

W. Kerr Scott Dam and Reservoir



Volunteer Handbook



**US Army Corps
of Engineers**®
Wilmington District

Table of Contents	Page
I. Introduction	3
II. Safety Policy	3
III. Summary of Volunteer Positions	5
Park Attendant/ Host Volunteer	5
Visitor Assistance Center Volunteer	5
Site Host and Maintenance Volunteer	5
EEC/Interpretation Volunteer	6
Beautification/Safety Volunteer	6
Boat Ramp Volunteer	6
Trail Volunteer	6
IV. Appearance	6
Personal Appearance	6
Volunteer Campsite	7
V. Communications	7
General Communications	7
Relaying Problems	8
Work Orders	8
Emergencies	9
Co-Worker Courtesy	9
IV. General Volunteer Duties and Responsibilities	9
Campsites	9
Restrooms	10
Litter	10
Facility Upkeep	10
Facility Security	11
VI. Record Keeping	11
Volunteer Service Record	11
Volunteer Evaluations	12
VII. Visitor Assistance	12
Customer Service	12
Vehicles, Equipment, Computers	13
Rule Violations	13
Difficult Questions	14
Belligerent Visitors	14
Campground Assistance	14
VIII. W. Kerr Scott Lake Team Members	16

VIII. Appendices

Appendix A – Park Attendant/Host Job Description	17
Appendix B – Visitors Center Volunteer Job Description	18
Appendix C – Site Host and Maintenance Job Description	19
Appendix D – EEC/Interpretation Volunteer Job Description	20
Appendix E – Beautification/ Safety Volunteer Job Description	21
Appendix F – Boat Ramp Volunteer Job Description	22
Appendix G – Trail Volunteer Job Description	22
Appendix H – Activity Hazard Analysis (AHA) for Various Duties	23
Appendix I – General Visitor Information	34
Appendix J – Map of W. Kerr Scott Lake	35
Appendix K – Trail Map	36
Appendix L– Work Request form	37
Appendix M– Volunteer Service Record	38

I. Introduction

This volunteer handbook was created to assist Park Rangers and staff with the management of volunteers at their projects. I would like to acknowledge Dorie Murphy with Fort Worth District and Jerry Gonzalez with Lake Kaweah for providing the framework for this volunteer handbook.

As such, volunteers play a vital role for the U.S. Army Corps of Engineers. As a Volunteer, you are a part of a team that includes Management, Administration, Park Rangers, Service Contractors and volunteers. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Volunteers are the first contact the public has with the U.S. Army Corps of Engineers; therefore, appearance, conduct, and actions reflect not only on you, but define W. Kerr Scott Lake and the USACE as a whole.

The primary functions of a Volunteer are providing hospitality and customer service to lake guests, assisting in the upkeep of lake facilities, and promoting safe and responsible use of Corps of Engineer amenities. Additionally, Volunteers provide valuable information on how to improve our lake by maintaining open communication with Rangers and pass on ideas for improvement gathered during daily contact with visitors.

The following handbook will enable you, our Volunteer, to fulfill your responsibilities efficiently, effectively, professionally, and safely. Review the handbook frequently and don't hesitate to seek guidance from the Volunteer Coordinator or your work leader.

II. Safety Policy

It is the policy of U.S. Army Corps Engineers at W. Kerr Scott Lake that every volunteer is entitled to work under the safest possible conditions consistent with the rules and regulations within EM 385-1-1 and 29 CFR 1910. Personnel from W. Kerr Scott Lake are committed to providing a safe and healthy workplace for all its volunteers. To this end, every reasonable effort will be made in the interest of accident prevention and health preservation.

This volunteer handbook has been produced for the purpose of providing new and existing volunteers with a brief description of W. Kerr Scott Lake rules, regulations and guidelines. As with any procedural document, it cannot anticipate every conceivable question that might be raised nor is it intended to answer all questions. A universal Activity Hazard Analysis (AHA) has been provided to you in the appendices (Appendix H) to identify and mitigate potential hazards with regard to routine volunteer duties. When you are tasked with an extraordinary work project, a more specific AHA will be provided to you.

W. Kerr Scott Lake staff will endeavor to maintain a safe and healthy workplace for their volunteers. We will provide training, safe working equipment, necessary personal

protective equipment, and in the case of injury, the best first aid and medical services available.

W. Kerr Scott Lake staff will use all practical means to provide its volunteers with up to date safety and health information. This information shall include, but is not limited to:

- safety and health policies;
- safety and health rules and regulations; and
- new work procedures

Injuries are always costly to volunteers and often significantly change their future. They are also costly to the Corps, both directly and indirectly. It is the policy of the Corps that industrial accidents shall be significantly reduced or eliminated with the use of every reasonable mechanical safety precaution and by the aggressive promotion of safe work practices. It is our belief that accidents that injure people, damage machinery and destroy materials are unnecessary and preventable. These accidents create needless personal suffering and expense, and using common sense precautions can prevent many accidents.

Due to the varied nature of the work, we must “formalize” our volunteer program, using written reports and records. This will allow the Corps to achieve the maximum use and effectiveness of accident prevention information.

The overall effectiveness of the Volunteer Program is the responsibility of the Volunteer Coordinator. His/her duties include the review and analysis of daily activities, training, and the communication of pertinent information to all personnel.

The responsibility for safety at W. Kerr Scott Lake remains with the supervisor of the volunteer. His/her duties include the review of all daily activities. He/she is also responsible for distributing safety information to all employees and seeing that all work rules are adhered to. When necessary, he/she will advise volunteers of physical changes and/or changes in safety requirements.

Each volunteer plays an important part in preventing accidents and is expected to cooperate fully in the measures taken for safety.

Throughout the performance of a volunteer’s duties, each volunteer is expected to observe safety practices, rules, and operating procedures, as well as instructions relating to the efficient performance of the volunteer’s work. Ideal, safe and efficient operations are reached only when all volunteers are keenly alert and safety conscious.

Recognizing that regular preventative maintenance is an important part of completing Corps missions, W. Kerr Scott Lake personnel will develop and conduct preventative maintenance for all appropriate machinery, tools, vehicles, and other equipment.

Specific responsibilities of the Volunteer Coordinator, Project Operations Manager, Assistant Project Operations Manager, Recreation Program Ranger, Shoreline Program Ranger, Interpretation/EEC Ranger, Wildlife Management Ranger, O & M contractors, volunteers, and other staff are outlined in the following pages.

W. Kerr Scott Lake personnel have instituted a formal Volunteer Program which, with your help, will succeed in providing a safe, healthy, and pleasant working environment while completing the mission of the Corps of Engineers. If there are suggestions that any volunteer might have to better improve this document, it should be brought to the attention of the Volunteer Coordinator and/or their immediate supervisor.

