

Snohomish County Parks and Recreation

Park Ambassador Program



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Agency Information

Introduction

Welcome to Snohomish County Parks and Recreation! We hope you enjoy your volunteer experience with the Snohomish County Parks Department. Your contribution provides park visitors with an extra measure of quality service.

This guide and the accompanying information are provided to help you fulfill your duties successfully. You will receive additional orientation information and materials that is park specific from the Director of Volunteer Services or Senior Park Ranger or other designee. You will also receive any training necessary to safely perform the duties and tasks outlined in the Ambassador Job Description.

Snohomish County Parks Mission

The Snohomish County Parks and Recreation Department's mission is to provide safe, enjoyable, attractive parks and diverse programs with responsive services which enhance our quality of life and preserve the natural and recreational resources of Snohomish County.

Snohomish County Parks Vision

1. **Create a Regional Park System** including trails, competition level athletic facilities, waterfront access, and special use areas.
2. **Serve our growing communities** by preserving open space and natural lands and providing Community Parks in urbanizing areas.
3. **Lead by example** through innovative approaches to promotion, marketing, funding, design, development and stewardship of all parklands in our system, delivery of recreation programs and coordination.

Snohomish County Parks and Recreation

The Snohomish County Parks and Recreation Department was created in the mid 1960's to provide park and recreation services for the enjoyment of the public and for the protection and enhancement of the county's natural resources. Snohomish County Parks is comprised of three sections: Administration, Operation, and Maintenance.

- The **Administration Division** provides management, office support, planning, citizen participation, construction management and property management to all divisions.
- **Park Operations** includes a staff of Senior Park Ranger or other designees, who operate the parks, provide security, perform day to day

maintenance and serve as a resource to the public; it also includes a recreation staff that administers seasonal recreation programs.

- The **Maintenance Section** performs specialized maintenance/small improvement projects and implements an on-going preventative maintenance and stewardship program.

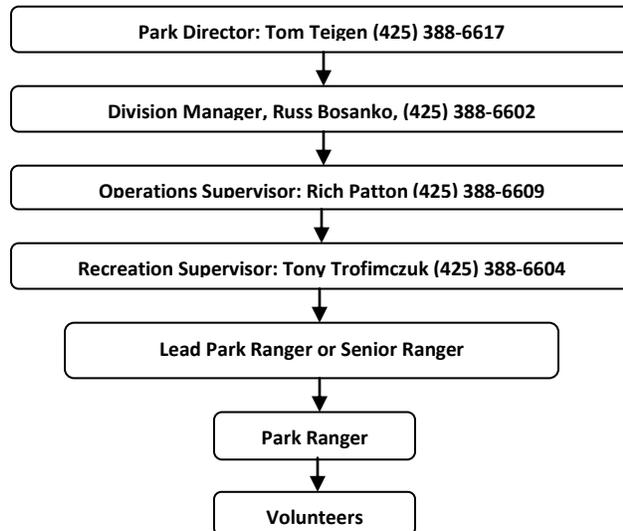
The Department of Parks and Recreation has been reorganized several times since the 1960's and currently includes the Evergreen State Fair within its Department.

Snohomish County Parks Volunteer Programs

Snohomish County Parks oversees an active volunteer program. The Park's volunteer program supports a growing number of citizens who dedicate their time to support regular staff in all aspects of Parks operations. This volunteer program provides the training and opportunity for community members to become involved in the care of Snohomish County's Parks. The efforts of dedicated volunteers, including individuals, families, businesses and corporations contribute to helping Snohomish County Parks and Recreation Department provide quality park facilities and programs that serve our community. The volunteer program offers assistance in maintaining and operating our park facilities, but also offers a chance for participants to interact with Parks staff and develop a sense of ownership in Parks properties.

Snohomish County Parks Organization

Snohomish County Parks and Recreation is governed by the County Executive and County Council. The Parks organizational tier is as follows:



Diversity in Snohomish County

Snohomish County Parks and Recreation Department is committed to creating an equitable, hospitable, appreciative, safe, and inclusive park environment – one that embraces the full spectrum of all community members’ contributions. Parks makes this commitment because:

- Diversity strengthens the workforce in competence and ability;
- Celebrating diversity appreciates and values individual differences;
- Diversity helps ensure the relevance of Snohomish County parks, its mission, properties, and programs to the people of the state today and in the future; and
- Diversity is crucial to our ability to serve all citizens.

Parks encourages and supports staff efforts to reach out to people of all races, national origins, abilities, religions, sexual orientations, veteran status, ages, and genders who use the parks and who live in communities nearby parks. This outreach is to focus on engaging in partnerships that expand programs and services in a way that is meaningful and of value to all visitors through a workforce and volunteer corps that reflects the diversity of Snohomish County.

