID.
6. You will receive an e-mail prompting you to change your passwords to more complex passwords for the Level 2 access. You must remember the password and PIN.

Step 2 - Register in AgLearn

1. Return to AgLearn at www.aglearn.usda.gov and click **External Registration** under the Resource Center.
2. Under Step 2—Complete Registration, select **Register**.
3. At the eAuthentication Login screen, enter your USDA eAuthentication Level 2 User ID and password.
4. At the User Registration screen:
 - a. Select the agency and then the USDA Organizational Unit. Both are the Forest Service.
 - b. The next field, Name of USDA Official to Sponsor Access to AgLearn, will automatically be populated with FS Administrator.
 - c. Indicate whether you are a contractor, partner, or student.
 - d. Enter the name and then the e-mail address of your point contact with the agency.
 - e. If you are affiliated with a company or organization, enter its name here.
 - f. After completing all the information, click **Submit**.
5. Your agency point of contact will receive an e-mail from AgLearn notifying them to activate the new account.
6. Once your account is active, you can log into AgLearn with your USDA Level 2 User ID and password.

For more information on setting up an AgLearn account, go to: <http://fswweb.asc.fs.fed.us/HRM/training/support.php#nonfs>.

Training Methods

If you plan to develop your own training, here are a few methods experienced volunteer coordinators have used successfully. Classroom training and evening lectures are easy to arrange and do not require many facilitators. They provide a large amount of information to a group quickly. You can do the training yourself or have other employees and volunteers help out. To make the training more interesting, many coordinators have guest speakers present the training during evening sessions.

Demonstration training allows volunteers to watch experts perform a task before getting a chance to practice it. A set of demonstration stations may be helpful. This type of training allows a large number of volunteers to be trained at once and gives trainers an opportunity to evaluate performance.

Scenario training takes advantage of actors and props to stage a scene for volunteers to approach and manage. This training exposes volunteers to a variety of situations they may face and gives them an opportunity to manage situations in a safe environment.

The new volunteers actually hike a trail with two mentors in each group—two volunteers who have been with the group at least a couple of years. They run through scenarios all based on good host, leave no trace techniques, and learn how to deal with people who they might meet on the trail, how to talk to them in a professional manner, and how to deal with whatever situation comes their way. It's just phenomenal....

Kristy Wumkes—Arapaho and Roosevelt National Forests,
Canyon Lakes Ranger District

Mentoring is where other employees or experienced volunteers work with a new volunteer over several service periods until the volunteer can serve independently. Long-term volunteers are especially good mentors.

A long-term volunteer may not necessarily want to be a crew leader, but they are more than willing to work with an individual and sort of mentor or nurture them and get them....

Pat Thrasher—Midewin National
Tallgrass Prairie

Select mentors who are experienced, knowledgeable, and personable. You also need someone who is patient and has time to work with volunteers. Once the volunteers are trained, you or the mentor will need to stay in contact with the volunteers and occasionally work with them to reinforce standards and safety practices.

Finding Trainers

When looking for trainers, keep your options open. Ask your fellow employees for help to reduce the burden on you. Also ask management to encourage other employees to help you train volunteers.

Experienced volunteers are another good source of trainers. They will see your request as a reflection of your appreciation and confidence in them. Community members are also a valuable source of trainers. Contact local civic organizations, clubs, and colleges.

If you still can't find enough trainers, you might need to hold a train-the-trainers session to get the help you need. You might also need to consider combining your training sessions with sessions for another ranger district or several other districts if the distances aren't too great (this can work especially well for chain saw/crosscut saw training). If one of the districts has free camp sites or bunkhouses available, costs could be kept to a minimum.

Limiting Days and Times

To avoid burning themselves out, many coordinators limit the number of training sessions they offer throughout the year. You may find it tempting to constantly accommo-

date individual training requests, but you will wear out quickly. Remember, you are the manager of your program and can determine the time, scope, and scheduling of volunteer training. Think long and hard about the number of days you can dedicate to training in a year. If you have only 15 days to train volunteers, stick to your limit. To help accommodate your volunteers' schedules and allow for maximum participation, make sure you plan ahead and get the word out early. If you have more volunteers than you can train, you may have to consider cutting your program back to a more manageable size.

Experienced coordinators hold the majority of their training sessions during the day. Coordinators have exhausted themselves when they have held too many evening and weekend training sessions—in addition to working a full week. Because most volunteers donate their time during the day, experienced coordinators believe volunteers should be able to attend training sessions during the day. Some training may have to be done in the evenings and on weekends, but training will be more manageable if it is scheduled during the day.

Refresher Training

Many coordinators hold refresher training for returning volunteers. These sessions are short, but remind volunteers of safe practices and protocols. They give coordinators an opportunity to get volunteers up to date on current activities and changes in policies.

Fire Training

Volunteers are not allowed to fight fire, but may attend classes to meet the requirements that allow them to be hired as an administratively determined (AD) firefighter for emergency firefighting.

To receive fire training, volunteers must already be signed up and the training must be incidental to their volunteer assignments. Individuals cannot be recruited as volunteers solely to provide them firefighting training.

Volunteers who are likely to end up in fire positions should have the following statement on their volunteer agreement:

“If the volunteer is converted to an AD firefighter, this agreement will be suspended during that time period. After each period of casual firefighting, this agreement will again be in full effect.”

If you have international trainees or visitors, check the current rules to see whether they are eligible for fire duty.

Avoiding Burnout: A Sample Training Program

One of the biggest challenges coordinators face is providing constant training for volunteers. With a wide assortment of volunteers and frequent turnover, many coordinators are frustrated by the amount of time they spend training. They feel all they do is train new volunteers on the same “old” topics. Several coordinators believe the amount of service they get from volunteers does not justify the amount of time it takes to train them.

To overcome these frustrations and to prevent cutting corners, here are some ways experienced coordinators train volunteers without burning themselves out.

Short-Term Volunteers

Many volunteers donate their time for a short-term project such as a trails day (figure 30), seedling planting, or trash cleanup. These projects are task orientated and volunteers need to be trained in specific skills. Coordinators do not conduct training before these projects. Instead, they wait until the individual or group is ready to perform the tasks.

Then they discuss the following topics:

- Description of the project
- Goals for the day
- Skills instruction
- Proper use of tools
- Safety and the JHA
- PPE

- Emergency evacuation plan (including radio protocol and contact information)

This training doesn't take long, and the entire group is trained at once. Because the training is minimal, the volunteers won't be able to serve independently. You or another supervisor will have to work with them to ensure safety and that the tasks are completed correctly.



Figure 30—A local Boy Scout helps restore wildlife habitat, a National Trails Day habitat restoration project for the NatureWatch program. *Courtesy of Heather Hundt, Humboldt-Toiyabe National Forest*

Long-Term Volunteers

Many volunteers donate their time over the long term (figure 31). These individuals fill regular positions, participate in lengthy projects, or perform regular maintenance. Examples include campground hosts, front liners (persons who are first to contact the public), archeology technicians, and adopt-a-trail workers. These volunteers take more training and require more of your time and attention.

To avoid training burnout, many coordinators have cut down on the number of trainings they hold each year by using a stepped curriculum. Under this program, the volunteers are trained in stages and become qualified to do more tasks as they progress through the training. The volunteers are required to meet the coordinator's training schedule instead of the coordinator tailoring the training schedule to

meet all the volunteers' needs. Unfortunately, a stepped program cannot eliminate all of the "on-the-spot" training you will have to do, but it should greatly reduce it.



Figure 31—The former director of the Forest Service's International Institute of Tropical Forestry has been a volunteer since retirement. He assists in retrieving information from the library and research files and consults on forestry matters. *Courtesy of Elizabeth (Liza) Hernandez, Forest Service, International Institute of Tropical Forestry*

To set up a stepped program, first develop a curriculum. Usually, the first step is the orientation, which may be all the training some volunteers need before starting service. Most coordinators who use a stepped program hold an orientation session anywhere from once a month to once every 3 months.

The second step of the curriculum consists of mandatory and introductory classes to learn particular skills. For example, a trails program may offer "trail maintenance 101" and "defensive driving" while the OHV patrol program may offer two courses, "good host training" and "OHV operator training." Under the stepped program, these courses are usually offered every 3 to 4 months.

Once volunteers have completed the mandatory and introductory courses, they are qualified to perform some or all of the tasks for the position or project. If volunteers want to continue building skills, they must gain experience at their current training level and sign up for additional courses.

The third and final step in this type of curriculum is reserved for more advanced training. For example, the trails

program may offer “trail building” and “chain saw certification,” while the OHV patrol may offer “compliance checks.” Experienced coordinators who use the stepped curriculum usually don’t offer advanced courses more than once or twice a year.

Additional Resources

There are many different ways to conduct training. For additional techniques and successful programs, check your local library or bookstore for reference materials.





Supervising Volunteers

...one of the keys to the success of our program is that everyone on our forest has some involvement or some accountability for the volunteer program.

Loyal Clark—Uinta National
Forest

There are thousands of ideas, theories, and books on supervision and leadership styles. This section contains some basic advice and tips from experienced coordinators about supervising volunteers.

It Takes a Village

It's important that volunteers feel appreciated and valued by the Forest Service and know they are contributing to the mission. The line officer of your unit needs to be involved and supportive of your volunteer program. You also need your colleagues' support. The volunteer coordinators we interviewed emphasized they couldn't supervise all their volunteers without the help of their fellow employees (figure 32).



Figure 32—Employees from different agencies take a break during Volunteer Day (left to right: Bureau of Land Management employee; retired Forest Service employee; retired Forest Service employee; Forest Service employee. *Courtesy of Tom Iraci (submitted by Sherri Richardson-Dodge, Forest Service, Pacific Northwest Research Station)*)

One way to get help from colleagues is simply by asking for it. As the old saying goes, "it never hurts to ask." Another way of getting help from coworkers is to help them in return. Many programs could use a couple of extra hands and are willing to give you some time if they get some time back. In some instances, when funding was available, coordinators offered overtime incentives to encourage coworkers to help.

Reluctant Employees

You may encounter resistance from some employees. They may not want to work with volunteers. Some employees are accustomed to working with seasonal employees and don't believe volunteer labor compares. Other employees believe volunteers are taking jobs from them. This is a tough situation, and there is no easy solution.

One coordinator got her district involved in the volunteer program by paying close attention when her colleagues didn't have the resources to hire help for their projects. She offered her volunteers as a way to solve the problem.

Several other coordinators got help from coworkers after actively marketing the volunteer program. They kept supervisors and colleagues informed about their volunteers' work and successes through e-mails, staff meetings, newsletters, and annual reports. These coordinators believe nothing is as contagious as success.

Another coordinator was able to get help by emphasizing her program's safety record. She stressed the precautions she takes to protect her volunteers' safety and the training they receive before beginning any position or project.

Finally, it always helps to be prepared when trying to recruit reluctant colleagues. The better you can answer questions and address concerns, the more likely you are to convince someone to help you.

No matter how much you try to change the mind of some colleagues, you might not succeed. Even if you do, changing minds takes time. Be patient. Many coordinators have turned reluctant employees into strong advocates.

Using AmeriCorps Members as Community Stewardship Coordinators

One way to address the problem of not having enough employees to serve as volunteer supervisors is to utilize AmeriCorps. The Mt. Hood National Forest used AmeriCorps members as Community Stewardship Coordinators during 2007 and 2008. The goal was to increase public participation on national forest lands, assist program managers with the volunteer and partnership programs, increase conservation education in local schools, and provide on-the-job experience for the AmeriCorps members to enhance their careers and life experience.

Except in limited cases, AmeriCorps Programs/Projects must be negotiated under a participating or cooperative agreement. Typically, AmeriCorps members are not considered volunteers. If you would like more information on using AmeriCorps members at your unit, you can go to the AmeriCorps Web site at <http://www.americorps.gov>.

Volunteer Leadership

In a perfect world, volunteers would always have an employee supervisor with them when out in the field. However, declining budgets and staff have made that impossible. Coordinators now rely on volunteers to serve by themselves or under volunteer leaders (figure 33). A Forest Service supervisor should always be appointed for volunteers even if supervision cannot be provided every day.

Since there are not enough employees or coordinators to serve as supervisors, many coordinators rely on volunteer leaders to help them out. These leaders, like regular supervisors, take responsibility for the project preparation, equipment, tailgate safety session, supervision, communications, and paperwork. Experienced coordinators believe the key to good volunteer leaders is finding the right people and giving them proper training.



Figure 33—Oregon Hunters Association volunteers rebuild a riparian enclosure, part of the Lone Pine enclosure rebuild project for the wildlife program. *Courtesy of Anne Alford, Ochoco National Forest*

Coordinators select volunteer leaders in different ways. On some units, coordinators simply use their own judgment and stay on the lookout for volunteers who have training, experience, and leadership skills. They ask these volunteers if they want to take on leadership responsibilities. Many volunteers appreciate this opportunity and take the request as a sign of the coordinator's confidence.

Some units have established volunteer/staff committees to select leaders. In these cases, coordinators ask interested leaders to submit their personal information, training, and experience to the committee for review. The committee then determines whether the volunteers are ready to lead or what training and experience they may still need.

Another way to select leaders is to establish a training curriculum and encourage volunteers to sign up. Curriculums differ from program to program but basically require volunteers to complete supervisory training and field experience before being certified as a volunteer leader.

Example of District Volunteer Trail Leader Training

- Volunteer orientation
- Crew leader training
- First aid/CPR
- Defensive Driving
- 100 hours of trail maintenance/building experience
- Conservation USA (formerly TRAIL boss). For more information, go to <http://corpslakes.usace.army.mil/nrm.cfm>

Finally, in some instances, volunteer groups come with their own leaders or want to select their own leaders. In these instances, coordinators reserve the right to approve the leader based on their qualifications, experience, and knowledge of Forest Service policies and procedures. The coordinator also reserves the right to require the leader to obtain additional training before leading a group of volunteers without employee supervision.

No matter how you choose a volunteer leader, document in letter format that the individual is capable, trained, and possesses the communication and leadership skills to be a supervisor (a letter of delegated supervisory responsibilities). The documentation must be approved by the line officer and must be a part of the official project file (FSM 1830 and FSM 1834).

Staying Involved When Volunteers Serve by Themselves

When volunteers serve by themselves, experienced coordinators believe it is essential to stay involved. This keeps volunteers from making their own decisions and doing such things as restoring historical cabins improperly, building trails illegally, and planting trees incorrectly. When coordinators don't stay involved, volunteers become frustrated and demoralized.

I heard from them [volunteers] that when I was not there all the time, they felt like the Forest Service didn't think they mattered as much...they just felt they had kind of been abandoned, and that we didn't have any interest in what they were doing.

Audrey Scranton—San Bernardino
National Forest, Mountaintop
Ranger District

Coordinators with successful programs have several ways to stay involved. One way is to telephone or e-mail volunteers regularly, asking them how they are doing and how the project is going. Some coordinators hold monthly meetings with their volunteers or volunteer leaders. Some coordinators have their volunteers submit regular reports so they can answer questions and provide additional direction.

Another way to stay involved is to radio volunteers in the field or make occasional site visits. Many coordinators go out with their volunteers on the first day and try to get out with them periodically after that. This allows the coordinator to reinforce safety and the expectations for the project.

You can also make sure that you or someone else is available when the volunteers need to reach an agency employee. You can provide the volunteers with your schedule and contact information and an alternate contact when you are not available. Many coordinators provide this information by e-mail or post it on a bulletin board in the office.

Finally, successful coordinators stress the importance of always taking time to meet with volunteers whenever they are at the office. It does take time out of your day, but it makes the volunteers feel appreciated.

Giving Clear Direction and Setting Expectations

Experienced coordinators have found they can avoid problems by giving volunteers clear direction and setting expectations. You shouldn't assume volunteers know what to do or how to do something. Show the volunteers how to do the tasks, make sure your expectations are understood, and always provide volunteers with a written project description.

Volunteers want to do what's right, but if you don't give them the tools they need, they are bound to fail. If they have to remove or redo something, they will become frustrated and demoralized.

Realistic Expectations

Even though volunteers can perform most of the tasks employees normally perform, experienced coordinators have found that sometimes they can't work volunteers as hard or as long as employees.

When planning positions or projects for volunteers, ask them how many hours they want to put in. Some volunteers will commit to a full day while others may only want to serve a couple of hours. After you know their commitment, be flexible.

Most coordinators have also found they need to be flexible with the difficulty of positions or projects they expect volunteers to perform. They prepare projects that provide opportunities for a variety of skills and abilities.

Another issue you will face is the different speeds at which volunteers can perform tasks. To prevent injury, you will need to set the work pace in a group to accommodate all volunteers or plan different activities that allow for a variety of paces (figure 34).

Some volunteers are happy doing the same task over a long period of time, but others get bored quickly and want to rotate into new positions. A key to keeping your volunteers active and excited about their service is giving them the opportunity to cross train and move within your program.

Finally, be careful when selecting positions or projects for volunteers. If **you** wouldn't consider doing the task for free, don't assign it to a volunteer.





Figure 34—Eight Future Farmers of America students and two chaperones traveled more than 1,900 miles during Thanksgiving week from Divide County, North Dakota, to complete the first phase of a three-phase volunteer project to build a boardwalk on the Enoree Ranger District on the Sumter National Forest. *Courtesy of Tammy Terrell Mason, Francis Marion and Sumter National Forests*

Keeping an Open Mind

When working with volunteers, keep an open mind to their ideas. They want to contribute and have someone listen to their suggestions. In many instances, you won't be able to act on their suggestions, but volunteers should feel their comments are respected and appreciated.

Supporting Volunteers

On top of administrative work, coordinators spend a considerable amount of time supporting volunteers. Supporting has many facets. One facet involves checking in on the volunteers and asking them how everything is going with their service. They need you to encourage them, attend to their position or project needs, and respond to their requests, questions, and concerns.

Another facet of supporting volunteers is being their friend and not just their supervisor. Many volunteers donate their time to have a relationship with something they care about—the Forest Service and others who share their interests. Successful coordinators spend a lot of time talking with volunteers and listening to them.

I think that when people are considering using volunteers, they have to realize that there's a considerable investment of your time in building relationships with the volunteers. That's a really important part...is having that relationship with the Forest Service.

Mike Milosch—Director, Cradle of Forestry

If you don't support your volunteers, they may become disgruntled and quit.

Field Projects

Volunteers serve on a wide range of field projects such as trail maintenance, tree planting, trash removal, and fire information. No matter the project, you or the supervisor will have to prepare them for the project and ensure a safe experience. Many coordinators and supervisors use a safety checklist (appendix C) to help them prepare for field projects.

Getting Volunteers Prepared

To keep field volunteers safe, you or the supervisor need to make sure the volunteers understand their project, the equipment they need to bring, and the environment they will be in (figure 35). Even though all of this information is on the volunteer agreement, provide safety reminders before every day. Describe the terrain, altitude, weather, water sources, insects, plants, and animals to the volunteers. If the volunteers are camping out, make sure they have detailed informa-

tion about the conditions. Also make sure the volunteers know the personal items and protective equipment they need to bring and the items the Forest Service will be providing. Be specific, because doing so will help prevent injuries and reduce the chance that difficulties will become emergencies.

Here is a list of some common items volunteers need to bring when serving in field conditions. Forest Service employees working with the volunteers can bring some of the items, such as the first aid kit and radio, to lighten the load on volunteers.

- Day pack
- Jacket
- Long pants and long-sleeved shirt, as necessary
- Ankle-high boots
- Gloves
- Hardhat
- Food
- Water



Figure 35—Boy Scouts come prepared to serve on the Long Cane horse trail (Sumter National Forest). *Courtesy of Elizabeth Meadows, Forest Service, Southern Region*

- Sunscreen
- Sun hat
- Bug repellent
- First aid kit
- Toilet paper
- Radio or cell phone

For long-term volunteers, you will have plenty of time to get them prepared before the day. You can mail or e-mail them the information about the project and what they need to bring. If you have a Web site, you can post the information for easy access. You also can have some of your office volunteers personally call project volunteers to discuss preparations.

For short term or 1-day volunteers, you may have only your advertisement to prepare them for the day. See the “Getting Started” chapter for more information on what to include in an advertisement to make sure volunteers come prepared. As the coordinator or supervisor, you will also need to bring a volunteer agreement and make sure everyone is signed up before their service begins.