III. Summary of Volunteer Positions

The following is a summary of volunteer positions available at W. Kerr Scott Lake (please see Appendix A-G for full volunteer job descriptions):

Park Attendant/ Host Volunteer

As a Park Attendant/Host volunteer, you are part of a team that includes Management, Administration, Park Rangers, and Service Contractors. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Park Attendant/Host is the first contact the public has with the U.S. Army Corps of Engineers.

Park Attendant/Host volunteers are expected to ensure park entrance gates open in the morning and secure gates at night. Conduct periodic walkthroughs of park, greeting public and answering questions. Bonding of the Park Attendant/Host may be required in order for them to perform fee collection within the campground and remit camping fees to Nation Recreation Reservation Service (NRRS) via computer. Some computer and cash register experience may be needed in order to perform NRRS operations. Campground hosts do not enforce park regulations; however, they are expected to be the eyes and ears of the park rangers and are expected to assist rangers and visitors during emergencies.

Visitor Assistance Center Volunteer

The Visitors Center volunteer will provide assistance with greeting the public, answering questions about the visitor center and local area, answering phones, make sales in the Friends of W. Kerr Scott Lake bookstore, and stock the brochure rack and use the cash register and fax/copy machine as needed. Volunteer should be comfortable speaking to the public, outgoing, energetic, professional, and enjoy meeting new people.

Site Host and Maintenance Volunteer

As a Site Host and Maintenance Volunteer you are part of a team that includes other volunteers, Service Contractors, Park Rangers, Maintenance Staff, Management and Administration. This team works together to conserve our national recreation resources

and keep these valuable areas available to the public. Site Hosts are responsible for the cleaning of fire rings, landscaping, stocking the firewood bins, rake gravel on sites, and other light manual labor in our campgrounds and day use areas.

Environmental Education Center (EEC)/ Interpretation Volunteer

The primary duty of the Interpretation Volunteer is to assist the Rangers and administrative staff in the Environmental Education Center office. Specific duties include:

- Work at the EEC desk, greeting visitors and providing tours of EEC
- Daily checks of exhibits and light janitorial duties
- Creating, presenting, and assisting environmental education programs

Beautification/Safety Volunteer:

The Beautification/Safety Volunteer will enhance the quality, esthetic value, and safety of our parks. This volunteer will rover around to all parks working performing landscaping of park entrances and gate houses, playground safety checks, and light janitorial duties. This volunteer will need to be able to work outdoors in summer months, lift 30 lbs. and perform landscaping duties.

Boat Ramp Volunteer:

Many of our boaters never see a Park Ranger or any other member of Corps. The importance of the Boat Ramp Volunteer is to be seen. This volunteer will rover to all our boat ramps provides boat safety inspections and providing information to the visiting public. While patrolling the boat ramps, the volunteer can walk around the parking lots picking up litter and helping to keep our areas looking beautiful.

Trail Volunteer:

W. Kerr Scott Lake has over 30 miles of trails and we continue to grow. The trail volunteer will be a vital role in maintaining our unique trails. This volunteer will be required to walk long distance, some strenuous trails, lift 50 pounds, and work independently. Tasks will include walking trails performing light maintenance duties, spread gravel, and report problem areas.

II. Appearance

A. Personal Appearance

1. While on duty, it is required that Volunteers dress in a clean, neat, and appropriate fashion.

- a. You must wear the provided Volunteer shirt or vest and nametag with the appropriate Volunteer hat while on duty. When working with the public, shorts and sandals (except for flip-flops) are acceptable, but should project a professional image. (For example, seamed, tailored denim shorts are fine, but cut-off jeans are not.) All clothing should be clean, well-fitted, and free of wrinkles. When doing maintenance tasks and other manual labor you should wear safety-toed boots meeting the ASTM F2412 and F2413 standards and long pants to protect you from scratches bites and other hazards. If you need a new shirt at any time, contact the Volunteer Coordinator.
- b. Hair, including facial hair, should be kept neat, well-groomed and clean. Fingernails should also be clean and clipped.
- c. If you smoke outside, do so in a discreet manner away from visitors. Smoking is not permitted in any government vehicle or building or within 50 feet of any government building.

B. Volunteer Campsite

1. A Volunteer's campsite should serve as a model site for other campers. All rules should be closely followed.

- a. All pets will be confined to the Volunteer's trailer, crate or on a leash not longer than 6 feet in length. Dog pens, other than a standard crate, will not be allowed.
- b. No clotheslines or outdoor drying of laundry will be permitted. No washers, dryers, deep freezers, or excessive personal items will be permitted outside the Volunteer's trailer.
- c. Alterations to any Volunteer campsite without permission will not be permitted. Volunteer campsites should be kept in a manner that is consistent with natural surroundings.

III. Communications

A. General Communications

1. A positive and respectful attitude in every contact will go a long way in insuring that good communication takes place and ultimately will assist in resolving any problems. Address using their name whenever possible ("excuse me" is another good way to politely get someone's attention). Always introduce yourself using your name and role in the organization ("Hello, My name is ____ I am a Volunteer and stopped by to day to welcome you to the park" Etc.) These

principles apply to the public, other volunteers, contractors and Corps employees.

2. Remember, you are only to inform, not enforce. If you speak with a visitor that is in violation of the rules, inform them once. If they do not comply, report the problems to the duty ranger.
3. Never use profanity in the presence of others or where you might be overheard by others.

B. Relaying Problems

1. All non-emergency questions and concerns with regard to the recreation facilities should be directed to the Recreation Ranger, Volunteer Coordinator or duty Ranger. If questions arise that are specific to reservations or the location of pay stations, volunteers can address those specific questions.
2. Be specific but concise when relaying information. For example, “The campers on site 46 have not been keeping their dog on a leash even after we informed them of the rule(s) X times. The dog is bothering some of the other campers. I think a Ranger needs to speak with them.” Is sufficient information and if the Ranger needs additional information they will contact you when they arrive. “I need a Ranger to look at a site in “A loop” is not specific enough to determine what course of action is necessary. Conversely, a long narrative of the situation is usually unnecessary.
3. Questions of a personal nature should be directed to the Volunteer Coordinator or Ranger at (336) 921-3390. Radio etiquette should be used when communicating on a Corps radio.
4. Corps radios will be issued to volunteers for communication with headquarters, rangers and maintenance staff. Radio training, etiquette and call-number lists will be provided to all volunteers prior to issuance. Radios broadcast on frequencies that are not encrypted or secured. All communication at all times will be transmitted in a professional manner and it will be assumed at all times that the general public may be listening to radio transmissions.