Diversity encompasses who we are and what we think and how we behave. Not only ethnicity and national origin but family status, religion, communication style, ethics, values, educational level, etc, all combined to make us who we are. Snohomish County Parks and Recreation welcomes the diversity of its employees, volunteers and users of our parks system. To celebrate diversity is to appreciate and value individual differences.

Volunteers and the Ethics in Public Service Act

Snohomish County has a strong Ethics in Public Service Act (RCW 42.52) that governs Snohomish County employees. As a volunteer, you also fall under this Act as you are exercising the functions of a county employee while performing duties as a volunteer for Parks.

The area of the law that is most relevant to volunteers is the use of county resources. County resources are things such as vehicles, offices, equipment (phones, computers, etc.), and money (park fees).

Key Points:

- No volunteer may use any person, money, or property under his/her control or direction, or in his or her official custody, for the private benefit or gain of the volunteer or another.
- Volunteers have a duty to conserve public resources and funds against misuse and abuse.
- Personal use of Park's phones and computer has established guidelines. Before having any personal use of the phone or computer (including using e-mail for personal use), please consult with your Senior Park Ranger or other designee.
- Certain uses of any regional resources are always prohibited. These uses include:
 - Personal use of the Internet for non-business related purposes:
 - Any use for the purpose of conducting an outside business, whether or not for profit.
 - Any use for the purpose of assisting the campaign of any candidate for election to any office or to oppose or promote a ballot proposition.
 - Any use for commercial purposes such as advertising or selling personal property.
 - Illegal activities or activities incompatible with a professional workplace (e.g., accessing adult- oriented sites or gambling on the internet)
 - Lobbying activity unless authorized by law
 - Any use to promote, support, or solicit for an outside organization or group unless the activity is approved by an agency head or his or her designee.

Sexual Harassment

It is the policy of the Snohomish County Parks and Recreation that employees, visitors, and volunteers shall be provided an environment that is fair and provides equitable treatment, including freedom from sexual harassment and other inappropriate conduct of a sexual nature.

Sexual harassment is defined by the County Human Resources Division as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to the conduct is made either explicitly or implicitly a term or condition of an individual's employment, or
- Submission to or rejection of the conduct by an individual is used as a basis for employment decisions affecting such individual, or

- 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.

Examples of inappropriate behavior of a sexual nature can be (but are not limited to):

- Written, graphic, or verbal communication, including demeaning or offensive comments, epithets, jokes, slurs, or negative stereotyping based on gender;
- Unwelcome requests for sexual favors or social contact;
- Non-verbal behavior which may include gestures, leering, pictures, or cartoons; or,
- Physical behavior such as unwelcome touching, standing too close, cornering, leaning over or brushing against a person’s body.

If you feel like you are being subject to this behavior, please notify the Senior Ranger or Volunteer Director immediately.

Getting Started

Becoming a Park Ambassador [Volunteer]

Snohomish County Parks and Recreation accepts applications for Park Ambassadors year round however, appointments are made when/where a position exists. Remember, you are always welcome to make contact Snohomish County Parks and Recreation to inquire about Park Ambassador opportunities.

Before you begin your volunteer service, you will be asked to fill out and sign a number of forms including the Volunteer Application (Attachment B), Volunteer Park Ambassador Agreement, etc and participate in an Interview. Each of the forms has a specific purpose, such as to ensure that you understand your job duties, that you are properly trained, or that you understand the rules and regulations under which you volunteer. The Director of Volunteer Services or Lead Park Ranger will explain the purpose of each of the forms if you have any questions.

Park Observation Reports and Volunteer timesheets must be completed and submitted at the end of each month to ensure that you are covered for medical industrial insurance and liability protection during the time you are volunteering.

Criminal Background Checks

As a volunteer, you will be acting as an agent of the Snohomish County Parks and Recreation. Because volunteer positions often have access to equipment or unsupervised access to children under sixteen years of age, developmentally disabled

persons or vulnerable adults, you will be required to undergo a conviction or criminal background record check. The expense of such a check will be borne by Snohomish County Parks and Recreation.

Appearance/Identification

As a Volunteer Park Ambassador, you will be asked to wear a Snohomish County Parks and Recreation uniform and a baseball cap with the Snohomish County Parks and Recreation logo, which will identify you as a Volunteer Park Ambassador to park visitors. Please do not wear your hat or shirt when you are not on duty.

