

National Park Service  
U.S. Department of the Interior  
Indiana Dunes National Park



# Volunteer Handbook

Digital copy available online at  
<https://www.nps.gov/indu/getinvolved/volunteer.htm>



**THE PARK CONNECTION**  
"Connecting people to the park"

# Indiana Dunes National Park



**United States Department of the Interior**  
NATIONAL PARK SERVICE  
Indiana Dunes National Park  
1100 N. Mineral Springs Road  
Porter, IN 46304

Dear Volunteer,

Welcome to the Volunteer Program at Indiana Dunes National Park! Volunteering is an American tradition that has made many contributions to communities throughout the country. We are grateful that you have chosen to join us by sharing your expertise, talents, and time. Indiana Dunes volunteers annually give thousands of hours of service that helps to preserve and protect our local national park for future generations.

Our staff will help you to be successful and effective in your duties, so please do not hesitate to ask questions. We consider every volunteer an essential member of the team. Without your support, we could not accomplish our goals in serving the public and protecting park resources.

This handbook is designed as a reference and guide to the park's volunteer program. We hope you learn a lot about our volunteer program and the many opportunities offered. For your reference, please keep a copy handy while you are a volunteer. Because a manual is a living document, there will be occasional changes made to some of the information in this book. During your time as a volunteer, please check periodically for updates and revisions, which will be posted online [www.nps.gov/INDU](http://www.nps.gov/INDU).

We thank you for your generosity and the legacy you are leaving.

Sincerely,

A handwritten signature in black ink, appearing to read "James Whitenack".

James Whitenack

Volunteer Program Manager



## Contact Information

### Volunteer Program Office (The Park Connection)

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- Website | <https://www.nps.gov/indu/getinvolved/volunteer.htm>
- Volunteer Program Office (The Park Connection) | 618 N. Mineral Springs Rd, Porter, IN 46304
- Mailing Address | 1100 N. Mineral Springs Rd., Porter, IN 46304
- Phone – Volunteer Info Line | (219) 221-7098

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- Volunteer Supervisor | Robert Tabern | [rtabern@railrangers.org](mailto:rtabern@railrangers.org) | (847) 271-1979

### Indiana Dunes National Park

- 24-hour Park Dispatch/Communication Center | (219) 395-1008
- Website | [www.nps.gov/INDU](http://www.nps.gov/INDU)

### Visitor Center

- 1215 N State Road 49, Porter, 46304 | (219) 926-2255

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## ***About the National Park Service***

On **August 25<sup>th</sup>, 1916**, President Woodrow Wilson signed an **Organic Act**, establishing the National Park Service (NPS), a new federal bureau in the Department of the Interior. The NPS would be responsible for managing 35 existing national parks and monuments, as well as those yet to be established. The NPS Mission is stated in the Organic Act:



***“the Service thus established shall promote and regulate the use of the Federal areas known as national parks, monuments, and reservations...by such means and measures as conform to the fundamental purpose of the said parks, monuments and reservations, which purpose is to conserve the scenery and the natural and historic objects and the wild life therein and to provide for the enjoyment of the same in such manner and by such means as will leave them unimpaired for the enjoyment of future generations.”***

The National Park Service strives to meet this original mission, while filling new roles as well: guardian of diverse cultural and recreational resources; world leader in the parks and preservation community; environmental advocate; and pioneer in the drive to protect America’s open space.

### **Indiana Dunes National Park History**

The legislation that authorized Indiana Dunes National Lakeshore in 1966 resulted from a movement that began in 1899. Three key individuals helped make Indiana Dunes National Lakeshore a reality: Henry Cowles, a botanist from the University of Chicago; Paul H. Douglas, Senator for the State of Illinois; and Dorothy R. Buell, an Ogden Dunes resident and English teacher. Henry Cowles published an article entitled "Ecological Relations of the Vegetation on Sand Dunes of Lake Michigan," in the Botanical Gazette in 1899 that established Cowles as the "father of plant ecology" in North America and brought international attention to the intricate ecosystems existing on the dunes.

But Cowles' article and the new international awareness were not enough to curtail the struggle between industry and preservation that governed the development of Indiana Dunes National Lakeshore. In 1916, the region was booming with industry in the form of steel mills and power plants. Hoosier Slide, for example, 200 feet in height, was the largest sand dune on Indiana's lakeshore. During the first twenty years of the battle to save the dunes, the Ball Brothers of Muncie, Indiana, manufacturers of glass fruit jars, and the Pittsburgh Plate Glass Company of Kokomo carried Hoosier Slide away in railroad boxcars.

It was this kind of activity by local industry that spurred Cowles, along with Thomas W. Allinson and Jens Jensen to form the Prairie Club of Chicago in 1908. The Prairie Club was

the first group to propose that a portion of the Indiana Dunes be protected from commercial interests and maintained in its pristine condition for the enjoyment of the people. Out of the Prairie Club of Chicago came the precursor to the current park: The National Dunes Park Association (NDPA). The NDPA promoted the theme: "A National Park for the Middle West, and all the Middle West for a National Park."

On October 30, 1916, only one month after the National Park Service itself was established (August 25, 1916), Stephen Mather, the Service's first Director, held hearings in Chicago to gauge public sentiment on a "Sand Dunes National Park". Four hundred people attended and 42 people, including Henry Cowles, spoke in favor of the park proposal; there were no opponents.

The battle for a national park was crippled, however, when the United States entered the First World War. National priorities changed and revenues were targeted for national defense, not the development of a national park. The popular slogan "Save the Dunes!" became "First Save the Country, Then Save the Dunes!" As the nation went from a world war into a depression, hopes to save the dunes began to fade.

In 1926, after a ten-year petition by the State of Indiana to preserve the dunes, the Indiana Dunes State Park opened to the public. The State Park was still relatively small in size and scope and the push for a national park continued. In 1949, Dorothy Buell became involved with the Indiana Dunes Preservation Council (IDPC). The efforts of Buell resulted in a Save the Dunes Council in 1952.

However, the struggle did not end there. A union of politicians and businessmen desired to maximize economic development by obtaining federal funds to construct a "Port of Indiana." Hoosier politicians and businessmen were eager to exploit the economic prosperity promised by linking the Great Lakes to the Atlantic Ocean shipping lanes via the St. Lawrence Seaway. In light of this, Save the Dunes Council President Dorothy Buell and council members began a nationwide membership and fundraising drive to buy the land they desperately sought to preserve. Their first success was the purchase of 56 acres in Porter County, the Cowles Tamarack Bog.

In the summer of 1961, those fighting to save the dunes began to see greater possibilities for hope. Then President John F. Kennedy supported congressional authorization for Cape Cod National Seashore in Massachusetts, which marked the first time federal monies would be used to purchase natural parkland. President Kennedy also took a stand on the National Park, outlining a program to link the nation's economic vitality to a movement for conservation of the natural environment. This program became known as The Kennedy Compromise, 1963-1964.

The Kennedy Compromise entailed the creation of a national park and a port to satisfy industrial needs. Then Illinois Senator Paul H. Douglas spoke tirelessly to the public and Congress in a drive to save the dunes, earning him the title of "the third senator from Indiana." In 1966, Douglas made sure that the highly desired Burns Waterway Harbor (Port of Indiana) could only come with the authorization of the Indiana Dunes National

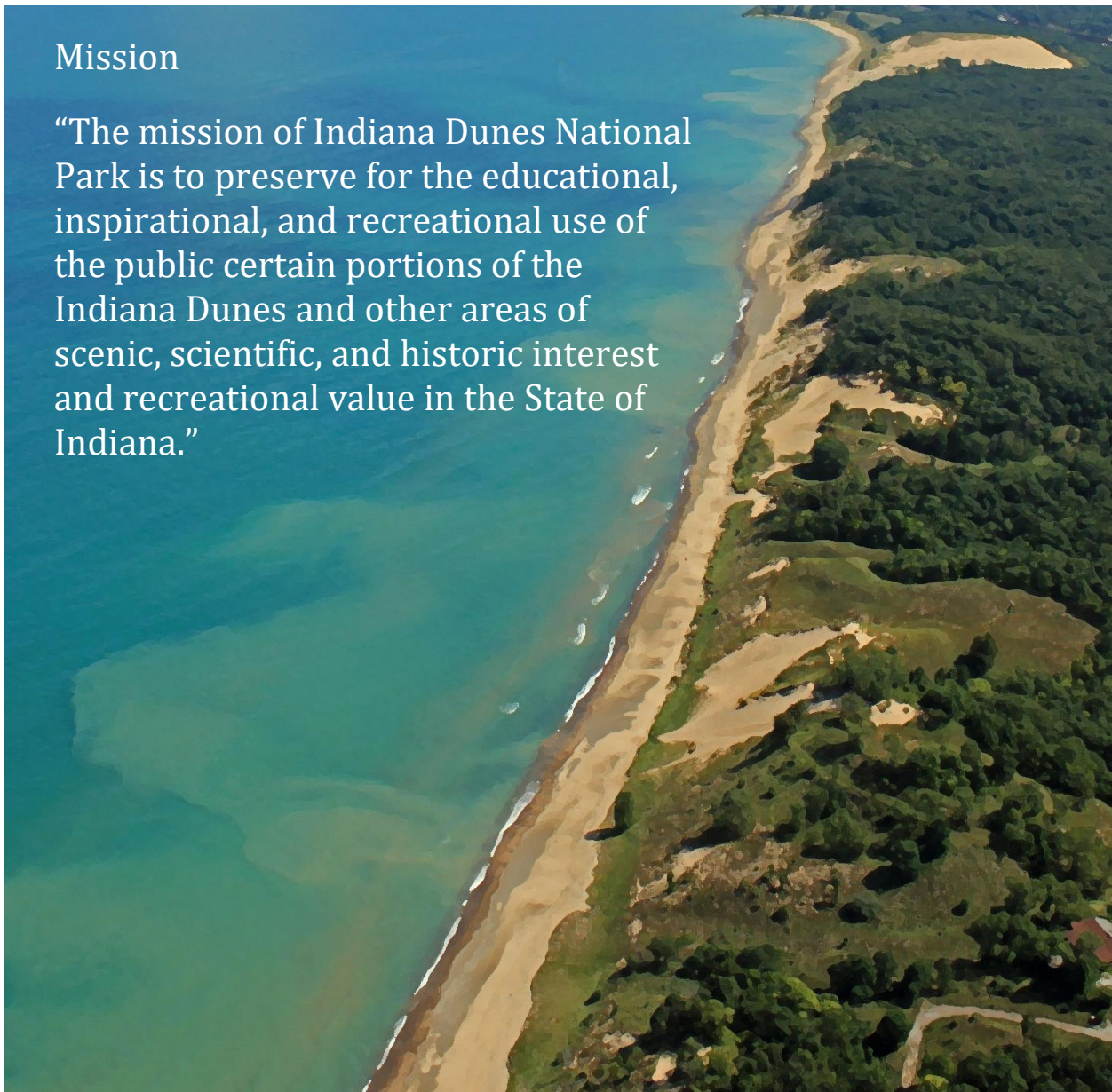
Lakeshore.