C. Work Orders

1. Work Order Items (please see Appendix L) should be submitted to your Volunteer Coordinator or left with the Ranger on patrol. Work orders are for tasks such as plumbing leaks electrical problems or other tasks you cannot fix yourself. If you need tools or supplies for facility repairs or maintenance please make a detailed list with a description of the items needed such as the quantity and for what project and submit to the Volunteer Coordinator.

2. Submit only one work order per item. Resources at the Project are limited and work orders may not be completed immediately. If it is a safety concern or an item you are getting regular questions about by park visitors, and it has not been addressed after a few weeks, politely inquire about the status of the work order from the Volunteer Coordinator and/or Ranger on Duty.

D. Emergencies

1. If a visitor, Volunteer or other person in the park is injured (beyond minor first aid) or there is some other type of emergency:
 - a. call 9-1-1 and report the emergency appropriately
 - b. call the Ranger on duty (you will receive an emergency ranger contact list).
 - c. Notify other Volunteers in the immediate area to help direct emergency personnel to the appropriate location. If in an area not controlled by a Volunteer, send someone to the road to meet emergency personnel and lead them to the appropriate site.

E. Co-worker Courtesy

1. With the variable personalities of everyone working together in the project, occasionally conflicts may arise. As with the public, any conflict with a co-volunteer is expected to be handled in a *professional, respectful, and courteous manner*. Efforts to resolve the situation should be between the parties involved only. If the conflict cannot be resolved at the personal level, despite honest efforts, contact the Volunteer Coordinator for a meeting to discuss the situation. Be prepared with a reasonable resolution to the conflict before calling. The Volunteer Coordinator will ask you to consider all involved parties point of view and must maintain an objective view of both parties. **Gossiping, bickering, or otherwise inappropriate behavior will not be tolerated and may be grounds for immediate dismissal**. If after speaking with your Volunteer Coordinator and you still need assistance, please contact the Assistant Operations Project Manager at (336) 921-3390.

IV. General Volunteer Duties and Responsibilities

A. Campsites

1. As campers leave the park or move to other sites, their vacated campsite should be inspected. There are several items for which to look:

- a. Check to make sure that no trash is left at the site. **If there is an excessive amount of trash, notify a Ranger to take a look at the site before it is cleaned up.** If you note that the sites are not being cleaned adequately please notify the Recreation Ranger. If no contact is made with the Recreation Ranger, contact the Volunteer Coordinator.
- b. Ensure there are no personal items. If an item is left behind, take it to the gate house to be labeled with the camper's name, date, and site number and the campground host will secure it until it can be turned in to a Ranger.
- c. If applicable, ensure that the campfire is completely extinguished and that the fire-ring grill cover is closed. Also, ensure that the water is working and turned off (not dripping) if a faucet is near.
- d. If you note damage to the site that was not present before the most recent campers occupied the site, notify a Ranger promptly. The situation will have to be inspected and rectified by a Ranger before the next camper enters the site. If we cannot pin-point who was last at the site, we cannot hold anyone responsible for the damages.

B. Restrooms in Day Use Areas, Campgrounds, Visitor Assistance Center, and Environmental Education Center

1. The restroom(s) in these areas should be inspected at least once a day. Ensure that there is no trash on the floor and that all showers, toilets and sinks are in good working order.
2. Our restrooms are under contract for cleaning so you should not need to deal with more than the occasional filling of toilet paper racks or a light sweeping when the area is busy.
3. Report maintenance needs as appropriate on a work order form. Give the form to your Volunteer Coordinator or leave it with the duty Ranger to give to the Volunteer Coordinator.

C. Litter

1. As you make rounds, set a good example for other visitors/campers by picking up stray trash throughout the project and disposing of it in a trashcan/dumpster.

E. Project/Facility upkeep – Beautification, Trail, and Site Host Volunteer primary duties

1. You will be given assignments for facility up keep in accordance with your training and experience.
2. If you see tasks around the project you would like to work on please notify the Volunteer Coordinator so the appropriate training if any can be given along with any tools or supplies you may need to complete the project. At times we may ask that your suggested project wait for funding or because another task takes priority. However, we want you working on things you feel will make this a better place to visit and will work with you to get you the needed items for each task.
3. Remember your safety is our most important concern. If you do not know how to handle something or feel it may be unsafe, stop. Report any unsafe action you note to your supervisor for correction.
4. If you need training or equipment to perform your duties safely please let the Volunteer Coordinator know immediately so we can provide it. If you have not received a safety briefing and been approved as an operator for the specific equipment needed, please ask the Volunteer Coordinator to arrange the appropriate training before beginning work.

F. Facility Security

1. Project gates are generally open from 8 am to 8 pm daily depending on the season. In some day use areas, they may close at sunset. If entering a park after hours, please do not let others follow you in. If someone asks you to let them in, kindly explain that you work in the park but cannot allow people in after hours for security reasons.
2. Closed recreation areas should remain closed at all times. If someone asks when the recreation areas will re-open, inform them, but do not allow them to look around.
3. All other Project gates should be closed and locked after you go through them. Please do not leave gates open while you work in an area as you may have visitors drive in behind you and/or into a closed area.

VI. Record Keeping

A. Volunteer Service Record

1. The Volunteer Service Record is necessary for evaluating the effectiveness of the Volunteer program as well as for tracking the number of hours and the service value of each Volunteer or group of Volunteers.

2. The record is to be completed on a daily basis. The forms will then be turned in to the Volunteer Coordinator monthly or as completed. If you require more than one page per month that is wonderful, contact the coordinator for additional copies as necessary. These semi-monthly visits with your Volunteer coordinator are a great time to make suggestion for the program, inform them of tasks you've noticed could make our facilities nicer and to generally share your ideas and experiences with us.
3. You are empowered to fix what you see that needs fixing, clean up as you see fitting and inform the Volunteer Coordinator of larger tasks that would improve our guests experience so a work party can be formed.

B. Volunteer Evaluations

1. The Volunteer Coordinator will formally evaluate you in writing after your first month on the job and approximately every 3 months thereafter. This is primarily the time for us to pat you on the back and tell you what we like, however, it is also a time for us to adjust the program and direction of your work. Just like your interview all parties are ensuring that this is still the best fit for everyone.
2. You will also be asked to evaluate the training you receive; your supervisor and the program as a whole. Be as honest as possible because this is how we will improve our program and help you and our future Volunteer have the most positive experience possible.

VII. Visitor Assistance

A. Customer Service

1. Remember you may be one of the only representatives of the Corps our visitors come in contact with; be sure their experience is a positive one.
2. Knowing your job will go a long way in assisting campers and visitors with problems or questions. Be responsive and answer questions courteously, if you cannot answer a question refer them to someone who can or get back to them with an answer in a timely manner.
3. Treat all people the same when it comes to rules and policies. Don't show favoritism to particular individuals or groups by allowing them to 'bend' the rules or policies.