Insurance Coverage

Medical: Registered volunteers doing work that is approved by the Snohomish County Parks and Recreation Department are considered part of the Snohomish County's self-insured liability program. All volunteer hours for registered activities must be reported to the Parks Department. The Parks Department will report volunteer hours to the Department of Labor and Industry whereby if an injury occurs while performing registered volunteer work, the volunteer may have medical only coverage. A volunteer is NOT covered for loss of employment time due to injury or illness, nor for a lasting disability or death. If you suffer an injury while performing registered volunteer activities your Senior Park Ranger or other designee will help you to obtain and complete the proper forms to submit for processing.

As a volunteer park ambassador, you are acting as an agent of Snohomish County Parks and Recreation. Therefore, when you are acting within *the accepted limits and scope of your assigned job responsibilities*, Snohomish County may assume responsibility for any liability claims that may be filed. Any claim resulting from criminal activity on a volunteer's part will not be covered by Snohomish County.

Personal Property: Snohomish County is not responsible for a volunteer's personal belongings/property. It is recommended that all volunteers carry insurance to cover damage to personal belongings or property. Personal tools and equipment should not be used to perform volunteer duties. In addition, Park's tools are not intended for personal use.

Vehicle Insurance: Volunteers may be asked to use Snohomish County Parks' vehicles. To use park vehicles certain criteria must be met. You must have current proof of automobile insurance, a current Washington State Driver's license, completed a Washington State drivers' abstract, and have completed a drivers' safety course. The privilege to drive county vehicles is subject to change per the County's discretion.

Volunteer Park Ambassador Agreement

This is a contract. It affects your legal rights and duties. It includes provisions regarding assumption of risk, waiver and indemnification, and release of claims. Please read it carefully before signing it. Please initial the bottom of each page as you read it.

This Park Ambassador Agreement (“Agreement”) is a contract between Snohomish County (“the County”), a home rule charter county and political subdivision of the State of Washington, and the volunteer whose signature, name and other contact information appear below (“Park Ambassador”).

For and in consideration of the mutual agreements contained in this Agreement, the County and Park Ambassador agree as follows:

Background

1. The County owns and operates a number of parks, campgrounds and other recreational facilities and premises throughout Snohomish County, Washington.
2. Many volunteers, nonprofit organizations, and other persons operate, maintain, or otherwise contribute to the continued viability of the County’s numerous parks, campgrounds, and recreational facilities.
3. Volunteers who assist the County to operate or maintain its facilities choose to donate their labor of their own free choice, and to perform services on the County’s behalf without any compensation. Volunteers are NOT considered to be County employees. Volunteers are not eligible for any benefits that may accrue to County employees.
4. Park Ambassador is an individual who wishes to volunteer as a Volunteer Park Ambassador at a County Park, and, in that capacity is willing to perform certain specified duties in exchange for training, supervision, assistance and other gratuities as explained more fully below.

Ambassador Expectations and Duties

As representatives of the Snohomish County Parks and Recreation Department, Park Ambassadors must exemplify the parks rules and regulations. Ambassadors are expected to “set an example” for park visitors and guests. An ambassador is a diplomatic representative of the department who promotes and ensures a positive relationship between the department and park users. Some of the expectations of ambassadors include but are not limited to:

Expectations of Ambassadors

- Park Ambassadors are official representatives of the Snohomish County Parks and Recreation Department, therefore:
 - Please dress appropriately.
 - Avoid offensive language or conduct.
 - Avoid displaying signs, decals, bumper stickers, posters that convey religious or political beliefs.
 - Per park guidelines (refer to Park Rules) if you have a dog on site they must be kept on a leash and have current rabies certificate. Dogs must be cleaned up after and be under leash control.
 - You must check with the Senior Park Ranger or other designee before adding any additional structures or storage containers at your site.
- Do not perform vehicle maintenance at your site.
- County equipment shall not be used for personal benefit.
- Personal items, are not permitted to be stored in county sheds or buildings.
- Alcohol is not permitted within the Parks. Tobacco use is limited to off-duty.
- Conducting business, such as selling items/products or performing services for pay, within the park is not allowed except by separate contract with Snohomish County Parks and Recreation. Contact the Concessions Manager: Russ Bosanko at russ.bosanko@snoco.org

Basic Do's and Don'ts

Do

- Be polite and friendly, with a desire to be helpful!
- Talk positively about the county, park, staff, and the rules.
- Be a good neighbor. Set a good example by obeying the park rules yourself.
- Be familiar with park rules and regulations so that you can explain when asked or when you see a violation. Hand out appropriate brochures when available. If the violation continues, report it to your Senior Park Ranger or other designee.
- Give out accurate information. If you cannot answer a question, refer to your Senior Park Ranger or other designee or refer to the Park Administration Office at (425) 388-6600.
- Refer Park Visitors and or the general public with complaints or concerns to the Senior Park Ranger or other designee.
- Remember to wave as you walk by a park visitor and smile!