By the time the 89th Congress adjourned in late 1966, the bill had passed and the Indiana Dunes National Lakeshore finally became a reality. While the 1966 authorizing legislation included only 8,330 acres of land and water, the Save the Dunes Council, National Park Service, and others continued to seek expansion of the boundaries of preservation. Four subsequent expansion bills for the park (1976, 1980, 1986, and 1992) have increased the size of the park to more than 15,000 acres.

On February 15, 2019, Congress authorized the name change from Indiana Dunes National Lakeshore to Indiana Dunes National Park (Public Law No: 116-6; written into House Joint Resolution 31). Indiana Dunes became the 61st national park.

## Mission

“The mission of Indiana Dunes National Park is to preserve for the educational, inspirational, and recreational use of the public certain portions of the Indiana Dunes and other areas of scenic, scientific, and historic interest and recreational value in the State of Indiana.”



# **Organizational Structure of the Park**

## **THE OFFICE OF THE SUPERINTENDENT**

This office is led by the Superintendent and Deputy Superintendent. This office works closely with other Park Divisions to implement management directives. They provide overall leadership, direction, and guidance in all matters pertaining to park operations, programs, projects, external communications, planning, and policy formulation.

## **DIVISION OF ADMINISTRATION**

The Division of Administrative Services is comprised of accounting and budget, housing, information technology, procurement/contracting, and property. The Administrative Division also provides coordination and guidance on procedural, policy, and regulatory matters.

## **DIVISION OF MAINTENANCE**

The Maintenance Division is responsible for operating and maintaining Park facilities and assets associated with park operations. This includes roads, signs, trails, buildings, housing units, campgrounds, picnic areas, historic preservation, engineering support and maintenance of the park's vehicle and equipment fleets.

## **DIVISION OF INTERPRETATION**

The Interpretation Division is the communication path that connects visitors with resources. They provide public programming year-round in the form of visitor orientation, guided walks and talks, curriculum-based education, informal interaction along trails, and cultural demonstrations. Education staff is responsible for exhibits, publications, signs, films, the park website, and managing the overall Volunteer Program.

## **DIVISION OF RESOURCE MANAGEMENT**

While it is the responsibility of all employees to protect the park's resources, it is the Division of Resources Management and Science that provides understanding, technical support, and scientific expertise to sustain these resources. Staff accomplishes goals of inventory and monitoring, identifying key ecological issues, as well as actively mitigating threats that endanger animals, plants, air, water, historic landscapes, historic structures, archaeology, and cultural resources. The division includes the wildland fire crew and prescribed fire crews who manage fire-dependent plant communities.

## **DIVISION OF RESOURCE AND VISITOR PROTECTION**

The Visitor and Resource Protection Division enforce park laws that protect resources and provide for visitor safety. Led by the Chief Park Ranger, they manage a communications center, perform search/rescue operations, and provide emergency medical services.



## Our Significant Park Volunteer Program Partners

**The Friends of Indiana Dunes** assist the park by raising funds, increasing public awareness, encouraging stewardship, and supporting educational, scientific, and historical efforts of the park.



### **Mission of the Friends of Indiana Dunes**

Friends of Indiana Dunes are just that- individuals who care about the Indiana Dunes. The State Park and the National Park are priceless natural resources in the middle of the heartland's largest metropolitan area. The Friends sponsor various events during the year to benefit these parks.

Since 1982, the Friends mission is "to enhance and foster understanding, appreciation and enjoyment of the Indiana Dunes through financial and volunteer support of the National and State Parks as well as the Dunes Learning Center"

[Friends of Indiana Dunes, Inc. \(dunefriends.org\)](http://dunefriends.org)

## Other Key Partners



**Indiana Dunes Tourism** | <http://www.indianadunes.com>

Indiana Dunes Tourism is the official destination marketing, planning and development organization for Indiana Dunes Country/Porter County, IN. We operate the Visitor Center in partnership with the Indiana Dunes National Lakeshore



**Indiana Landmarks** | <https://www.indianalandmarks.org>

Indiana Landmarks saves the places that matter to Hoosiers—houses, barns, bridges, churches, schools, downtown districts, vintage neighborhoods. By restoring and repurposing historic buildings, we reconnect people to heritage and revitalize communities.



**Northwest Indiana Paddling Association** | <http://nwipa.org>

Dedicated to promoting the region's paddling resources and opportunities, providing environmental stewardship of the region's waterways, education, and providing a voice for the region's paddlers.



**Midwest Rail Rangers** | [Midwest Rail Rangers](http://Midwest Rail Rangers)

Non-profit whose mission is to educate railroad passengers about what they are seeing out their window. The Rail Rangers is made up of Midwest-based Interpretive Guides who have extensive backgrounds in history, education, and public speaking... plus a great knowledge of various Midwestern railroad routes.



**East Troy Railroad Museum** | <http://www.easttroyrr.org>

A not-for-profit educational corporation dedicated to the preservation of the rail heritage of Wisconsin and America.



**Dunes Learning Center** | <https://duneslearningcenter.org>

Provides residential environmental education opportunities to students.

## About the Volunteers-In-Parks Program



Indiana Dunes National Park welcomes you to the Volunteers-In-Parks (VIP) program! Volunteers perform services in all areas of the park and are a valuable addition to staff. This handbook is meant to serve as an overview and guide to the program. It includes information about the park, the National Park Service, and VIP policies and procedures. Used in conjunction with an orientation to the park and specific on-the-job training, it will provide you with all the information needed to get started.

### **Mission Statement**

The mission of all volunteer programs with the National Park Service is to accomplish park goals through mutually beneficial volunteer experiences. Expanding on this, the mission of the Indiana Dunes National Park volunteer program, the Park Connection, is to inspire people of all ages and backgrounds to participate in the enjoyment and preservation of the park, building a community of park stewards with the motto of “connecting people to the park.”

### **The Park Connection Volunteer Office**

The Park Connection Volunteer Office is located at the Bailly/Chellberg trailhead parking lot. The Volunteer Office is the headquarters of the volunteer program and manages the operation and growth of the park’s VIP Program. The Park Connection offers a variety of volunteer opportunities for individuals and groups of all ages and abilities to serve alongside park employees.

### **What is the Volunteers-In-Parks Program?**

The Volunteers-in-Parks Program was authorized by Congress to provide ways for people to assist in national parks. Nearly 250,000 individuals have worn the official VIP Patch!

As a volunteer, you are not paid by the Federal Government. You do, however, have the benefit of connecting with people from all around the world, developing skills, increasing knowledge, and sharing in a one-of-a-kind service experience that we hope will enrich your life and support you in present and future endeavors.

To accomplish its goals of preservation and education, the National Park Service relies on the efforts of many volunteers. The program was authorized by Public Law 91-357, enacted in 1970. Its purpose is to provide a venue through which the NPS can accept and utilize voluntary services from the public. A main objective of the program is to utilize the support in ways that are beneficial to both the National Park Service and the volunteer.

Volunteers are accepted from the public without regard to race, creed, religion, age, sex, sexual orientation, national origin, or disability.

Under VIP Program legislation, volunteers may be recruited without regard to the Office of Personnel Management regulations. They are provided coverage for tort liability and work-injury compensation. Volunteers are selected to participate in the program because they are able to assist with an identified need of the park. Volunteers are individuals or groups who wish to share their skills and perform a specific function or type of work.

Volunteering is a tradition that has made an immeasurable contribution to communities, organizations, and individuals throughout the country. A recent poll found that over one-third of the American public has been or is now a volunteer. Over half of those presently involved in volunteer work are also employed in full or part-time jobs.