- a. Occasionally, exceptions to policies are necessary due to extenuating circumstances; however those decisions should be made by a Ranger. Rangers will inform all team members in the park of these special circumstances

B. Vehicles, Equipment, Computers

1. Vehicles will be kept in a clean and presentable condition. All vehicles and operators will comply with state motor vehicle laws. Observe the speed limit and all rules of the road while within the project; setting an example for visitors. The Corps of Engineers will provide magnetic signs and should be mounted on each side of the driver and passenger door during the volunteer's shift if a vehicle is used.
2. Magnetic signs shall be removed at the end of the volunteer's shift or when leaving the project to prevent the magnetic signs from excessive wear and tear; vandalism or theft of the magnetic signs. Failure to remove the magnetic signs is considered negligent care.
3. All equipment and materials furnished by the government shall be used only for government use. Equipment and materials are accountable items. All volunteers will need to be trained in the use of the equipment to reduce injury and accidents.
4. Volunteers working in the Visitors Assistance Center will have access to a computer. This computer is furnished by government contractor RBS. This computer can be used to common internet surfing, check email, and work related uses. The computer is not to be used for offensive internet surfing, including but not limited to pornography, gambling, etc. Absolutely no alternating of the computers settings, adding/ removing programs and/or software. As visitors enter the area, all activities on the computer should be minimized.

C. Rule Violations

1. If a camper or day user continues to violate a park rule or otherwise cause a problem in the park despite being politely informed by a volunteer of the rules, you have two options:
 - a. If it is a minor infraction (for example, the visitor's dog is off the leash, but not causing any problems), wait until you see a Ranger in the park and report the problem. You may also leave a note which includes contact history for Rangers at the fee building.

- b. If the infraction is a more serious (for example, a camper dumping grey water at his or her site or a dog off leash viciously chasing campers), contact a Ranger to report the problem immediately. If you are using a radio call a ranger in accordance with radio procedures.
2. Never take it upon yourself to tell a camper what the consequences of their actions may be. **“I’ll have to notify a Ranger if I continue to see your dog off a leash,” is all you can say.** Telling a camper of any further actions such as “A Ranger is going to give you a ticket” or “The police are going to be through here soon” is an assumption on your part. NEVER tell a camper what the consequences will be or even “might” be; enforcement is not your call!

D. Difficult Questions

1. If a visitor asks you a question to which you do not know the answer, politely tell them you will get back to them with the answer and then ask another volunteer or ask a Ranger when one is in the area. **Making up an answer can cause additional problems and could have unfortunate consequences.**
2. If you believe it is a matter which would be better addressed directly to a Ranger, give the camper the main number to the office (336-921-3390) and ask them to call M-F, 8:00 am to 4:30 pm.

E. Belligerent Visitors

1. If a visitor or camper becomes especially angry, degrading, or uncooperative, remove yourself from the situation and use radio or telephone to contact Rangers to handle the situation. Be sure to relay the contact history and attitude of the visitor.
2. *If at any time you feel a visitor is **threatening** to you or other park guests, either **verbally or physically**, this is considered an emergency.* Remove yourself from the situation and immediately contact law enforcement (dial 911) and then a Ranger directly. (We have a close relationship and contract with the Wilkes County Sheriff’s office and you will frequently see them patrolling our parks in the summer)

F. Campground Assistance

1. During busy periods in the campground (mostly Friday, Saturday and Sunday afternoon evenings), you should assist the duty Ranger by checking sites for availability and reporting which sites are occupied and which are empty in the campground. In the summer, talk to campers about water

safety and hand out water safety materials such as coloring books. Please report to the duty Ranger if sites are full.

2. From time to time a campground host may have an emergency in which he or she must leave the campground for brief periods of time. This action is allowed only when there is a *true emergency*, not for convenience on the part of the host. Other campground hosts are permitted to relieve them of their duty with ranger approval.
 - a. Standing in for the campground host should not be for more than two or three hours and should not occur more than once or twice a season.
 - b. Keep records of campers entering the campground and which site they are occupying. Record any campers who are leaving. Ensure that the camper data collected consists of name, address and phone number in addition to what is already requested on fee envelopes. Give this information to the campground host on his or her return so it may be updated in the computer.
 - c. Inform campers who check in during this time to return to the host site at a specified time when the campground host will be in to collect their fees.
3. **At no time should an un-bonded volunteer accept money from a camper or day user for any reason.** You do not have the authority to accept funds. Send the visitor to the fee building or fee station to pay his or her fee. Only trained and bonded campground hosts may accept moneys and then only while working their campground host shift.

W. Kerr Scott Lake Team

Operation Project Manager: Kevin Heape – oversees operations of project

Assistant Operations Project Manager: Jory Shepherd – direct supervisor of ranger staff and their program areas

Recreation Program Ranger: Jon Bannerman – oversees recreation program including Park Attendants, user fee collections, campgrounds, day use areas

Volunteer Coordinator/ Outreach/ Partnerships Ranger: Crystal Dillard –oversees volunteer program, works with partners, outreach efforts

Shoreline Program Ranger: Juanita Souther – oversees shoreline use permits, 1080 flowage easement questions, land use permits

Wildlife Management Ranger: Brad Carey – oversees wildlife management areas, food plots, works with partners on archery and disc golf course

EEC/ Interpretative Ranger: TBA – oversees all interpretative programs off and on site

Office Managers: Loretta Phillips and Melissa Larsen – budget, payroll, customer service, filing

Civil Engineer Technician: Tim Taylor – works closely with O/M contractor RBS – performs quality assurance checks on contractors

Summer Rangers: Ed Snyder, Scott Graham – work mainly in summer – patrol parks, visitor assistance, interpretative programs, assist all lead rangers in program areas

Appendix A.

Campground Host/Park Attendant Job Description

Overview

Volunteer Campground Hosts/ Park Attendant play vital role for the U.S. Army Corps of Engineers. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, Campground Hosts are the first contact the public has with the U.S. Army Corps of Engineers. Campground Hosts are long term (4 to 7 months) volunteers who make extended stays at campgrounds as a part of the project team. A campsite with full hookup (water, electricity and sewer) is available at no charge for these volunteers during their commitment to a project. If volunteering at Berry Mountain or Boomer Park, the campsites are located at the entrance of these parks. Otherwise, volunteers will stay in the volunteer village.

Primary Responsibilities

Provide hospitality and customer service to campground guests, assisting in the cleaning/upkeep of campground facilities and promoting safe responsible use of Corps of Engineer amenities.

Campground hosts are expected to ensure park entrance gates open in the morning and secure gates at night. Conduct periodic walkthroughs of park, greeting public and answering questions. Bonding of the Campground Host may be required in order for them to perform fee collection within the campground and remit camping fees to Nation Recreation Reservation Service (NRRS) via computer. Some computer and cash register experience may be needed in order to perform NRRS operations. Campground hosts do not enforce park regulations; however, they are expected to be the eyes and ears of the park rangers and are expected to assist rangers and visitors during emergencies. Work min 20 hours/week and live in natural outdoor setting, with your own RV.

