



Appropriate Volunteer Service



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Augmenting OPRD Staff Duties

Volunteer assignments may only include tasks that augment duties performed by paid staff. Volunteer tasks may not exclusively replace tasks normally assigned to paid staff.

Augmenting staff duties is demonstrated in an OPRD MUs or division's ability to absorb a portion of volunteer tasks or temporarily stop providing non-essential tasks whenever volunteers are unavailable to complete assigned tasks.

Example, Augmenting Staff Duties: Volunteer assignment has volunteers support campground operations, which includes mowing grass. With volunteer support mowing is done weekly. When volunteers are present, staff are able to focus on additional services. When volunteers are not serving in the role, mowing is done by staff on a bi-weekly or monthly basis. In this example, volunteer service for this task allows the park to meet a higher level of service and expectation than it would with staff alone. If volunteers were not there, the task would go undone, or not done at the same service level.

Example, Replacing Staff Duties: Volunteer assignment has volunteers exclusively checking-in campers to their sites. Checking-in campers to sites is not a part of current ranger duties, and rangers do not perform this task and are not trained on the task. When volunteers are not available, ranger staff have to take over the responsibilities exactly as they were being performed, because the task is crucial to the park. In this example, the task that's included in this volunteer assignment was given completely to volunteers, and it was no longer an activity that staff were trained on or considered responsible to do. Because it is critical to park operations, when no volunteers are available, staff must take on the role again. This is an example replacing staff duties, rather than having volunteers support key tasks, which is not allowed.





Safety: Approved Volunteer Tasks

Volunteer tasks, identified as low hazard or moderate hazard in the [SAF.010.080.PR Volunteers and Safety Sensitive Tasks Procedure](#), may be included in volunteer assignment descriptions. Tasks identified as high hazard are prohibited from being a part of a volunteer assignment managed by OPRD MUs or divisions.

Exceptions allow for an OPRD unit to identify an individual volunteer to engage in high hazard tasks on a case-by-case basis. These exceptions are made for individuals, and not made for general volunteer assignments. The exceptions process must follow the procedure outlined in the [SAF.010.080.PR Volunteers and Safety Sensitive Tasks Procedure](#), which includes obtaining district manager and safety manager approval. [MU documents related to procedure compliance can be found here](#).

Evaluating Tasks for Safety

Staff should think about the tasks and the level of risk being assigned to volunteers. It may be helpful to answer the following questions to help identify what appropriate training may be for a specific activity, or if an activity may not be suited for volunteer service:

1. What safety training is required or provided to staff who take on this task or activity? Is it possible to provide the same level of training to a volunteer?
2. How are staff supervised while performing this activity? How could volunteers receive the same level of supervision?

If staff have questions about appropriate tasks or training associated with them, contact OPRD's Safety Program Manager.



Volunteer Role in Enforcement

Volunteers are neither expected nor empowered to enforce OPRD park rules. Subject to [PSP.040 Park Area Rule Enforcement Policy](#), volunteers may advise, or educate the public on park rules, but may not engage in rule compliance. Prohibited enforcement activities include, but are not limited to: issuing compliance requests verbally or in writing and issuing violation notices.

Enforcement is strictly the responsibility of commissioned park staff. Volunteers do not receive the same training, resources, or protections that enforcement staff receive. We cannot predict the reaction or behavior of a guest that has been given a written warning or asked for compliance, and an enforcement contact that seems to be relatively benign, can quickly turn into a more serious situation. Volunteers are not paid staff and are not to be put into greater risk by having enforcement as part of their role. As such, they can educate and inform on park rules only.

Examples:

- Allowed: Volunteer park host at a day-use park is given a stack of flyers that list the park hours, and the time the gate will be locked. Volunteer is instructed to put these flyers on all cars in the lot 4 hours prior to close. This falls under informing, it's not a citation document, and does not threaten further fines or actions, or what happens if someone is out of compliance.
- Not Allowed: Volunteer park host is assigned to stand on a bike path and ask each child or parent of a child to wear a helmet *and* inform them they will receive a citation and fine if they are out of compliance. This is not only asking for compliance, but it's putting the volunteer in the position as a first contact in an enforcement situation. This goes beyond informing the rules, as the host is seeking out visitors not in compliance, and this is not general information sharing.



Volunteer Roles in Cash Handling

Volunteers who are given duties related to cash handling are subject to the same cash handling controls, procedure, and training as OPRD employees. For details on cash handling controls, refer to the [RRAP Manual](#).

Unless an exception has obtained an exception from the Accounting Department, volunteers may not:

- Reconcile daily receipts.
- Prepare bank deposits or revenue forms.
- Deliver deposits to the bank.
- Access the reservations system.
- Perform any type of cash handling in park booths.
- Be considered dual custody when preparing deposits.
- Be given access to a safe.

Volunteers may:

- Use a change fund to facilitate gift shop or amenity sales such as firewood or ice, as long as a specific amount has been approved by the OPRD MU Manager and a Change Fund Transfer Form has been completed.
- Claim bottle/recycling deposits for the park.





Assignment Modifications for Volunteers

Volunteer assignment modifications will be made for volunteers, whenever possible, to allow for inclusive and safe volunteer experiences.

Volunteers serving in any assignment will have their ability to perform assigned tasks assessed by their OPRD MU or division. If a volunteer shows an inability to perform a task safely, the OPRD MU or division may provide further training or modify the task, to support the volunteer in their performance of the assignment.

If modifications cannot be made which allows the volunteer to perform the assignment, the OPRD MU or division may identify more appropriate assignments, or contact their regional program coordinator to identify other available assignment options. If no other opportunities can be identified, and there are no alternative volunteer assignments, the volunteer assignment will be terminated.

Documenting Modifications

Include appropriate information on the notes section of a volunteer's profile that will help future OPRD volunteer assignments support and work with that volunteer.

Do not upload any medical records or include notes about medical records on their volunteer profile.

Example Note: Volunteer Jane has a passion for the Junior Ranger program, however, she cannot stand for long periods of time, and cannot carry equipment that weights over 20 lbs. (approximately). OPRD staff moved locations of Jane's Junior Ranger programs to areas where seating was available, and would have another volunteer or staff member assist her in unloading heavy materials (as needed).



Staff & Family Members of Staff as Volunteers

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If a staff member wishes to volunteer for an OPRD volunteer assignment, including seasonal staff during their off-season, their manager should contact their HR business partner to determine if the volunteer service is appropriate.

If a family member of a staff member wishes to volunteer, the staff member's manager needs to verify that the position does not create an ethical conflict in supervision, preferential treatment, or in the creation of an assignment that violates [*HR.050 Professional Standards Ethics and Conflict of Interest*](#). Managers should contact their HR business partner to discuss potential conflict if they are uncertain on whether or not a family member volunteering creates ethical conflict.