



# RED CLIFFS

## DESERT RESERVE

# VOLUNTEER

# MANUAL

VERSION 2010-1

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# Introduction

The Red Cliffs Desert Reserve is a spectacular 62,000-acre protective habitat for the Mojave Desert tortoise created as a result of federal listing of the tortoise in 1990, and Washington County's desire to comply with the Endangered Species Act in a rapidly growing community. The U.S. Fish & Wildlife Service issued an "incidental take" permit to Washington County in 1996 after years of intense negotiations that produced the Habitat Conservation Plan which in turn created the Red Cliffs Desert Reserve. The permit was a compromise between two competing interests and it allowed the development of thousands of acres of land in the county in exchange for habitat preservation in the reserve.

The Mojave Desert tortoise enjoys the protection of the reserve along with numerous animals on the "State Sensitive" list, including the Gila monster and Chuckwalla lizards. The tortoise remains on the federal "threatened" list and still faces dangers from fire, disease, drought, various human impacts as well as habitat fragmentation and degradation. There are approximately 2,000 tortoises remaining in an area that used to be home for over 6,000. **Volunteer efforts are essential in helping this amazing creature survive.**

# Objective

The Red Cliffs Desert Reserve is a 62,000-acre scenic desert area dedicated to the protection of the desert tortoise and other rare or sensitive species of wildlife and plant life. The reserve strives for balance between wildlife conservation and beneficial access to the reserve for people.

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## Purpose of This Handbook

- ✘ To help volunteers provide an excellent level of service to our customers.
- ✘ To assist in training new volunteers.
- ✘ To serve as a handy reference for general information about the volunteer program.
- ✘ To assist volunteers in selecting the type of service and location most appropriate for them.
- ✘ To help you get started.

# Volunteer Benefits

- ☀ Personal satisfaction and enrichment
- ☀ Learn about the reserve
- ☀ Wildlife training
- ☀ On-the-job training
- ☀ Meeting people
- ☀ Staying active
- ☀ Developing new skills and gaining valuable expertise
- ☀ Red Cliffs Desert Reserve furnished items
- ☀ Volunteer recognition
- ☀ Scenic working environment

# What Volunteers May Expect

- ☞ Volunteers may expect to be treated with respect.
- ☞ Volunteers may expect assignments that are consistent with their interests and expectations.
- ☞ Volunteers may expect to receive adequate training, orientation and materials so they can perform their duties safely and successfully.
- ☞ Volunteers may expect to receive an honest, constructive evaluation of their performance.
- ☞ Volunteers may expect to receive acknowledgment and thanks for their efforts.
- ☞ Volunteers may expect frequent regular contact and support from reserve staff.
- ☞ Volunteers may expect an atmosphere committed to continuous improvement and open dialogue.

# The Application Process

Each person requesting information about volunteering for the Red Cliffs Desert Reserve will be provided a packet of information which includes the application form and this manual. Applicants are asked to supply all the information requested on the application. The completed application is to be sent to: Volunteer Coordinator, Red Cliffs Desert Reserve, 197 E. Tabernacle, Saint George, UT 84770.

Applications are accepted year round. Lead time will be required for processing and training.

After your application has been received by the volunteer coordinator, you will be contacted by the coordinator or reserve staff. When you are interviewed, it will be an opportunity to receive information about the duties and responsibilities and ask questions. References may be checked.

If selected as a volunteer, you will receive a confirmation letter with information about your position. You will meet with the coordinator or reserve staff to determine actual duties and your work schedule. All volunteers are required to complete the Red Cliffs Desert Reserve Volunteer Training Program before volunteer service may begin. You will also need to complete the Volunteer Information Sheet and the Emergency Contact Information Sheet. Please feel free to ask questions to gain a thorough understanding of your duties and responsibilities.

# Volunteer Job Positions

**Trail Stewards** – monitor trails, report problems, public education, signage, minor trail maintenance, erase/disguise unapproved trails.