Secondary Responsibilities

Create temporary community through fostering of communication between campground visitors and personnel. Keep our campgrounds friendly places for outdoor recreation and socialization. Provide valuable information on how to improve our parks by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

Requirements

The Campground Host will provide, furnish, or be responsible for the following:

- The Host must have a self-contained, factory-built camper trailer or motor home that will be parked at a location designated by the Operations Project Management Office. The campsites have water, sewage, 30/50 amp electricity, and restricted-use telephone.
- Maintain the area where the trailer is parked in a neat, clean, sanitary condition at all times. No dog pens, dog houses, poultry cages, or similar facilities for pets or raising of animals will be allowed. **NOTE: Two (2) pet limit. No Vicious Pets.** However, pets are prohibited in the Gatehouse.

- Campground Hosts will be responsible for the physical telephone in their camping unit. All rules and regulations as stipulated in the telephone agreement will be applicable to telephone usage.
- The Campground Host may have overnight guests (no longer than 3 nights) in their camping unit or they may have a tent on the impact area. No camping units that require hook-ups will be permitted. Please contact the Volunteer Coordinator at 336-921-3390 prior to having overnight guests. **NO CAMPING ON ADJACENT CAMPSITES.**

Minimum Qualifications

- Desire to meet and interact with persons from varied backgrounds.
- Appearance should be neat and a positive reflection of the organization.
- Ability to remain calm in busy situation.
- Cognitive and verbal ability to answer visitor questions and communicate park rules in English.
- Physical ability to navigate camp loop and visit campsites, pick up trash, light cleaning, lift 20 lbs and carry 25 feet (position may require extended periods in the outdoors during adverse conditions such as heat, cold or rain.)
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.

Desired Experience

- Customer Service or work with public, especially children and elderly.
- Previous park or outdoor recreation experience as employee or volunteer.
- Previous RV Experience

Appendix B.

Visitor Assistance Center Volunteer Job Description

Overview

Visitor Assistance Center volunteers play a vital role for the U.S. Army Corps of Engineers. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In many cases, volunteers are the first contact the public has with the U.S. Army Corps of Engineers.

Primary Responsibilities

The Visitor Assistance Center volunteer will provide assistance in the W. Kerr Scott Lake Visitor Center greeting the public, answering questions about the visitor center and local area, answering phones, make sales in the Friends of W. Kerr Scott Lake bookstore, stock the brochure rack and use the cash register and fax/copy machine as needed. Volunteers should be comfortable speaking to the public, outgoing, energetic, professional, and enjoy meeting new people.

Secondary Responsibilities

Assist in the upkeep of office facilities and promoting safe responsible use of Corps of Engineers amenities. Provide valuable information on how to improve our parks and Headquarters office by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

Minimum Qualifications

- Desire to meet and interact with persons from varied backgrounds.
- Cognitive, verbal and auditory ability to answer questions and communicate with various constituents in English who call or stop into the Visitor Assistance Center.
- Ability to use cash register and balance daily funds at end of shift.
- Auditory ability to respond to verbal requests.
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.

Desired Experience

- Customer Service, office experience, or work with public.
- Previous outdoor recreation experience as employee or volunteer.
- Computer literacy.
- Knowledge of Excel, Adobe, Word and other computer programs.

Appendix C.

Site Host and Maintenance Volunteer Job Description

Overview

Site Hosts and Maintenance volunteers play a vital role for the U.S. Army Corps of Engineers. As a Site Host you are a part of a team that includes other volunteers, Service Contractors, Park Rangers, Management and Administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In some cases, volunteers are the only contact the public has with the U.S. Army Corps of Engineers. Site Hosts are long term volunteers who make extended stays (usually 3-6 month minimum) at recreation sites located in scenic areas as a part of the project team. A campsite is reserved at no charge or will be in the volunteer village during their commitment to a project.

Primary Responsibilities

Upkeep and repair of park facilities such as: restrooms, campsites, trails and natural areas. This requires cleaning and inspection of facilities for repair needs, repairing facilities, mowing, weed eating, and other environmental conservation techniques. Work min 20 hrs/wk and live in natural outdoor setting with your own RV. Foster teamwork by participating in group workdays and other special events and activities.

Secondary Responsibilities

Create temporary community through fostering of communication between park visitors, volunteers, and staff. Keep our parks friendly places for outdoor recreation and socialization. Provide valuable information on how to improve our parks by maintaining open communication with Rangers and Managers, passing on ideas for improvement gathered during daily contact with visitors.

Minimum Qualifications

- Cognitive and verbal ability to communicate with other park personnel in English.
- Physical ability to carrying 30 lbs for 100 feet (position may require extended periods in the outdoors during adverse conditions such as heat, cold or rain).
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.
- Ability to take and pass USACE Defensive Driving course and drive a government vehicle.

Desired Experience

- Landscaping, planting and care of flowers or other small plants.
- Natural resource conservation or trail work.
- Custodial work (cleaning, painting, light repairs).
- Mechanical Skills to maintain equipment.
- Plumbing, electrical, welding, masonry, or carpentry.

Appendix D.

Environmental Education Center/ Interpretation Volunteer

Overview

The volunteer will work in the EEC, but also go out into the community to conduct programs. The volunteer will schedule, create, and conduct programs, hikes, and classes. Volunteer may work independently and/or with other volunteers/rangers.

Primary Responsibilities: The primary duty of the EEC/Interpretation Volunteer is to assist the Rangers and the lead Interpretative Ranger by conducting EE programs. Specific duties include:

- Working at the EEC desk greeting visitors, answering questions, and operating bookstore for Friends of W. Kerr Scott Lake.
- Give tours of the EEC and educational programs.
- Schedule, create, and conduct programs for adults and children.
- Assisting with other duties as available and scheduled.

Secondary Responsibilities

Assist in the upkeep of office facilities and promoting safe responsible use of EEC amenities. Perform light janitorial duties that will include: restrooms checks, vacuum carpet, and dust exhibits. Volunteer will also perform weekly function tests of exhibits.

Minimum Qualifications

- Desire to work (min 20 hours/week) and live in natural outdoor setting, with your own RV
- Desire to meet and interact with persons from varied backgrounds.
- Cognitive, verbal and auditory ability to perform educational programs to all age groups.
- Knowledge local flora and funa and/or the desire to learn about the area's natural resources.
- Creative and fun attitude.