Today's volunteers are active, dynamic, creative individuals of all ages who possess the skills, desire, patience, and time to accomplish a wide variety of tasks. National Park VIPs are, without a doubt, Very Important People! They help to preserve and protect America's cultural and natural heritage for the enjoyment of this and future generations. Young and old alike give of their time and expertise to assist paid staff in achieving a national mission.

# Many Ways to Get Involved

## *Our Signature Programs*

### ARTIST-IN-RESIDENCE

- Be a part of a rich heritage of artists who inspire and move others to preserve the dunes
- Live and create art within the park for two weeks



The Artist-in-Residence (AIR) program at Indiana Dunes offers professional artists the opportunity to live in the park for two weeks to create art that helps generate appreciation and support for the national park. In exchange, the artist provides a public program and donates a piece of art created during their stay.

The work produced by these artists becomes a permanent part of the park's collection, available for the public to view at various art galleries and other historic locations.

### BARK RANGERS

- Be a BARK Ranger Ambassador and volunteer with your four-legged friends
- Educate visitors on how to handle pets in the national parks



Volunteers and their canine companions can become BARK Ambassadors, informing the public on how to properly enjoy the park with their pets. Each volunteer is trained on how to approach visitors and explain the importance of the BARK Ranger rules. Responsibilities vary from assisting with BARK Ranger hikes to having one-on-one interactions with visitors.

### CORPORATE & BUSINESS

- Help play an important role for our local and regional community
- Engage employees in projects around the park



The Indiana Dunes Corporate Volunteer program is the perfect way for your team, clients, and colleagues to bond and enjoy a fun, active day while working together outdoors to care for our national parks.

## CAMPGROUND HOST

- Be the "eyes and ears" of the park by assisting campers and park service staff
- Volunteers live on-site in the campgrounds during the season



Campground hosts live in designated sites within the campgrounds and are subject to visits and requests for assistance at all hours of the day or night. Hosts assist park staff with campground operations and provide a variety of information to visitors, including campground regulations, safety advisories, upcoming interpretive programs, and points of interest.

## CITIZEN SCIENCE

- Become a citizen scientist to assist in scientific research used across the nation
- Join the Dragonfly Mercury Project, FeederWatch Program, or Integrated Monarch Monitoring studies



Citizen science engages volunteers of all ages, some with little or no prior scientific training, in collecting scientific data related to important issues faced by the parks. Citizen scientists at Indiana Dunes get out in the field, gain deeper knowledge about the resources in the parks, and contribute valuable information to assist the park.

## DROP-IN VOLUNTEERING

- No registration, minimum-age, special skills, or commitment necessary
- Park provides training and equipment on site



Indiana Dunes National Park and Indiana Dunes Tourism have partnered to offer Drop-In Volunteering, a no-hassle volunteer option for those looking to help out at the Indiana Dunes. Opportunities will be available nearly every day of the week and will include stewardship, restoration, park cleanup, and more.

## **RAILROAD CREW**

- Educate the public on the National Park Service's history with America's railways
- Learn interpretive skills while helping to enhance train rides for passengers



Rail Rangers is a partnership between Indiana Dunes National Park and the Midwest Rail Rangers Corporation. Volunteers will be stationed on selected South Shore Line Northern Indiana Commuter Transportation District (NICTD) trains to provide information and interpretive programs to train riders on the South Shore between Chicago, Illinois, and South Bend, Indiana through the Indiana Dunes National and State Parks.

The National Park Service and East Troy Railroad Museum, in East Troy, Wisconsin, host a joint interpretive program featuring historic South Shore Railroad Cars.

## **RIVER CREW**

- Enhance the recreational use of the Little Calumet River
- Participate in river restoration and recreational development



The Park Connection has partnered with the Northwest Indiana Paddling Association with our River Crew volunteer program. Through this partnership with NWIPA, we aim to make this river a showcase for recreational use in the park and the region. Work will focus on log jam removal, trash cleanup, or other work to make the river more accessible to the public.

## **SCOUT PROGRAMS**

- Participate in a variety of organized educational or service projects
- Embrace our park's natural and cultural resources



The Scout program invites Boy, Girl, and Cub Scouts to participate in educational and/or volunteer service projects at Indiana Dunes National Park to spark their awareness of the national parks and to provide Scouts with the opportunity to explore the national parks and learn more about protecting our natural and cultural resources. Scouts are awarded patches for participating in the program.

## SEASONAL VOLUNTEERS

- Become part of the park team
- Help with educational programs, resource management, and other park operations



Help Indiana Dunes when we need it most. We are looking for those who can commit to regularly volunteering at their assigned spot, whether it's staffing the visitor center once a week or tending to the greenhouse throughout the summer. Variety of positions available including working with kids, taking care of animals, and tending to our greenhouse.

## SERVICE LEARNING

- Learn new skills while giving back
- Students of all ages, from grade school to post-grad, are welcome
- Get involved in areas of the park that interest you most



From youth groups to grad school, our service learning opportunities provide students at any age a unique way to make a difference in their national park. With the help of our dedicated staff, you can work on a project that inspires you. Students will learn new skills, develop strong bonds with their peers, and appreciate the value of giving back to a service-learning project in the park.

## SPECIAL EVENTS

- Contribute to the success of our festivals and special events
- Work with rangers as you interact with visitors and learn about park history



Help volunteer at one of the many events hosted at Indiana Dunes! Greet visitors and assist with interpretation, all while celebrating our park's natural and cultural resources. Get experience in outreach, communication, and education.



## THE FARM & GARDEN CREW

- Get your hands dirty and work on the historic Chellberg Farm
- Share your love of animals and outdoor gardening



Help care for our garden, feed the animals, and maintain historic structures. Volunteers interact with visitors and answer questions about the park and farm.

## TRAIL CREW

- Explore our park while keeping our trails safe
- Get hands-on experience reporting, repairing, and maintaining trails



With over 50 miles of trails in our national park, the park service cannot regularly monitor and survey the trail system. Trail crew volunteers report trail conditions like downed trees, flooding or erosion, damaged or missing signs, and damaged boardwalks and stairs.

## BEACH CRUISERS

- Monitor the park's beaches and shoreline
- Educate the public of beach rules and regulations



Indiana Dunes National Park is a large urban national park system encompassing over 15,000 acres of Indiana coastal landscape that is visited by two million people each year. These parklands add immeasurably to the quality of life in the region. Our Beach Cruiser docent program offers the experience to work in conjunction with the National Park Service's Visitor Resource Protection Division to enhance and protect our beach areas.

## Getting Started - How to become a Volunteer



### EXPERIENCE YOUR AMERICA

Explore our opportunities above on our website to learn more. Most of our positions do not require a formal application. Simply contact us and we will find your place in the park. Call us at (219) 221-7098 or email us at [indu\\_volunteer@nps.gov](mailto:indu_volunteer@nps.gov).

Prospective volunteers are processed through the Volunteer Office and forwarded to park supervisors who run our signature programs. A volunteer must be capable of following all supervisory directives and performing his or her job successfully.

Each volunteer must have:

- Basic Orientation at the Volunteer Office
- An identified Volunteer Supervisor
- An identified Service Description (that includes Safety Messaging)
- A current Volunteer Service Agreement (Form 301A)

The Volunteer Service Agreement (*Appendix 1*) is for your protection and is the single most important document that you will complete as a volunteer. It must list your job duties and safety considerations. You should also have a detailed Service Description (*Appendix 2*) attached to your Volunteer Service Agreement that explains your job duties. Your supervisor will go over your duties in detail. You must both agree on these details. Your service activity should not go beyond the duties agreed upon in your Volunteer Service Agreement. If your duties change, you should sign a new Service Description listing those duties more specifically and attach it to your Agreement. Without a complete Volunteer Service Agreement, you will not be covered for workers' compensation or tort claims. Field supervisors are required to provide each VIP with a Job Hazard Analysis (JHA) that holds specific safety information regarding the Service Description.

It is imperative that each VIP has a current Volunteer Service Agreement *and* is operating under the written job description that contains specific information on the type of work he or she is assigned to do. This is necessary in case questions arise about whether a VIP was acting within his or her assigned responsibilities, especially if an injury occurs. Volunteers should have access to their Service Description and may ask their direct supervisor for a copy at any time. Your Service Description should be reviewed and updated annually to reflect all aspects of the work you are assigned to do. By signing a VIP Agreement, you acknowledge that the park may need to perform a background check to authorize you to perform duties depending upon the type of work you will perform.

## **Volunteer Orientation**

All new volunteers must attend a volunteer orientation at the Park Connection Volunteer Office before they begin. It covers and addresses basic volunteer questions and a brief history of Indiana Dunes National Park.

## **Uniform Standards and Appearance**

If you are volunteering in a long-term position, you will need a volunteer uniform. The volunteer uniform designates that you are an official volunteer and representative for the National Park Service. The uniform is to be worn when officially volunteering and upon completion of a Volunteer Service Agreement.

### **Distribution**

- Volunteer uniforms are distributed according to the season and by position.

- Uniforms for specific positions will be decided by supervisors working with the Volunteer Office on specific needs.
- Depending on frequency of volunteer shifts, multiple items of the same type are provided at the discretion of the Volunteer Office.
- All eligible volunteers will receive their uniforms from the Volunteer Office during orientation.
- Demonstration and living history clothing guidelines will be decided by event supervisors to ensure historical accuracy.