Coming Prepared for Unprepared Volunteers

No matter how much you try to prepare, someone will forget something. Most experienced coordinators or supervisors bring extra supplies such as gloves, sunscreen, bug repellent, water, and so forth. If volunteers show up for your projects dressed inappropriately or without the proper PPE and you don't have extra supplies, you may have to tell them they cannot serve that day. You may be able to suggest tasks for the volunteer that don't require PPE. Then the volunteer can remain engaged and enthusiastic about those tasks while you reinforce the importance of being properly prepared for the next project or day.

Giving a Road Map for the Day

Before service begins, experienced coordinators and supervisors give volunteers a plan for the day (figure 36). They talk about the “big picture”—why the volunteers are doing the project and why it is important. They talk about how long they will be out, when they will return, and when to expect the lunch break. The supervisor also assigns tasks so all volunteers know what they are doing and the tasks they are responsible for.



Figure 36—Volunteers prepare to help with stream surveys, part of the mine site restoration project for the NatureWatch program. *Courtesy of Scott Spaulding, Lolo National Forest*

Conducting a Tailgate Safety Session

Asking me to overlook a simple safety violation would be asking me to compromise my entire attitude toward the value of your life.

Author Unknown

A tailgate safety session needs to be completed when volunteers are serving in the field (figure 37). This session can be held the day of the project or up to 2 weeks in advance, depending on the group, location, and tasks. If the session is conducted in advance, make sure that another short safety briefing is given the day of the project.



Figure 37—Instructing students in safety before electrofishing fish in the lake, a project for the NatureWatch program. *Courtesy Dr. Jim Taylor, Ouachita National Forest*

During the tailgate safety session, discuss the task, work pace, fatigue prevention, hazards, and equipment. Show volunteers how to do the tasks and how to use the equipment and tools. Talk about the weather, insects, plants, and animals. Discuss the emergency plan, contact numbers, and medical facilities in the area.

Make sure everyone is prepared for the day and ask them if they have any limitations, allergies, or current injuries the supervisor should know about, such as a bad back. Finally, some coordinators even assign a safety monitor for difficult tasks or for the duration of the project. This keeps safety in the forefront and on everyone's mind.

Don't Give Preferential Treatment

Coordinators should not become so close to volunteers that they give them preferential treatment or give others the impression that they do. Sometimes volunteers pressure coordinators to give them special privileges such as access to closed areas so they can ride ATVs. As a coordinator you may be tempted to give in, because volunteers do so much for the agency. All this will do, however, is cause problems.

Other volunteers and the public will feel unfairly treated and your action will set a bad precedent.

Problem Volunteers and Discipline

Most experiences with volunteers are positive and rewarding. On occasion, volunteers will not meet your expectations or they will get themselves into trouble by violating their service description/essential eligibility criteria by doing such things as building illegal trails, making unauthorized building repairs, carrying a gun, refusing to follow safety protocols, drinking alcoholic beverages with the public, making derogatory remarks, or becoming possessive of a location that's not theirs to possess.

In most cases, a few corrective words will solve the problem. In other cases, additional action is required. One option is a face-to-face meeting with the volunteer. Talk with the volunteer about the problem, the volunteer's service role, and expected behavior when representing the Forest Service. Such discussions and how the volunteer was in noncompliance with the service description/essential eligibility criteria **should be documented.**

Another technique coordinators use is to require volunteers to take breaks from their positions or areas every so often. They give the volunteers a couple of days off or incorporate them into training sessions or safety meetings. If this does not correct the problem, the coordinator may transfer volunteers to a different location or position. In some cases, coordinators live with the problem until the original agreement expires, but never invite the volunteers back or don't sign them up again if they reapply.

If volunteers who work with organizations are causing problems, approach the group's leaders. Groups that organize volunteers value the relationship they have with the Forest Service and usually will be more than happy to handle the issue or work with the volunteer who has a problem.

For a small number of volunteers, coordinators have found they have to terminate an agreement. Firing a volun-

teer will be difficult, but it may be necessary to protect the volunteer, other volunteers, and your program. When you do have to terminate an agreement, you can either tell the volunteer in person or send the volunteer an official letter. Either way, you will need to explain that the agreement has been terminated, the reasons why the volunteer is in noncompliance with a specific area of the service description/essential eligibility criteria, and that the volunteer is no longer allowed to serve with Forest Service. It is critical to have documentation of your efforts to correct the problems. For more information on terminating a volunteer, see “How to Fire a Volunteer and Live to Tell About It” at <http://casanet.org/program-management/volunteer-manage/fire.htm> (McCurley 1993).

Exit Interviews

Coordinators often conduct exit interviews when volunteers and groups leave the program, even if the circumstances surrounding the departure are not positive. The interview gives volunteers an opportunity to express their opinions freely about their experience and the volunteer program. It gives coordinators and supervisors an opportunity to provide feedback to the volunteers on their performance, productivity, competence, technical skills, dependability, safety practices, and attitude.

There is no official set of questions for an exit interview. It is up to you to tailor the interview to your program, area, and volunteers. To help you get started, here are some general questions experienced coordinators have used during exit interviews.

- How did you learn about this volunteer opportunity?
- Why did you want to volunteer with the Forest Service?
- What benefits did you receive from your experience?
- What was the most interesting or rewarding part of your experience?
- How adequate was your orientation and training

for the service you performed?

- What were some of the frustrations or negative experiences you had with the program?
- Were your expectations met?
- How was your relationship with your volunteer coordinator or supervisor?
- Why are you leaving the program?
- How would you recommend we improve the program?
- Would you recommend this volunteer experience to a friend?

For 1-day volunteers or short-term projects, a traditional exit interview may not be appropriate, but you can ask the volunteer how the project went (figure 38).



Figure 38—Volunteers pick up trash along Tellico River in 3 inches of snow during March 2008, as part of the annual Tellico River clean up. Courtesy of Mary Jane Burnette, Cherokee National Forest, Tellico Ranger District

Program Evaluations

Coordinators find it helpful to evaluate their program annually to consider what went right, what went wrong, and what needs to be improved.

Here are a few of the items experienced coordinators think are important to review annually:

- Were our recruitment practices successful and did they include diverse populations?
- Did our training prepare volunteers for the service?
- Did we protect the safety of our volunteers? If not, how can we improve?
- Were we able to maintain communications with our field volunteers?
- Did we have enough PPE and equipment for the volunteers?

- Did we have enough employees or volunteer leaders to supervise the volunteers?
- Was our funding adequate to manage the volunteer program?
- Were we able to keep accurate and up-to-date records?
- Did we effectively reward and thank our volunteers?

After you complete the evaluation, update any of your program's operating procedures or guidelines that need to be changed.





Personal Safety

The safety of our volunteers is a primary concern in the Forest Service. We value the tremendous contributions of our volunteers and are responsible for helping them ensure their personal safety.

Maintaining Communication

We provide them with a means of communication. We make sure that there is somebody available to monitor the radio when they are out on the site and that the safety net is under them all the time...we wouldn't do that any differently if that tour leader were a paid seasonal as opposed to being a volunteer.

Pat Thrasher—Midewin National Tallgrass Prairie

The *Health and Safety Code Handbook* requires a JHA that includes an emergency evacuation plan. All volunteers must have communication when serving in both office and field settings. In office settings, this is usually not a problem because of access to telephones. In field locations, maintaining communication can be much more difficult (figure 39). If volunteers are serving with Forest Service employees, only the employees need to have communication. If volunteers are serving by themselves, they must carry a two-way radio or cellular phone.

To assign a volunteer a Forest Service radio, use a transfer of property form (appendix D). A cache of radios also can be reserved for volunteers to check out when needed. Make sure the radios and extra batteries are in a location volunteers can access during the week, on weekends, and in the evening. If a volunteer is hearing impaired, you will need to explore alternatives to a radio, such as text messaging devices.

If there are too many dead spots for reliable radio communication, volunteers will have to carry cell phones. With either a cell phone or radio, they will need a map of where reception can be obtained (or where to expect dead spots). If radios or cell phones won't receive a signal at the



Figure 39—Make sure volunteers who serve in the field stay in contact, such as this volunteer on the Florida Trail. *Courtesy of Bob Stone, Florida Trail Association*

field site, volunteers will need to carry a satellite phone. These phones are expensive, but usually solve the problem.

Before volunteers carry a radio, cell phone, or satellite phone, ensure they are trained on how to use them and have the correct frequencies and telephone numbers. Also make sure there will be someone on the other end of the line to answer the volunteer's call.

The best contact for a volunteer is an employee associated with the program. A dispatch center can serve as a contact, but make sure you set this up in advance. Volunteers may use family members or friends as contacts, but provide them with the name and number of an employee they can call

if necessary. For emergency situations, make sure volunteers have the Forest Service law enforcement or sheriff's office radio frequency and phone number.

Checking Out and Checking In

One way to ensure your volunteers' personal safety is by having a solid check-out/check-in system (figure 40). Volunteers serving during regular office hours can use the established procedures already in place for employees on most units.

Keeping track of volunteers during off hours poses a particular challenge. Here are some solutions used by experienced coordinators.



Figure 40—A volunteer surveys Tepee Creek Pond amphibians, an amphibian survey project for the wildlife program. *Courtesy of Jenny Taylor, Coeur d'Alene National Forest*

For groups of volunteers who serve in the field sporadically, coordinators require one of the volunteers to call a few days before they go out to the site. This individual provides a list of the volunteers who will be serving that day and the name of a person who has agreed to serve as the check-out/check-in contact. This contact may be anyone (family member, friend, another volunteer) who has agreed to ensure the group returns from the field and has the phone number of a Forest Service employee to contact in case of emergency.

On other units, volunteers call an answering machine. They leave a message stating when and where they are going and make sure to call when they get back in. **The key to making this system work is to be sure that someone is responsible for checking the messages on a regular basis when volunteers are out.**

Protecting Volunteers From Violence

Visitor contact is one of the most common services performed by volunteers. Even though most of these contacts are pleasant, volunteers may occasionally encounter angry individuals who could verbally abuse or even assault them.

We actually had a volunteer who was physically accosted by a member of the public and it was a contact on a trail.... Through the whole conversation, basically the individual he was talking to never really talked, kind of nodded his head...the next thing he knew the guy had jumped on top of him and was about to hit him in the face—had him on the ground. ...it really stunned him.

Cliff Dils—Cibola National Forest, Sandia Ranger District

It is important to train volunteers to protect their personal safety when they contact the public in the field. They will need to know how to assess people and scenes, approach people safely, keep a safe distance, and get out of

dangerous encounters. For more information on these topics, refer to the Forest Service “Personal Safety in Remote Work Locations” video series which is also available on DVD (Driessen and Outka-Perkins 2007). Your unit should have a copy of this program. If not, contact your regional safety officer or MTDC for a copy.

Volunteers who serve in the field are not the only ones who may be confronted by angry visitors. It is also important to protect office volunteers by designing the reception area with two escape routes, locking back doors, and installing panic buttons. A program on the personal safety of front liners (persons who make the first contacts with the public) will be available from MTDC by the winter of 2009.





Equipment

We have a minimum of one saw course a year for our volunteers...they have to be certified just like Forest Service.... So, it takes a little effort. If you're going to have anything worthwhile, it takes some effort.

Don Sawyer—George Washington
and Jefferson National Forests,
Lee Ranger District

Volunteers and Vehicles

Year after year, the Forest Service's Washington Office of Safety and Occupational Health identifies driving as a hazard and top concern. More accidents occur traveling to and from the worksite than at the site itself.

Volunteers Using Their Personal Vehicles

Volunteers often provide their own transportation to and from the project site or position site and while performing service-related duties. In these instances, volunteers may be eligible for mileage reimbursement (see the "Reimbursement" chapter). One important note: make sure the volunteer agreement specifies whether the volunteer is on or off duty while traveling to the site. If the agreement indicates the volunteer is **not** on duty while traveling to the site, the Forest Service's potential liability will be reduced.

Volunteers Driving Government Vehicles

Volunteers may operate government vehicles if the volunteer agreement authorizes them to and the use is for official business. Volunteers must be trained, tested, qualified, and certified in the same manner as Forest Service employees. To operate government vehicles, volunteers must hold a valid State driver's license and take a defensive driving training course every 3 years (a Forest Service or National Safety Council or equivalent defensive driving course). If approved to drive, a volunteer may be issued a

letter of authorization in place of Form OF-346, U.S. Government Motor Vehicle Operator's Identification Card (FSH 7109.19, Chapter 60).

Other Ways to Transport Volunteers to Field Sites

If you do not want your volunteers driving Government vehicles to field sites, there are other ways to transport volunteers in the field.

You or another employee may shuttle volunteers to the site. This will take planning. Reserve a government vehicle with the capacity to transport all your volunteers. Schedule yourself or someone else to take the volunteers to and from the site (this may require more than one trip with more than one employee serving as a driver). Have the volunteers meet you or the employee at a designated time and location. The Forest Service office works great as a meeting place.

Volunteers can carpool, but carpooling will take some planning. Ask for volunteers who would be willing to drive. Assess the volunteers' qualifications and determine the number of people they can transport. Get the phone numbers for the volunteer drivers and have the other volunteers call to arrange a ride. A sign-up sheet in your office may also work to arrange rides. Have the volunteers meet at a designated time and location for their ride. If the volunteer agreement authorizes mileage reimbursement, volunteers may be reimbursed when they drive their personal vehicle for service (see the "Reimbursement" chapter).

Ride-Alongs

It is inappropriate to use a volunteer agreement for the sole purpose of providing transportation to someone in a Government vehicle when it is not in conjunction with volunteer service. There is a way, however, to provide transportation to a non-Government person (in a Government vehicle) when the person is NOT providing a direct service through a volunteer agreement. When authorization is needed for one of these ride-along trips, contact the Albu-

querque Service Center and submit a “Travel Justification For Non-Government Person—ASC Worksheet #01.”

All-Terrain and Utility-Terrain Vehicles (ATVs and UTVs)

Only qualified and authorized volunteers shall operate ATVs and UTVs (figure 41). Qualifications include being familiar with the Forest Service’s Driver-Operator Guide (EM 7130-2) and the ATV/UTV manufacturer’s operating manual. Forest Service ATV/UTV operators shall successfully complete the ATV Safety Institute (ASI) ATV Rider Course training or equivalent training that is approved by the forest supervisor, assistant director, or line officer having responsibility for the project. Operators must also hold a valid Operator’s Identification Card, OF-346, which documents their qualifications. For volunteers, a letter of authorization may be issued in place of Form OF-346 (FSH 7109.19, chapter 60). All operators must be reevaluated by a certified trainer every 3 years. Infrequent users (riding less than 16 hours a year), including volunteers, must complete a check ride with a certified trainer before operating an ATV/UTV.

PPE

- First aid kit
- Personal communications device
- Motorcycle helmet (full or three-quarter face)
- Gloves
- Long pants and long-sleeved shirt or jacket
- Appropriate footwear
- Eye protection

ATV operation

- Each operator shall be authorized in writing by their supervisor to operate an ATV/UTV.
- The supervisor shall ensure that a JHA is prepared for each project activity involving use of ATV/UTVs. For more information on what should be considered in the JHA, see FSH 6709.11.
- All participants shall review the hazards identified in the JHA for the project or trip before beginning operations. Changes in

operating conditions require reevaluation of the JHA and necessitate a review of any new hazards.

- Before riding, operators must perform a maintenance check such as the T-CLOC (Tires/ Controls/Lights/ Oil/Chassis), ASI checklist, or a similar check as specified by the manufacturer.
- An annual maintenance inspection is required by the manufacturer, a certified ATV/UTV mechanic, or someone designated by the fleet manager.
- Passengers will not be carried on ATVs.
- Only the number of passengers recommended by the manufacturer will be carried on UTVs. The operator and each passenger shall have his or her own seat belt, and it must be fastened at all times when the vehicle is moving.
- When the ATV/UTV is parked:
 - § Engage brake.
 - § Shift transmission into low range/low gear.
 - § Block tires if parking on a hill.
 - § Turn off and remove keys if appropriate.
 - § Turn the fuel supply line valve to “Off” if parking for longer than 1 to 2 days.



Figure 41—Club members volunteer to help the Forest Service keep the trails safe by removing litter and debris. *Courtesy of Lisa Marcum, Daniel Boone Trailblazers ATV Club leader*

- When carrying equipment, equalize the load to maintain balance, stability, and the center of gravity. Never exceed the manufacturer’s maximum carrying capacity of either axle or cargo rack as specified in the owner’s manual. Follow the manufacturer’s loading instructions.
- When transporting tools or equipment, secure them to the ATV/UTV. Observe additional precautions when carrying liquids.
- When securing equipment on an ATV, keep the equipment as close to the rider as possible, making sure that the operator can still dismount from the ATV during an emergency.
- When using an ATV/UTV to tow a trailer or equipment, do not exceed the maximum towing capacity specified in the vehicle owner’s manual. The manufacturer’s specified towing capacity will vary depending on the grade or slope of the terrain. Do not exceed the trailer’s weight rating.
- Operators will not drive recklessly, at excessive speed, or engage in horseplay (figure 42).
- Operators will not enter deep or swift moving water.
- Modifications to the frame, electrical, or mechanical systems generally are not allowed.
- Develop and follow a check-out/check-in procedure. Provide a copy to the supervisor.
- When hazardous materials or pesticides are being transported, ensure that the JHA includes the emergency procedures in the event of an accidental discharge. The JHA must include the chemical name, classification, quantity, and the precautions to be taken in the event of an accident.
- When a UTV is used to transport external fuel containers, it must carry a secured 2.5-pound ABC fire extinguisher.
- Sending one UTV or ATV on a project is prohibited, unless authorized by the supervisor and addressed in the JHA.

The above information came from FSH 6709.11, chapter 10, secs. 13-13.24, interim directive–exp. 11/21/10. For possible changes in this information, see FSH 6709.11.



Figure 42—Members of the Daniel Boone Trailblazers ATV Club help maintain safe trails for everyone to enjoy. *Courtesy of Lisa Marcum, Daniel Boone Trailblazers ATV Club leader*

Horses and Livestock

Many volunteers use their horses or other livestock while performing volunteer service (figure 43). At the time of publication, there was no national requirement for employees or volunteers to take defensive horsemanship training. The Northern Region requires employees and volunteers to take a defensive horse safety course (R1 supplement FSH 6709.11-200-3, chapter 10, section 16). The Northern Region also requires that a refresher class be taken every 3 years. To help volunteers and employees complete this training requirement, MTDC produced a defensive horsemanship training course “Defensive Horse Safety” (McLean 2007).



Figure 43—The Shasta Trinity unit of Backcountry Horsemen of California provided all the logistical support for the Swift Creek, Trinity Alps project. The Sierra Club annually provides people for 7 days to do trail repairs and enhancements. *Courtesy of Larry Shuman, Shasta Trinity unit*

Firearms

At the time of publication, no Forest Service policy forbids volunteers from carrying firearms. However, volunteer coordinators should seriously consider the consequences and potential liability before approving volunteers to carry a firearm.

The Health and Safety Code Handbook indicates that **regional foresters, forest supervisors, or station directors may authorize non-law enforcement personnel to carry firearms when functions or circumstances related to official duties necessitate such permission** (sections 25.35, 51.2, and 51.21). The reasons for the approval (such as protection from animals) and the type of firearm authorized must be identified in the job hazard analysis and documented in the volunteer agreement. Volunteers who are authorized to

carry firearms must complete a firearm safety course and will be subject to drug testing under Executive Order No. 12564, the Drug-Free Federal Workplace Program. All authorizations must be in writing and the training documented.

Using Chain Saws and Crosscut Saws

Before volunteers can operate a chain saw or a crosscut saw on a Forest Service project (figure 44), they need to attend a training course on the safe and proper use of these saws. The Forest Service has training courses specific to the use of saws for firefighting and for other purposes. Because volunteers cannot serve as firefighters, they do not need the course for firefighters. The recreation-based training course for volunteers will help both experienced and inexperienced sawyers use chain saws and crosscut saws for limbing, bucking, brushing, and—to a limited degree—for felling.