Don't

- Try and enforce the rule - ***educate*** instead.
- Argue, scold or "chew out" the visitor. Remain calm and if needed, refer the visitor to the Senior Park Ranger or other designee.
- Interfere with a visitor's privacy and ability to "get away from it all."
- Be impatient, harsh, sharp, or rude to the visitors. As a representative of the Snohomish County Parks Department, professionalism is the key to a successful park experience.

Ambassador Duties

1) General Duties

As a Park Ambassador certain duties/tasks are listed in your job description. These may include but are not limited to:

- Visit park at least one per week to assess the overall condition and perform basic maintenance tasks.
- Report unusual or suspicious activity taking place in the park.
- Complete an Observation Report on park conditions and park activities once per month and submit to program supervisor.
- Organize and schedule with Snoco Parks one [or more] park beautification work day/event per year.
- Update bulletin boards.
- Greeting and assisting visitors, informing them of parks rules and regulations (*see park rules section*), answering questions about the park and surrounding area, hand out park maps/brochures.

2) Maintaining Parks

One of the primary duties of a park Ambassador is to be responsible to maintain a clean and orderly park. The duties associated with these duties include but are not limited to:

- Trail maintenance:
 - Raking or Power Blowing Leaves, etc. from Trail surface.
 - Inspecting and or repairing Trail Signs and Markers.
 - Picking up fallen leaves, twigs, or branches.
- General landscaping duties:
 - Removing nails from trees.
 - Raking/Blowing Parking Lots.
 - Trimming grass or push mowing.
 - Planting and pruning shrubs and trees.
 - Invasive Species Removal.
- General Park responsibilities:
 - Picking up trash and/or litter.
 - Brushing off picnic tables and or benches.
 - Providing customer service:
 - Educating Park Visitors.
 - Organize park beatification word day(s)/event(s).

3) Providing information

The more that you know, the more confident you will feel as you perform your ambassador duties and the more helpful you can be to park visitors. Do not expect to know the answer to every question. If you do not know the answer to a question, tell the visitor you will try to find the answer and get back to them.

If visitors would like additional information beyond what you can provide you may refer them to the Snohomish County Parks and Recreation Administration Office. The **direct line is (425) 388-6600**. The Parks Administration Office can provide current information about campsite availability, camping rates, or amenities of a specific park.

The Senior Park Ranger or other designee or the local Chamber of Commerce or Visitor Information Bureau can provide you with additional information on local attractions and events. Maps, brochures, and facility information may be made available by your Senior Park Ranger or other designee upon request. The Parks Department will make available to you map(s) or other pertinent information.

4) Using Safety Measures

Your safety is important! Snohomish County Parks and Recreation provides Workers Compensation medical coverage for volunteers who receive job related injuries. The Snohomish County Parks and Recreation staff hopes all volunteers will have pleasant and injury-free experiences. Here are a few tips to keep you "safe and sound" while volunteering in our parks:

- Know your physical limitations! Discuss any physical limitations you may have prior to starting your ambassador duties. Remember, park variables (size, location, facilities, and use) determine duties, and because of these variables, some parks are much more demanding!
- Use your legs, not your back, when lifting objects!
- Do not operate unfamiliar tools without training and/or written permission.
- Let your Senior Park Ranger or other designee know if you have any health conditions that staff should be aware of in case of an emergency, i.e., medications, allergies, existing medical conditions.
- Ask your Senior Park Ranger or other designee for gloves, eye protectors, or other protective equipment if needed. Use of cleaning and/or gardening solutions may be required. Only solutions that are approved by the parks department may be used. Chemicals which require a specialized certification or license to obtain or use are prohibited.
- Dress properly for your tasks. Wear sturdy shoes and proper clothing.
- Attend park safety meetings as scheduled.

Safety hazards

As a Volunteer Park Ambassador, be aware of potential safety hazards to park visitors and report them to your Senior Park Ranger or other designee. These hazards can range from work related safety hazards to natural safety hazards. Some potential safety hazards are, but not limited to:

- Down or exposed wires or faulty electrical box.
- Hanging limbs in trees.
- Broken sprinkler heads.
- Holes in trails or lawns.
- Damaged tables or fire-pits with exposed sharp edges, nails, or re- bar.
- Toxic plants--poison oak, ivy, or nightshade.
- Burned out lights in restrooms.
- Foot bridges, railings, docks with raised nail heads.
- Tripping hazards.
- Bee or wasp nests.
- Firearms.