### **Appearance**

- Volunteers need to provide their own pants, shorts, or skirts.
- Volunteer uniforms should not be wrinkled, stained, or ripped.
- A long-sleeve shirt may be worn under a short-sleeve uniform shirt if the color is present in the volunteer insignia.
- Nametags should be worn when conveniently possible; you may specify how you wish your name to appear.
- Be sure to wear appropriate footwear for the activity you will be performing.

### **Nametags**

- When you begin your volunteer service, you will be given a nametag—please wear it at all times.
- All volunteers should have a nametag. If you do not have one, please contact the Volunteer Office.

### **Returns and Replacements**

- If you decide to stop volunteering, you must return your uniform to the volunteer office.
- When a uniform has become stained or ripped, please return it to the volunteer office for a replacement.

### **Uniform Responsibility**

- While in uniform, volunteers are specifically prohibited from purchasing or consuming alcoholic beverages or tobacco, gambling, sleeping, or participating in or attending any demonstration or public event wherein the wearing of the uniform could be construed as agency support for a particular issue, position, or political party.
- No volunteer shall be in possession of a firearm while volunteering or while in uniform.

## **Tracking and Reporting Volunteer Service Hours**

Why it is important to report your hours worked?

Each year, the federal government allocates an annual budget that is used to pay for items needed to keep the VIP Program running. These include uniforms, field equipment, office supplies, recognition awards, special events, essential training, and volunteer enrichment.

Each VIP is required to report service hours worked to his or her direct supervisor and the Volunteer Office. At the end of each government fiscal year (10/1/year – 9/30/year), the Volunteer Program Manager submits an Annual Activity and Expense Report to offices in Washington, DC. This report includes the number of VIPs and their hours served.

To keep our VIP Program running, we must account for all volunteers and all service hours. Maintaining accurate, up-to-date records of VIP hours helps park managers evaluate how to effectively support and meet the needs of our volunteers and their supervisors. In addition, reporting hours makes you part of the park's Awards Recognition Program.

The Volunteer Office manages a database that accurately shows VIP hours earned. This allows the park to say 'thank you' by hosting an annual Volunteer Recognition Banquet, where VIPs are honored with a gift commemorating their hours of service.

### **Volunteer Timesheets**

A timesheet (hours log) is available through your VIP supervisor or from the park's volunteer website and newsletter (Appendix 3). Once completed, your timesheet may be emailed, mailed, or interoffice mailed to the Volunteer Office and your supervisor.

\* Submit your timesheet or hours log to the Volunteer Office and your direct supervisor monthly.\*

## **Recognition and Awards**

Recognition is an important part of the volunteer program, and we look forward to showing our appreciation to our volunteers. A Volunteer Appreciation Banquet is hosted annually. In addition, each VIP reaching the following milestones is awarded a token of appreciation:

### **HOURS & AWARDS**

50	VIP Vehicle Sticker
100	VIP Keychain or VIP Magnet
150	VIP Coffee Mug or Nalgene
250	ATB Pass (See Below)
500	Park Coffee Mug

- 1,000 Arrowhead Sweatshirt
- 2,000 VIP Appreciation Plaque
- 3,000 Presidential Volunteer Service Award  
'Gold Level'
- 4,000 Presidential Lifetime Volunteer Service Award  
'President's Call to Service Level'
- 5,000 Special Annual Award & Name engraved on Plaque at Park Headquarters

\* Field Supervisors may recognize volunteers at the local level throughout the year.

\* The Volunteer Office tracks hours, but we encourage volunteers to track their hours as well. If you hit a milestone, please let us know!

### **AMERICA THE BEAUTIFUL (ATB) PASS**

Once a volunteer accumulates 250 hours, he or she may be awarded a 12-month America the Beautiful Pass that covers entrance fees at more than 2000 national parks, national forests, and national wildlife refuges. Volunteers are eligible for a new pass each time they earn an additional 250 hours.

## **Volunteer Enrichment**

Indiana Dunes National Park relies heavily on volunteers to achieve its mission, which includes providing visitor services and protecting park resources. We appreciate that volunteers choose to give their time and talents, and we know they do it for a variety of reasons.

Whether you are here because of your love for the park or to gain experience in a new field, we are counting on you to make the most of your experience. Speak up if you have questions, comments, and suggestions. If you become frustrated, or things don't happen as quickly as you had hoped, please feel free to take your concerns to your supervisor.

New volunteers will have basic park orientation training during their onboarding at the volunteer office. Supervisors will be provided specific training for volunteer positions.

Your experience as a volunteer increases with your knowledge of the park. Approach each project you do with an open and inquisitive mind and learn all you can about it. There are many ways to engage and learn more about the park.

There are monthly enrichment programs and training opportunities that are offered to encourage learning more about the cultural history and natural resources of the park. These opportunities will be posted in our monthly newsletter.

## **Volunteer Evaluation**

All volunteers should receive ongoing support and resources from their supervisor. This support should include training, coaching (on-the-job), supplies, and information that supports their service effort. Supervisors complete an annual written evaluation of each volunteer work. In turn, volunteers are encouraged to provide feedback about their experience in the volunteer program to the supervisor.

## **Staying in Touch**

**Monthly e-newsletter** -A monthly e-newsletter highlights the volunteer program and park wide news. Those who list their email address on their agreement form are automatically added to our list. Update your email address by contacting the Park Connection Volunteer Office.

**The Singing Sands** is the annual publication from Indiana Dunes National Park that features highlights and milestones of the park. It can be picked up at the Visitor Center or the Volunteer Office.

# Policies and Procedures

You are representing the park and, as such, your conversations with visitors should reflect park policy, not your own opinions. If you are unsure of park policy or feel that your personal opinion may conflict with park policy, please work with your supervisor to prepare for conversations related to the topic.

## Volunteer Safety

Employee and volunteer safety is our highest priority at Indiana Dunes National Park. We believe that mishaps are preventable if we work together to address them as a team. Safety is everyone's job.

Before you begin any task, please ask your supervisor for a **Job Hazard Analysis (JHA)** that has been completed for all tasks. Read the JHA and think about what and how you are doing that particular task. Be aware of hazards and wear all protective equipment designed and prescribed for the task. Use the right tool for the job at hand and be aware of hazards of that job, thinking about how you will respond if an unsafe situation arises.

Supervisors are responsible for providing a safe and healthful workplace for all employees and volunteers, as well as safe working equipment, procedures, and conditions. You, as a VIP, are responsible for following safe practices

Safety comes first at the park. Employees and volunteers should feel empowered to stop a job if they believe an uncontrolled hazard exists. While performing duties, if you encounter what you believe to be an unsafe situation, you have the responsibility to stop work and speak with your supervisor to correct the situation.

## Volunteer Protection

If you are injured on the job

A volunteer who suffers an on-the-job injury or occupational disease and desires to file a notice should contact his/her immediate supervisor. The supervisor is responsible for helping the VIP complete the proper Office of Workers Compensation Programs forms (CA-1 or 2) and must sign the claim, submitting factual and medical evidence if immediately available, as necessary. The supervisor submits the claim to the servicing personnel office for processing and supplies the VIP manager with a copy.



Volunteers receive the same protection as NPS employees under the Federal Employees Compensation Act (5 USC, Chapter 81) and the Federal Tort Claims Act (28 USC, 2671-2680). VIPs are considered to be federal employees for this purpose.

The two acts provide the following protection:

- **Federal Employees Compensation Act:** VIPs are entitled to first aid and medical care for on-the-job injuries as well as hospital care when necessary. Compensation benefits are approved by the Office of Workers Compensation Programs on a case-by-case basis. **If you suffer an on-the-job injury, you should contact your supervisor immediately.** The supervisor is responsible for helping you thoroughly document the incident. The supervisor is also responsible for helping obtain and complete the proper claim forms.
- **Federal Tort Claims Act:** Provides means whereby damages may be awarded as a result of claims against the National Park Service for injury or loss of property or personal injury or death caused by the negligent or wrongful act or omission of any employee of the NPS while acting within the scope of his or her employment; under circumstances where the NPS, if a private person, would be liable for the claimant in accordance with the law of the place where the act or omission occurred. \* Since volunteers are considered employees for the purpose of this act, you are offered protection for your personal liability as long as you are acting within the scope of your designated responsibilities under a signed VIP Agreement.

## **Visitor Firearm Carry Policy**

Federal law allows possession of loaded firearms in national parks. This law allows visitors who can legally possess firearms under federal and Indiana state laws to possess firearms in the park. **However, no volunteer shall be in possession of a firearm while volunteering in Indiana Dunes National Park or while in uniform.**

## **Zero Tolerance Policy for Sexual Harassment**

Sexual harassment is a violation of the sex discrimination provision of Title VII of the 1964 Civil Rights Act. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

The National Park Service has a "zero tolerance" policy on sexual harassment. *This means that sexual harassment will not be tolerated under any circumstances and is cause for immediate termination from the Volunteer Program.*

## **Zero Tolerance Policy for Discrimination**

In order to protect and provide access to our nation's natural and cultural heritage, we are committed to creating a work environment in which a diverse workforce is valued, motivated, developed, and rewarded for excellent performance. Equal access to volunteer opportunities is assured for all volunteers without regard to their race, ethnicity, sex, age, national origin, disability, religion, sexual orientation, genetic information, and without retaliation for engaging in protected activities.