Figure 44—The Chiloquin and Rogue snowmobile club members use chain saws to clear tree branches and other vegetation from drainage ditches on both sides of a Forest Service road, designated as a snowmobile trail. Fremont-Winema National Forests hosted a snowmobile trail maintenance workday to celebrate National Trails Day in June 2007. *Courtesy of Erica Hupp, Forest Service, Pacific Northwest Region*

Experienced Volunteer Sawyers

Some of your more seasoned volunteers may be familiar with the use of chain saws or crosscut saws. These volunteers may question why they must take this training. The best way to address such questions is to acknowledge the volunteers' skills, while politely informing them that the Forest Service's requirements differ from those in the private sector.

Saw Training

All saw training in the Forest Service is based on the Forest Service's "Chain Saw and Crosscut Saw Training Course" (Wolf and Whitlock 2007), which includes an instructor's guidebook and student's guidebook on a CD. This training can be adapted for specific volunteer duties, which allows it to be taught in less time and makes it beneficial to provide separate training sessions for volunteers. The training, however, still must involve both classroom and field sessions. The classroom instruction usually covers safety requirements, saw use and maintenance, and saw tasks and techniques. The practical field training provides hands-on experience where the volunteers get to use a saw to demonstrate their skills in limbing, brushing, and bucking. Additional training is required before volunteers can be certified for felling trees. Basic first aid and CPR are also required for employees or volunteers who use chain saws or crosscut saws.

Certification

Volunteers who have completed saw training successfully will be certified at the "A," "B," or "C" level. The level of certification indicates the types of saw work, along with any restrictions, that the volunteer can perform. Most volunteers who use chain saws and crosscut saws are certified only at the "A" (apprentice) level or at the "B" (intermediate) level with restrictions limiting them to limbing, brushing, and bucking. Additional limits also may be placed on the size or diameter of the material they can cut.

After training is complete, a line officer (usually the district ranger or unit manager) issues the volunteer's saw qualification card. Saw training and recertification is required every 3 years.

Other Ways To Get Chain Saw Work Done

A number of Forest Service units are not comfortable having volunteers use chain saws. If that's the case, have regular Forest Service crews work on projects requiring chain saws and have the volunteers serve on other projects. If you still want to assign the project to volunteers, see if they can do the tasks with hand saws and crosscut saws rather than chain saws. This may solve your problem.

Another approach would be to find a qualified Forest Service sawyer who can go out ahead of the volunteers or with the crew. If you plan far enough in advance, giving the sawyer some leeway, you should be able to find a sawyer who can do the work before the volunteers arrive.

Personal Protective Equipment

Even though the JHA identifies the personal protective equipment (PPE) needed for each project, it is important to remind volunteers so they don't show up for service unprepared. Here is a list of some common PPE requirements. Additional information on required PPE can be found in the Health and Safety Code Handbook (FSH 6709.11, chapter 70).

All Projects

- Appropriate first aid kit

All Field Projects

- Forest Service-approved hardhat
- Gloves (figure 45)
- Long-sleeved shirt, long pants, when needed
- Nonskid boots
- Personal communication device

- Sunglasses providing UV protection and sunscreen lotion for hot conditions
- Insect repellent (where needed)



Figure 45—Proud maidencane maidens volunteer to restore wetlands, part of the student restoration project for the NatureWatch program. *Courtesy of Carrie Sekerak, Ocala National Forest*

All-Terrain Vehicle Operation

- Fire extinguisher
- Personal communication device
- Motorcycle helmet
- Long pants, long-sleeved shirt or jacket, leather gloves
- Appropriate footwear

Brush Cutting

- Forest Service-approved hardhat
- Eye protection (figure 46)
- Hearing protection
- Long-sleeved shirt and long pants
- Gloves
- Nonskid boots



Figure 46—The Fremont-Winema National Forests hosted a snowmobile trail maintenance work day. This snowmobile club member wears appropriate personal protective equipment while brush clearing. *Courtesy of Erica Hupp, Forest Service, Pacific Northwest Region*

Crosscut Saw Operations

- Forest Service-approved hardhat
- Gloves
- Wrap-around eye protection
- Long-sleeved shirt and long pants
- Heavy duty, cut-resistant, or leather waterproof or water-repellent 8-inch-high laced boots with nonskid soles and adequate ankle support

Chain saw operations

- Forest Service-approved hardhat
- Wrap-around eye protection
- Hearing protection
- Long-sleeved shirt and long pants
- Gloves
- Heavy duty, cut-resistant or leather, waterproof or water-repellent 8-inch-high laced boots with nonskid soles and adequate ankle support
- Chain saw chaps

Chopping Tools

- Forest Service-approved hardhat (figure 47)
- Eye protection
- Gloves
- Nonskid boots
- Long-sleeved shirt, long pants, when needed

Cutting Tools

- Eye protection
- Gloves
- Nonskid boots
- Long-sleeved shirt, long pants, when needed

Handtools

- Forest Service-approved hardhat
- Eye protection
- Gloves
- Appropriate footwear
- Long-sleeved shirt, long pants, when needed

Power Tools (figure 48)

- Forest Service-approved hardhat
- Eye protection
- Hearing protection
- Gloves
- Nonskid boots
- Long-sleeved shirt, long pants, when needed



Figure 47—A volunteer wears appropriate personal protective equipment while using chopping tools on the Florida Trail. *Courtesy of Bob Stone, Florida Trail Association*



Figure 48—A volunteer of the Fort Braden F-Troop wears the appropriate personal protective equipment to work on the Fort Braden hiking trail. *Courtesy of Megan Eno, Florida Trail Association*

Computers

To obtain computer access for a volunteer, the Forest Service line officer for your unit, a volunteer manager, or volunteer coordinator will first have to enter the volunteer's information into the Non-employee Identity System (NEIS).

For instructions on how to enter a volunteer into this system, refer to the "Security Requirements for Contractors/Cooperators" at <http://fsweb.wo.fs.fed.us/aqm/procurement/>. Once a volunteer has been entered into the system, the Forest Service line officer, volunteer manager, or a volunteer coordinator can submit a request for account creation/system access using the Customer Help Desk.

Go to the Customer Help Desk Web site at <http://fsweb.chd.fs.fed.us> and log in using your eAuthentication username and password. Under "One Stop," click "Requests" and then click "ID Admin Request." Fill out the form and click "Submit" to create a help desk ticket.

Volunteers who have access to Forest Service computers (figure 49) will have to complete the Forest Service's Computer Security Awareness training. If they have access

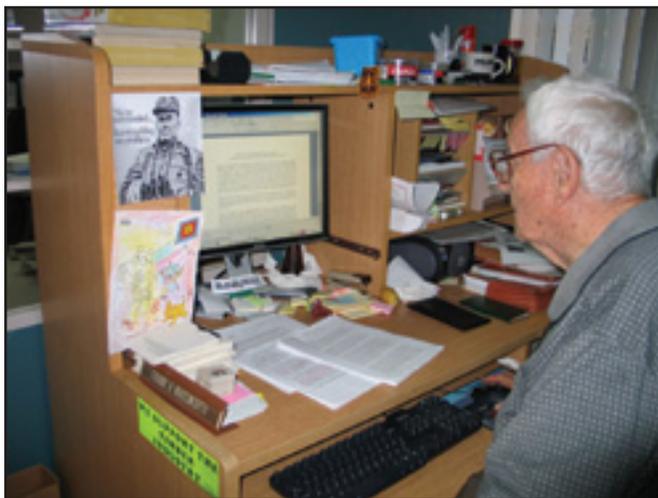


Figure 49—The retired director of the International Institute of Tropical Forestry, who is now a volunteer, does computer work. *Courtesy of Elizabeth (Liza) Hernandez, Forest Service, International Institute of Tropical Forestry*

for more than 6 months, they may have to submit to a background check (see the "Background Check" section for more information).

Buying Equipment

Here are some suggestions from experienced coordinators for building a stash of PPE or equipment. Try to buy a few items each year and don't forget to request extra year-end funding for supplies. Apply for grant funding whenever it is available. If you have an organized volunteer group in your area, such as the Friends of the Forest, you can ask the organization to help purchase items or host a fundraiser if you have done so under an appropriate agreement. Consider borrowing equipment from other programs or from the fire cache. Check with folks in your forest's fire program to see whether they have any equipment they aren't using that is still serviceable.

Finally, consider asking volunteers to help provide their own equipment. Remember to give them plenty of lead time before the project begins. Many volunteers can supply some of their own equipment if they have enough time to save money or plan a fundraiser.

Volunteer-Owned Equipment and Animals

Volunteers may use their own equipment (such as cameras, scuba gear, snow machines, and animals) while serving on Forest Service projects (figure 50). Before service begins, include these items on an equipment rental agreement (maybe a no-cost purchase order) through the procurement staff. The liability for the equipment is covered under the agreement's clauses.



Figure 50—The Backcountry Horseman of California—Shasta Trinity Unit packed more than 50,000 fingerling trout into 19 lakes. More than 8,000 miles of stock hauling, 122 stock days, and 993 hours of labor were required to complete the project for the 2007 annual Clair A. Hill Fish Plant. Less than 40 trout were lost during transportation and planting. *Courtesy of Larry Shuman, Shasta Trinity unit*

A note of caution: do not confuse service equipment with items brought to the project for personal use or transportation. An easy way to tell the difference between the two is to determine whether the equipment is **service related** or not.

On the volunteer agreement, be specific about the equipment that is under a rental agreement and the equipment that is not. Make sure the volunteer understands that the Forest Service is liable only for the equipment and animals under a rental agreement. All other personal equipment and animals are not the agency’s responsibility. Clearing up such matters early can help prevent a confusing situation later if the volunteer’s personal equipment or animal is damaged. It will also help ensure that the agency does not have to pay for damage that was not service related.

Volunteer Access to Equipment During Off Hours

If volunteers are serving in the field during office hours or with an employee, access to tools and personal protective equipment is allowed. If volunteers are serving alone or during off hours, you will need to arrange for equipment and radios to be accessible (figure 51). One way to solve this problem is to check out the equipment to volunteers ahead of time. Another way is to use what one district calls “host posts.” The host posts (locked sheds) contain backpacks, radios, tools, maps, and so forth. The volunteers check out the items before they leave and return them after service. If you do plan to use host posts, make sure they are somewhere volunteers have access to them on weekends and evenings.

The volunteers will need a key or the combination to get into the host posts.



Figure 51—Volunteers get ready to net brook trout as part of the Canyon Creek Brook Trout eradication project for the threatened and endangered species program. *Courtesy of Scott Cotter, Malheur National Forest*

Is Equipment Service Related?

A volunteer for a backcountry cabin restoration plans to ride his horse to the project site and bring traditional tools and camping equipment. The tools will be carried by a Forest Service pack string. In this example, the volunteer's personal horse is not service equipment. Its purpose is transportation of the volunteer, not equipment packing or project work. The tools are service related and should be placed under a rental agreement because they will be used for the project. The camping equipment is for personal use and is not covered under a rental agreement.





Injuries

Accidents and injuries are relatively rare among volunteers. Whether volunteers are building and maintaining trails, greeting visitors in an office, or picking up trash in campgrounds, volunteers have an excellent safety record. However, accidents do happen.

For the purposes of accidents and injuries, volunteers are considered employees (Volunteers in the National Forests Act of 1972; section 3(c)) and covered by the Federal Employees Compensation Act (FECA) for all reasonable and necessary medical expenses. The Federal Employees Compensation Act is administered by the U.S. Department of Labor, not the USDA Forest Service. The U.S. Department of Labor makes the final determination for claims on service-related injuries.

The Importance of a Signed Volunteer Agreement

It is critical that the volunteer agreement is signed before service begins. The agreement documents the “hiring” of volunteers and makes them eligible for workers compensation. In addition, it includes a volunteer’s service description and duty hours. In the event of an injury, the service description and duty hours become extremely important. Under the volunteer agreement, volunteers are entitled just to compensation for service-related injuries—not injuries incurred while the volunteers are outside the scope of their service or off duty.

If the volunteer agreement does not provide these details, volunteers injured while off duty could make a claim for compensation. If the volunteer agreement does not stipulate the service description or duty hours, volunteers would be assumed to be in the scope of their service or on duty, and the unit would be liable for the injury.

Individual Volunteers and Sponsored Volunteers

When a volunteer is signed up under an individual volunteer agreement, the Forest Service is solely liable for the medical expenses related to a volunteer’s service-related

injury. When volunteers are signed up under a sponsored volunteer agreement, the procedures are more complex. If the sponsoring group does not have medical insurance for service-related injuries, the Forest Service covers the expenses. If the sponsored group has insurance for service-related injuries, the group covers the medical expenses for the injury. If the group’s insurance does not fully cover the medical treatment’s cost, then the Forest Service would cover the rest.

Some groups that provide volunteers under sponsored volunteer agreements carry activity insurance that covers volunteers for injuries during the course of their volunteer service, whether the injuries are service related or not.

Injuries to a Volunteer’s Family or Friends

When volunteers are performing their service, their friends or family may be present. To understand the complexity of such situations, review the following campground host example described in the “Determining Whether Injuries Are Service Related.”

Consider:

What if...the host’s granddaughter who is visiting for the week (camping with the host, but not signed up on a volunteer agreement) gets hurt while the host is contacting the public.

In this situation, the granddaughter was helping the host, but was not signed up as a volunteer. Her medical expenses would not be covered.

The Office of Workers’ Compensation Programs (OWCP) may determine that the granddaughter should be covered. The office may determine that it was common practice for the Forest Service to allow family members to help with host duties (if the coordinator was aware of the practice and didn’t stop it, the coordinator was actually approving the activity), making the Forest Service liable for injuries.

It is wise to ask volunteers not to take their family or friends with them while serving. If the volunteer's friends or family members truly want to participate in the activities, sign them up under a volunteer agreement. Make sure these

individuals are actually providing voluntary services. The Forest Service does not want to accept responsibility for anyone who simply wants to come along with a volunteer.

Determining Whether Injuries Are Service Related

The following examples from the Pacific Northwest Region's volunteer guide help explain the difference between service-related injuries and nonservice-related injuries. In both examples, assume that the volunteer agreement stipulates the duty hours include any time the volunteer is performing tasks listed in the service description.

Injured on a Trail Project

The tasks to be performed is "trail clearing, removing brush from the sides of the trail as well as logs across it. Involves cutting, chopping, lifting and disposing of limbs and small trees. Tools to be used include chopping, cutting, and digging tools"...and incidentally, we provide a campsite for the volunteer to camp at for the night before the project, also listed on the volunteer agreement....

What if...the task is performed by a volunteer signed up on an individual volunteer agreement, and ... the volunteer slices his or her leg while brushing the trail and needs medical attention?

Under these circumstances, the volunteer was injured while performing service-related duties as listed in the volunteer agreement. As a result, the volunteer's medical expenses would be covered.

What if...the same volunteer slips on the way to the bathroom while camped in the campsite and hurts his or her arm?

Under these circumstances, the volunteer was not within the scope of the service description when the injury occurred. As a result, the volunteer's expenses would not be covered. However, it is prudent to document the injury. If the volunteer believes the camp site was unsafe and the Forest Service was negligent, he or she could file a tort claim lawsuit, which would be handled by the Forest Service's Office of General Counsel.

Injured While Serving as Campground Host

Tasks to be performed as a campground host includes: greeting visitors, providing information about recreation activities, making daily rounds of the campground for public contact purposes, taking an active part in the litter incentive program, cleaning restrooms as assigned, and special projects as identified.

What if...the host trips or falls and sprains an ankle while making public contact rounds?

Under these circumstances, the volunteer was injured while performing service-related duties as listed in the volunteer agreement. As a result, the volunteer's medical expenses would be covered.

What if...the host in this example has a quiet afternoon and chooses to go to the store to buy groceries for personal use and trips or falls and sprains an ankle?

Under these circumstances, the volunteer was not performing one of the service duties. Therefore, medical expenses would not be covered.

How to Handle an Injury

If volunteers have been injured, their health and welfare is the most important priority. Seek medical assistance immediately.

The Albuquerque Service Center's Human Capital Management Workers' Compensation section is the initial point of contact for processing and managing all service-related injury and illness claims. This includes all volunteers. No other personnel or subunits in the Forest Service should be maintaining compensation files, contacting OWCP, authorizing medical care using either the CA-16 or FS-6100-16, or counseling volunteers.

If volunteers require immediate medical attention for a service-related injury, the volunteers, the volunteers' immediate supervisor, or another responsible party can call the Albuquerque Service Center's Contact Center at 877-372-7248, press "2" for Human Capital Management, and then press "5" for the Workers' Compensation section (between the hours of 7 a.m. and 6 p.m., m.d.t.). If you are the person calling, advise the Contact Center representative that this is a request for authorizing medical treatment and you need to speak with someone in the Workers' Compensation section. Your call will be transferred directly to the Workers' Compensation Section after you provide information needed by the Contact Center. If the volunteers are injured on a weekend or after hours, call 505-280-7691. If you still cannot reach anyone at the Workers' Compensation section, the volunteers can get medical care from their chosen physician or the hospital emergency room. Someone in the Workers' Compensation section can contact the provider later to provide authorization.

After addressing the immediate needs of the volunteers, have them report the incident to their immediate supervisor and file Form CA-1, Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation, through the Safety and Health Information Portal System (SHIPS), accessed through the Dashboard application. In most instances, the supervisor will have to access SHIPS for the volunteers. Injuries must be reported as soon as possible, but no later than 1 day after the incident.

After the volunteers complete the "Employee Data" and "Description of Injury" sections of the CA-1 form, the supervisor will need to complete the "Supervisor's Report" portion of the form.

If the volunteers are unable to access SHIPS, they should file a hard copy of form CA-1 without delay. Later, the information can be entered into SHIPS. If there were witnesses to the injury, have them fill out the "Witness Statement" section. Make sure everyone signs and dates the form CA-1. If the volunteers have questions, they can contact their supervisor or call the Workers' Compensation Section at 877-372-7248, press "2" for Human Capital Management, then "5" for the Workers' Compensation section.

Even if medical treatment is not required, or the injury does not appear to be service related, form CA-1 should be filled out to protect the volunteers and the agency if problems arise later.

Filing the Paperwork

Keep a copy of the CA-1 form for your files and send the original CA-1 with a copy of the volunteer agreement to the Workers' Compensation section. Fax this paperwork to 866-339-8583 or mail it overnight via Fed Ex to the address listed below. If forms are faxed, mail the original form to the address below using regular mail. This needs to be completed within **two (2) days** after the volunteers file the CA-1 form.

USDA Forest Service
Albuquerque Service Center
Human Capital Management-Workers' Comp. Group
3900 Masthead St., NE, Masthead Annex, Mail Stop 118
Albuquerque, NM 87109

The Workers' Compensation section will review and finalize the forms before submitting them to the U.S. Department of Labor, Employment Standards Administration, Office of Workers' Compensation Programs (OWCP) within the required ten (10) working days.

The OWCP will determine the validity of a claim by reviewing all documents, including the volunteer agreement and the supervisor's report. If OWCP validates a claim, it will bill the unit for the expenses about 2 years after the claim was submitted. When this happens, you will need to provide OWCP with a job code for the costs.

Remember, OWCP makes the rules and the final determinations on claims. The situation only gets more complicated when well-meaning Forest Service employees make promises about what they think will occur with a claim.

When Medical Treatment Is Needed Later

After volunteers sustain an injury, they may mistakenly believe they are fine. Later, they may determine the injury was more serious than they originally thought and seek treatment. Contact the Workers' Compensation section for further guidance on obtaining medical treatment for these volunteers.

Choice of Physician

Volunteers may select the physician or facility to provide their treatment. The provider must meet the definition of "physician" under the Federal Employees Compensation Act (<http://www.dol.gov/compliance/laws/comp-feca.htm>) and must not have been excluded from payment under the program.

Volunteers Who Are Injured for an Extended Period

Volunteers are not eligible for continuation of pay. It is critical that Block 36 on the CA-1 indicates that the injured

person is a volunteer. This means the agency will deny continuation of pay. Volunteers can make a claim for compensation (using CA-7, Claim for Compensation Form) for the time they are incapacitated. OWCP has a method for determining the compensation. If volunteers are expected to lose any time away from work, the CA-7 should be completed as soon as possible. The determination of a claim for compensation is complicated. The determination is made by OWCP, and you can only complicate matters by guessing what the benefit may or may not be. **Don't Do It.**

Forms and Additional Information

Form CA-1 can be obtained from the nearest Forest Service office or over the Internet at <http://www.dol.gov/owcp/dfec/regs/compliance/forms.htm>.