Natural safety hazards may include:

- Ocean, lake, and river beaches that have no lifeguards can pose safety threats. Strong currents, tides or floating logs are all potential hazards.
- Cliffs or steep trails and terrain.
- Wildlife in the parks should not be fed (WAC 352-32-01001).
- Plants producing berries or mushrooms can be very inviting, but do not ingest anything you don't positively know. Refer questioning visitors to the Senior Park Ranger or other designee on duty.

Ask your Senior Park Ranger or other designee if the park has hand-outs available on existing hazards within your park to give visitors.

5) Handling Difficult Situations and Emergencies

As a Park Ambassador you may encounter a difficult situation or an emergency. An emergency may include: fire, flooding, a vehicular accident, a medical emergency, a lost child, or a drowning. In any of these cases it is critical that certain guidelines are followed. In case of any emergency, a campground host must but is not limited to:

- Calling **911** for police, fire or medical assistance when required.
- Contacting the Senior Park Ranger or other designee immediately.
- Use good judgment. Do not put yourself at risk. When in doubt, refer to the Senior Park Ranger or other designee.
- Not attempting to enforce the Park rules, educate instead. Refer infractions to Senior Park Ranger or other designee.
- If a visitor is having a domestic dispute, such as fighting, contact the Senior Park Ranger or other designee immediately and/ or call **911** especially if a firearm is involved.

If Ranger Staff is Unavailable:

- Call **911 immediately**.
- Make sure front gate is open and road is cleared for emergency vehicles.
- If it is a medical emergency send a bystander to call for help and stay with the visitor.
 - **DO NOT perform CPR** unless you have had CPR training and your CPR card is current.
 - **Never** administer medication to a visitor or guest.
- In the event of a vehicular accident, take down as much information as possible (i.e. license plates, insurance information, etc.), and report back to the Senior Park Ranger or other designee when he/she becomes available.

6) Handling Lost and Found Items

As a Park Ambassador, you may be the first contact in lost and found situations. The Ambassador should refer the visitor to the Senior Park Ranger or other designee first. If the Senior Park Ranger or other designee is unavailable it may be important to take down pertinent information and report later. If you are asked to help the visitor, please get the following information:

Lost

1. Who is reporting the lost item?
Get name, address, and telephone number
Date-Time-Lost
2. What is missing?
Note color, size, make, design, unique features, value, etc.
3. How did it turn up missing?
Was it left behind, stolen, loaned to another person
4. When was it last used or seen?
In a restroom, campsite, vehicle, beach, etc.

Found

1. Who is reporting an item found?
Get name, address, and telephone number
2. Where was item found?
Note the exact location, facility, or campsite.
3. What time was item found?
4. What type of item was found?
Record as much information and description as possible.
5. Does finder want to claim item later?
Put a temporary tag with this information on the found item. Give the finder the Senior Park Ranger or other designee's name, park address, and park telephone number.

7) Attending Quarterly meetings

As a Park Ambassador, it is critical that you attend quarterly meetings or have quarterly face to face discussions with your Senior Park Ranger or other designee and parks staff. The Senior Park Ranger or other designee will schedule the meetings and will expect your attendance. This will be a good time to address questions or concerns that you have in regards to your particular park.

8) Evaluating Your Park Ambassador Experience

As a Park Ambassador serving in Snohomish County Parks and Recreation you will be asked to evaluate your Volunteer experience, Senior Park Ranger or other designees and facilities, plus comment on additional training or information needed to assist you in performance of your duties. We will appreciate your honest assessment of your experience as a way to help us identify needed improvements such as providing additional information or training. The Senior Park Ranger or other designee will complete the bottom section of the evaluation form.

After you have read through this guide and the brochures, if you have any questions or concerns about serving in Snohomish County Parks, please talk with the Senior Park Ranger or other designee.

9) Park Ambassador Qualifications and Recordkeeping

1. Park Ambassador must provide and keep a record of professional and personal references (**Attachment A**).
2. Park Ambassador must keep a copy of all records relating to his/her service for a minimum of five years from the date that service to the County ends.

10) Park Ambassadors Safety and Responsibility

- 1. Background Investigation.** I understand that as a Volunteer Park Ambassador, I may have contact with children less than sixteen (16) years of age, developmentally disabled persons, or other vulnerable persons. I understand that the County will have a background investigation completed. I understand the County may use the results of that investigation to determine my eligibility to serve as a Park Ambassador. I agree to completely fill out the Background Investigation Information Form attached to this Agreement.

I agree to release Snohomish County Parks and Recreation and other persons concerned from any liability that may arise from information revealed by the County's background investigation.