Volunteers are not to make comments or jokes based on race, ethnicity, sex, age, national origin, disability, religion, or sexual orientation. The National Park Service has a "zero tolerance" policy on discrimination. *This means that discrimination will not be tolerated under any circumstances and is cause for immediate termination from the Volunteer Program.*

## **Ethical Behavior**

In the context of volunteerism with NPS, ethical behavior refers to the avoidance of conflict of interest between public duties or responsibilities, and private activities.

A few rules of ethical behavior that apply to volunteers include:

- Do not use Government property for personal reasons.
- Do not use Government vehicles for non-official purposes.
- Do not sell commercial products in a government building.
- Do not endorse particular products, services, politicians, or religious affiliations.
- Do not solicit or accept anything of monetary value including gifts, gratuities, favors, entertainment, or loans.
- Do protect and conserve Government property and obey all rules and regulations regarding its use.

## **Termination**

A Volunteer or Volunteer Supervisor can terminate a VIP Agreement if the Volunteer is no longer able, or chooses not to, perform duties as assigned. A Supervisor may dismiss a VIP if he or she is not performing duties satisfactorily (Director's Order-7, 17). VIP Supervisors should invite dialogue and provide performance evaluations as a problem-solving measure. If the situation does not improve and a Volunteer cannot be re-assigned to a different project or task without repeat of the problem, he or she may be given notice that services are no longer needed (unless circumstances warrant immediate termination). Justification for dismissal of a volunteer includes: misconduct, unsatisfactory performance, breach of

confidentiality, inappropriate behavior, disregard of park policies/ procedures, or when a suitable volunteer assignment is not available.

## **Use of Personal Equipment**

Whenever possible, volunteers should use government-owned equipment and property in their work, rather than using their own personal property. However, if you use your own personal property or equipment for official purposes, and that property is lost, damaged, or destroyed in the process, the volunteer may be reimbursed for the loss. Title 16 U.S.C. – 18i (d) deals with reimbursement to volunteers for personal property that was lost, damaged, or destroyed while being used for official purposes for the National Park Service.

But, in order to be eligible under this act, you must have been required by an authorized NPS employee (VIP Supervisor) to furnish your own property for use in the assigned work. A statement to this effect must be included on the VIP Agreement Form (301A) and must specifically identify and describe the personal property involved and state that you are required to provide and use this particular equipment as part of your official duties.

## **Volunteer Vehicle Use**

A valid Driver's License and Driving License Self-Certification Form are required along with completion of an online defensive driving course in order to operate a government vehicle (Appendix 4). If your VIP Position requires use of a government vehicle, your supervisor will ensure that all paperwork is in place.

## **Volunteer Program Manager and Volunteer Supervisor Responsibilities**

The park Volunteer Program Manager is responsible for ensuring that the program runs smoothly and meets the needs of the park and volunteers. The manager assists park staff with assessing needs and identifying work that can be accomplished by volunteers, advises staff on the proper engagement of volunteers, is usually responsible for the recruiting, coordinates volunteer orientation and training, may directly supervise volunteers, develops relationships with partners and communities to support volunteer engagement, coordinates volunteer recognition and overall program evaluation, handles correspondence related to the program, develops and submits program funding requests and program reports to the regional volunteer manager, monitors and records the use of park VIP funds, and helps staff keep abreast of trends and procedures related to the use of volunteers.

Although the park volunteer program manager is responsible for the overall coordination of the park's VIP program, he/she is not the only person who may directly supervise volunteers. Staff members who are directly responsible for the volunteers' work supervise

these volunteers. The park volunteer manager's role is to provide guidance, training, and assistance to staff members supervising volunteers and to ensure compliance with volunteer program policies.

Supervisors of volunteers aim to enhance skills and techniques that support and assist volunteers in achieving their goals. Supervisors need to have a clear understanding of their roles and responsibilities when supervising the volunteers entrusted to them.

## **Volunteer Responsibilities**

### **Volunteers have the responsibility to:**

1. Represent the National Park Service in a professional manner.
2. Follow the park's policies and guidelines and work within its organizational structure.
3. Seek and accept all guidance and support needed to complete assignments.
4. Work as a team with paid staff and respect mutual roles.
5. Be reliable in fulfilling assignments.
6. Do a quality, professional job.
7. Respect access to all information, facilities, and equipment.
8. Learn from and participate in training sessions and meetings.
9. Provide notice of absence.
10. Make a good-faith effort to resolve differences or problems.
11. Care for park resources.
12. Work safely and smartly.

## **Volunteer Rights**

### **Volunteers have the right to:**

1. Receive the same fair personnel practices as paid staff.
2. Have your time used effectively.
3. Receive clear and non-conflicting guidance and direction.
4. Be kept informed of activities pertaining to your volunteer assignments.
5. Not undertake assignments you do not wish to do.
6. Receive appropriate orientation, training, and supervision.
7. Be assigned jobs that are worthwhile and challenging.
8. Receive regular, clear feedback on the quality and effectiveness of your work.
9. Be recognized for your contributions.
10. Have an opportunity to provide input into the volunteer program.
11. Be trusted with the information needed to carry out your jobs effectively.
12. Be assigned a direct supervisor.

# Appendix 1- Volunteer Service Agreement

OMB Control Number 1093-0006  
Expiration Date 10/31/2024

VOLUNTEER SERVICE AGREEMENT—NATURAL & CULTURAL RESOURCES			
1. VOLUNTEER AGREEMENT TYPE (Choose 1) <input type="checkbox"/> Individual OR <input type="checkbox"/> Group		2. NAME OF GROUP (if applicable)	
3. NAME OF VOLUNTEER OR GROUP LEADER COMPLETING FORM (Last, First)		4. U.S. CITIZEN OR PERMANENT RESIDENT <input type="checkbox"/> Yes, I am a U.S. citizen or Permanent Resident <input type="checkbox"/> No, I am not a US Citizen or Permanent Resident (if applicable, list visa type _____)	
5. STREET ADDRESS, APT #	6. CITY	7. STATE	8. ZIP CODE
9. DATE OF BIRTH	10. PHONE	11. EMAIL ADDRESS	
12. DEMOGRAPHIC INFORMATION (Optional): Please indicate both ethnicity and race and tell us if you are a veteran or have a disability. Multiracial respondents may select two or more races. This information will inform our understanding of diversity and inclusion among the volunteer force in the natural and cultural resource areas.			
12a. Ethnicity (Select one): <input type="checkbox"/> Hispanic, Latino, or Spanish Origin <input type="checkbox"/> Not Hispanic, Latino, or Spanish Origin		12b. Race (Select one or more, regardless of ethnicity): <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> White <input type="checkbox"/> Native Hawaiian or Other Pacific Islander	
		12c. Are you a Military Veteran or Active Duty Military? <input type="checkbox"/> Yes <input type="checkbox"/> No	
		12d. Do you have a disability? <input type="checkbox"/> Yes <input type="checkbox"/> No	
EMERGENCY CONTACT INFORMATION			
13. NAME (Last, First)		14. PHONE	15. EMAIL ADDRESS
16. STREET ADDRESS, APT #	17. CITY	18. STATE	19. ZIP CODE
GOVERNMENT OFFICIAL COMPLETES THIS SECTION			
20. NAME OF AGENCY/ BUREAU		21. AGREEMENT #	
22. AGENCY CONTACT NAME (Last, First)		23. AGENCY CONTACT EMAIL & PHONE	
24. REIMBURSEMENTS APPROVED: <input type="checkbox"/> Yes <input type="checkbox"/> No Type and Rate of Reimbursement:		25. VOLUNTEER POSITION/GROUP PROJECT TITLE:	
26. <b>Description of service to be performed.</b> Provide a brief abstract of volunteer or service activity and the location of the volunteer activity, and attach description of service to be performed. Service description should include details such as time and schedule commitment, use of government vehicle, use of personal equipment and/or vehicle, skills required (note certifications if necessary), level of physical activity required, etc.			
VOLUNTEER/SERVICE ACTIVITY ABSTRACT			
<p>Campground hosts represent the National Park Service and are a valuable asset to the park's campground operation. Hosts deal with a variety of people and personalities. Major duties and requirements of this position are listed below. Hosts are not required to take on law enforcement issues; however, they do serve as very important eyes and ears in the campgrounds and aid in reporting any problems or situations to park rangers. Most of all, Indiana Dunes hosts ensure that park visitors have as safe and enjoyable a visit as possible. As emissaries of the NPS, hosts can make the difference between an adequate and an excellent camping experience</p> <p><b>Description of Duties</b></p> <ul style="list-style-type: none"> <li>• Actively participate in a safe workplace culture.</li> <li>• Maintain personal campsite in accordance with all park regulations, thereby setting a good example for other campers.</li> <li>• Assist visitors with finding a campsite. If campsites are full, visitors will be directed to other campgrounds or available lodging.</li> <li>• Inform and educate visitors on park and camping regulations.</li> <li>• Rove campground to provide visitors with local, regional, and park information.</li> <li>• Provide informal interpretation to visitors.</li> </ul>			
27. Check all that apply: <input checked="" type="checkbox"/> Description of service attached <input type="checkbox"/> OF-301b Volunteer Sign-up Form for Groups attached <input checked="" type="checkbox"/> Risk Assessment attached <input checked="" type="checkbox"/> Valid Driver's License required <input checked="" type="checkbox"/> Background Investigation required <input type="checkbox"/> Medical Clearance Required <input type="checkbox"/> Other:			