Information regarding the Federal Workers' Compensation Program can be found at <http://www.dol.gov/owcp/dfec/>.

After an accident, both the volunteer and the supervisor have certain responsibilities. For more information on how to handle an injury, visit <http://fsweb.asc.fs.fed.us/HRM/owcp/workerscomp-index.php>.

For additional assistance, volunteers or supervisors should call the Contact Center at 877-372-7248, press "2" for Human Capital Management, then press "5" for the Workers' Compensation section. Injured volunteers will receive the direct phone number of a specialist who will work with them. The Workers' Compensation section encourages questions from volunteers and supervisors.





Uniforms

The process for determining whether volunteers should wear uniforms, and what the uniforms should consist of, is identical to the process used for employees. Volunteers need to wear a uniform (figure 52a) when they have significant, frequent, or recurring contact with the public or when it is important to establish their authority and/or identification as agency representatives (FSM 1833.4; FSH 6509.11k, sec. 48.03a and 48.03b-4). Most volunteers will wear the volunteer uniform, which consists of a volunteer vest (figure 52b), volunteer windbreaker, and/or volunteer cap (figure 53) (FSH 6509.11k, sec. 48.1(6) and 48.7, exhibit 03). Depending on the service, line officers may determine that a regular uniform is more appropriate for some volunteers (FSH 6509.11k, sec. 48.03b (4)). If your volunteers will be wearing the regular uniform, it will need to be furnished. You can acquire a stockpile of uniforms for volunteers through employee donations (FSH 6509.11k, sec. 48.03f) or a unit purchase (FSH 6509.11k, sec. 48.03g and 48.42e).



Figure 52b—A volunteer in her volunteer vest helps a visitor read a forest map. *Courtesy of Nancy Coyote, Forest Service, Pacific Northwest Region*



Figure 52a—A volunteer ranger assists forest visitors near Skunk Cabbage Meadows in the San Jacinto Mountains. *Courtesy of Brad Eells, Forest Service Volunteer Association, San Bernardino National Forest, San Jacinto Ranger District*



Figure 53—A volunteer wearing a volunteer cap serves with two other volunteers on a bench. *Courtesy of Nancy Coyote, Forest Service, Pacific Northwest Region*

You need to make sure that volunteers wear the uniform properly (FSH 6509.11k, sec. 48.03d). The uniform must be neat, clean, and tidy. The field uniform must be complete and cannot be mixed and matched with street clothes (a uniform shirt cannot be worn with blue jeans and a unit baseball cap). However, under special circumstances, the uniform can be worn with safety apparel, such as a high visibility safety vest.

Badges and Patches

Volunteers **cannot** wear the Forest Service badge, but can wear a volunteer badge in its place. Volunteer badges are available from Western Heritage Co. P.O. Box 445, Encampment, WY 82325.

When volunteers wear the regular uniform, the large Forest Service patch is still worn on the left sleeve and the small patch on the cap (FSH 6509.11k, sec. 48.26f). The volunteer patch may be worn on the right sleeve of the uniform shirt, centered on the sleeve, 2 inches below the shoulder seam (uniform components can be ordered with the volunteer patch in place or the patch can be ordered separately through a unit purchase).

Supervisors may want to consider where the volunteer is assigned when determining whether to use the volunteer patch. Some volunteers feel very strongly that they do not want to wear the volunteer patch, especially in situations where they serve alone and are perceived as an authority figure. They believe it lessens their effectiveness with the public. Some unit managers have chosen not to mandate use of the volunteer patch in these situations.

Name Tags

Volunteer name tags can consist of the standard Forest Service nameplate with the volunteer's name engraved on it or plastic volunteer name tags with the name printed on or attached to the name tags. Name tags are optional with the volunteer uniform. A standard nameplate is required when

the regular uniform is worn. For details about what can be on a nameplate, see FSH 6509.11k, sec. 48.7, exhibit 03.

Program Identification Materials

Volunteers may be issued program identification materials, such as patches, pins, decals, t-shirts, caps, and other items that contain the volunteer insignia and are appropriate for local conditions. In high visibility situations—but where an official uniform is not needed—some coordinators provide volunteers with standardized program identification items. For example, a specific district cap and green plastic name tag are sometimes provided for campground hosts. Volunteers who purchase these items can be reimbursed because these items are considered incidental expenses (FSM 1833.4). Volunteers also may be given these items as nonmonetary awards.

Volunteer Identification Cards

Volunteer ID cards (FS-1800-17a; appendix C) are available for volunteers who serve 80 hours or more over at least 30 days (FSM 1834.2.) Blank identification cards can be ordered through the Beltsville Service Center, U.S. Department of Agriculture, Office of Operations, Forms and Publications, 6351 Ammendale Road, Beltsville, MD (301-394-0400).

Here is how one unit issues volunteer identification cards.

- The volunteer coordinator is provided with all of the required information.
- An arbitrary termination date is used if the actual date is not known.
- The ID card is typed, signed by the issuing officer (who can be the coordinator), and signed out to the volunteer on a property card.
- The card needs to be turned in along with other accountable property when the volunteer leaves.



Reimbursement

Volunteers are eligible to be reimbursed for out-of-pocket expenses related to transportation, uniforms, period dress, lodging, subsistence, propane, and generator fuel that are necessary, reasonable, and arise as a result of the voluntary work (figure 54) (FSM 1833.5; FSH 6509.33, sec. 301-1.3n). Volunteers should not purchase supplies, project materials, telephone/cell phone service, etc. Supplies and project materials need to be purchased through standard procurement procedures. If necessary, telephones or other telecommunications need to be provided by the Forest Service and paid for through appropriate procedures.

It is not possible to reimburse volunteers for ALL of the out-of-pocket expenses that they might incur, such as babysitting expenses. Reimbursement is not intended to provide compensation or a stipend for volunteering. For reimbursements, each unit has the option to make an administrative determination that is more restrictive than the Forest Service Manual.

Here are two items to consider before determining reimbursements for volunteers.

- What are the reimbursement needs of the volunteers?
- Does your unit have the funds to cover the expected reimbursements?



Figure 54—An Indian Boundary campground host uses his personal tractor to rip and grade Indian Boundary Beach. *Courtesy of Mary Jane Burnette, Cherokee National Forest, Tellico Ranger District*

Local And Nonlocal Volunteers

When determining what may be considered out-of-pocket expenses (transportation, food, lodging, etc.), it's helpful to distinguish "local" and "nonlocal" volunteers.

Local volunteers are those who commute daily between their own residence and the volunteer duty station. Local volunteers can be reimbursed for transportation to and from the volunteer worksite, either by actual reimbursement for common carrier or for use of their own vehicle (at the rate that is most advantageous to the Government but not higher than the published U.S. General Services Administration (GSA) rate). They also can be reimbursed for any meals taken while in duty status (FSH 6509.33, sec. 301-1.3n).

Nonlocal volunteers are those who are away from their home or normal place of business for an extended time while they are volunteering for the Forest Service. Nonlocal volunteers may be reimbursed for food expenses while they are volunteering (including periods when the individual is not in volunteer status), be provided housing (or in limited cases reimbursed for their lodging), and if certain conditions are met, be reimbursed for one round trip (usually the least costly transportation option is reimbursed) from home to the volunteer duty station.

International Visitors

The Forest Service cannot provide lodging, subsistence, travel assistance, or any other type of payment to an international visitor unless the visitor holds the appropriate visa and has been properly cleared.

J-1 visa holders may participate in professional activities and receive travel and transportation assistance, subsistence, in-kind gifts, and housing. Payments are usually coordinated through the Office of International Programs for J-1 visa holders.

F-1 visa students who are preapproved by their university for a period of curricular practical training or optional practical training with the Forest Service and who have been registered through the Office of International Programs may

receive travel and transportation assistance, subsistence, in-kind gifts, and housing.

B-1 visa holders (business visa) on short trips to the United States to attend meetings are limited to basic travel reimbursements that fall within Government guidelines for invitational travel. Please call the ASC at 1-877-372-7248 #1 for more instructions and information on this type of travel.

B-2 visa holders (travel/leisure classification) may not receive payments of any kind from the Forest Service or any other institution, organization, or agency. Such payments would violate immigration and labor laws.

The Forest Service can approve the participation of a limited number of B-1 (business) visa holders in sponsored international voluntary service projects that have been preapproved by the agency's volunteer program manager and the international visitor program coordinator. Memorandums of understanding and cooperative agreements must be in place for these projects. The agency cannot make payments directly to these B-1 visa holders, although these volunteers may be reimbursed by the organization, such as Volunteers for Peace, through which they are volunteering.

For more information on reimbursements for international visitors or the rules about visitors in another immigration status (H1B, A2, or others), contact your regional volunteer coordinator or the International Visitor Program coordinator in the Washington Office.

Lodging

Most volunteers will be locals, so they won't need lodging. You can expect nonlocal volunteers to pay for their own lodging or you may provide government housing. If you charge volunteers for government quarters (and utilities), the rates are set through the regional rental survey (FSM 6445.03) and can be found on the Washington Office Acquisition Management Web site. Volunteers must pay in advance for using government quarters (and utilities). Use Form FS-6500-89, Bill for Collection (FSH 6409.11, sec. 33.2).

The Forest Service can reimburse a volunteer for actual lodging expenses when it's justifiable (FSH 6509.33, sec. 301-1.3n) (receipts required). The maximum reimbursable rate for lodging is determined by the Federal travel regulations, which set rates for different geographic areas. To find these rates, go to the GSA Web site at <http://www.gsa.gov/>. Free use of Forest Service campsites is allowed.

Meals and Incidental Expenses

Volunteers can be reimbursed for their food and incidental expenses by:

- Actual expenses (receipts required).
- A negotiated fixed rate (a fixed monetary amount per day/week/month for the food and incidental expenses incurred by the volunteer while in volunteer status) (FSM 1833.5; FSH 6509.33, sec. 301-1.3n).

For either method, the maximum reimbursable amount for meals and incidental expenses cannot exceed the Federal travel regulations, which set rates for different geographic areas. To find these rates (known as per diem), go to the GSA Web site at <http://www.gsa.gov/>.

Volunteers are not paid a wage or stipend. Ensure that the reimbursement and terms for reimbursement do not have the appearance of wages. Do not show or imply an hourly rate. For example, if the volunteer is authorized \$20/day in subsistence, do not record on the reimbursement "worked 6 hours - \$15."

For reimbursing volunteers for subsistence, many units prefer to reimburse through the negotiated fixed rate. When negotiating a fixed rate, take into account any specific circumstances of volunteers, including their personal needs. To calculate the rate, determine the expenses a volunteer needs to subsist reasonably in your area, considering the facilities provided. Once an amount is determined, reevaluate it periodically. You may establish a standard fixed rate for reimbursement for full-time nonlocal volunteers who commit to a long-term placement at your unit.

When a nonlocal volunteer is provided housing with cooking facilities, the volunteer is expected to purchase groceries and prepare meals. In this situation, the maximum reimbursement rate is the field per diem rate for the locality.

Transportation

When it is appropriate, volunteers can be reimbursed for transportation expenses up to the Federal Government rate (FSM 1833.5; FSH 6509.33, sec. 301-1.3n). For work-related driving, both local and nonlocal volunteers can be reimbursed actual mileage for the use of their personal vehicle. To find the current mileage rates (depending on whether a government vehicle was available/authorized or not), refer to the GSA Web site at <http://www.gsa.gov/>.

If the intent is to reimburse volunteers the current GSA rate, please indicate that on the volunteer agreement. If a fixed rate is specified in the volunteer agreement and the GSA rate changes, volunteers will be reimbursed the lower of the two mileage rates.

Local volunteers can be reimbursed the actual cost of public transportation or mileage for the use of their personal vehicle when traveling from their home to the volunteer work site.

Travel to the Duty Station

Nonlocal volunteers can be reimbursed for one round trip from their home to the volunteer duty location, if it has been documented that similar services cannot be obtained locally and a cost/benefit analysis shows the arrangement is cost beneficial to the Forest Service. Usually the reimbursement amount is for the least costly common carrier. If volunteers choose a more expensive mode of travel, the reimbursement will still be for the least expensive mode. If nonlocal volunteers travel from home to the duty station for more than 12 hours in 1 day, they are eligible to be reimbursed for their meals and incidental expenses.

It is best to indicate the exact dollar amount of the reimbursement in the volunteer agreement to ensure clarity. Also indicate on the agreement that the volunteer is not covered for the purposes of tort claims and compensation for work injuries while traveling from home to the worksite and back home. During this time, the volunteer is not in “travel status.” Costs will be reimbursed as a miscellaneous payment. However, if the volunteer will incur lodging expenses on the trip to/from home, the travel reservations and reimbursement need to be processed through GovTrip and a travel authorization is required.

Service-Related Travel

When volunteers travel from their assigned position site or project site on official business, they are in travel status and covered by a travel authorization allowing them to be reimbursed for travel expenses (FSM 1833.5; FSH 6509.33, sec. 301-1.3n). Volunteers cannot receive a travel advance or Government travel card.

The local travel arranger for your unit will use GovTrip to approve travel authorizations for volunteers, make airline reservations, and file for reimbursements on volunteers’ behalf. Airline reservations made for volunteers in GovTrip will be billed to a centrally billed account.

In most cases, volunteers will be required to make their own reservations and pay for their lodging. In some cases, volunteers may not have credit cards and will need assistance. Contact the Albuquerque Service Center (ASC) for instructions on handling these cases. Volunteers also will have to pay for their meals using personal funds. After volunteers return, the local travel arranger will use GovTrip to file for reimbursement for the volunteers’ lodging, meals, and incidental expenses.

To obtain a GovTrip profile for a volunteer, complete Form FS-6500-214 (Financial Information Security Request Form) online and print it. You can submit profiles for more than one volunteer at a time.

For reimbursement, you or the volunteer will need to fill out Form FS-6500-231 (Vendor Code Information Sheet).

Paperwork

The FS-1800-7, Agreement for Individual Voluntary Services, or Form FS-1800-8, Agreement for Sponsored Voluntary Services, is used to document the service volunteers perform and the reimbursement terms. For reimbursements to be processed, the agreement:

- Must be signed by a line officer or official designee. If signed by the line officer’s designee, the designee needs to sign “for” the line officer or provide proof of delegation of authority.
- Must clearly document the amount of reimbursement.
- Cannot show an hourly rate as that implies wages.

If the reimbursements on the volunteer agreement need to be modified, the modification needs to be approved and dated by a line officer or designee. The modification need to be approved in advance.

As of February 2007, the use of convenience checks to reimburse volunteers is no longer authorized. To process the reimbursement, you will need to send a packet of information to the ASC. As the payment is literally a reimbursement, it will be made after the expenses are incurred. This means volunteers have to have enough money to get by until their reimbursement arrives. It is the work supervisor’s responsibility to keep an accurate accounting of the reimbursements and to ensure the volunteer gets the proper amount.

Here is the information you will need to include in the packet. If you need any of the required reimbursement forms, go to <http://fsweb.fs.fed.us/asc/bfm/programs/financial-operations/payments/miscellaneous/Forms.php> and click on “Forms” at the top of the screen.

- Vendor Code Information Worksheet FS-6500-231. This worksheet only needs to be submitted for new volunteers or when updates are needed, such as a change of address or a change of banking information.
- Miscellaneous Payment Transmittal Form FS-6500-232.

- Claim for reimbursement should be submitted on a Request for Reimbursement Worksheet FS-6500-229. It should be signed and dated (original signatures) by the volunteer and supervisor and must include the unit's budget organization code override and a valid job code. It should specify the time period of the volunteer's work.
- Agreement for Individual Voluntary Services FS-1800-7. This agreement must be signed by the volunteer and a line officer or the officer's official designee (include delegation of authority documentation) before the work begins. Field units should verify that the rates and incidental expenses claimed on the reimbursement forms match the rates stated in the agreement.
- Travel of volunteers away from their official duty station in the course of volunteering must follow Federal and U.S. Department of Agriculture travel regulations and Forest Service policies. If reimbursement includes overnight travel away from the duty station, and lodging costs are claimed, these reimbursements should be processed through travel procedures. This

will require a travel authorization. Follow the procedures on the ASC-B&F (budget and finance) Travel, TDY Web site. Mileage to local work sites would be considered local travel and reimbursed through ASC-B&F miscellaneous payments procedures, including the initial travel from home to duty station and the return trip only as authorized on the volunteer agreement.

- Payments will be processed by ASC-B&F Miscellaneous Payments within 5 days of a complete payment package being received.
- To check payment status, go to the Payments Status List (<http://fsweb.fs.fed.us/asc/bfm/programs/financial-operations/payments/miscellaneous/index.php#PaymentsStatusList>) or call the ASC at 1-877-372-7248.

Do not fax payment packages to the ASC-B&F. Packages should be mailed to:

USDA Forest Service
Albuquerque Service Center
Miscellaneous Payments
101B Sun Ave. NE
Albuquerque, NM 87109





Recognition and Awards for Volunteers

One of the most important parts of a volunteer program is recognizing and awarding your volunteers' hard work and dedication to the Forest Service (figure 55). You can thank your volunteers for their service by giving them recognition and official awards.



Figure 55—The Wrangell District Ranger presents Volunteer Pass Awards to volunteers. Courtesy of Paula Rak (submitted by Kristi Kantola, Forest Service, Alaska Region)

The best words you can tell them [volunteers] are thank you, thank you for your time, thank you for your effort, thank you for your ideas...They need to know that they're actually making a difference and that's very important.

Stephanie Bushong—George Washington and Jefferson National Forests, Lee Ranger District

...by the end of the year, really knowing that you've tracked their [volunteers'] hours, you've tracked anything special that they've done, and sometimes they don't even think it's that special, but you recognize it as something really special...that yearly award is an incredible thing.

Mary Voldahl—Cibola National Forest, Sandia Ranger District

Recognition

One of the easiest ways to thank your volunteers is to show your appreciation by bringing attention and awareness to their service. It is important to provide recognition regularly rather than once a year. Everyone, including volunteers, needs frequent recognition to feel important and needed in the agency. Here are some ideas on how you can recognize your volunteers.

- Log-on logos and volunteer messages on FS Web pages tailored to your unit.
- A “take a volunteer to lunch” event (or a brown bag or potluck gathering), which allows you and the volunteer to get to know each other.
- Posters or photos with captions on unit bulletin boards highlighting individual volunteers, supervisors, or volunteer groups.
- Media coverage in the local newspaper or in the volunteer, district, forest, or station newsletters.
- Special activities during National Volunteer Week (usually in April) or for a special volunteer activity.
- A simple thank-you note. A picture of the volunteer while serving can be included.
- A letter from the district ranger or unit manager summarizing the volunteer's accomplishments (which could be used to further career advancement or assist in gaining school credit).
- Taking time to introduce your volunteers to staff officers and Forest Service leaders, letting the volunteers know their contribution is important.

Forest Service Awards

The Forest Service has several awards for volunteers that range from a certificate of appreciation to national awards.

Certificate of Appreciation

A Certificate of Appreciation (FSM 1834.3; FSH 6109.13, sec. 31.32) is available for individual or sponsored volunteers and can be signed by the official approving the award or by a higher authority (FSH 6109.13, sec. 33.31). The following certificates are available:

- AD-141-A Certificate of Appreciation
- FS-1800-14 Volunteer Certificate of Appreciation in the National Forests
- FS-1800-14a Volunteer Certificate of Appreciation in Forestry Research
- FS-1800-15 Certificate of Appreciation for Volunteer's Sponsor in the National Forest
- FS-1800-15a Certificate of Appreciation for Volunteer's Sponsor in Forest Research

Blank certificates can be obtained from the Consolidated Forms and Publications Distribution Center, which is operated by the U.S. Department of Agriculture, Office of Operations, Beltsville Service Center, 6351 Ammendale Rd., Beltsville, MD (301-394-0400). Contact your unit forms clerk to place an order.

Local Awards

To add diversity and creativity to awards, many units have established awards tailored specifically to their program and volunteers (FSH 6109.13, sec. 31.14b). A few examples of local awards follow.

- **Dedication to Service:** For this award, a coordinator establishes several categories of hours of service for which volunteers can receive recognition.
- **Special Skills:** This award recognizes a volunteer's "special skills," such as an interpret-

er's ability to work enthusiastically and patiently with the public (figure 56).