**Visitor Center** – information desk, greet visitors, answer questions, mini tours, data entry, filing.

**Outreach Assistants** – participate in presentations, public relations, and other outreach activities.

**Specialists** – trail planning, photography, field studies, graphics and map work.

## **Future Positions –**

Assistant Volunteer Coordinator

Docents

Assistant Recorder

Adopt-A-Trail Program

Signage Monitor

Publicist

Writer (new pamphlets)

Dedicated Hunter Coordinator

Grant writer/coordinator

# General Expectations of Volunteers

- ◆ **Exhibit professionalism in dress, speech, behavior, etc.**  
*You may be the first experience a visitor has with the reserve. It is important to make a good impression.*
- ◆ **Be a goodwill ambassador for the reserve**  
*Dispel myths, address criticisms in a polite non-confrontational manner. You will play a valuable role in the public's attitude about the reserve.*
- ◆ **Prompt, reliable attendance**  
*The reserve is counting on you. Communicate as required.*
- ◆ **Keep the Volunteer Coordinator informed**  
*Trail issues, personal problems, schedules, etc., keep him/her in the loop.*
- ◆ **Willingness to learn and participate in required training, and periodic meetings, and to continue to learn on the job**  
*Initial training is mandatory; continuation training is recommended but voluntary; periodic meetings are an excellent source for updates, information exchange, and recognition.*
- ◆ **Understand the functions of the HCP staff and use them as required to enhance your understanding and performance**  
*A strong team concept characterized by mutual respect results in a healthy, productive organization.*
- ◆ **Avoid offensive language or gestures.**
- ◆ **Comply with all county policies outlined herein.**

# Washington County Workplace Policies

- **Equal Opportunity**—Discrimination on the basis of religion, race, color, creed, ancestry, national origin, political affiliation, age, sex, or disability is prohibited.
- **Anti Harassment**—Washington County disapproves of offensive or inappropriate sexual behavior while on duty. All personnel must avoid any action or conduct which could be viewed as harassment.
- **Drugs and Alcohol**—Washington County is a drug free workplace. Personnel under the influence of controlled substances or alcohol while on duty are subject to discipline, up to and including termination. Possession of or distribution of illegal drugs or controlled substances is prohibited.
- **Workplace Violence**—Washington County opposes and strictly forbids any form of violence or threats of violence in the workplace. Individuals who engage in violence, or threats of violence, are subject to discipline which may include, but is not limited to, termination.
- **Clean Air Policy**—The use of tobacco products is not permitted within County offices or buildings. Smoking in county vehicles is prohibited when more than one person occupies the vehicle. Allegations of clean air policy violations will be fully investigated and corrective or disciplinary action will be taken if needed.

# Accidents

Volunteers are expected to use good judgment and safe practices while performing their duties; however, it is recognized that accidents can occur in spite of good diligence.

In case of accident involving a bodily injury, or serious property damage, immediately contact the Volunteer Coordinator or reserve staff and complete the county accident report form.

If the accident involves a bodily injury,

▶ M – F 9am to 5pm: Report to **WorkMed**, 385 North 3050 East, Saint George, UT 84790.

Phone 435-251-2630

▶ M – F 5pm to 9pm: Report to **IHC - Insta Care**, 577 South River Rd., Saint George, UT 84790, Phone 435-688-6300.

▶ After 9pm and weekends: Report to **Dixie Regional Medical Center Emergency Room**, 1380 East Medical Center Drive, Saint George, UT 84790.

**Injuries must be reported immediately.**

If you have any questions, contact Roxanne Hatzidakis in Human Resources at 652-5821.

# Insurance

## **Workers' Compensation**

All volunteers will be covered by Workers' Compensation insurance while on duty PROVIDED THEY HAVE COMPLETED THE VOLUNTEER SERVICE APPLICATION AND THE VOLUNTEER INFORMATION SHEET. If you receive a bodily injury as a result of and/or in the course of your volunteer assignment, you must report it as soon as possible. Please perform only the duties and activities you have been assigned. Do not attempt to perform any activities for which you have not been trained.

## **Personal Property Insurance**

It is strongly recommended you have all personal property covered by your own insurance. Washington County will not, and cannot, replace any lost, stolen or damaged property.