Volunteer Service Agreement

OF301a

USDOI - USDA - USDOC -USDOD

PARENTAL CONSENT FOR VOLUNTEER UNDER AGE 18			
28. NAME	29. PHONE	30. EMAIL ADDRESS	
31. STREET ADDRESS, APT #	29. CITY	30. STATE	31. ZIP CODE
32. I affirm that I am the parent/guardian of the abovenamed volunteer. I understand that the agency volunteer program does not provide compensation, except as otherwise provided by law; and that the service will not confer on the volunteer the status of a Federal employee. I have read the attached description of the service that the volunteer will perform. I give my permission for _____ to participate in the specified volunteer activity.			
33. (NAME OF YOUTH)			
34. Parent/Guardian Signature			Date
VOLUNTEER & GROUP LEADER AFFIRMATION			
35. <input type="checkbox"/> I understand that I will not receive any compensation for the above service and that volunteers are NOT considered Federal employees except as otherwise provided by law. I understand that volunteer service is not creditable for leave accrual or any other employee benefits. I also understand that either the government or I may cancel this agreement at any time by notifying the other party. I understand that my volunteer position may require a reference check, background investigation, and/or a criminal history inquiry in order for me to perform my duties. <input type="checkbox"/> I understand that all publications, films, slides, videos, artistic or similar endeavors, resulting from my volunteer services as specifically stated in the attached job description, will become the property of the United States, and as such, will be in the public domain and not subject to copyright laws. <input type="checkbox"/> I understand the health and physical condition requirements for doing the work as described in the job description and at the project location. <input type="checkbox"/> I know of no medical condition or physical limitation that may adversely affect my (or members of the group's) ability to provide this service. (If a group, see attached OF-301b) <input type="checkbox"/> I consent to being photographed and to the release of my photographic image. (If a group, see attached OF-301b)			
I do hereby volunteer my services as described above, to assist in authorized activities at _____ and I agree to follow all applicable safety guidelines. See attached OF301b attached if a member of a group. (NAME OF FEDERAL AGENCY)			
36. Signature of Volunteer or Group Leader			Date
The abovenamed agency agrees, while this arrangement is in effect, to provide such materials, equipment, and facilities that are available and needed to perform the service described above, and to consider you as a Federal employee only for the purposes of tort claims, liability and injury compensation to the extent not covered by your volunteer group, if any.			
37. Signature of Government Representative			Date
TERMINATION OF AGREEMENT			
38. Agreement Terminated Date:		Total Hours Completed:	
39. Signature of Government Representative:			
PUBLIC BURDEN STATEMENT			
<small>Completing this form is voluntary, but failure to provide the information will prevent program participation. 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 1093-0006. 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. The U.S. Department of the Interior (USDOI), U.S. Department of Agriculture (USDA), U.S. Department of Defense (USDOD), and U.S. Department of Commerce (USDOC) are equal opportunity providers and employers and 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 of communication of program information should contact the volunteer program to which they are applying. If you would like to file a Section 508-related complaint, please contact the DOI Section 508 Program via email at section508@ios.doi.gov or phone (202) 208-1530.</small>			
PRIVACY ACT STATEMENT			
<small>Collection and use is covered by Privacy Act System of Records INTERIOR/DOI-05 Interior Volunteer Services File System (which may be viewed at <a href="http://www.doi.gov/privacy/doi-notices">http://www.doi.gov/privacy/doi-notices</a>) and OPM/GOVT-1 General Personnel Records (which may be viewed at <a href="https://www.opm.gov/information-management/privacy-policy/#url=SORNs">https://www.opm.gov/information-management/privacy-policy/#url=SORNs</a>) 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 information is used to identify persons interested in participating in a government volunteer program, managing the volunteer program, including tort claims and injury compensation. Records or information contained in this system may be disclosed outside the agencies participating in this program as a routine use pursuant to 5 U.S.C. 552a(b)(3). Completing this form is voluntary, but failure to provide the information will prevent program participation.</small>			

# Indiana Dunes National Park

## Volunteer Work Description & Field Safety



### General Work Description for Parkwide Volunteer Programs

Assist Indiana Dunes National Park employees in volunteer program opportunities across the park. Volunteers will engage in general park-wide assistance, including but not limited to: Maintenance, Interpretation, Administration, Fire Management, and Resource Management.

Photos of volunteer activities may be taken during the program and used for park publications. If you require restricted use of your photo, please alert the park volunteer manager.

Work is to be accomplished over a maximum of 8 hours on any given day, not to exceed 40 hours in a week, depending on the volunteer position.

### Field Safety

Park staff will provide you with a safe work environment and will identify any potential hazards in the working area. While we strive to create the safest environment possible, it is impossible to eliminate all potential hazards when working outside in nature. Feel free to ask a park volunteer manager for more information on these or other topics.

- **Be Prepared! Dress Appropriately!** Wear clothes that can get dirty, long pants, closed-toe shoes (no flip flops or sandals), layers for changing weather, and rain gear if necessary. Bring a personal water bottle and sunscreen.
- **Ticks:** Volunteers are subject to tick-borne diseases that can adversely affect their health and compromise the mission. Lyme disease and several other tick-borne diseases continue to pose a significant health threat to our employees and volunteers. Ticks are common carriers of Lyme disease and other tick-borne diseases. Following the Park Tick Repellent System can maximum safe protection from tick bites and the associated diseases. These techniques include the use of protective clothing, repellents, and education.
- **Bees:** Bee nests are commonly found in trees and on the ground in natural areas. Bees are often difficult to spot, but if you see one, try to follow it back to a nest and clear the area. If you see multiple yellow jackets flying around an area, warn others about them. They are very protective of their homes and sting repeatedly if aggravated. If you disturb nest, run away quickly in a zigzag pattern. If you know you are allergic, please take precautions for your safety and let your supervisor know.
- **Poison Ivy:** The oil in poison oak can cause a severe rash, especially if you are highly allergic to it. Everyone should learn to recognize poison oak and avoid it. To identify poison oak, look for three lobed leaflets, which come in a variety of colors (from green to red) and are sometimes shiny or glossy in appearance. If any part of the plant touches your skin, clothing, or tool, talk to the park volunteer manager for further instructions on decontamination.
- **Heat Exhaustion:** Drink plenty of water while working! If you feel tired or lightheaded, sit down and rest in the shade.
- **Sun Exposure:** You can get sunburn on a cloudy day. Wear sunscreen and a hat for protection.
- **Tool / Back Safety:** Be aware of the tools you are using. Make sure you know the correct way to use and transport them. Keep space between you and other volunteers. To avoid repetitive motion stress, take regular stretch breaks. Use your legs when lifting or pulling heavy objects, and always try to avoid twisting when carrying or loading.
- **Things You Might Find:** Indiana Dunes National Park is in an urban area. Be observant and avoid things like broken glass, rusty metal, and hypodermic syringes. Glass, metal, and other trash can be picked up (wear gloves!). Alert the park volunteer manager if you find a needle or something you do not recognize—do not pick it up!

## Appendix 2- Service Description and JHA



### Indiana Dunes National Park Volunteer Service Description

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#### Campground Host Dunewood Campground

**Supervisor:** Ryan Koepke

**Contact Information:** Ryan\_Koepke@nps.gov

#### Position Overview

Campground hosts represent the National Park Service and are an asset to the park's campground operation. Hosts deal with a variety of people and personalities. Major duties and requirements of this position are listed below. Hosts are not required to take on law enforcement issues; however, they do serve as very important eyes and ears in the campgrounds and aid in reporting any problems or situations to park rangers. Most of all, Indiana Dunes hosts ensure that park visitors have as safe and enjoyable a visit as possible. As emissaries of the NPS, hosts can make the difference between an adequate and an excellent camping experience.

#### Minimum Commitment

To be worked out with Volunteer Supervisor

#### Goal / Outcome of Job:

To assist park staff in operating the Park campground. This service sustains positive public relations with visitors as a representative of the National Park Service.

#### Description of Duties

- Actively participate in a safe workplace culture.
- Maintain personal campsite in accordance with all park regulations, thereby setting a good example for other campers.
- Assist visitors with finding a campsite. If campsites are full, visitors will be directed to other campgrounds or available lodging.
- Inform and educate visitors on park and camping regulations.
- Rove campground to provide visitors with local, regional, and park information.
- Provide informal interpretation to visitors.
- Lead visitor-engagement activities as assigned.
- Hang reservation tags for incoming campers with pre-paid sites.
- Assist Park personnel in keeping the campground area clean and free of litter.



- Report any hazards in or out of the campground to an immediate supervisor.
- Stock and/or clean comfort stations as needed.
- Inform fee staff of sanitation problems and maintenance hazards. If fee staff is not available, report directly to maintenance.
- Periodically make rounds of the campground in order to update records and remind campers of rules and regulations. Any law enforcement issues will be reported to park rangers.