Figure 56—A volunteer from the Verde Valley chapter of the Arizona Archaeological Society leads an interpretive hike in Sedona, AZ. *Courtesy of Bob Beckley, Forest Service, Missoula Technology and Development Center*

- **A Task Well Done:** The award recognizes "a task well done." One district gave this type of award to a group of volunteers who helped remove abandoned vehicles from the forest.
- **Outstanding Performance:** This award, given to one volunteer each year, is highly sought after. Coordinators recommend naming this award based on your unit. For example, the Sandia Ranger District's award is named the "Sandia Peak Performance Award."

One year, [the] outstanding service [award] went to a woman who I think is just the best hostess I've ever seen. She's so gracious and kind when she encounters people at the visitor center and she worked with us for years.

Mary Voldahl—Cibola National Forest, Sandia Ranger District

To officially establish these kinds of awards for your unit, your unit director or manager will have to address the following:

- Name of award.
- A brief, clear description of purpose: what the award was established to recognize.
- Frequency of the award. For example, annual, semiannual, intermittent, and so forth.
- Who is eligible for nomination: individuals, groups, or organizational entities.
- Process by which selections will be made, including who makes the final selections.
- The documentation that is required for a complete nomination.
- Where to send nominations and the deadline.
- What the award consists of (for example, a plaque).

Once a new award has been established, it needs to be announced in a letter or by other means and a permanent award file must be maintained.

National Awards

On an annual basis, the Chief of the Forest Service or the appropriate Washington Office staff may determine if Volunteers Program National Awards (FSH 6109.13, sec. 31.14) will be offered. When they are offered, they recognize, compliment, and support volunteers and employees for their contributions to the volunteer program. They are an expression of appreciation for contributions to the Forest Service mission of “Caring for the land and serving people.” Here are some examples of the awards offered in recent years:

- **Individual Volunteer Service**—An individual who has assisted the Forest Service through service as a volunteer, either serving alone or with others.
- **Sponsored Volunteer Service**—Private sector associations, foundations, institutions, organizations, or a unit of State or local government that have assisted the Forest Service as volunteers.
- **Retiree Volunteer Service**—An individual over the age of 55 years who has assisted the Forest Service as a volunteer, either serving alone or with others.

- **Youth Volunteer Service**—Individual youth or organized group of youth under the age of 18 years from community groups, nonprofit organizations, businesses, etc., who cooperated to organize volunteer youth service or assisted the Forest Service in its mission.
- **Forest Service Employee–National Forest System**—A national forest employee who has made a significant contribution to advance the agency’s mission through volunteer-related service, such as effective recruitment of volunteers.
- **Forest Service Unit–National Forest System**—Forest Service unit of two or more Forest Service employees who, as a group, have made a significant contribution to advance the agency’s mission through volunteer-related service, such as effective recruitment or use of volunteers.

If an award is being offered and you want to request a national award nomination for a volunteer or group, watch your e-mail for the nomination announcement. If you think you missed the announcement and want to retrieve it from the correspondence database, you will find the letter under the 1830 category. Once you have selected your nominations for each category, submit the documentation requested in the nomination announcement to your regional office. Nomination slots are limited. The regional office selects the nominees.

Interagency Volunteer Pass

Under the Federal Lands Recreation Enhancement Act, authorized in December 2004, any individual who accumulates 500 hours or more of voluntary service after January 1, 2007, may be awarded an Interagency Volunteer Pass. The voluntary hours may be earned under one or any combination of the following agencies: Forest Service, Bureau of Land Management, National Park Service, Fish and Wildlife Service, or Bureau of Reclamation. The pass is valid for 12

months from its date of issuance and covers recreation opportunities on public lands managed by all of the five agencies listed above. To obtain this interagency recreation pass for a volunteer, forward the appropriate documentation to the region/station/area volunteer coordinator who will issue the pass. For more information on this pass, please visit the Forest Service Web site at <http://www.fs.fed.us/passespermits/volunteer.shtml>.

Chief's 1,000 Hours of Service Award

Individuals or groups of volunteers are eligible for the Chief's 1,000 Hours of Service Award (FSM 1835.2) that comes with the Forest Service volunteer pin. The certificate of appreciation (AD-141-A) is used for this award. Forward the appropriate documentation and citation for the certificate of appreciation to the Washington Office national volunteer coordinator. The national coordinator will prepare the certificate of appreciation for signature by the Chief and return it to the requesting unit for issuance with a volunteer pin.

Non-Forest Service Awards

Awards for volunteers are sponsored by resource areas, communities, and State and Federal agencies. For example, Take Pride in America, a volunteer service initiative of the USA Freedom Corps, strives to increase volunteer service benefiting America's public lands. This program can provide hours-of-service awards ranging from the 100-hour Presidential Volunteer Service Bronze Award up to the 4,000-hour Presidential Volunteer Service Award. These awards can be requested at the Web site (<http://www.takepride.gov>).

Timely Awards

Awards should be timely. Change your awards from year to year and tailor them to your volunteers and their positions

and projects. Always remember to rotate or spread out the awards among your volunteers.

Honorary Items

Awards usually include an honorary item. Even though these items vary from unit to unit, they all have to be "nonmonetary" because volunteers are not eligible for cash awards (FSM 1835.2, FSH 6109.13, sec. 32.3). Under the U.S. Department of the Interior and Related Agencies Appropriation Act, an award or honorary item:

- Must be an item of an honorary nature that can be worn, displayed, or used in the work environment.
- **Should display a Forest Service shield or other appropriate inscription related to the granting of the award.**
- Must be of nominal value. The nominal value for nonmonetary awards is set by the USDA Office of Personnel. Nonmonetary awards must cost less than \$250 per recipient per award (Departmental Regulation, Office of Human Resources Management, USDA Employee Awards and Recognition Program: 1-20-11).

Here is a list of some of the honorary items coordinators have given their volunteers.

- Thermoses.
- Patches.
- Belt buckles.
- Ball caps.
- Day packs.
- Jackets.
- Sweatshirts or T-shirts.
- Pins.
- Smokey Bear rulers, erasers, pencils.
- Flashlights.
- Compasses.
- Lunch coolers.

- First aid kits.
- Dry erase boards.
- Desk pen sets.
- Desk clocks.
- Calendars.
- Camping spots.
- Recreation passes.
- Car sun shade with an inscription such as “I volunteered for the Forest Service and made a difference.”
- Coffee mugs with a Forest Service shield, volunteer emblem, and/or unit logo.
- Books (including Forest Service books or picture books focused on the volunteer’s special area). Remember to include an inscription such as: Presented for your outstanding accomplishment as an interpretive volunteer, Summer 1995, Mt. Hood National Forest.
- Plaques. Some plaques have a place for a 5 by 7 photo of the volunteer in action.

Purchasing Awards

Most volunteer awards are purchased out of project funds or are provided by volunteer associations that work with the Forest Service. To satisfy purchasing requirements, any awards you plan to give your volunteers must be noted in the volunteer agreement. You don’t have to be specific in the agreement and spoil the surprise. Just mention in the agreement that awards may be given.

When buying items for awards, consider combining orders with other districts, forests or stations to get the awards at the lowest cost. Many items may be available through government contracts. Catalogs offer “motivational” awards and items.

If you plan on giving your volunteers T-shirts or other clothing items, remember that silk screening is considered “printing,” which generally means that the items must be purchased through the Government Printing Office. Embroidering clothing items is not “printing.”

Some units have more funds to spend on awards for volunteers. This creates problems when volunteers on some units do not receive the type of awards offered by another unit. Try to maintain some consistency among awards offered by the districts and stations in your area.

Ceremonies

As the volunteer coordinator, you should plan a meaningful event where you can give your volunteers their awards. When and where you present the awards depends on the volunteers involved and the service they provide. For long-term volunteers, many coordinators plan appreciation potlucks, picnics, dessert nights, Dutch oven dinners, or barbecue cookouts.

For short-term volunteers, appreciation potlucks are not as practical. Many coordinators prefer to recognize these volunteers at the site after the project has been completed. Keeping things simple ensures that they receive recognition.

Determining the refreshments the Forest Service can legally provide during an award ceremony for volunteers can be complicated. Under the Government Employees Incentive Awards Act (5 USC. 4503), an agency may incur “necessary expenses” for the honorary recognition of employees and volunteers. The scope of “necessary expenses” was not clearly defined in the act. The Forest Service (FSH 6109.13, sec. 35.2; FSM 6511.13f) more clearly defined “necessary expenses,” determining that a reception with light refreshments (such as coffee, soft drinks, and finger foods) may be provided at an award ceremony to enhance the effectiveness of the ceremony, to better meet the recognition needs of the employees and volunteers, or to minimize the need to solicit personal funds from employees.

This direction is not the final word on the matter. Your region, forest, or unit may have limited the scope even further. Check the regional or station directives to determine the kind of refreshments that may be provided at an award ceremony and who has the authority to approve such expenditures.

If you have the proper approval and plan on using project funds to pay for refreshments at a recognition ceremony, make sure you list the event on the volunteer agreement under the recognition/awards section and indicate what will be provided. Also, make sure you plan for this expense in your budget.

One way to have food and beverages at an award ceremony without using Government funds is to throw a potluck or barbecue cookout. Everyone can have fun showing off culinary skills without spending Government dollars. Another way to provide food is to ask your fellow employees if they would be willing to donate a dish. Many unit coordinators have found their colleagues are happy to do so when it comes to volunteer recognition.

Finally, when hosting an appreciation ceremony, make sure some of your fellow employees and the district ranger or station director attend the event. During our interviews with volunteers, they told us that **your time** meant more to them than anything else.

the ranger shows up and sits down and eats potluck with them, they know that it's serious, that he's taking time out of what he's doing to be there....

Rick Atwell—Cibola National
Forest, Sandia Ranger District

Volunteers really enjoy year-end slideshows. Pictures of volunteers serving with a little music in the background, bring back memories and make everyone smile.

Employee Appreciation

When honoring your volunteers, don't forget about your colleagues. To keep your fellow employees involved with the volunteer program, you will need to recognize them for their help. In most instances, your colleagues are overwhelmed with their own work and may feel unappreciated if they are not recognized for their contributions.

...it's really important for the coordinators and especially those people on the districts that don't have that as part of their assigned duties, that they're recognized for what they do.

Loyal Clark—Uinta National
Forest





Record Keeping

Coordinators must maintain a fair amount of paperwork for volunteers. The most important document is the volunteer agreement. Other documentation that needs to be kept with the agreement includes (FSM 1834.3):

- Application
- Reference checks or background check
- Driving record check and copy of government license
- Transfer of property form
- Housing agreement
- Training record
- Volunteer leader designation letter
- A record of hours served and accomplishments (timesheets)
- Amount and purpose of monetary expenditures for incidental expenses; payments
- Medical records
- Related correspondence, if any
- Awards received

Volunteer Agreements

Several methods can be used to keep track of volunteer agreements. Some coordinators assign an identification number to each agreement and keep them all in one file system. Then, for easy reference, they create a separate hard copy document or computer file where they note the number of the agreement, the person or group volunteering, program area, valid dates, and the volunteer's position or project. Other coordinators file all their agreements in one area, by the name of the volunteer or group or by the program area under which the service is being done (such as recreation, 2300).

Some coordinators have each of their volunteer supervisors keep the agreements they are responsible for while the coordinators track all the agreements on their units in a spreadsheet. For an example of such a spreadsheet, see appendix C. No matter which filing system you use, be sure that other employees on your unit can find the volunteer agreements when you're not around.

Do not put a volunteer's Social Security number or demographic data on the agreement. Demographic data (age, sex, ethnicity, or race) can be compiled in a spreadsheet if it is kept confidential.

Remember to keep the volunteer agreements current and have them signed by the appropriate line officer. Do not let them become outdated. **Terminate agreements once the service is completed.** Retain volunteer files for 3 years after they are closed.

Volunteer Time and Accomplishments

The official timesheet for volunteers is Form FS-1800-25 (appendix D). You can also have your volunteers track their own time through the "Volunteer Time Tracking Portal" at <http://www.volunteer.gov/GOV/VT/index.cfm> (see the Web site for more information on how to use this system). There is no official accomplishment form for volunteers, but an accomplishment report is easy to create (see appendix C for an example). An accomplishment report needs to include the following information:

- Date
- Project or position
- Number of individuals
- Total hours served
- Miles driven in private vehicles
- Age and gender data
- Racial/ethnic data
- Cost data (Forest Service use only)

It is up to you to decide how often your volunteers should submit their time and accomplishments. Some coordinators prefer that volunteers submit this information after each project, while others want time submitted monthly or quarterly. Either the volunteers or their supervisors can submit the volunteers' time and accomplishments, but it is critical that the volunteers or supervisors provide you with the proper information. You will need it later for your annual accomplishments report.

To make it easier to compile the annual accomplishments report, experienced coordinators recommend tracking volunteer accomplishments throughout the year in a spreadsheet that includes the volunteers' names, demographic data (age, sex, ethnicity, or race), hours served, value of the service, and type of service (research, field work, administrative support, facilities).

Annual Accomplishments Report

Volunteer accomplishments (figure 57) are officially reported using the Volunteers Annual Report FS-1800-24 (appendix D) and the Volunteers and Partnerships database.

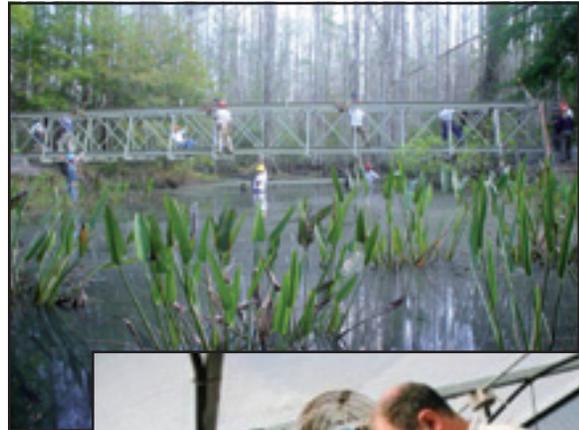


Figure 57—(top) The Tick Island slough bridge had to be replaced after it was warped by hurricane-driven floods...and the KICCO F-Troop came to the rescue. *Courtesy of the Florida Trail Association.* (top middle) Hiawatha National Forest volunteers prepared tray cells and planted them with native seeds for restoration projects. *Courtesy of Gary Morgan, Forest Service, Eastern Region.* (bottom middle) Students from Discovery High School in Yreka, CA, helped clean up the Shasta River during National River Cleanup Week on the Klamath National Forest. *Courtesy of Dave Payne (submitted by Togan Capozza).* (bottom) The Backcountry Horsemen packed more than 50,000 fingerling trout into 19 lakes. *Courtesy of Larry Shuman, Shasta Trinity Unit.*



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- Hakanson, Shelley; Coyote, Nancy; Evans, Wendy; Lombardi, Drinda; Merlin, Barbara. 2007. Managing volunteers—a field guide for USDA Forest Service volunteer coordinators: Pacific Northwest region. 40 p.
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- U.S. Department of Interior National Park Service. Volunteer program—management training: how to succeed with volunteers-in-parks program. Washington, DC: U.S. Department of Interior National Park Service. Volunteers-In-Parks-Program.

Organizations

- Friends of the Forest—<http://www.becomeafriend.org/>
- San Bernardino National Forest Association <http://www.sbnfa.org/>
- The Blue and White Crew—<http://blueand-whitecrew.org>

- Golden Gate National Parks Conservancy—
<http://www.parksconservancy.org>
- Florida Trail Association—<http://www.floridatrail.org>
- Get Outdoors Nevada: An Interagency Volunteer Program—<http://www.getoutdoorsnevada.org>
- Volunteers for Outdoor Colorado—<http://www.voc.org>
- Back Country Horsemen—<http://www.backcountryhorse.com/>
- International Bicycling Association—<http://www.imba.com/>

- For more organizations, please go to <http://www.partnershipresourcecenter.org/find/index.php>

Web Sites

- Free Management Library—<http://www.managementhelp.org>
- Volunteer Resource.org—<http://www.jjhill.org/pol/index.cfm?action=main.allCategories>
- Bureau of Land Management—http://web.blm.gov/internal/wo-600/00_wo650_vol/index.html





Appendix A—Volunteers in the National Forests Act

Volunteers in the National Forests Act of 1972

Act of May 18, 1972
(P.L. 92-300, 86 Stat. 147
16 U.S.C. 558a (note), 558a – 558d, 558d)

Sec. 1. The Secretary of Agriculture (hereinafter referred to as the “Secretary”) is Authorized to recruit, train, and accept without regard to the civil service classification laws, Rules, or regulations the services of individuals without compensation as volunteers for or in aid of interpretive functions, visitor services, conservation measures and development, or other activities in and related to areas administered by the Secretary through the Forest Service. In carrying out this section the Secretary shall consider referrals of prospective volunteers made by ACTION. (16 U.S.C. 558a)

Sec. 2. The Secretary is authorized to provide for incidental expenses, such as transportation, uniforms, lodging, and subsistence. (16 U.S.C. 558b)

Sec. 3. (a) Except as otherwise provided in this section, a volunteer shall not be deemed a Federal employee and shall not be subject to the provisions of law relating to Federal employment, including those relating to hours of compensation, and Federal employee benefits.

(b) For the purpose of the tort claim provisions of Title 28 of the United States Code, a volunteer under this Act shall be considered a Federal employee.

© For the purposes of subchapter 1 of Chapter 81 of Title 5 of the United States Code, relating to compensation to Federal employees for work injuries, volunteers under this Act shall be deemed civil employees of the United States within the meaning of the term “employee” as defined in section 8101 of Title 5, United States Code, and the provisions of that subchapter shall apply. (16 U.S.C. 558c)

Sec. 4. There are authorized to be appropriated such sums a may be necessary to carry out the provisions of this Act. (16 U.S.C. 558d)

Note: *The Act of June 5, 1978, amended the original act to remove the \$100,000 authorization limit, effective October 1, 1987.*



Appendix B—The Forest Service and Volunteer.gov/gov

THE FOREST SERVICE AND VOLUNTEER.GOV/GOV

Contents

This document provides the guidelines for Forest Service use of the volunteer.gov/gov website.

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REGION 4 VOLUNTEER COORDINATORS, PLEASE NOTE: All information concerning Opportunities – creation, correction, deletions, and management – should be sent to Glenda Moore, who will take care of them for you. You do not have access to create, modify, or delete Opportunities in the database.

You need only go to volunteer.gov/gov to pick up the applications.



Updated Jan. 2007
Glenda Moore
gmoore@fs.fed.us



What is volunteer.gov/gov?

Volunteer.gov/gov is an online database of Volunteer Opportunities at several federal agencies and other partners.

A potential volunteer goes to either Freedom Corps or volunteer.gov/gov and searches for available Volunteer Opportunities. When they apply for an Opportunity, the system automatically sends an email to the person shown as Contact.

The Contact receives the email, logs into volunteer.gov/gov, retrieves the application, and contacts the potential volunteer.

- Take Pride in America: <http://www.takepride.gov/>
- Volunteer.gov/gov website: <http://www.volunteer.gov/gov>

The Forest Service national administrators for volunteer.gov/gov are (vacant), Program Manager for Volunteers in the National Forests (RHVR staff, WO), who has overall responsibility for the program; and Glenda Moore (Operations-FR staff, Region 4) who acts as coordinator for database input and management.

This document provides the guidelines for Forest Service use of the volunteer.gov/gov website. You can find more help by clicking the icon next to “Tool Kit.” Or, phone Glenda at 801-625-5266 or email her at gmoore@fs.fed.us.

1. How to Get Started as a Volunteer Coordinator

Email Glenda Moore at gmoore@fs.fed.us) to create your volunteer.gov/gov user id. She'll need your name, email address, phone number, Region, and unit. User ids are created in the following format:

User id format: **firstname.lastname.**
Password: **password** [you can change it later if desired]

What you can do at volunteer.gov/gov depends on what your security level is; typically, new users will have a security level of Volunteer Coordinator, and this handbook is geared toward those functions.

2. How to Create an Opportunity

Log in at <https://www.volunteer.gov/gov/>.

Note that you will automatically be logged out after a period of inactivity, so you need to enter the information fairly quickly. If you're not sure of something, go ahead and submit the Opportunity, then go back and revise it rather than leaving the screen open and incomplete.