Desired Experience

- Previous teaching experience

Appendix E:

Beautification/Safety Volunteer

Overview

The Beautification and Safety Volunteer will travel around to all areas on the project. This volunteer will be given a variety of job duties that would include tasks such as landscaping park entrances signs, landscaping around gate houses, planting plants, trimming, weeding, and setting timbers. All necessary materials and equipment will be provided.

Primary Responsibilities: The primary duties of the Beautification/Safety Volunteer provide esthetic value of our park areas and help ensure the safety of our playgrounds. Specific duties include:

- Landscaping park entrances/gatehouses
- Parking lot patrol – clean up trash from parking lots around the project
- Weekly checks of the recycle bins at all park locations and in VAC. Empty as needed.
- Restrooms checks – check vault toilets and flush restrooms in the parks. Report any problems to ranger on duty.
- Playground inspections – use guidelines and safety check sheets to complete weekly safety inspections of all playgrounds.

Minimum Qualifications

- Desire to work (min 20 hours/week) and live in natural outdoor setting, with your own RV
- Ability to work independently and with other volunteers and rangers.
- Physical ability to operate equipment used for landscaping (shovels, trimmers, light duties equipment) and carrying 30 lbs for 100 feet (position may require extended periods in the outdoors during adverse conditions such as heat, cold or rain).
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.
- Ability to take and pass USACE Defensive Driving course and drive a government vehicle.

Appendix F:

Boat Ramp Volunteer

Overview

The Boat Ramp Volunteer can rover to all the different boat ramps to greet boaters and perform boat inspections. This volunteer can patrol the parking lots to be visible and perform light maintenance duties.

Primary Responsibilities: The primary duty of the Boat Ramp Volunteer to be visible to our boating visitors. To provide safety inspections and share other water safety information.

Specific duties include:

- Rover to all boat ramps to offer boat inspections using Coast Guard Approved check list
- Parking lot patrol – clean up trash from parking lots around the project
- Report an visitor assistance problems to ranger on duty
- Greet visitors and provide information regarding water safety and lake information

Minimum Qualifications

- Desire to work (min 20 hours/week) and live in natural outdoor setting, with your own RV
- Ability to work independently and with other volunteers and rangers.
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.
- Ability to take and pass USACE Defensive Driving course and drive a government vehicle.
- Cognitive and verbal ability to work with the visiting public and to provide information.

Appendix G:

Trail Volunteer

Overview:

The Trail Volunteer will assist rangers and trail partners with the upkeep and maintenance of over 30 miles of hiking/biking trails around the project. W. Kerr Scott Lake's trail system is ranked in the top 5 in the National by the Mountain Bike Association.

Primary Responsibilities: The primary duty of the Trail Volunteer to assist rangers and trail partners with the upkeep and maintenance of our trail system. Specific duties include:

- Walk trails – report problems, light maintenance – ie. Trash pickup, remove limbs, spread gravel
- Fill trail brochure holders
- Greet trail users – share information
- Open and close trails as requested by ranger staff

Appendix H.

Activity Hazard Analysis Project: W. Kerr Scott Lake Prepared By: Safety Officer			Job Title: Volunteer Volunteer Coordinator: Crystal Dillard Date: December 2012		
Activity	Potential Hazards	Recommended Controls			
<i>Vehicle Operation</i>	Vehicle Accidents	Adjust vehicle controls before starting vehicle. Wear safety belts and shoulder harness. Drive defensively. Inspect vehicle to insure safety features are in place and operational. Walk around vehicle before backing.			
<i>Operating or working on boats or barges</i>	Falling into water	Stay in safe areas of boats especially when boat is in motion. Avoid standing unless safe and necessary. Always work as a team so help is readily available. Do not reach over side of boat. Insure boat is in neutral prior to starting engine. Use dead-man safety switch.			
	Drowning	Always wear the proper PFD when in the boat. Learn how to swim. Work as a team so help is available. Keep lifesaving device handy. Follow safe boating rules.			
	Being pulled from boat by buoy cable or anchor	Place buoy in water, feed out cable then place anchor being careful of cable.			
	Being pinched between boat and objects	Keep all extremities inside of boat. Use caution when nearing docks, other boats or floating objects. Stand clear when boat operator is launching or loading boat on trailer.			
	Cuts/Scrapes	Wear gloves. Use caution when			

		handling cable due to burrs or raveling.
	Back injuries	Get assistance with heavy objects. Use proper lifting techniques. Work only from level firm footing use cable locking device when raising heavy anchors.
<i>Using hand tools (Shovels, McCleods, Rakes, Hoes, etc)</i>	Back injuries	Work from level firm footing when possible. Keep back straight use reasonable force.
	Cuts/Scrapes	Wear gloves. Insure tool is in serviceable condition (tool edge is sharp and handle is not broken or splintered and handle is firmly attached).
	Eye injury	Wear eye protection. Be observant of surroundings and other workers.
	Head injury	Wear hardhat when swinging tool overhead or working closely with others.
<i>Working in confined spaces (conduits, tunnels, vaults and tanks)</i>	Harmful vapors/fumes combustible & oxygen deficiency	Use proper confined space entry system. Make sure adequate ventilation is provided. Read MSDS for materials used and follow instructions.
	Accidental operation of systems and equipment	Follow lockout/tag out procedures
	Back injury	Obtain assistance with heavy objects. Use proper lifting techniques.
	Eye injury	Wear eye protection.
	Cuts	Wear gloves when practical. Inspect tools and materials for sharp edges and burrs.
	Head injury	Wear hardhat. Be aware of others working above or below.

	Falling	Insure ladders/scaffolding is erected properly. Use proper safety equipment(Harness, Belt, Lanyard etc.) Be extra careful in wet areas.
<i>Fire Suppression</i>	Lung damage	Wear respirators if possible. Avoid dense smoke and enclosed areas with particles. Avoid rushing to keep breathing rate near normal.
	Eye damage	Avoid heavy smoke areas and areas which carry airborne burning particles. Beware of flying debris. Watch for branches or other obstructions. Wear eye protection.
	Being struck by tool	Be aware of other workers actions. Don't rush. Wear hardhat.
	Burns	Wear protective clothing. Be aware of wind and rate of burn to avoid being trapped by fire. Stay clear of hotspots.
	Cuts	Wear protective clothing and gloves.
	Tripping/Slipping	Make sure of footing especially in slippery/wet/ashy areas. Keep debris cleared away as much as possible.
	Dehydration	Drink plenty of fluids and avoid excessive heat when possible. Maintain steady work pace.
<i>Contacting park visitors</i>	Verbal, Physical assault	Be aware of potential dangers. Always check out on the radio with corps or sheriff's dispatch before contacting visitors.
	Family disturbances in the campsite, disgruntled visitors	Employ verbal judo. Select one person from the group and