### **Knowledge/ Skills Desired**

- Hosts should have general knowledge and understanding of the National Park Service mission and goals.
- They should be easily approachable, friendly, honest, fair, and willing to solve problems as they arise.
- Hosts should also possess good written and verbal communication skills.
- A willingness to help others in a courteous and professional manner is essential since Hosts are representing, not just Indiana Dunes National Park, but the entire National Park Service.
- Must be at least 21 years of age.
- Favorable background investigation.
- Ability to work independently with little to no supervision and as part of a team.
- Ability to communicate orally.
- Enjoy meeting and talking with people.
- Ability to effectively deal with stressful situations.
- Ability to work on uneven terrain.
- Have a professional and courteous demeanor.
- Ability to tolerate a variety of weather and working conditions.
- Must possess a valid state driver's license.
- Ability to drive a golf cart to travel around campground.
- Knowledge/skills in outdoor recreation or natural sciences are beneficial.
- CPR/AED training is helpful.
- Previous experience is desirable but not a requirement.

### **Difficulty**

Average

### **Working Conditions:**

Sitting, standing, bending, and walking for extended periods of time. The work is predominately outdoors.

### **Training / Preparation Required:**

Training will be scheduled through the position supervisor and entails

### **Uniform**

- While on duty, the volunteer will wear an NPS volunteer shirt and name tag (provided). A ball cap will also be provided for outdoor use. The volunteer should look professional at all times and follow the Indiana Dunes volunteer uniform policy.

### **Government Vehicles/Personal Equipment**

- Volunteer may drive a golf cart around campground.
- Personal vehicles/equipment will not be used in the performance of assigned duties.

## Housing

- Volunteer must provide his/her own lodging (camper, trailer, or motor home).
- Sewer/water/electric provided by the campground.
- Hosts are not permitted to alter the site with planting gardens, animal/bird feeders, or place any other objects on the site within view of the public that would detract from the natural state of the area.

### Indiana Dunes National Park Job Hazard Analysis



1. Work Project/Activity <b>PERSONAL SAFETY*</b>	2. Location	3. Originator <i>Jim Whisenack</i>	4. Job Title <i>Volunteer Program Manager</i>
5. Name of Reviewer	6. Job Title	7. Date Prepared/Revised <i>12/2022</i>	8. Number of Pages in this JHA <i>5</i>

*\*This JHA is intended for Campground Host in Park.*

#### General Safety Topics & Hazards

<p><b>Golf Cart Operations</b></p> <p>Obstacles around cart and potential faulty equipment</p> <p>Electric carts</p> <p>Pedestrians</p> <p>Potential to be thrown from the golf cart during operation</p> <p>Potential for property damage</p> <p>General operating hazards vehicle collisions</p>	<ul style="list-style-type: none"> <li>• If so equipped, make sure the cover panels (wind/rain/cold flaps) are secured to the cart to keep them from causing a distraction while driving.</li> <li>• Walk around cart before operation to ensure there are no obstacles near the cart.</li> <li>• Pre-ride Inspection Checklist: T-CLOC (form available in DO/RM 50B)             <ul style="list-style-type: none"> <li>• T = Tires &amp; wheels</li> <li>• C = Controls &amp; cables</li> <li>• L = Lights &amp; electric</li> </ul> </li> <li>• When cord is plugged into the outlet, ensure that it is not a tripping hazard.</li> <li>• Check cord frequently to see if it has developed any fraying, insulation cuts or punctures, missing ground prong, etc. Make sure plug is secure.</li> <li>• Remove power cord from wall and cart before operating and prior to checking battery.</li> <li>• If it is necessary to check battery's water level, be sure to wear nitrile rubber gloves and eye protection.</li> <li>• Protect electric components; avoid driving through puddles or standing water whenever possible.</li> <li>• Be especially careful when operating the golf cart near children and pedestrians</li> <li>• Go slow and expect the unexpected</li> <li>• Always remain seated when operating cart.</li> <li>• Seat belts must be worn.</li> <li>• Reduce operating speeds to accommodate adverse weather or heavy traffic conditions. Plan to avoid sudden stops.</li> <li>• Limit operation of the golf cart to the campground roads. Do not drive it past the campground main gate.</li> <li>• Do not alter governor.</li> <li>• The golf cart's top speed is 20 mph. Do not operate it at a speed greater than the posted 15 mph speed limit of the campground.</li> <li>• Drive on the paved roads only. Do not drive it on the Walk-in sites trails or the <b>Duneswood</b> Trace.</li> <li>• Watch for loose debris on roads and slow down, especially in curves.</li> <li>• Reduce speed of golf cart to safely negotiate turns to prevent sliding or tipping over.</li> <li>• Avoid stopping/parking or operating golf cart on a steep side slope which could cause roll-over or tip-over.</li> <li>• Do not carry more persons than seats available. The golf cart is for VIP or staff use only. Do not transport visitors or personal belongings.</li> </ul>
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	<ul style="list-style-type: none"> <li>Do not exceed the manufacturers recommended carrying capacity.</li> <li>Make sure cargo area is evenly distributed and properly secured.</li> <li>Do not modify cargo area to increase carrying capacity.</li> <li>Do not jump start the carts or any other vehicle battery.</li> <li>Be aware of low hanging branches, debris in roadway, animals, etc.</li> <li>Keep wheels straight when going over a bump.</li> <li>Never back up without making sure there is no person or obstruction behind the golf cart.</li> <li>Always keep feet legs and arms inside the cart.</li> <li>Be sure that parking brake is applied and latched, prior to getting out of the cart.</li> </ul> <ul style="list-style-type: none"> <li>Always observe and follow traffic signs, patterns, one-way travel, and pavement markings.</li> <li>Pay strict attention to state traffic laws and regulations.</li> <li>Maintain proper lane position and drive defensively.</li> <li>Use headlights when driving at dusk/dawn or foggy conditions. Never drive cart before dawn or after dusk.</li> <li>Remain alert for bicycles, automobiles, RVs, tractor trailers, mowers, utility trucks, etc.</li> <li>Consider using hand signals for turns and stops in addition to built-in signal and brake lights (this provides extra warning to other vehicles).</li> </ul>
<b>Personal Protective Equipment (PPE)</b>	<p>PPE is equipment worn to minimize exposure to hazards that cause serious injuries. Examples include the following:</p> <p><i>High-visibility retro-reflective clothing and/or vests</i> – Bright, reflective clothing helps ensure people are noticed by others when visibility is reduced or in areas where people may be distracted or otherwise not expecting/looking for others to be present. Should also be worn while working on or along roads.</p>

<b>Slips, Trips, and Falls</b>	<ul style="list-style-type: none"> <li>Be familiar with walking surfaces.</li> <li>Always watch your footing and be aware of wet or frozen surfaces.</li> <li>Wear footwear with good traction that matches the site conditions.</li> </ul>
<b>Tick Bite Prevention and Treatment</b>	<ul style="list-style-type: none"> <li>Spray clothing, exposed skin, and ankles with insect repellent as a barrier.</li> <li>Wear light colored clothing that fits tightly at the wrists, ankles, and waist. Cover trouser legs with high socks or boots.</li> <li>Search clothing and the body on a regular basis, especially hair and clothing; Ticks generally do not attach for the first couple of hours.</li> <li>If a tick becomes attached, pull it by grasping it as close as possible to the point of attachment and pull straight out with gentle, consistent pressure. Wash skin with soap and water. Then cleanse with rubbing alcohol. Place the tick in an empty container for later identification should you have a reaction. Record dates of exposure and removal.</li> <li>Do not try to remove the tick by burning it with a match or covering it with chemical agents.</li> <li>If you cannot remove the tick, or the head detaches, seek prompt medical help.</li> <li>Watch for warning signs of illness: a large red spot on the bite area, fever, chills, headache, joint and muscle ache, significant fatigue, and facial paralysis are reactions that may appear within two weeks of the bite. Symptoms specific to Lyme disease include confusion, short-term memory loss, and disorientation.</li> <li>Report all tick bites to the NPS volunteer program manager.</li> </ul>

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<b>CsMosquito Bite Prevention and Treatment</b>	<ul style="list-style-type: none"> <li>Avoid heavy scents.</li> <li>Wear long sleeves and pants. Mosquito head nets may also be valuable in some instances.</li> <li>Use insect repellants.</li> <li>Avoid scratching.</li> </ul>
<b>Bee/Wasp Sting Prevention and Treatment</b>	<ul style="list-style-type: none"> <li>Be alert to bees and hives. Watch for insects traveling in and out of one location.</li> <li>If you or anyone with you is known to have allergic reactions to bee stings, <a href="#">let your supervisor know</a>. Ensure anyone allergic to bee stings always carries emergency medication with them, and others know where it is located.</li> <li>If you are stung, applying a cold pack may bring relief.</li> <li>If a stinger is left behind, scrape it off the skin. Do not use tweezers as this squeezes the venom sack, worsening the injury.</li> <li>If the victim develops hives, asthmatic breathing, tissue swelling, or a drop in blood pressure, seek medical help immediately.</li> <li>Watch for respiratory problems.</li> </ul>
<b>Sun/Heat Exposure</b>	<ul style="list-style-type: none"> <li>Check the forecast.</li> </ul> <p><u>Sunburn</u></p> <ul style="list-style-type: none"> <li>Apply sunscreen (SPF 15 or higher) when exposed to sun and reapply at least every two hours.</li> <li>Wear long sleeve shirts, long pants, and appropriate headwear to protect skin.</li> </ul> <p><u>Dehydration</u></p> <ul style="list-style-type: none"> <li>Wear loose fitting clothing, preferably closely woven fabrics of light colors.</li> <li>Maintain adequate water intake by drinking water periodically in small amounts throughout the day (about a cup of cool water every twenty minutes). Some over hydration is strongly recommended while continuing to eat throughout the day.</li> <li>Increase the amount of cool water and appropriate cool drinks (fruit juices and/or sports drinks) to replace sweat loss and to avoid dehydration.</li> <li>Avoid coffee and tea which contribute to dehydration. Sugary drinks such as soda should be avoided.</li> <li>Carry more water than you think you will need when doing field work. The amount of water needed during a workday may vary depending on duration in the field, tasks at hand, and weather.</li> </ul> <p><u>Long-term heat exposure</u></p> <ul style="list-style-type: none"> <li>Remain aware of the four basic factors that determine the degree of heat stress: air temperature, humidity, air movement, and heat radiation relative to the surrounding work environment.</li> <li>Know the signs and symptoms of heat exhaustion, heat cramps, and heat stroke. Heat stroke is a true medical emergency requiring immediate emergency response action.</li> </ul>
<b>Lightning</b>	<ul style="list-style-type: none"> <li>Although most common in the summer, thunder and lightning can occur anytime.</li> <li>Check your local weather and plan field time accordingly to avoid storms.</li> <li>If you can see lightning, seek shelter immediately. If you can hear thunder stop all field work and reach safety before the storm hits. Use "30-30 Rule": If time between strike and thunder is less than 30 seconds, SEEK SHELTER.</li> </ul>
<b>Encounters with Illegal Activity</b>	<ul style="list-style-type: none"> <li>Under no circumstances will Hosts be asked to enforce criminal law. If a Host observes a violation which they feel requires a law enforcement response, they should notify park dispatch so that Rangers can respond. Informational contacts may be made at the discretion of the Host based on their level of comfortability.</li> </ul>