At the Administration page, click the icon next to "Add New Opportunities," then fill out the form as follows:

Opportunity Name: You **MUST** begin the title with your Region number and your Forest's initials. That should be followed by the type of work and/or location. Examples:

1L: Visitor Center Host
2AR: Visitor Center Host
4B: Campground Host
4BT-3: Campground Host
4BT-4 Campground Host

We need the Region number and Forest initials for tracking purposes. The rest of the title should be informative and eye-catching, so the potential volunteer will want to click on the title and read more about the Opportunity.

Description: The description should be informative and complete. Describe the location, list what amenities, housing, tools, etc., are available; state whether a subsistence amount is available; the dates the Opportunity is for; and clarify exactly what type of work the Volunteer will be expected to perform.

You may know what a campground host is expected to do, for example, but a person who has never volunteered before will not have any idea – your description should answer the vast majority, if not all, of their questions, before they even realize they have questions.

You can format the description using simple HTML commands; please see the Addendum.

Facility/Forest/Park Name: Enter the name of the National Forest.

Address: Enter the address of the administrative unit nearest to the work location, with an accurate zip code for the area.

Activities: Choose as many as appropriate for the Opportunity.

Suitable for: Check appropriate boxes to indicate whether the Opportunity is suitable for adults (the default), kids, teens, seniors, groups, or a family

Level of Difficulty: Choose the level of difficult for the Opportunity: not difficult, average, etc.

Volunteer Coordinator Information: Choose your name from the pull-down as the Coordinator.

Contact Information: If a different person will pick up the applications, choose that user id for the Contact information pull-down – remember that *their user id must already have been created*. Otherwise, leave it blank and your user id will be automatically filled in.

Available Dates: In the Available Dates section, we have found it works best to show a full year range (such as from January 1, 2007 to December 31, 2007) so there is a single date for updating all Opportunities. However, you can use this Dates field to show only the dates that the Opportunity is available if you would like. You will be sent an email from the system when your Opportunity expires.

Opportunity/Location Photo: If you have a small photo (*no more than 200 pixels wide*) on your computer's hard drive, click on Browse, go to the location, and upload the image. It should then be displayed on the Opportunity details page.

Opportunity/Location Website: You can provide the URL to your Forest/unit website if desired.

Opportunity/Application External Web Site: Enter a URL in this field **ONLY if you have an external web site where the person will fill out an application**, circumventing the volunteer.gov/gov application process.

Enable the Opportunity to make it “live.” Information about disabling is below.

Click the **Submit** button to add the listing to the database.

3. How to Revise an Opportunity

Click the icon next to “My Opportunities Cabinet” on the Administration page, then click “All.” Click on the Opportunity title and revise it, then click Submit. You can also view/revise your Opportunities through the “Update My Profile” function.

4. How to Process the Applications

When a potential volunteer fills out the application form, the system automatically sends an email to the contact. The email includes a link to the application at volunteer.gov/gov – click on that link and log in. You'll be taken immediately to the application, where you can review the application then contact the applicant.

Alternatively, you can go to <https://www.volunteer.gov/gov>, log in, then click the icon alongside “Review Applicants.”

A note about courtesy and consideration: These folks have taken the time to find the website, search a large database for Opportunities, and filled out one or more applications. The courtesy of a response is certainly appropriate, even if you have already filled the Opportunity or the person doesn't meet your needs.

If you don't need the applicant, you can forward the application to others who may be able to use their skills.

5. When to Disable or Delete an Opportunity

There are three ways to remove an Opportunity from public view: expire, disable, and delete/archive.

- An Opportunity will expire and be removed from the search engine if the End Date is reached.
- If an Opportunity has been filled, you no longer want to receive applications, but the Opportunity is going to be available next year:
Log in, click on the My Opportunity Cabinet icon, click on Active Opportunities, then scroll to the bottom of the Opportunity and click on the “Disable Opportunity” button. You can also leave the Opportunity enabled for the season, and forward any applications.
- If an Opportunity has been filled, you no longer want to receive applications, and the Opportunity is **not** going to be available again:
Log in and click on the “Delete Opportunities” icon and follow the menu.

Note that you cannot reactivate a deleted (“archived”) Opportunity, and it will be in the Archived Opportunities folder of your Opportunity Cabinet.

You can view your active, expired, disabled, and deleted/archived Opportunities by clicking on the icon next to “My Opportunity Cabinet.”

Generally speaking, when a disabled or expired Opportunity is a couple of years old, it will be deleted, but it would be best if you manage your own Opportunities.

Addendum

How to Format the Description

You can use a few simple HTML commands in the description field to make paragraphs, bold-face information, and make important information stand out. Just type the desired HTML command when typing in the description. Here are a few common HTML commands:

<p>	Paragraph break		Indent following material
	Turn bold on		Place a bullet in front of this line
	Turn bold off		Turn the bulleting off for this line
<i>	Turn italics on		Stop indenting
</i>	Turn italics off		

For example,

```
<b>Campground Maintenance</b>: Each campground offers a cirque lake with steep,
rugged granite headwalls. Vegetation is a combination of wildflowers and grass scattered
among dense stands of lodgepole pine. Rainbow and cutthroat trout can be found in each
lake. A variety of wildlife species can be found, such as black bear, mule deer, elk, and
blue grouse. And for the avid birdwatcher, the area hosts a large variety of birds.<p>
Duties include hiking into remote backcountry areas to clean campsites and fire rings.
Volunteers will assist with sign inventory and trail survey. <p> Tools and supplies will be
provided by the Forest Service. <i>Subsistence and/or incidental expenses are
negotiable upon availability of funds. </i><p><ul><li>2 positions</li><li>June 1 thru Labor
Day</li></ul>
```

displays as:

Campground Maintenance: Each campground offers a cirque lake with steep, rugged granite headwalls. Vegetation is a combination of wildflowers and grass scattered among dense stands of lodgepole pine. Rainbow and cutthroat trout can be found in each lake. A variety of wildlife species can be found, such as black bear, mule deer, elk, and blue grouse. And for the avid birdwatcher, the area hosts a large variety of birds.

Duties include hiking into remote backcountry areas to clean campsites and fire rings. Volunteers will assist with sign inventory and trail survey. Tools and supplies will be provided by the Forest Service. *Subsistence and/or incidental expenses are negotiable upon availability of funds.*

- 2 positions
- June 1 thru Labor Day

Other Volunteer.gov/gov Functions

There are many more functions available through the Administration page at volunteer.gov/gov than have been detailed above. You can be involved as much or as little as you would like.

Here are a few highlights:

- You can change your password, email address, phone number, etc., by clicking on the icon next to Change Profile. **Note:** Do not attempt to reassign your Opportunities by changing your user id to someone else's name – it will not work; a new user id needs to be created for that person, then the Opportunities need to be reassigned to it.
- When creating a new Opportunity, you can create a duplicate of an existing Opportunity, then modify it, saving unnecessary keystrokes.
- You can export your Opportunities in Word format; this would be useful for proofreading or publishing your Opportunities in hard copy.
- You can export your Opportunities to spreadsheet format; this would be useful for making changes offline – then use the Import Opportunities function to add new Opportunities or change the existing ones.



Appendix C—Helpful Materials

These helpful materials are available as Word documents that can be modified. They are on the Forest Service’s internal computer network at <http://fsweb.mtdc.wo.fs.fed.us/pubs/htmlpubs/htm09672814/helpful/>

Host Information Sheet _____	93
Adopt-A-Trail _____	95
New Volunteer Checklist _____	102
Supervisor’s Safety Checklist for Field Projects _____	104
Volunteer ID Cards _____	106
Volunteer Agreements Spreadsheet _____	108
Volunteer Accomplishment Report _____	109

Host Information Sheet

So You Want To Be a Forest Service Volunteer Host

What is a Forest Service volunteer campground or recreation site host?

A host is a volunteer who agrees to spend part or all of a season in a national forest campground or recreation site.

What is the service description/essential eligibility criteria for a host?

Hosts help other campers or visitors by providing information on the area and, in general are the National Forest host in the campground or site where they are stationed. Their chief function is to make campers or visitors feel at home.

Duties of a host—Hosts represent the Forest Service in public contacts with visitors by giving directions, explaining rules and regulations, answering questions, providing information, and giving interpretive programs. They report vandalism and other problems to Forest Service personnel. They also perform minor maintenance, rake sites, clean fire rings and picnic tables, pick up litter, inspect the campground or recreation facility, monitor sign boards, empty trash cans and replace bags, clean and stock restrooms, keep records, monitor area use, and occasionally fill out forms. A host must work well with people, be personable, neat in appearance, and behave in a manner appropriate to the workplace. They may be required to be on site 6 days per week, especially on weekends and heavy use holidays. Hosts are **NOT** responsible for collecting fees from campers or visitors.

The tasks of a host involves walking, raking, shoveling, mopping, sweeping, and being outside in a variety of weather conditions. This may include standing, bending, twisting, carrying, and lifting.

How does a host know what information to provide to a camper or visitor?

The recreation assistant in each area will tell the host a little about the campground or recreation site, how it operates, and what activities are available nearby. Some ranger districts provide information packets about the area. In many cases, a short orientation session is held when a new host arrives.

Who can be a host?

Individuals or couples can be hosts. In some cases, it may be a family affair. Often, retired couples find it the ideal way to spend their summer.

Do hosts need camping equipment?

Yes. Hosts need to bring their own tent, trailer, camper, or motor home. They are provided a campsite, usually near the main entryway to the campground or at the recreation site. Most National Forest campgrounds or recreation sites have water and toilet facilities—very few have electrical or sewer hookups. Hosts are supplied with a coat or vest with a volunteer emblem for identification. Usually, a large HOST sign is erected either at the site's entrance or by the host's campsite.

Would a host be considered a Forest Service employee?

No. Host volunteers are not employees. However, they are protected from lawsuits and are entitled to worker's compensation coverage in case of injury while in performance of duty. A volunteer agreement is signed by the host and the administrative officer that has jurisdiction over the campground or site where the host is volunteering. The agreement clearly spells out the duties of the host, what the Forest Service will provide, and what is required of each party.

How do I become a host?

Inquire at any Forest Service office to obtain a volunteer application. On the application, make sure you indicate whether you can stay all season, just a few weeks, or on weekends only. Also indicate the type of camping equipment you have and the type of area you would prefer.

Adopt-A-Trail



Payette National Forest
800 West Lakeside Ave.
McCall, ID 83638

ADOPT-A-TRAIL

Payette National Forest

There are approximately 2,000 miles of trail on the Payette National Forest available for hiking, horseback riding, biking, skiing, and motorized vehicle use.

Your Help is Welcome!

Individuals and groups can help maintain these trails and restore or protect resources in our area by “adopting” a trail or a section of trail. Your group would return on a continuing basis to ensure the trail that you adopt would remain in good condition.

The Work

The type of maintenance needed on each trail always varies – even weather can determine what work is necessary – but generally, you will remove rock and debris from the trail, cut out downed logs, trim brush, and remove litter. Please refer to the attached Adopt-A-Trail standards.

Groups usually camp for a weekend or more near the trail head. Some like to camp along the trail with tools to enjoy their recreation activities between work periods.

Because the time you spend on the trail is your free time, we want you to enjoy it. It will involve working, learning, and socializing at the same time. Not only do we want your experience to be enjoyable, we also want it to be safe. Use this project as an opportunity to teach a safe work ethic to young and old alike. Safety doesn’t spoil the fun, but accidents do. Work Safely!

The Adopt-A-Trail program is open to all; shared cooperatively by many people. All are of equal importance. Though we hope the bonds of friendship develop among trail builders, please try to work through conflict, too. We have come together in the most altruistic way to realize a common goal, to maintain a trail system that will provide a safe, enjoyable experience for many forest users.

How You Can Adopt a Trail

First, your group decides which trail to work on and how much you’re willing to take on. Then, an agreement is made between your group and the Forest Service. The Forest Service provides technical direction, information about trail maintenance standards, basic training, and some tools or materials. You provide the time, muscle, supervision, and energy to keep the trail in good repair. It’s also up to you to bring gloves and appropriate clothing and boots.

Adopting a trail is a real commitment. The Forest Service relies on your group to accomplish all the work you sign up for – and appreciates every bit of your energy spent. You will find this work incredibly rewarding!

What’s In This For You?

The Forest Service will put a sign at the trail head if appropriate, recognizing your contribution to the resource. More importantly, as a group, you will know how much work and care you put into that area. You will teach your children the value of contributing to the maintenance of their community’s resources. You’ll share a special time with friends, laughing and working together to improve a trail or lake for everyone. At the end of a day, you’ll share stories, the warmth of your campfire, and the satisfaction of muscles sore with accomplishment.

INTERESTED?

Contact: Volunteer Coordinator
Payette National Forest
800 West Lakeside Avenue
McCall, ID 83638
(208) 634-0714

Payette National Forest Adopt-A-Trail Standard

Maintenance Standards

1. Trail travelways (paths) are to be cleared of downed material for a minimum total width of 8 feet wide and 10 feet high. Material is to be completely removed from the trail tread so that it will not roll back onto the trail. Refer to the attached 'clearing Limits' description.
2. Brush along the trail should be cut off at the ground level so that it does not protrude into the trail tread and branches protruding in the travel way should be pruned to a height of 10 feet so that a person on horseback or biking will not hit the branch. Refer to attached "Clearing Limits" description. All material should be scattered randomly along the downhill side of the trail.
3. Clean existing waterbars (erosion control) structures by removing the soil that has accumulated on the uphill side of the structure and allowing water to flow away from the trail tread. New rock or log waterbars needed should be installed as described in the attached diagram. Slides or sloughs that may present erosion potential by their continued existence of impair the trail tread and travel way should be removed.
4. The Adopt-A-Trail volunteer should examine all trail signs along their trail and contact the Forest office responsible for that trail with information on repair or replacement needs. If the sign is leaning or on the ground, the volunteer should straighten the sign and attach it to the signpost or tree as appropriate.
5. The Trail Maintenance and Condition report should be completed for each section of trail maintained and turned in the Ranger District Office or Al Becker at the end of the season.
6. The Forest Travel Map should be reviewed to determine the types of travel allowed on your adopted trail. We expect all volunteers to comply with travel restrictions when doing trail maintenance.
7. Volunteers are no different than employees regarding safety. The Forest Service Safety and Health Code Handbook requires training and certification for people to operate chainsaws or cross-cut saws. Necessary training is annually held and structured specific for saw use on trail maintenance. Volunteers are encouraged and must attend to utilize these tools for trail maintenance work.

Technical Specifications

A. Definitions for non-motorized or 2-wheel motorized trails*

Obstruction – Any natural or unnatural material, which because of its shape, size, location, or existence which impedes, detours, prohibits or otherwise disturbs the normal movement of traffic along the travelway.

Trail Tread – That portion of the originally constructed trail surface, used as a path of travel, measuring a minimum of twenty-four (24) inches wide as measured twelve (12) inches from each side of the centerline of the path.

Trailway – That portion of the originally constructed travel route above the trail tread extending a minimum of three (3) feet wide, six (6) feet between trees, and ten (10) feet high for obstructions within the trailway (Exhibit 1).

Drainage Dip – A water diversion improvement directing water to the outslope, consisting primarily of a simple trench constructed at a 45-degree angle to the trail.

Waterbar – A water diversion improvement utilizing logs, rocks, concrete, or other long lasting materials constructed at a 45-degree angle to the trail tread which directs water towards the outslope.

B. Trail Clearing

Clearing will include removing all trees, logs, limbs, branches, shrubs, rocks, dirt, and other materials that obstruct foot, horse and two wheel bike traffic within the travelway, cleaning out existing drainage dips and waterbars, and removal of slides or sloughs that may present erosion potential by their continued existence.

C. Cutting and Removal

All shrubs and trees growing within the travelway will be cut as close as possible, flush to the ground and disposed of as stated in D. Disposal.

If a log, windfall, branches or shrubs are obstructing the travelway, they will be cut to the clearing limits, a minimum distance of four (4) feet horizontally from and perpendicular to the centerline on both sides of the trail (see exhibit 1). The portion of a log that remains on the uphill side of the trail shall be firmly anchored to prevent sliding onto the trail or moved across and off the travelway to the lower side of the trail as stated in D. Disposal.

If a limb is to be removed from a standing, live tree, it will be sawn flush with the trunk or limb leaving no stubs or “Hat racks”. Axes will not be permitted for this work. Pruning live trees shall be done in a manner to prevent tearing of the bark.

Remove by scattering randomly off the low side of the trail, and slides or sloughs less than ten (10) feet in length that cause or may cause erosion of the trail. The group shall notify the district trail coordinator of the location of any slides or sloughs greater than ten (10) feet in length.

Loose rocks greater than three (3) inches in length on the longest side and loose stumps within the trailway will be removed to the downhill side of the trail a minimum of four (4) feet from the centerline of the travelway.

D. Disposal

Cleared materials will be removed and disposed of by scattering randomly along the downhill side of the trail a minimum of four (4) feet from the centerline of the travelway. Logs and brush will NOT be cut to even lengths and stacked or decked adjacent to the travelway in uniform or unnatural patterns. Cleared debris will be disposed of out of sight of the trail wherever practical.

E. Drainage

Maintain drainage dips, and log or rock waterbars that were originally constructed by cleaning out the upgrade side for a minimum distance of six (6) feet providing a minimum of

four (4) inches freeboard measured from the top of the waterbar to the cleaned trough surface adjacent to the waterbar on the upgrade side. New waterbars should be installed where water drainage problems are damaging the trail tread. Installation must conform to Exhibit #2 or Exhibit #3. Please report any waterbars installed and/or needed on the trail maintenance and condition report.

F. Additional Requirements

The group will be expected to practice no trace camping at all locations. Fire pit lines and/or fire pans will be used for a campfire with cold ash and coals dispersed. No campfire rings allowed and all no-burnable garbage, including but not limited to, aluminum foil, pull tabs, metal container, cigarette butts, etc., will be packed out. Encountered fire rings will be destroyed and your campsite naturalized whenever you move and change camps. The group will be expected to pick up and dispose of all litter encountered along the trail.

*Specifications vary for special designation trails, such as high use trails, ATV trails etc. Please contact the District trail coordinator for the technical specifications for these trails.

ADOPT-A-TRAIL PROGRAM AGREEMENT Payette National Forest

Adoptee:

Trail: _____ Ranger _____

District _____

On behalf of the Payette National Forest, we welcome you to the Adopt-A-Trail program.

The trail which you are adopting is: _____ # _____, (see map attached).

You will be responsible for the section of trail from: _____

to _____,

A length of approximately _____ miles, for the period: _____ to

_____.

Work will be complete according to the attached Adopt-A-Trail Standards.

Trail Crew Boss Designation

In meeting the requirements of the program, said individual(s) _____ (designated below) agree to supervise their group. These individuals will serve as trail bosses for the organization. They will, in turn, be responsible for the training of trail workers in proper techniques and safe work procedures, and will inspect the work of the group.

Crew Boss : _____

Address: _____

Home Phone _____

Work Phone _____

Materials and Supplies

The Forest Service agrees to provide the following materials and supplies.

The group agrees to provide the following materials and supplies:

Agreement

1. The Group agrees to:

- A. Schedule _____ work trip(s) per year for group members (at least one). Contact Al Becker in advance of each work trip for coordination and/or special needs and services at (208) 634-0714 (O), or (208) 347-2346 (H).
- B. Provide necessary adult supervision and leadership for the group.
- C. Provide a record of work accomplished and number of hours worked to Al Becker before September 30th each year.
- D. Follow safety standards according to the Forest Service Health and Safety Code, which includes the wearing of hard hats, gloves, long sleeves, long pants, and boots when maintaining trails. Chainsaw or cross-cut saw user(s) must be certified.
- E. For adopt-a-trail partners, at least one person in the group will attend a one day training session provided by the Forest Service on maintenance of trails, trail standards, and safety.

2. The Forest Service agrees to:

- A. Provide trail maintenance standards, training, technical advice, guidance, and inspection as may be necessary.
- B. Provide a copy of the Forest Service Health and Safety Handbook.
- C. Furnish hard hats and other special work tools when available.
- D. Provide appropriate recognition indicating that the lake or trail is being maintained by your group under the Adopt-A-Trail Program.
- E. Allow volunteers to attend saw use certification training, cost free.

