



Onboarding Requirements: Orientation

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All volunteers must receive an orientation to their assignment and to the site where they will be volunteering. The type of volunteer service an individual is engaging in will determine the type of information covered in an orientation, as well as the length of time the orientation will take.

No matter the volunteer assignment, the following topics, shared below, are to be addressed in all orientations. For most sections, an example of how this topic could be addressed through orientation for an individual volunteer and an episodic volunteer has been shared in the sections below.

This is not a comprehensive list of all that can be included in a volunteer orientation. This should instead be considered the minimum subject areas to be addressed in an orientation. Management units and divisions will need to assess their location and volunteer assignments to determine what other important subjects should be covered in their volunteer orientation.

Orientation Documents



Park Host Orientation Video



Example Coast Region Park Host
Orientation Presentation



Example Mountain Region Park
Host Orientation Presentation

Orientations: Required Topics

For all volunteer assignments, regardless of role, the following topics need to be addressed in an orientation:



Introduction

This sets the stage for a volunteer's experience with OPRD. Thank them for their volunteer service and share the impact of this service.

Be sure your introduction answers this question for volunteers: how does the service they're performing support Oregon Parks and Recreation Department, the environment, the community, etc.?



Communication

Communication is sharing with volunteers how they can get in touch with OPRD staff and emergency services, the situations where that may be necessary, and how they can expect to receive communication from OPRD.

All volunteers must have a method for immediately communicating with their OPRD unit at all times while they are on-duty. If direct communication is not possible due to geographic or other limitations (ex: they have a personal cell phone, but are in an area with no cell phone service), then an OPRD unit is responsible to have a communication plan in place that establishes communication with volunteers at the beginning and end of their scheduled service hours.

Individual Volunteer Example: Sharing a phone number list, of staff contacts and emergency services with this volunteer, as well as an explanation of when emergency services or police enforcement should be called.

Episodic Volunteer Example: Sharing information about how they can locate OPRD staff during an event should they need them: physical location (where staff will be), and if cell phone coverage works in the area they'll be volunteering, - and if it does not, how will the group communicate with emergency services (OPRD staff has a radio, here is how it's used, etc.).



Location Overview

Share with volunteers any important site or location information that's relevant to their volunteer service, including emergency evacuation information and the location of the closest emergency services.

Individual Volunteer Example: Share buildings/locations that these volunteers may need to utilize as part of their service (staff offices, tool

Individual Volunteer Example: Share buildings/locations that these volunteers may need to utilize as part of their service (staff offices, tool storage, visitor center, etc.). Additionally, share locations they'll need to know about to answer customer questions (trail heads, parking, gas stations, etc.).

Episodic Volunteer Example: Volunteers on the coast need information about the site's tsunami evacuation route as well as where the closest emergency services are located to the service/event location.



Welcoming: Engage, Relate, Adapt

Volunteers are in a unique position in OPRD where they are both representatives of the agency, as well as participants in park activities. It's important to create a welcoming experience for volunteers, just as OPRD staff would do for visitors. At the same time, staff need to make it clear to volunteers, that OPRD expects volunteers to create a welcoming environment for visitors, their fellow volunteers, partners/contractors, and staff.

Individual Volunteer Example: During an orientation, park staff should briefly introduce the concept of engage, relate, and adapt to volunteers, and could give positive examples of situations where volunteers or staff created a welcoming experience for visitors and their fellow volunteers. Additionally, staff could allow space for volunteers to share examples related to their experience engaging, relating, and adapting.

Episodic Volunteer Example: During the general welcome to volunteers supporting a one-day or one-time event, staff can quickly share OPRD's belief in creating a welcoming environment for visitors and volunteers and if at any time a volunteer feels uncomfortable, disrespected, or unsafe by the comments or actions of visitors, volunteers, or staff, they should immediately bring that to the attention of the OPRD staff member, who is here to support them in having a positive experience as a volunteer with OPRD.

[Go here for more information on Belonging, Equity, & Engagement with OPRD.](#)



Safety Training

Whatever task volunteers engage in, it is the responsibility of the OPRD MU or division to ensure they have received the right information

regarding their safety, as well as how to safely perform any task they undertake in their volunteer role.

Orientations should include an overview of personal protective equipment (PPE). PPE that is required of staff to use while performing an activity is also required for volunteers undertaking the same task. Additionally, staff need to direct volunteers in the proper wear and use of PPE.

Individual Volunteer Example: In addition to the statewide required safety training for park hosts, a park will need to demonstrate proper use and location specific information about a safety task. For example, if mowing is part of park host duties, staff will need to walk through the location of the equipment, how to use that specific mower safely (including required PPE), and share information about areas in the park to avoid (hidden ditches etc.).

Episodic Volunteer Example: Volunteers at a one-day trail work event will need to receive instruction on how to use each tool, guidelines for the distance they should be from another person when using a tool, and the PPE they need to wear when using any of the tools.

General Assignment Training

For all duties within a volunteer assignment, an OPRD unit must provide direct training for those tasks. As tasks will vary assignment to assignment, so will training.