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# Appendix 3- Timesheet

Please make sure your priceless contribution is counted!

Your Name: \_\_\_\_\_

Volunteer Program: \_\_\_\_\_

Volunteer Supervisor: \_\_\_\_\_



**Please submit this to your supervisor and email to [indu\\_volunteer@nps.gov](mailto:indu_volunteer@nps.gov) at the end of each month**

Date	Work Performed	Hours
<b>Total</b>		

# Appendix 4- General Driving Policy



IN REPLY REFER TO:

## United States Department of the Interior

### NATIONAL PARK SERVICE

Indiana Dunes National Lakeshore  
1100 N. Mineral Springs Road  
Porter, Indiana 46304-1299

8/18/2014

S58J9(1NDU)  
xA5639

Memorandum

To: All Employees, Indiana Dunes  
From: Superintendent, Indiana Dunes  
Subject: Use of Government Vehicles  
Superintendent's Policy Statement No. 20

The purpose of this memorandum is to establish the vehicle use policy for Indiana Dunes National Lakeshore and rescinds any earlier editions of the subject document.

#### OPERATOR REQUIREMENTS/RESPONSIBILITIES

All vehicle operators at Indiana Dunes National Lakeshore must possess a valid state driver's license. Employees assigned to operate a vehicle rated as "commercial" must possess a license appropriate for that vehicle.

The following individuals are authorized to operate government vehicles provided that license requirement is met:

- Federal Government Employees
- Volunteers working under an approved and current volunteer agreement
- Student Conservation Association employees working on park based projects
- Members of partner organizations provided that the use of vehicles is specifically identified in the cooperative agreement

As part of the pre-employment package, supervisors must obtain a completed HS-1047 (Request for National Drivers Register File Check) form and a photocopy of the state driver's license from the employee. These must be forwarded to the personnel office for processing. If the results of the register check shows the employee does not meet the standards for operating a government vehicle, the supervisor will initiate appropriate action. The supervisor will also immediately notify the Chief Ranger.

In addition, to the National Drivers Register Check, supervisors may request employees or applicants to provide information on their driving record or may initiate a request for such information themselves by following the procedures for checking state driving records as found in Chapter 15 of Reference Manual 50B.

A copy of the state driver's license and HS-1047 form will be maintained in the personnel office. Director's Order 50B and Chapter 15 of Reference Manual 50B requires that the personnel office resubmit government vehicle operators for the National drivers register Check every four years.

Employees will immediately notify their supervisor of changes in the status of their state driver's license. Employees with restricted licenses due to moving violations (driving under the influence, excessive moving violations, etc.) are prohibited from operating a government vehicle until full driving privileges are restored.

Employees are to obey traffic laws and to drive courteously and "defensively".

Employees will not use cellular phones (including texting) while operating a government vehicle unless the vehicle is equipped with a hands-free phone.. If an important call is required, the driver will pull out of traffic at a safe location.

Employees will immediately report all damage to government vehicles as outlined in this policy.

Employees have a responsibility to avoid any appearance of improper action involving motor vehicles.

#### **SUPERVISOR REQUIREMENTS/RESPONSIBILITIES**

Supervisor's must ensure that employees possess a valid state driver's license for the type of vehicle an employee is to operate; to provide the employee adequate training for safe vehicle operation; and to ensure that the employee operates only those vehicles for which they are licensed by the state.

Supervisors will inform applicants and employees that possession of a valid State operator driver license and a driving record free of violations and convictions as referenced in Director's Order 50B, Reference Manual 50B, Chapter 15, may be a condition of employment when appropriate.

Supervisors will ensure that all assigned government vehicles have a GSA Motor Vehicle Accident Reporting Kit in the vehicle glove box or otherwise readily available. The kit contains instructions and the SF-91 and SF-94 forms referenced in the GOVERNMENT MOTOR VEHICLE USE- ACCIDENT REPORTING section.

## **DIVISION CHIEF REQUIREMENTS/RESPONSIBILITIES**

Division chiefs will ensure supervisors and employees have access to this policy statement as well as Director's Order 50B and Chapter 15 of Reference Manual 50B.

Division chiefs will adhere to damage reporting requirements as outlined in this policy.

Division chiefs will designate an employee to serve as the division vehicle coordinator. This person is responsible for coordinating repair and preventive maintenance as well as mileage reporting requirement for division vehicles. The coordinator will be in communication with the park property clerk and the Government Services Administration (GSA) vehicle depot.

## **VEHICLE USE**

Government vehicles are maintained to further the mission of the park. Use of government vehicles for personal purposes can result in penalties ranging from a minimum 30-day suspension to removal from government service. Employees with questions regarding a specific use of a vehicle should confer with their supervisor.

The most often asked question regarding vehicles is related to stopping for meals/snacks. Employees may stop for a meal break at an appropriate venue if that stop is on the route of travel for an official trip. Travel off route for the purpose of visiting a preferred restaurant is prohibited. Stopping at businesses such as bars or clubs for a meal break can place the agency in an awkward/embarrassing position and is prohibited.

## **TAKE-HOME VEHICLES**

In certain situations, it may be advantageous for an employee on official travel to take a vehicle home. This is most likely due to an unusually early departure or late arrival. The Superintendent or Deputy Superintendent must approve this use on a case by case basis. The use must be noted on the employee's travel authorization.

Certain employees, due to the requirements for after-hours response to emergencies may be eligible for a take-home vehicle. These authorizations are approved by the regional director.

## CRASH REPORTING

In the event a government vehicle is damaged due to a crash, ALL of the following procedures will be followed (including minor “fender-bender” incidents):

Crash location is within or nearby the park –

1. The treatment of injuries takes priority over other concerns. The driver will call the Communications Center (219-395-1077) and report the incident. The dispatcher will gather relevant information and relay to emergency medical responders (if needed) and to a commissioned ranger for response and investigation. The driver will not move the vehicle unless directed to do so by local responders or the ranger.
2. The driver will call their immediate supervisor and provide notice of the incident. This notice will be provided as soon as practicable after the crash.
3. The driver will complete the SF-91 report form located in the glove box of the vehicle. If possible, this will be done at the scene of the crash, but no later than the end of the current work shift. The completed form will be forwarded to the Chief Ranger.
4. The supervisor will provide notice of the crash to the appropriate division chief, division vehicle coordinator and the Deputy Superintendent.
5. The division vehicle coordinator is responsible for contacting the park property clerk and (if needed) GSA to coordinate the repair of the vehicle. Repairs in excess of \$2,500 will require a review of the incident by the Accident Review Committee.

Crash location is away from the park –

1. The treatment of injuries takes priority over other concerns. The driver will call local responders and report the crash (9-1-1). The driver will not move the vehicle unless directed to do so by local responders.
2. The driver will call the Communications Center (219-395-1077) and report the incident. The dispatcher will gather relevant information and relay to emergency medical responders (if needed) and to a commissioned ranger for response and investigation.
3. The driver will call their immediate supervisor and provide notice of the incident. This notice will be provided as soon as practicable after the crash.
4. The driver will complete the SF-91 report form located in the glove box of the vehicle. If possible, this will be done at the scene of the crash, but no later than the end of the current work shift. The completed form will be forwarded to the Chief Ranger.
5. The supervisor will provide notice of the crash to the appropriate division chief, division vehicle coordinator and the Deputy Superintendent.



6. The division vehicle coordinator is responsible for contacting the park property clerk and (if needed) GSA to coordinate the repair of the vehicle. Repairs in excess of \$2,500 will require a review of the incident by the Accident Review Committee.

A handwritten signature in black ink, appearing to read "Paul Labovitz". The signature is fluid and cursive, with a large, stylized initial "P" and "L".

Paul Labovitz