3. It is understood by both parties that:

- A. The group does not expect reimbursement for incidental expenses, unless specifically authorized on the volunteer agreement.
- B. Improvements placed on National Forest System land at the direction of either of the parties, shall thereupon become the property of the United States, and shall be subject to the same regulations and administration of the Forest Service as other National Forest improvements of a similar nature.
- C. Decisions about maintenance will remain the responsibility of the Forest Service.
- D. This agreement is supplemental to the form, "Agreement for Sponsored Voluntary Services that needs to be completed prior to adopting a trail.

District Ranger
Payette National Forest
PO Box 1026
McCall, ID 83638

Date

Group Leader
Group Name/Address/Phone

Date

NEW VOLUNTEER CHECKLIST

Agency Mission, History, and Image

- Forest Service Volunteer Brochure
- Forest Service and local unit history
- Identification card (optional)
- Uniform and nameplate (optional)

Volunteer Agreement

- Agreement number and dates
- Personal information
- Emergency contact information
- Volunteer's physical and medical limitations
- Project or service description/essential eligibility criteria
- Detailed work schedule/duty hours
- Supervision provided and supervisor's name, unit, and phone number
- Job Hazard Analysis (including required PPE)
- Training Plan
- Statement requiring the volunteer to participate in tailgate safety sessions and adhere to all safe practices and Forest Service instructions.
- Volunteer rights and responsibilities
- Protection from tort claims and OWCP coverage
- Volunteer's proof of certifications and licenses*
- Agency provided equipment, tools, and transportation*
- Volunteer's use of personal equipment/animals and the Forest Service's liability*
- Authorized reimbursements for expenses*
- Awards/Recognition
- Agreement signed by volunteer and line officer
- Original agreement given to the volunteer coordinator
- Copies of the agreement given to volunteer, supervisor, and safety coordinator.

Training and Safety

- Safety training provided (defensive driving, first aid/CPR, etc.)
- Skills training provided
- Ethics and conduct information
- Civil rights training
- Computer security and privacy awareness training*
- Communications plan provided (including sign out/in procedures)
- Emergency evacuation plan provided

___ Record Keeping

- ___ Timecard and accomplishment report procedures
- ___ Attendance and punctuality
- ___ Reimbursement for expenses* (expenses that are not reimbursed may be tax deductible)
- ___ Reimbursement procedures and forms*

___ Organization Charts/ Directories/Tour

- ___ List of volunteer coordinators
- ___ Office phone list and after hour contacts/phone numbers
- ___ Tour of the building and introduction to employees and other volunteers
- ___ Floor maps and emergency exits

___ Miscellaneous

- ___ Evaluations
- ___ Background/reference check*
- ___ Specific unit items (i.e. clerical support, car pools, public transportation, parking, etc.)

___ Termination/Renewal of Agreement

- ___ Agreement terminated on _____
- ___ Agreement renewed on _____
- ___ Accomplishments and demographic information recorded (resource area, hours, appraised value)

___ Recognition

- ___ Recognition provided at least annually

*if applicable

SUPERVISOR’S SAFETY CHECKLIST FOR FIELD PROJECTS

1. Develop a job hazard analysis and make sure it is specific for the activity or project. The analysis needs to include a communication plan and emergency evacuation plan. Ensure all involved volunteers understand and sign the document.
2. Make sure all your volunteers have the proper training, not only for the position or project, but for tasks within the Forest Service.
3. Check to see if any volunteer has a known medical condition you should know about.
4. Check all personal protective equipment required for the position or project to ensure it is up to standards and in good working condition. Here are a few of the items you should check:

- Hardhats
- Gloves
- Boots
- Hearing protection—appropriate for noise levels
- Respirators—clean, appropriate filters, fitted to the individual and stored properly
- Eye protection (safety glasses/goggles)—check for fit and visibility
- Chain saw chaps—up to standard and not torn

5. Check all project equipment to make sure it is in good working condition. Address the following concerns:

- Tools are sharpened and stored with proper protective measures.
- Maintenance has been done on all equipment.
- Proper guards are in place on all mechanical tools.
- Maintenance kits are prepared and kept with field-going equipment.
- First aid kits are stocked and current.
- All vehicles are serviced and ready for use.
 - Lube and maintenance work is up-to-date.
 - Tires were inspected/replaced when needed.
 - Routine maintenance checks were performed.
 - Tools are safely stored in all vehicles.
 - First aid and barrier kits are installed.
 - Fire extinguisher is charged/mounted (not rolling around).
- Radios and/or cell phones are working.
 - Extra battery packs are available for the radios.
 - Employees/volunteers understand radio procedures and know about the “dead spots” and repeater locations.

6. Make sure check in/check out procedures are established and regularly monitored.

- Make sure all crew members are accounted for at the end of the day. Always ensure you have a way of knowing all your people arrive back safely.

7. Conduct tailgate safety sessions to emphasize precautions identified in the JHA and to modify the JHA as needed.

Volunteer ID Cards

Volunteer Identification Cards

Volunteer ID Cards (FS 1800-17a) are available for volunteers. They may be helpful for cashing checks, obtaining local library cards, as well as for official identification.

This is the front and back of a blank ID card:

**United States Department of Agriculture
Forest Service Volunteer Program**

Social Security No.	Wt.	Hgt.
Date of Birth	Hair	Eyes
Name and Location	Tel. No.	
Issuing Officer		
Name of Enrollee		
Signature	FS-1800-17a (12/81)	

In Case of Emergency Notify

Name	Relationship	Tel. No.
Address		
City	State	Zip

Agreement for Individual Voluntary Services _____
(Date)

Expires (Date) _____
(Act of May 18, 1972, P.L. 92-300) Property of U.S. Government.
If found, drop in any mail box. Counterfeiting, alteration or misuse is
a violation of Sections 499 and 701, Title 18, U.S. Code.
POSTMASTER, postage guaranteed.

Return to: _____
FS-1800-17a (12/81)

One unit issues Volunteer ID Cards as follows.

- A. The volunteer coordinator is provided with all of the required information. It works well to give the volunteer a copy of both sides of the card to complete.

- B. An arbitrary termination date is used if an actual one is not known.

- C. The ID card is typed, signed by the issuing officer, who can be the coordinator, and signed out to the Volunteer on a property card.

- D. The card needs to be turned in along with other accountable property when the volunteer leaves.

Volunteer Agreements Spreadsheet

Six Rivers NF
 FY 06 Volunteer Program
 Individual/Group Volunteer Agreements on file
 October 27, 2006

Unit	Volunteer's/ Group's Name	Date agreement signed	Date agreement expires	Program Area	Type work	Funding code	Supervisor	Annual hours reported	Agreement in file?	Comment
LT	Risa Doe	7/11/05	none	Rec	C/G host	\$\$\$\$\$	Woody Owl	25	Y	\$25/wk
LT	John Doe	5/19/06	10/15/06	Rec	C/G host	\$\$\$\$\$	Smokey Bear	65	Y	\$35/week
LT	Mark Doe	11/7/05	none	Fisheries	spawning surveys	\$\$\$\$\$	The Chief	14	Y	use of FS equipment
NRA	Laura Doe	9/1/06	none	Rec	C/G Host	\$\$\$\$\$	Smokey Bear	100	Y	
NRA	Bill Doe	6/10/06	none	Rec	C/G host	\$\$\$\$\$	Smokey Bear	10	Y	
NRA	Malene Doe	3/13/06	3/17/06	Rec	Trail mntnce	\$\$\$\$\$	The Chief	22	Y	Group event
NRA	Ginger Doe	4/13/06	4/31/2006	Rec	River cleanup	\$\$\$\$\$	Woody Owl	22	Y	Group event
NRA	Gail Doe	4/13/06	4/17/06	Veg mgmt	Invasive plant removal; Scotch Broom pulling	\$\$\$\$\$	Smokey Bear	22	Y	Group event
NRA	Lynn Doe	6/10/06	none	Rec	C/G host	\$\$\$\$\$	The Chief	56	Y	\$35/week
OR	Nancy Doe	6/16/06	10/31/06	Rec	C/G host	\$\$\$\$\$	Smokey Bear	38	Y	\$35/wk + 50 gals max propane
OR	Ryan Doe	5/7/06	6/15/06	Rec	C/G host	\$\$\$\$\$	Smokey Bear	12	Y	\$23/day + barracks
OR	Reid Doe	4/13/06	none	Rec	Trails crew	\$\$\$\$\$	Smokey Bear	112	Y	
OR	Bryan Doe	8/1/05	none	Rec	Trails crew	\$\$\$\$\$	The Chief	200	Y	\$23/day + barracks
OR	Jasmine Doe	4/20/06	11/1/06	Rec	C/G host	\$\$\$\$\$	Woody Owl	56	Y	\$60/wk
SO	Issac Doe	7/10/06	7/15/06	Heritage	Follow the Smoke	\$\$\$\$\$	Smokey Bear	40	Y	
SO	Kris Doe	7/10/06	7/15/06	Heritage	Follow the Smoke	\$\$\$\$\$	The Chief	40	Y	
SO	Anita Doe	7/10/06	7/15/06	Heritage	Follow the Smoke	\$\$\$\$\$	Smokey Bear	40	Y	
SO	Eliza Doe	7/10/06	7/15/06	Heritage	Follow the Smoke	\$\$\$\$\$	Woody Owl	40	Y	
SO	Issabella Doe	1/23/06	1/27/06	Heritage	PIT - Winter Project	\$\$\$\$\$	Smokey Bear	40	Y	
SO	Jamal Doe	1/23/06	1/27/06	Heritage	PIT - Winter Project	\$\$\$\$\$	Woody Owl	40	Y	
SO	Mary Doe	7/10/06	7/15/06	Heritage	Follow the Smoke	\$\$\$\$\$	Smokey Bear	40	Y	
SO	Ellen Doe	2/20/06	2/24/06	Heritage	PIT - Winter Project	\$\$\$\$\$	Woody Owl	40	Y	
SO	Vonnie Doe	2/20/06	none	Heritage	Field support	\$\$\$\$\$	Smokey Bear	200	Y	
SO	Morgan Doe	7/10/06	7/15/06	Heritage	Follow the Smoke	\$\$\$\$\$	Smokey Bear	40	Y	
SO	Dustin Doe	5/19/06	5/19/07	GIS	GIS mapping	\$\$\$\$\$	Woody Owl	25	Y	

VOLUNTEER ACCOMPLISHMENT REPORT

Project Leader or Supervisor: _____

Date(s): _____

Project/Position/Type of Activity: _____

Number of Individuals (Do not list names): _____

Total Hours Served: _____

Miles driven in Private Vehicles: _____

Service Accomplished: _____

Age Data

Estimate the age and gender of participants. Indicate the number of participants for each category in the table below.

	Female	Male
Age 20 and under		
Age 20-54		
Age 55 and above		

Racial/Ethnic Data

Estimate the race/ethnicity of participants. Indicate the number of participants for each category in the table below.

	Female	Male
Race/Ethnicity: White (non Hispanic)		
Race/Ethnicity: Black (non Hispanic)		
Race/Ethnicity: Hispanic		
Race/Ethnicity: American Indian/Alaskan Native		
Race/Ethnicity: Asian/Pacific Islander		

Cost Data (Forest Service Use Only)

How would this activity normally be done? Check appropriate box.

Contract	<input type="checkbox"/>
Force Account	<input type="checkbox"/>

For contract work, estimate the amount that would be paid to a contractor for comparable work.

\$ _____

For force account work, include direct costs.

Employee Wages: \$ _____
 (\$ _____ per hour x _____ hours = \$ _____)

Supervision Wages: \$ _____
 (\$ _____ per hour x _____ hours = \$ _____)

Supply Costs: \$ _____
 Vehicle costs: \$ _____

Note: Information from this accomplishment report will be used for the Volunteers Annual Report, Form FS-1800-24.

Privacy Act Statement

Collection and use is covered by Privacy Act System of Records OPM/GOVT-1 and USDA/OP-1, and is consistent with the Privacy Act of 1974, which authorizes acceptance of the information requested on this form. The data will be used for the purposes of tort claims and injury compensation. Furnishing this data is voluntary, and if incomplete, enrollment in the program cannot proceed.



Appendix D—Official Forms

The following official forms are referenced in the text and are provided for information. If you would like electronic copies, please refer to the Forms Web page on the Forest Service’s internal computer network at <http://fs.usda.gov/wps/myportal/FSIntranet>. Click on Forms at the top of the page.

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Volunteer Application for Natural Resources Agencies

OMB 0596-0080 (Expires 10/2010)

Volunteer Application for Natural Resources Agencies		Instructions: Mark <input checked="" type="checkbox"/> in the appropriate boxes, for other items either print or type responses. If extra space is needed use item 18.	
1. Name (Last, First, Middle)	2. Age	3. Telephone Number () -	4. Email Address
5. Street Address (include apartment no., if any)		6. City, State, and Zip Code	
7. Which general volunteer work categories are you most interested in?			
<input type="checkbox"/> Archeology	<input type="checkbox"/> Historical/ Preservation	<input type="checkbox"/> Soil/ Watershed	
<input type="checkbox"/> Botany	<input type="checkbox"/> Pest/Disease Control	<input type="checkbox"/> Timber/Fire Prevention	
<input type="checkbox"/> Campground Host	<input type="checkbox"/> Minerals/ Geology	<input type="checkbox"/> Trail/Campground Maintenance	
<input type="checkbox"/> Construction Maintenance	<input type="checkbox"/> Natural Resources Planning	<input type="checkbox"/> Tour Guide/Interpretation	
<input type="checkbox"/> Computers	<input type="checkbox"/> Office/Clerical	<input type="checkbox"/> Visitor Information	
<input type="checkbox"/> Conservation Education	<input type="checkbox"/> Range/Livestock	<input type="checkbox"/> Other (Please specify)	
<input type="checkbox"/> Fish/Wildlife	<input type="checkbox"/> Research/Librarian		
8. What qualifications/skills/experience/education do you have that you would like to use in your volunteer work?			
<input type="checkbox"/> Backpacking/Camping	<input type="checkbox"/> Heavy Equipment Operation	<input type="checkbox"/> Sign Language	
<input type="checkbox"/> Biology	<input type="checkbox"/> Horses – Care/ Riding	<input type="checkbox"/> Supervision	
<input type="checkbox"/> Boat Operation	<input type="checkbox"/> Landscaping/Reforestation	<input type="checkbox"/> Other Trade skills (Please specify)	
<input type="checkbox"/> Carpentry	<input type="checkbox"/> Land Surveying		
<input type="checkbox"/> Clerical/Office Machines	<input type="checkbox"/> Livestock/Ranching	<input type="checkbox"/> Teaching	
<input type="checkbox"/> Computer Programming	<input type="checkbox"/> Map reading	<input type="checkbox"/> Working with People	
<input type="checkbox"/> Drafting/Graphics	<input type="checkbox"/> Mountaineering	<input type="checkbox"/> Writing/Editing	
<input type="checkbox"/> Driver's License	<input type="checkbox"/> Photography	<input type="checkbox"/> Other (Please specify)	
<input type="checkbox"/> First Aid Certificate	<input type="checkbox"/> Public Speaking		
<input type="checkbox"/> Hand/Power Tools	<input type="checkbox"/> Research/Librarian		
9. Based on boxes checked in items 6 and 7, what particular type of volunteer work would you like to do? (Please describe any specific qualifications, skills, experience, or education that apply)			
10. a. Have you volunteered before? <input type="checkbox"/> Yes <input type="checkbox"/> No b. If Yes, please briefly describe your volunteer experience.			
11. Would you like to supervise other volunteers? <input type="checkbox"/> Yes <input type="checkbox"/> No			
12. What are some of your objectives for working as a volunteer? (Optional)			
13. Please specify any physical limitations that may influence your volunteer work activities:			

<p>14a. Which months would you be available for volunteer work?</p> <p> <input type="checkbox"/> January <input type="checkbox"/> February <input type="checkbox"/> March <input type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input type="checkbox"/> December </p>	
<p>14b. How many hours per week would you be available for volunteer work? Hours</p>	
<p>14c. Which days per week would you be available for volunteer work?</p> <p> <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday </p>	
<p>15. Specify at least three states or specific locations within a state where you would like to do volunteer work.</p>	
<p>16. Specify your lodging requirements:</p> <p> <input type="checkbox"/> I will furnish my own lodging (such as tent; camper; own, relative's, or friend's place) <input type="checkbox"/> I will require assistance in finding lodging </p>	
<p>17. If a volunteer assignment is not available at the location specified in item 15, do you want your application forwarded to another location, or Federal agency, seeking volunteers with your background/interest?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No (Please specify) </p>	
<p>18. This is provided for more detailed responses. Please indicate the item numbers to which these responses apply:</p>	
<p>Burden Statement</p>	
<p><i>According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0596-0080. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.</i></p> <p><i>The U.S. Department of Agriculture (USDA) and U.S. Department of the Interior prohibit discrimination in all programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at 202-720-2600 (voice and TDD).</i></p> <p><i>To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA and USDI are equal opportunity providers and employers.</i></p>	
<p>Notice to Volunteer</p>	
<p>Volunteers are not considered Federal employees for any purposes other than tort claims and injury compensation. Volunteer service is not creditable for leave accrual or any other benefit. However, volunteer service is creditable work experience.</p>	
<p>Privacy Act Statement</p>	
<p><i>Collection and use is covered by Privacy Act System of Records OPM/GOVT-1 and USDA/OP-1, and is consistent with the provisions of 5 USC 552a (Privacy Act of 1974), which authorizes acceptance of the information requested on this form. The data will be used to maintain official records of volunteers of the USDA and USDI for the purposes of tort claims and injury compensation. Furnishing this data is voluntary, however if this form is incomplete, enrollment in the program cannot proceed.</i></p>	
<p>19. Signature (Sign in ink)</p>	<p>20. Date</p>

Individual Volunteer Agreement

USDA Forest Service

 FS-1800-7 (05/2007)
 OMB 0596-0080 (Expires 10/2010)

AGREEMENT FOR INDIVIDUAL VOLUNTARY SERVICES (PUBLIC LAW 92-300, AS AMENDED)

 1. Name (*Print Last, First, Middle Initial*)

 2. Address (*Street, City State, Zip Code*)

3. Description of work to be performed

4. All of the above described work will be noncompensable. Except as otherwise provided, I understand this service will not confer on me the status of a federal employee.

5. I understand that either the Forest Service or I may cancel this agreement at any time by notifying the other party. I hereby volunteer my services as described above to assist the Forest Service in its authorized work.

 6. Signature (*Volunteer*)

7. Date

8. Signature of Parent or Guardian, if under 18 years of age

9. Date

ACCEPTANCE FOR THE FOREST SERVICE

The Forest Service agrees while this agreement is in effect to:

1. Reimburse you for necessary incidental expenses, to the extent funds are available, as follows:

a. Subsistence	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Amount if yes: _____	Remarks: _____
b. Transportation allowance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Rate if yes: _____	Remarks: _____
c. Provide lodging	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Remarks: _____	
a. Other	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Remarks: _____	

2. Consider you as a federal employee for the purpose of tort claims and compensation for work injuries.

3. Authorize you to operate federal motor vehicles when necessary, provided you are licensed to operate a motor vehicle.

4. Signature

5. Title

6. Unit

7. Date

USDA Forest Service

FS-1800-7 (05/2007)
OMB 0596-0080 (Expires 08/2010)

TERMINATION OF AGREEMENT

1. Agreement Terminated on (Month, Day, Year)

2. Signature (Unit Manager/Staff Officer)

3. Remarks:

ACCOMPLISHMENTS

RESOURCE CATEGORY (a)	NIRP CODE (b)	UNIT OF MEASURE (c)	AMOUNT ACCOMP. (d)	HOURS CONTR. (e)	COST TO GOVT. (f)	APPRAISED VALUE (DOLLARS) (g)

Burden Statement

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0596-0080. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

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To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.

Privacy Act Statement

Collection and use is covered by Privacy Act System of Records USDA/OP-1 and is consistent with the provisions of 5 USC 552a (Privacy Act of 1974), which authorizes acceptance of the information requested on this form. The data will be used to maintain official records of volunteers of the USDA Forest Service for the purposes of tort claims and injury compensation. Furnishing this data is voluntary, however if this form is incomplete, enrollment in the program cannot proceed.