- 2. Accident Reporting:** I agree to inform the Senior Park Ranger or other designee immediately if I am involved in an accident or witness an accident while performing assigned duties.
- 3. Physical Conditions:** I agree to perform only those tasks that are within my knowledge, ability, and physical capability. I will inform staff of any health condition(s) that staff should be aware of in an emergency; i.e., medications, allergies, existing medical conditions.
- 4. Equipment:** I understand that as a Park Ambassador Volunteer limited hand tools and or supplies may be provided by the county. I agree not to loan County-owned equipment to park visitors, and to return items clean and in good repair at the completion of my assignment. I understand I may be held responsible for damage to County equipment resulting from improper or negligent use. I also understand that it is in my best interest not to loan personal property or equipment to park visitors, and that the Snohomish County Parks and Recreation Department is not responsible for loss or damage to any personal equipment that I may independently choose to use in the course of providing volunteer service. Further- I understand that Snohomish County Parks and Recreation may have in place a Volunteer Power Tool Use Agreement which allows for the use of personally owned power tools by the Volunteer and an additional Power Tool Use Agreement is required before I can use certain personally owned power tools on County property.
- 5. Not an Employee:** I understand and acknowledge that I am a volunteer and not a Snohomish County employee.

6. **Hazards and Risks:** I understand and acknowledge that volunteering as a Park Ambassador may expose me and my property to certain unavoidable hazards or risks, including but not limited to the following: remote location; potential for confrontational situations, forest fires, landslides, flooding, or other natural hazards.
7. **Emergencies:** I understand that I should call **911** for police, fire or medical assistance when required. I understand that I should call the Senior Park Ranger _____, other designee and/or the Volunteer Director at (425) 388-6604 as soon as reasonably possible to report any emergency situation. I understand and agree that I should use good judgment. I understand that I should not put myself or others in danger. I understand and agree that I am not responsible to enforce park rules or other laws or regulations, and this Agreement does not authorize me to do so.
8. **Behavior:** I understand that as a Park Ambassador I will not engage or display any lewd or immoral conduct in or about the premises and/or park and that I should report any such conduct by calling 911.
9. **Transportation:** I understand that Park Ambassador Volunteers will provide their own personal transportation vehicle and required Washington State minimum automobile liability insurance and Driver's License. Do we want to require this? The County may request to inspect Park Ambassador automobile liability insurance documentation and driver's license at any time.

11) County's Duties:

Purpose: In exchange for Volunteer service, the County will provide Park Ambassador with an opportunity to provide an important and meaningful public service by protecting and enhancing our public parks. The County will provide Park Ambassador an opportunity to learn about, and enjoy, Snohomish County's abundant natural resources.

The County's duties under this Agreement are to:

- Provide additional written information regarding specific duties, safety requirements, campground rules and laws related to recreational use, emergency contact lists and reporting procedures.
- Orient and train Park Ambassador to the expected responsibilities as described above.
- Provide updated emergency contact phone list.
- Provide access to necessary cleaning equipment and supplies.
- Upon request, provide a letter of reference for Park Ambassador.

12) General Terms and Conditions

Purpose: This section outlines terms and conditions that apply to both Volunteer Park Ambassadors and County, and provides a legal framework for interpreting this Agreement.

- 1. Costs and Attorney Fees.** If either Park Ambassador or County brings legal action against the other to enforce this agreement, then each of them shall bear their own attorney's fees and other costs connected with the action regardless of whether or not any litigation is initiated or judgment is reached.
- 2. Termination.** Either Park Ambassador or County may terminate this Agreement by giving not less than ten (10) days advance written notice; PROVIDED, that unsatisfactory performance or any other failure of the Park Ambassador to provide the services agreed to in this Agreement shall be grounds for the County to immediately terminate the Agreement.
- 3. Choice of law; venue.** Park Ambassador and County agree that this Agreement will be governed by the laws of the State of Washington, and further agree that Snohomish County Superior Court will be the proper venue for any litigation regarding this Agreement.
- 4. Entire Agreement.** This Agreement contains the entire Agreement between the County and Park Ambassador with respect to the subject matter hereof. There are no other Agreements between them, oral or written, except as expressly set forth herein.
- 5. Amendments in Writing.** Any amendment or modification of this Agreement must be in writing and executed by the Parties agreeing thereto.
- 6. No Continuing Waiver of Default.** The waiver of any default under any provision of this Agreement must be in writing to be valid and shall not constitute a waiver of any other default, whether of the same or of any other provision.
- 7. Headings and "Purpose" Statements Not Part of Agreement.** The headings and "purpose" statements of the various sections and subsections of this Agreement are inserted for convenience only and shall not be deemed to expand, limit, or otherwise affect its terms and conditions.
- 8. No Recording of Agreement.** This Agreement shall not be filed for recording.
- 9. No Agency, Partnership, or Employment Relationship Created.** Nothing herein shall be construed as creating an agency, partnership, or employment relationship between Park Ambassador and the County or any of their

employees, representatives, or agents.