## **Vehicle Insurance**

When volunteers use their personal vehicles, their vehicle insurance policy provides coverage for physical damage, loss, or liability. Volunteers may not use their personal vehicle while performing volunteer work if their vehicle is not covered by liability insurance in the minimum amount required by Utah law.

Volunteer use of county vehicles will require possession of a valid driver's license.

# Volunteer Training Program

All volunteers will complete a mandatory training program before assuming volunteer duties. Continuation training is offered on a voluntary basis. Specialized training will be provided as required. Training topics include:

- The Volunteer Program
- History of the Red Cliffs Desert Reserve - The Endangered Species Act
- Mojave Desert Tortoise Biology - Other Wildlife
- The Public Use Plan - Rules and Restrictions in the Reserve
- Reserve Partners
- Safety Issues
- Job Requirements
- Visitor Communications
- Emergency Procedures
- Key Contact Information

# Hours

Work hours and work schedules will be agreed upon by the volunteer coordinator and the volunteer. The HCP office is creating a data base for recording volunteer hours worked. It is the volunteers' responsibility to input and track the data base.

# Expenses

Occasionally, volunteers may incur out-of-pocket expenses in the course of their volunteer work. Expenses will be reimbursed if the volunteer has received prior permission from the volunteer coordinator and if the required receipts have been submitted.

# Volunteer Supplies

The following supplies will be provided by the Reserve:

<b>All</b>	<b>Trail Stewards</b>	<b>As Required:</b>
Reserve Cap	RCDR Utility Vest	Office Supplies
Reserve T-Shirts	Fanny Pack	Camera
RCDR Polo Shirts	Water Bottles	GPS
RCDR Map	Hiking Pole	Others
	Gloves	
	Safety Kit	
	Litter Bags	
	Emergency Poncho	

# The Contract

The job needs to be fun. Volunteers will be placed in positions commensurate with their skills and capabilities and will not be required to perform tasks for which they are not trained or qualified.

Volunteers are free to resign at any time. Volunteers will be dismissed if their behavior is detrimental to the reserve, the county, visitors, staff members, or if the volunteer does not meet the requirements of the program. Volunteers may also be dismissed for any of the following reasons:

- ▶ Any illegal or unethical conduct
- ▶ Abusing alcohol or drugs
- ▶ Persistent absenteeism
- ▶ Stealing property belonging to others
- ▶ Possessing a concealed weapon without a license
- ▶ Smoking when/where prohibited
- ▶ Deliberately violating instructions of the coordinator
- ▶ Imposing personal, religious or political views on others
- ▶ Violation of any county policies set forth herein

# Tips for Volunteers

- Remember: **SAFETY FIRST. ALWAYS!**
- Spend some time getting oriented to the area.
- Go over written information about the Reserve.
- Visit with people in the community.
- Feel free to ask Reserve staff questions to clarify responsibilities.
- Know your physical limitations and discuss any specific concerns with Reserve staff.
- Ask for feedback on your performance.
- When you are asked a question by a visitor and do not know the answer, tell the person you will find the answer and get back to them.
- Always use sun screen and proper clothing on the trail.
- Carry an adequate supply of water.
- Always maintain a cordial, professional demeanor when talking to customers.

# Contact Information

In case of emergency, call 911. The following is a list of contacts for any questions or to report vandalism and other misuse:

## **RED CLIFFS DESERT RESERVE VISITOR CENTER 634-5759 ext. 4**

Bob Sandberg (HCP Administrator) .....256-6311 (office)

Jim Crisp (Volunteer Coordinator) .....669-6379 (cell)  
.....256-6315 (office)  
.....652-8532 (home)

Cameron Rognan (HCP Biologist) ..... 256-6310 (office)  
.....705-4431 (cell)

Brad Young (Office Manager)..... 256-6313 (office)

Justin Neighbor (HCP Field Technician) ..... 467-5766 (cell)

## **LAW ENFORCEMENT**

County Sheriff's Dispatch ..... 634-5730

BLM Law Enforcement Ranger ..... 632-9111

Snow Canyon State Park ..... 628-2255

Utah Division of Wildlife Resources Conservation Officers

West of Cottonwood Road) ..... 619-2400

East of Cottonwood Road) ..... 680-2244