Sponsored Volunteer Agreement

USDA Forest Service

 FS-1800-8 (05/2007)
 OMB 0596-0080 (Expires 10/2010)

AGREEMENT FOR SPONSORED VOLUNTARY SERVICES

(PUBLIC LAW 92-300, AS AMENDED)

1. Name of Sponsor (<i>Print</i>)			
2. Address (<i>Street, City State, Zip Code</i>)			
3. We desire to make available the volunteer services of the following person(s) to assist with Forest Service work. (<i>If more space is needed, use reverse</i>)			
4. Description of work to be performed:			
5. The above-described work will be contributed to the Forest Service. Except as provided below, the work performed by the participants will not confer on them or on our employees, or officers, the status of Federal employees.			
6. We will provide the Forest Service with a list of participants and man-hours contributed to accomplish the work in item 4 above.			
7. We will obtain parental or guardian consent for each individual under 18 years of age and will comply with child labor laws.			
8. _____ Is hereby designated to serve as our liaison with the Forest Service in day-to-day operations under this agreement.			
9. We understand that either the Forest Service, or we, may cancel this agreement at any time by notifying the other party.			
10. Remarks: (<i>If more space is needed, use reverse</i>)			
Signature (<i>Designated Liaison for Sponsored Group/Organization</i>)			Date
ACCEPTANCE FOR THE FOREST SERVICE			
The Forest Service agrees while this agreement is in effect to:			
1. Provide such materials, equipment, and facilities as are available and needed in performing the work described above.			
2. Provide necessary incidental expenses of sponsored participants to the extent such expenses cannot be borne by the sponsor, and to the extent Forest Service funds are available. The maximum Forest Service funding of such incidental expenses shall be set forth on the reverse of this form or in an accompanying plan for each fiscal year or portion of a fiscal year.			
3. Consider the participants as federal employees for the purpose of tort claims and compensation for work injuries, to the extent not covered by the sponsor.			
4. Authorize sponsored participants to operate federal motor vehicles when necessary, provided participants are licensed to operate a motor vehicle.			
4. Signature	5. Title	6. Unit	7. Date
Forest Service reimbursement for sponsored participant's necessary incidental expenses are as follows:			
a. Subsistence	<input type="checkbox"/> Yes <input type="checkbox"/> No	Amount if yes: _____	Remarks: _____
b. Transportation allowance	<input type="checkbox"/> Yes <input type="checkbox"/> No	Rate if yes: _____	Remarks: _____
c. Provide lodging	<input type="checkbox"/> Yes <input type="checkbox"/> No	Remarks: _____	
a. Other	<input type="checkbox"/> Yes <input type="checkbox"/> No	Remarks: _____	

USDA Forest Service

FS-1800-8 (05/2007)
OMB 0596-0080 (Expires 08/2010)

TERMINATION OF AGREEMENT						
1. Agreement Terminated on <i>(Month, Day, Year)</i>				2. Signature <i>(Forest Service Officer)</i>		
ACCOMPLISHMENTS						
RESOURCE CATEGORY (a)	NIRP CODE (b)	UNIT OF MEASURE (c)	AMOUNT ACCOMP. (d)	HOURS CONTR. (e)	COST TO GOVT. (f)	APPRAISED VALUE (DOLLARS) (g)
3. Remarks:						

Burden Statement

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0596-0080. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

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To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.

Privacy Act Statement

Collection and use is covered by Privacy Act System of Records USDA/OP-1 and is consistent with the provisions of 5 USC 552a (Privacy Act of 1974), which authorizes acceptance of the information requested on this form. The data will be used to maintain official records of volunteers of the USDA Forest Service for the purposes of tort claims and injury compensation. Furnishing this data is voluntary, however if this form is incomplete, enrollment in the program cannot proceed.

Sponsored International Volunteer Agreement

USDA Forest Service

 FS-1800-6 (05/2007)
 OMB 0596-0080 (Expires 10/2010)

AGREEMENT FOR SPONSORED INTERNATIONAL VOLUNTARY SERVICES (16 U.S.C. § 558A, ET SEQ.)

(Place an in the appropriate box)

- I. **THE COUNCIL ON INTERNATIONAL EDUCATION EXCHANGE AGREES TO:**
 VOLUNTEERS FOR PEACE AGREES TO:

- (a) Make available to the Forest Service the volunteer services of the following person(s):

- (b) Provide the services of the volunteers listed in (a) from

_____ to _____

(Date) (Date)

- (c) Provide the services of the volunteers listed in (a) to the Forest Service for the project(s) described below:

- (d) Ensure that before each volunteer listed in (a) is scheduled to begin volunteering for the Forest Service:

- (1) each such volunteer has a valid B-1 visa where such visa is required under the Immigration and Nationality Act, and has been classified as a B-1 visitor at the port of entry by the Immigration and Naturalization Service; or
- (2) where no visa is required in the Immigration and Nationality Act, each such volunteer has been classified at the port of entry by the Immigration and Naturalization Service as a B-1 visitor.

- (e) Obtain written parental or guardian consent for each volunteer listed in (a) who is under 18 years of age, provide the Forest Service with said written consent, and comply with applicable state and Federal child labor laws.

- (f) Provide health and accident insurance coverage for the volunteers listed in (a).

- (g) Provide a liaison between the Forest Service and the volunteers listed in (a).

(Print name of liaison)

- (h) Provide the Forest Service with a list of person-hours volunteered, per volunteer, to the project(s) described in (c) one month after the completion date, listed in (b).

USDA Forest Service

FS-1800-6 (05/2007)
OMB 0596-0080 (Expires 10/2010)

- (i) Provide the Forest Service with a report by ____ (date) and provide other publications the Forest Service requests.

II. THE FOREST SERVICE AGREES TO:

- (a) Provide such materials, equipment, and facilities as are available and needed in performing the project(s) described in item I.(c).

- (b) Reimburse (place an | in the appropriate box)

The Council on International Education Exchange

Volunteers for Peace

for the necessary incidental expenses for each volunteer listed in item I (a) to the extent such expenses cannot be borne by such volunteer service organization, as follows:

1. Subsistence	<input type="checkbox"/> Yes	<input type="checkbox"/> No	amount per day, if yes number of days total amount for subsistence	\$ \$
2. Transportation Allowance (only within United States)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	total amount , if yes	\$
3. Lodging provided	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Description of lodging:	
4. Other	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Description:	
5. Total incidental expenses per volunteer	<input type="checkbox"/> Yes	<input type="checkbox"/> No	total amount of incidental expenses per volunteer	\$

- (c) Where applicable, negotiate a pro rated reimbursement of organization expenses related to recruitment of a volunteer. Such reimbursement shall be accomplished using the Federal Procurement Procedures.

- (d) Complete the report form noted in time I.(i) and provide to the

(place an | in the appropriate box)

The Council on International Education Exchange

Volunteers for Peace

within two weeks of the ending date listed in item I.(b).

III. IT IS MUTUALLY AGREED AND UNDERSTOOD BY AND BETWEEN THE SAID PARTIES THAT:

- (a) The liaison named in item I.(g), or the group coordinator if the voluntary service organization designates the group coordinator, and the Forest Service officer listed below shall review the documentation of each volunteer listed in item I.(a) upon the volunteer's arrival at the Forest Service to ensure:

- (1) That each volunteer has a valid B-1 visa where such visa is required under the Immigration and Nationality Act, and has been classified as a B-1 visitor at the port of entry by the Immigration and Naturalization Service; or

- (2) Where no visa is required under the Immigration and Nationality Act, that each volunteer has been classified at the port of entry by the Immigration and Naturalization Service as a B-1 visitor. The

USDA Forest Service

FS-1800-6 (05/2007)
OMB 0596-0080 (Expires 10/2010)

Forest Service will dismiss a volunteer who does not show evidence of complying with the requirements listed in (1) or (2) of this paragraph.

- (b) The project(s) described in item I.(c) are voluntary, and the services provided for these project(s) will not be remunerated.
- (c) The volunteers listed in item I.(a) are not considered federal employees except for the purposes of tort claims and compensation for work injuries, pursuant to 16 U.S.C. § 558c (b) and (c). The Forest Service is not liable for costs associated with injuries to the volunteers listed in item I.(a) except as provided in 16 U.S.C. § 558c (b) and (c).
- (d) The volunteers listed in item I.(a) may receive only allowance for incidental expenses, as outlined in item II.(b), and as authorized by the Volunteers in the National Forests Act of 1972, as amended, at 16 U.S.C. § 558b, and the Immigration and Nationality Act, as amended, at 8 U.S.C. § 1101. The INS has defined incidental expenses, for purposes of the B-1 non-immigrant classification, as, “actual, reasonable expenses as alien incurs in traveling to and fro the place where he or she will be engaged in business, together with the actual reasonable living expenses the alien incurs for meals, lodging, laundry and other basic services.” This definition is consistent with the definition of incidental expenses in the Volunteers in the National Forests Act, 16 U.S.C. § 558b. To the extent the Forest Service provides travel expenses for international volunteers, the Forest Service may reimburse expenses only for travel within the United States.
- (e) The volunteers listed in item I.(a) may not perform services for which the Forest Service would otherwise employ persons to perform these services in the absence of such volunteers.
- (f) The volunteers listed in item I.(a) may not perform services of a commercial nature, such as, but not limited to, operating and maintaining concession stands, book stores or restaurants, or serving as collection officers.
- (g) This Agreement for Sponsored International Voluntary Services (FS-1800-6) is executed pursuant to a Memorandum of Understanding Between the Forest Service and

(place an in the appropriate box)

The Council on International Education Exchange (96-SMU-061)

Volunteers for Peace (96-SMU-062)

The Immigration and Naturalization Service and the Department of State must approve said Memorandum of Understanding (MOU) and form FS-1800-6, Agreement for Sponsored International Voluntary Services, before this approval. This Agreement must be executed, and the parties must comply with the applicable requirements therein before the volunteers listed in item I.(a) may report to the participating Forest Service Field Unit. The Forest Service will seek approval of modifications to said MOUs and to form FS-1800-6, Agreement for Sponsored International Voluntary Services, from the Immigration and Naturalization Service and the Department of State.

- (h) Nothing herein shall be considered as obligating the Forest Service to expend or as involving the United States in any contract or other obligations for the future payment of money in excess of funding approved and made available for payment under this instrument and modifications thereto.
- (i) Either party may terminate this agreement at any time by notifying the other party in writing.

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The parties to this Agreement have executed this Agreement as of the dates written below:

Forest Service Officer	Designated Liaison for Voluntary Service Organization
Title	Name of Organization (Print)
Unit	Address (Street, City, State and Zip Code)
Date	Date

IV. TERMINATION OF AGREEMENT:

(a) Agreement terminated on _____ (date) by (place an | in the appropriate box):

- Forest Service
- The Council on International Education Exchange
- Volunteers for Peace

(b) Reason(s) for termination:

Forest Service Officer (sign if terminating)	Designated Liaison for Voluntary Service Organization (sign if terminating)
---	--

V. ACCOMPLISHMENTS:

Resource Category (a)	NAS Code (b)	Unit of Measure (c)	Amount Accomplished (d)	Hours Contracted (e)	Cost to Government (f)	Appraised Value (dollars) (g)

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Additional space (please specify the section and item number using this space or use a separate sheet)

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Burden Statement

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To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.

Job Hazard Analysis

FS-6700-7 (11/99)

U.S. Department of Agriculture Forest Service JOB HAZARD ANALYSIS (JHA) References-FSH 6709.11 and -12 <i>(Instructions on Reverse)</i>	1. WORK PROJECT/ACTIVITY	2. LOCATION	3. UNIT
4. NAME OF ANALYST	5. JOB TITLE	6. DATE PREPARED	
7. TASKS/PROCEDURES	8. HAZARDS	9. ABATEMENT ACTIONS Engineering Controls * Substitution * Administrative Controls * PPE	
10. LINE OFFICER SIGNATURE			11. TITLE
Previous edition is obsolete			12. DATE

(over)

<p>JHA Instructions (References-FSH 6709.11 and .12)</p> <p>The JHA shall identify the location of the work project or activity, the name of employee(s) writing the JHA, the date(s) of development, and the name of the appropriate line officer approving it. The supervisor acknowledges that employees have read and understand the contents, have received the required training, and are qualified to perform the work project or activity.</p> <p>Blocks 1, 2, 3, 4, 5, and 6: Self-explanatory.</p> <p>Block 7: Identify all tasks and procedures associated with the work project or activity that have potential to cause injury or illness to personnel and damage to property or material. Include emergency evacuation procedures (EEP).</p> <p>Block 8: Identify all known or suspect hazards associated with each respective task/procedure listed in Block 7. For example:</p> <ul style="list-style-type: none"> a. Research past accidents/incidents b. Research the Health and Safety Code, FSH 6709.11 or other appropriate literature. c. Discuss the work project/activity with participants d. Observe the work project/activity e. A combination of the above <p>Block 9: Identify appropriate actions to reduce or eliminate the hazards identified in Block 8. Abatement measures listed below are in the order of the preferred abatement method:</p> <ul style="list-style-type: none"> a. Engineering Controls (the most desirable method of abatement). For example, ergonomically designed tools, equipment, and furniture. b. Substitution. For example, switching to high flash point, non-toxic solvents. c. Administrative Controls. For example, limiting exposure by reducing the work schedule; establishing appropriate procedures and practices. d. PPE (least desirable method of abatement). For example, using hearing protection when working with or close to portable machines (chain saws, rock drills portable water pumps) e. A combination of the above. <p>Block 10: The JHA must be reviewed and approved by a line officer. Attach a copy of the JHA as justification for purchase orders when procuring PPE.</p> <p>Blocks 11 and 12: Self-explanatory.</p>	<p>Emergency Evacuation Instructions (Reference FSH 6709.11)</p> <p>Work supervisors and crew members are responsible for developing and discussing field emergency evacuation procedures (EEP) and alternatives in the event a person(s) becomes seriously ill or injured at the worksite.</p> <p>Be prepared to provide the following information:</p> <ul style="list-style-type: none"> a. Nature of the accident or injury (<i>avoid using victim's name</i>). b. Type of assistance needed, if any (<i>ground, air, or water evacuation</i>) c. Location of accident or injury, best access route into the worksite (<i>road name/number</i>), identifiable ground/air landmarks. d. Radio frequency(s). e. Contact person. f. Local hazards to ground vehicles or aviation. g. Weather conditions (<i>wind speed & direction, visibility, temp</i>). h. Topography. i. Number of person(s) to be transported j. Estimated weight of passengers for air/water evacuation. <p>The items listed above serve only as guidelines for the development of emergency evacuation procedures.</p> <p style="text-align: center;">JHA and Emergency Evacuation Procedures Acknowledgment</p> <p>We, the undersigned work leader and crew members, acknowledge participation in the development of this JHA (<i>as applicable</i>) and accompanying emergency evacuation procedures. We have thoroughly discussed and understand the provisions of each of these documents:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">SIGNATURE</th> <th style="width: 10%; text-align: center;">DATE</th> <th style="width: 50%; text-align: center;">SIGNATURE</th> <th style="width: 10%; text-align: center;">DATE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 5px;">Work Leader</p>	SIGNATURE	DATE	SIGNATURE	DATE	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
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Volunteer Timesheet

USDA Forest Service

FS-1800-25 (5/2007)
OMB 0596-0080 (10/2010)

Volunteer Timesheet					
Name of Volunteer: _____			Name of Supervisor: _____		
Month / Year: _____			Approximate Grade Level of Work: _____		
<p>Enter the actual (or estimated) number of hours volunteered next to the corresponding date. If no hours were volunteered, enter a "0" or leave blank.</p>					
Date	Hours	Date	Hours	Date	Hours
1		12		23	
2		13		24	
3		14		25	
4		15		26	
5		16		27	
6		17		28	
7		18		29	
8		19		30	
9		20		31	
10		21			
11		22			
TOTAL HOURS FOR THE MONTH: _____					
SIGNATURES					
Volunteer: _____			Date: _____		
Supervisor: _____			Date: _____		
COMMENTS / ADDITIONAL INFORMATION:					
<p>Note : Information from this timesheet will be used for the Volunteers Annual Report, form FS-1800-24</p> <p>Burden Statement</p> <p>According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0596-0080. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.</p> <p>The U. S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audio tape, etc.) should contact USDA's TARGET Center at 202-720-2600 (voice and TDD).</p> <p>To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.</p> <p style="text-align: center;">Privacy Act Statement</p> <p><small>Collection and use is covered by Privacy Act System of Records USDA/OP-1 and is consistent with the provisions of 5 USC 552a (Privacy Act of 1974), which authorizes acceptance of the information requested on this form. The data will be used to maintain official records of volunteers of the USDA Forest Service for the purposes of tort claims and injury compensation. Furnishing this data is voluntary, however if this form is incomplete, enrollment in the program cannot proceed.</small></p>					

USDA Forest Service

FS-1800-24 (05/2007)
OMB 0595-0080 (Exp. 10/2010)

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*Ethnicity: HL (Hispanic or Latino); NHL (Not Hispanic or Latino)
Race: AI/AN (American Indian or Alaska Native); A (Asian); B/AA (Black or African American); NH/PI (Native Hawaiian or other Pacific Islander); W (White) [Choose one or more]*

About the Authors

Lisa Outka-Perkins received her master's degree in sociology with an emphasis in criminology from the University of Montana in 2001. She works for MTDC as a sociologist and project leader. Her recent DVD projects include: "Personal Safety in Remote Work Locations," "Wilderness Rangers: Keeping it Wild," "Building Mountain Bike Trails: Sustainable Singletrack," "Collecting Fees in the Field: Mitigating Dangers," and "Firefighter Cohesion and Entrapment Avoidance."

Bob Beckley received a bachelor's degree in political science from the University of Montana in 1982. He began his Forest Service career as a timber technician on the Nez Perce National Forest. Beckley was a smokejumper when he came to the Missoula Technology and Development Center in 1990. He assists in the explosives program and works as a project leader and public affairs specialist.

Library Card

Outka-Perkins, Lisa; Beckley, Bob. 2009. Volunteers in the Forest Service: a coordinator's desk guide. Tech. Rep. 0967-2814P-MTDC. Missoula, MT: U.S. Department of Agriculture, Forest Service, Missoula Technology and Development Center. 128 p.

This guide is intended to provide coordinators with the information they need to organize volunteers to work safely and productively for the Forest Service. Some helpful materials are available as Word documents that can be modified. They are on the Forest Service's internal computer network at <http://fsweb.mtdc.wo.fs.fed.us/pubs/htmlpubs/htm09672814/helpful/>.

This desk guide is a companion to "Welcome to the Forest Service: A Guide for Volunteers" (Tech. Rep. 0967-2813P-MTDC).

Keywords: Accessibility; Adopt-a-Trail Program; Back Country Horsemen; Boy Scouts; campgrounds; Civil Rights Act of 1964; community involvement; community service; DR 4300-3; F-1 visas; Federal Employees Compensation Act; Forest Service International Visitor Program; forms; FS-1800-7; FS-1800-8; FS-6500-248; FSH 6509.14; FSH 6709.11; FSM 1830; Fulbright-Hays Act; Girl Scouts; J-1 visas; Mutual Educational and Cultural Exchange Act; national forests; personnel; public service; recreation; Recreation, Heritage, and Volunteer Resources; Safety and Occupational Health; safety at work; training; VIF; volunteer agreements; Volunteers in the National Forests Act of 1972; Volunteers in the National Forests Program; Washington Office; WO; work places; workplaces; worksites



Additional single copies of the CD with the guide for volunteers and this guide for volunteer coordinators may be ordered from:

USDA Forest Service
Missoula Technology and Development Center
5785 Hwy. 10 West
Missoula, MT 59808-9361
Phone: 406-329-3978
Fax: 406-329-3719
E-mail: wo_mtdc_pubs@fs.fed.us

For additional information about training volunteers, contact Lisa Outka-Perkins at MTDC:

Phone: 406-329-3849
Fax: 406-329-3719
E-mail: loutka-perkins@fs.fed.us

Electronic copies of MTDC's documents are available on the Internet at:

<http://www.fs.fed.us/eng/pubs>

Forest Service and Bureau of Land Management employees can search a more complete collection of MTDC's documents, CDs, DVDs, and videos on their internal computer networks at:

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