		discuss away from the group. Keep a basic interview stance.
	Possible weapons, anglers with knives, hunters with guns, intoxicated visitors with beer bottles.	Radio out with position. Employ physical stance, verbal judo. Identify behaviors, keep eyes roving to observe all activity.
	Pedestrian Approaches	Make a safe approach. Scan area for potential threats/weapons. Scan for other subjects. Place for best contact. Good avenue of retreat. Use all your senses.
	Approaching parked vehicles	No vehicle is unoccupied. Position your vehicle to your advantage. Watch for movement inside. Try to check inside before crossing in front of windows. Look at ignition switch, does it have one?
	Illumination	Use high beam headlights & park off center. Use ambient light on foot patrol at night. Conceal in shadow of campfire until you step into the area illuminated. Flashlights can be used to get out of harms way by shining it directly in the eyes to momentarily blind the person to the night.
	Basic interview stance	Keep strong side back, feet shoulder width apart, eye contact with person. Avoid tunnel vision/watch their eyes and hands. Use command presence.
	Command presence	Stand erect, straight. Speak and react with confidence. Be in control, and sure of what you are doing. Be professional.
<i>Office Duties</i>	Tipping over of file cabinets	Avoid opening more than one drawer at a time. Keep heaviest

		drawers low in cabinet. Get help when moving cabinet.
	Pinching fingers in drawers	Close drawers with hands on handles made for that purpose.
	Chair tipping over	Don't lean back in chair. Keep both feet on the floor.
	Eye strain	Make sure there is adequate lighting. Take frequent visual breaks. Insure computer monitor is adjusted properly and shielded from glare.
	Tripping	Keep all traffic areas clear. Close all drawers and cabinets after each use. Route electrical cords to keep areas clear. Insure all rugs are laying flat.
	Electrical Shock	Don't overload outlets. Watch for damaged wiring. Don't use defective equipment. Follow all manufacturers' instructions. Don't unplug equipment by jerking cord. Use GFI's in wet areas.
	Cuts &Punctures	Keep all sharp objects stored in containers meant for that purpose.
	Back strain	Get help when moving heavy objects. Use proper lifting techniques.
	Falling objects	Keep heavy objects away from edge of office furniture. Do not place heavy objects in high places. Insure furniture is strong enough to safely hold heavy objects.
<i>Working with chemicals (Alkali, acid, caustic, toxic, flammable)</i>	Chemical burns on or getting chemical on skin	Wear protective clothing i.e., gloves, coveralls, face shields etc. Handle containers carefully. Be prepared to treat any spills on skin by knowing where the

		closest water source is.
	Chemical burns in or getting chemical in eyes	Wear proper eye protection. Handle containers carefully. Be aware of the closest water source or eye wash station.
<i>Using Chain Saws</i>	Injury from Chain	Wear leather gloves and chaps. Be aware of kickback area of saw. Do not use saw overhead. Use proper cutting motion. Insure all guards and dogs are in place. Turn off saw before making any adjustments. Start saw from solid ground surface. Follow all manufacturers' instructions.
	Burns	Stop saw and allow to cool before refueling. Clean any fuel spills prior to starting saw. Wear leather gloves and chaps. Be aware of all hot surfaces. Follow all manufacturers' instructions.
	Eye Injury	Wear proper eye protection. Make sure all guards are in place.
<i>Working around tractors</i>		Don't allow passengers other than operator.
	Burns	Stay clear of hot surfaces. Wear gloves.

	Head injuries	Wear hardhat.
	Injured extremities	Wear gloves. Stand clear of all moving parts. Stay in view of operator at all times.
	Being hit by equipment	Stay in view of operator at all times. Stay clear of equipment work area. Be aware of operators intended movements.
	Eye injury	Wear proper eye protection.
	Hearing damage	Wear earplugs or other hearing protection.
	Lung damage	Wear dust filter masks when working in dusty atmospheres.
<i>Working around lift truck (fork lift)</i>		Only the operator is allowed on the vehicle. No passengers.
	Burns	Stay clear of hot surfaces. Wear gloves. Allow engine to cool before servicing or refueling.

	Head injuries	Wear hardhat.
	Injured extremities	Wear gloves. Stand clear of all moving parts. Stay in view of operator at all times.
	Being hit by equipment	Stay in view of operator at all times. Stay clear of equipment work area. Be aware of operators intended movements.
	Hearing damage	Wear earplugs or other hearing protection.
	Lung damage	Wear dust filter masks when working in dusty atmospheres.
<i>Operating high pressure washer</i>	Eye damage	Wear proper eye protection, i.e., blasting hood.
	Burns	Stay clear of hot surfaces. Wear gloves. Allow engine to cool before servicing or refueling.
	Lung damage	Wear the proper filter mask for work being performed. Work in well ventilated areas.

	Trips and falls	Be aware of location of hoses and lines. Keep work area clear.
<i>Using hand tools (small hammers, saws, drills, mechanic type tools)</i>	Cuts	Wear gloves when practical. Insure tool is in serviceable condition with no splinters, burrs, cracks or breaks. Use the proper tool for the job.
	Eye injury	Wear eye protection. Be careful using hammers or chisels.
<i>Repairing plumbing fixtures or piping</i>	Back injury	Obtain assistance with heavy objects. Use proper lifting techniques. Work only from firm, level and dry footing.
	Cuts	Wear gloves when practical. Use proper tool for job. Examine all tools and material for sharp edges and burrs.
	Eye injury	Wear eye protection.
	Infections/Disease	Wear waterproof gloves. Wash hands thoroughly after each job and before eating, drinking or smoking.
	Cuts	Wear gloves when practical. Inspect tools and materials for sharp edges and burrs. Use the proper tool for the job.

<i>Working with concrete</i>	Back injury	Obtain assistance with heavy items (forms). Use proper lifting techniques. Do not overload shovel or wheelbarrow.
	Chemical burns	Wear proper protective clothing (gloves, rubber boots). Be aware of closest water source prior to beginning work. Wash all areas of skin contact immediately. Handle material carefully.
	Eye injury	Wear eye protection. Be aware of closest water source or eye wash station prior to beginning work. Handle material carefully.
	Dropping objects on feet	Wear safety boots.
<i>Painting</i>	Breathing fumes/Lung damage	Wear recommended respirator. Follow all manufacturers' recommendations. If working with hazardous materials don't work alone. Don't work in confined areas without proper ventilation.
	Spilling chemicals on skin	Wear protective clothing. Handle containers carefully. Prepare for any spills by knowing where the nearest water source is located prior to starting work. Follow all manufacturers' recommendations.
	Ingestion of chemicals	Wash hands prior to eating or smoking.

	Fire	Don't work in confined areas without proper ventilation. Do not allow open fires, flames or smoking near work area. Be aware of possible spark sources.
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Appendix I.