10. Effective Date of Agreement. The effective date of this Agreement shall be the date of its execution by the last Party to execute it.

11. Duration. This Agreement is effective from _____, to _____.

13) Volunteer Release of Claims and Agreement to Hold Harmless and Indemnify County

Park Ambassador, on behalf of themselves and their estate, hereby waives any right of recovery and releases Snohomish County, their officers, officials, employees and agents, from liability related to the Park Ambassador, arising from any and all injury to persons and damage to property, and further agrees and undertakes to indemnify, hold harmless and defend the County from and against any and all claims, damages, actions, liability and expenses including attorney's fees and other professional fees in connection with bodily injury including death, personal injury and/or damage to property arising from or out of the Park Ambassadors activities and participation as a Volunteer.

Park Ambassador further acknowledges and agrees that the County does not assume any responsibility whatsoever for personal Volunteer Property and Park Ambassador shall not hold the County liable for any loss or damage to same. Park Ambassador gives permission to be photographed and have their image used in Snohomish County publications.

I certify that I have read this Volunteer Park Ambassador Service Agreement. I have reviewed the information herein. I understand the terms of the Agreement and I choose voluntarily to execute it

The Park Ambassador for this agreement is:

Print Park Ambassadors full name

Signature (s) of Park Ambassador

month/day/year

Park Ambassador's mailing address

City State

zip

Print telephone numbers /cellular phone numbers/ e-mail addresses

Senior Park Ranger or other designee _____ Date _____

Director of Volunteer Services _____ Date _____

Emergency Plan

Park: _____ County: _____

Location of nearest PUBLIC telephone: _____

Location of nearest FIRE EXTINGUISHER: _____

Location of nearest FIRE FIGHTING EQUIPMENT: _____

Location of nearest FIRST AID KIT: _____

Park Telephone Numbers

Name	Cell Number
Lead Ranger	_____
Senior Ranger	_____
Ranger	_____
Ranger	_____
Ranger	_____
Ranger	_____

Park Rules and Regulations

The purpose of rules is to protect our park resources and visitors. As an Ambassador, you will be sharing information about rules with the public. It is important that as a representative of the Snohomish County Parks and Recreation you provide a good example by following all the park rules yourself.

Generally, people want to know what the rules are and what behavior is acceptable, but they don't always understand why a rule is required or why compliance is important. Listed below are several rules which park visitors sometimes overlook. Following each rule is a brief explanation of why the rule is necessary, and what you as a Park Ambassador can do to help inform visitors of the rules.

REMINDER: ALWAYS make sure the verbal and written information you give visitors is up-to-date and accurate. This may prevent any misunderstandings if a situation or violation should occur. Don't ever be hesitant to let visitors know that you are not sure of a rule. Ask your Senior Park Ranger or other designee. You will know the information next time.

Pets

In Snohomish County Parks pets are required to be on a leash no longer than eight feet and be under control at all times. Owners are responsible for cleaning up after their pets. Animal waste is to be placed in a plastic or paper bag and deposited in garbage cans. Pets are not allowed to disturb the peace and tranquility of a park. In addition, pets are not to be left alone at a campsite.

Livestock animals (chickens, goats) are not permitted. Horses, llamas, sled dogs or similar animals for recreation are allowed only where designated and posted to specifically permit such activity. Some parks may have designated pet off-leash areas. Check with your Senior Park Ranger or other designee to see if one exists in your park.

Why the rule? Basically we don't want pets soiling sites, chasing or killing wildlife, chasing cars, motorcycles, bicycles, or other pets. We must protect people from being unexpectedly startled, attacked or bitten as they walk by; many people are afraid of dogs. Leashing also keeps animals from getting lost or injured.

What can you do? Set a good example. Explain the rules and hand out pet brochures as needed. Report any violations to the Senior Park Ranger or other designee.

Solicitation

Only concessionaires authorized and issued a permit through Snohomish County Parks and Recreation Department are allowed to sell goods, food, or firewood within a county park area.

Why the rule? This prevents vendors or merchants from selling and peddling any type of goods within a park area, harassing visitors or leaving leaflets dispersed throughout a park area creating a litter problem.

What can you do? Obtain the person's name and contact information and forward it to Russ Bosanko (phone 425-388-6602), russ.bosanko@snoco.org and concurrently, provide them with Russ' business card asking them to contact Russ. Remove posted advertisement materials from restrooms and bulletin boards and give materials to Senior Park Ranger or other designee.

Alcohol

Alcohol is strictly prohibited within Snohomish County Parks.

Why the rule? To prevent alcohol consumption that may result in dangerous situations and disruptive behavior associated with its abuse.

What can you do? Do not attempt to enforce the rules, notify the Senior Park Ranger or other designee of any infractions.

Bicycles

Bicycles, tricycles, rollerblades, skateboards, or similar operator-propelled equipment are allowed in Snohomish County parks, but are restricted to roads and trails. Riders are to obey all regulatory signs, and all devices must be operated in a safe manner.

Why the rule? County park roadways are county highways and all rules of the road apply to both motorized and non-motorized vehicles. Unsafe practices create hazards and endanger both the operator and park visitors.

What can you do? Ask the Senior Park Ranger or other designee if your park has any bicycle-use restrictions or if any trails or areas are closed to riding. If available, you may hand out "Bicycling in Washington State Parks" to visitors with bicycles/tricycles. The brochure has excellent bicycle operation safety tips. Report anyone operating any device in an unsafe manner.

**Park Ambassador
Performance Evaluation/Exit Interview**

Name: _____

Park: _____

Region: _____

Date: _____

Rating Scale

- 3 Always or High
- 2 Average
- 1 Seldom or Low
- 0 Never

Teamwork

Was the Park Ambassador team oriented? _____

Personal Appearance

Does the Park Ambassador wear the appropriate uniform in a neat and professional manner? _____

Customer Service

Does the Park Ambassador provide customer service that is consistent with the goals and practices of Snohomish County? _____

Following Instructions/Assignments

Does the Park Ambassador follow instructions and job assignments given by supervising staff? _____

Does the Park Ambassador complete an assignment / task in a timely manner? _____

Does the completed assigned tasks meet the standards of the park and the supervisor? _____

Park Ambassador to complete

Overall, did you have a good experience working here?

What did you like most about your job?

What did you dislike about your job? What would you change about your job?

Do you feel you had the resources and support necessary to accomplish your job? If not, what was missing?

Would you like to pursue a career with Snohomish County Parks? Yes No

Which position? _____

Park Ambassador signature: _____ Date: _____

Supervisor signature: _____ Date: _____

Attachment A

Copy of personal references

Name	Address	Phone#	email	Relationship

Attachment B

Volunteer Park Ambassador Illustrative Job Description

Snohomish County Parks and Recreation

Position: Park Ambassador

Department: Parks

Job Category: Volunteer

Program Supervisor: Park Ranger Lead

Incumbents serve as assistants to the Operations Division with responsibilities for reporting safety and maintenance related deficiencies to park officials for follow-up action.

Illustrative Essential Functions:

Through weekly visits to the park, Ambassadors document maintenance needs, report acts of vandalism, interact with park users, promote park safety and encourage an overall positive use of public space. The Ambassador position is a one-year commitment and requires volunteers to attend an Ambassador Orientation prior to participation in the program.

Objectives for the Park Ambassador program are to bridge the line of communication between the community and Snohomish County Parks and Recreation Department; assist Snohomish County Parks and Recreation with the general maintenance and upkeep of parks through close observation which will enhance safety for park visitors while, at the same time, provide a presence to deter crime and vandalism; encourage the community to take a proactive approach in maintaining the integrity and intended use of parks and green space.

Duties:

1. Visit park at least once per week to assess the overall condition.
2. Report unusual or suspicious activity taking place in the park.
3. Complete and submit online Observation Report on park condition and park activity once per month.
4. Organize one park beautification work day and schedule with Director of volunteer Services Work Party a minimum of once per year.
5. Update Bulletin Boards
6. Greet and assist park visitors, informing them of parks rules and regulations, answering questions about the park and surrounding area, hand out park maps/brochures.
7. Trail Maintenance.
8. General Landscaping.
9. General Park Beautification.

Training:

1. Ambassadors are required to attend a volunteer orientation prior to park assignment.
2. Ambassadors may be asked to attend follow-up training related to safety standards and/or community issues.

Job Requirements:

1. Ability to take directions from Ranger Supervisor and or Ranger Lead.
2. Ability to communicate with co-workers, other volunteers and members of the general public in a courteous, tactful, and professional manner.
3. Willingness to commit to volunteer experience which includes at least one day per week along with park maintenance projects at least one day per year.
4. Ability to track and report volunteer hours via online reporting system by the last day of the month.
5. Willingness to commit to the program for at least one year.
6. Good oral and written communication skills.
7. Volunteers must be at least 18 years of age.

Difficulty of Work:

Some lifting, ability to walk or hike for long periods of time, and ability to be in inclement weather is required.