General Visitor Information

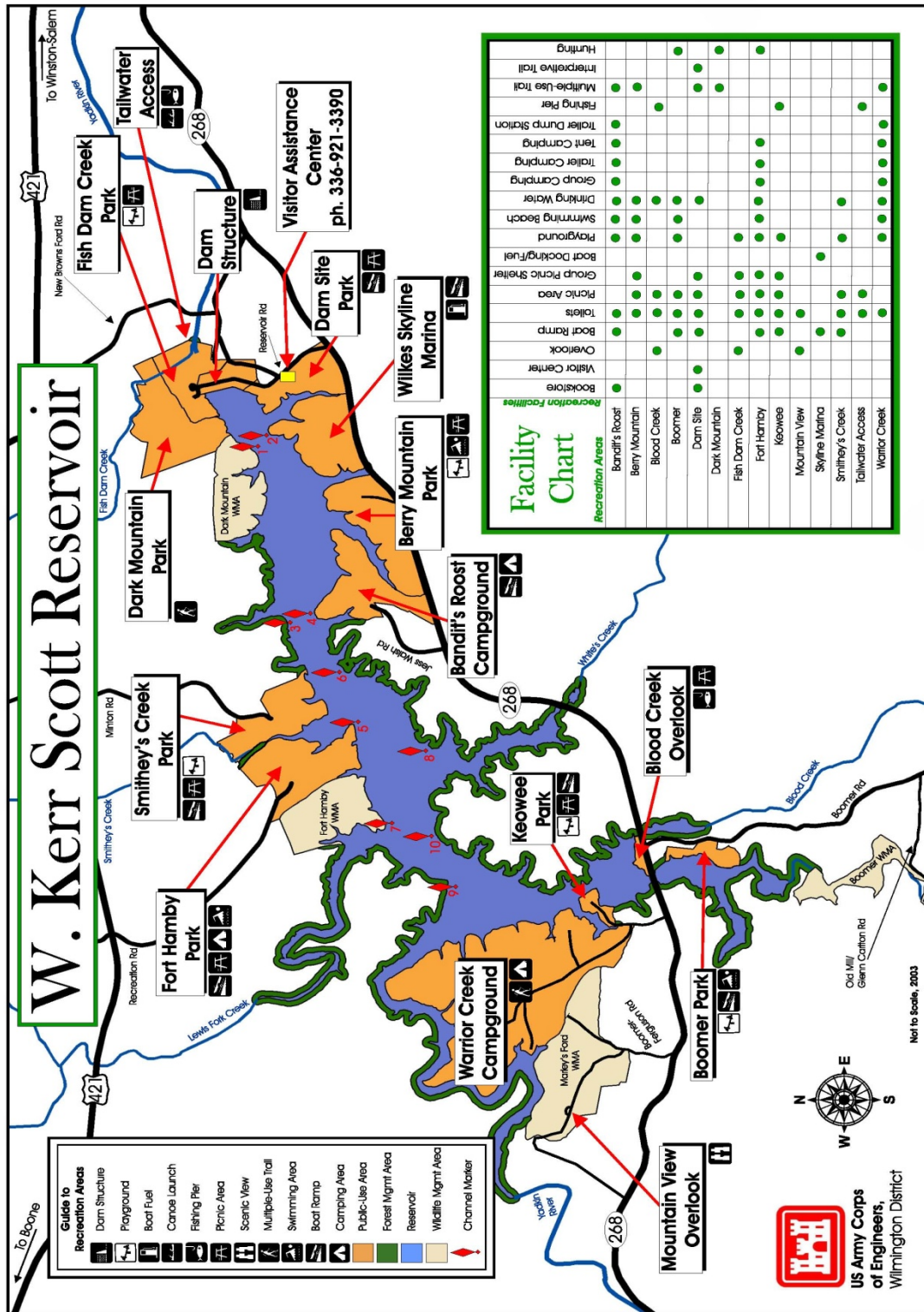
The Wilmington District of the US Army Corps of Engineers administers W. Kerr Scott Lake. Park staff is responsible for operations of the dam and recreation areas. The lake is located at the foothills of the Blue Ridge Mountains, 5 miles west of Wilkesboro, North Carolina.

The W. Kerr Scott Lake is a manmade lake that offers extensive outdoor recreational opportunities. In 1929, the first studies toward control of the upper Yadkin River were started. During the intervening years between 1929 and 1960 various investigations, studies, and reports were completed to determine the most desirable type system to harness the flood waters of the Yadkin River and prevent a recurrence of the damaging floods such as those that occurred during 1899, 1916, and 1940.

Construction of the Wilkesboro Dam and Reservoir was authorized in 1960 and construction initiated in September of 1960. The Dam and Reservoir were completed for water supply and flood control in August 1962 and dedicated the following month. The official name of W. Kerr Scott Dam and Reservoir was changed by Congress in honor of the former Governor and US Senator from North Carolina, William Kerr Scott. W. Kerr Scott was instrumental in obtaining approval for the construction of the dam and reservoir. He was also well known for his work as a farmer and dairyman and his interest in the development of water resources.

W. Kerr Scott Dam and Reservoir offers many recreational opportunities including 3 campgrounds, 2 day use areas, 8 picnic shelters, 7 boat ramps, over 30 miles hiking/biking trails, and a marina. The staff at W. Kerr Scott also manages 5 wildlife management areas around the reservoir. The Wildlife Management Ranger works closely with NC State agencies to provide excellent food plots and fishing habitat.

Appendix J. Lake Map



Appendix K. Trail Maps

Welcome to W. KERR SCOTT DAM AND RESERVOIR'S TRAIL SYSTEM

WARRIOR CREEK TRAILS

DARK MOUNTAIN TRAILS

FORT HANBY TRAILS

OVERMOUNTAIN VICTORY TRAIL

General Information:

- All trails are open to the public.
- All trails are open to the public.
- All trails are open to the public.

Legend:

- Parking
- In Use
- Out
- Bikes
- Voluntary Trail

Map 1: WARRIOR CREEK TRAILS

Map 2: DARK MOUNTAIN TRAILS

Map 3: FORT HANBY TRAILS

Map 4: OVERMOUNTAIN VICTORY TRAIL

Logos: BMC, BLM, US Forest Service, etc.

Appendix L. Work Request Form



**US Army Corps
of Engineers®**
Wilmington District

Work Order Request

Date:

Park:

Location:

Reported By:

Vandalism: Yes No

Description of Work Required:

Work Priority:	Immediate	(Safety Hazard)	<input type="checkbox"/>
	Short Term	(Less than 5 Days)	<input type="checkbox"/>
	Mid Term	(6 to 30 Days)	<input type="checkbox"/>
	Long Term	(More than 30 Days)	<input type="checkbox"/>

Request Approved:

Corps Employee	Date
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