



BMP

Volunteer

Manual

Pictured: Bays Mountain Park Logo

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Volunteer Introduction & Welcome

On behalf of Bays Mountain Park and Planetarium, welcome! Being a volunteer is an extremely rewarding, educational, and fun experience. Your desire to help the park is greatly appreciated. As a volunteer, you're an essential part of our mission to preserve the natural beauty of the mountain and provide inspiring educational experiences for visitors of all ages.

From tending to our wildlife habitats to leading nature hikes, your efforts ensure that our park remains a treasured resource for the community.

This manual is your guide to our policies and procedures. It has the information you need to provide quality service at the park. Future situations might need changes to the policies or procedures in the handbook. Therefore, we may modify, rescind, supplement, or revise any provision in this handbook. We will make updates available as revisions are made.

Thank you so much for being a part of our volunteer program! We're happy to have you on our team!

1.1 Park Mission

It is our mission to *preserve* the natural and cultural resources of Bays Mountain while offering quality *educational* and *recreational* opportunities.

1.2 Park Purpose

To ensure lasting educational benefits, Bays Mountain Park will be held in trust. This is for the purposes stated in the Kingsport Code of Ordinances, Article IV, Section 66-191.

- (1) For scientific research in areas like ecology, taxonomy, genetics, forestry, and pharmacology. It also includes agriculture, soil science, geology, paleontology, conservation, and environmental education.
- (2) For teaching biology, natural history, ecology, conservation, environmental education, and related subjects.
- (3) As habitats for plants and animals.
- (4) As a place of natural interest and beauty.
- (5) It shows our natural heritage. Here, you can see and experience Earth's living systems and their processes.
- (6) To help the city's people understand and value the area's beauty, culture, science, and spirituality.

(7) To protect the natural preserve. Our goal is to stop any occupation, development, or uses that could harm its beauty or environment.

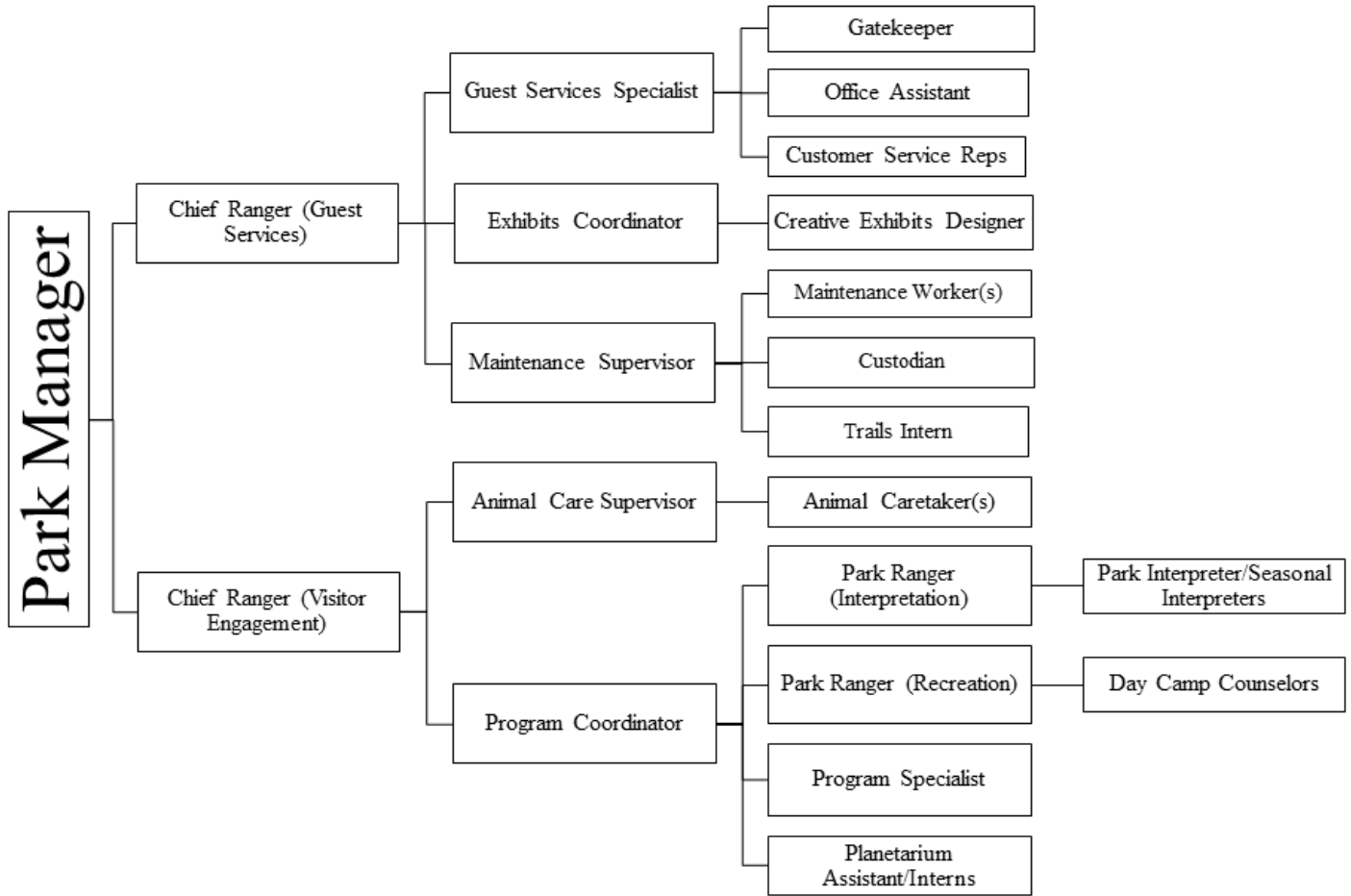
(8) As an illustration of the cultural heritage of the region.

1.3 Goals of Our Volunteer Program

Volunteers are viewed as a valuable resource to Bays Mountain Park, its staff, and its visitors. Volunteers should provide the following opportunities to enhance many of our programs and services:

- 1) Help carry out environmental education, conservation, and community outreach initiatives.
- 2) Greet visitors, provide park information, and assist with educational programs and events.
- 3) Create a better bond between the public and natural or cultural resources by sharing stewardship.
- 4) Encourage others to become advocates for sustainability and conservation efforts in local communities.
- 5) Gain knowledge, leadership skills, and hands-on experience. Explore fields like ecology, education, and conservation.

1.4 Part Staff & Leadership



Pictured: A flow chart representing park staff, supervision, and park departments.

BMP Policies & Requirements

Bays Mountain Park and the City of Kingsport can deny any volunteer who:

- Fails their background check
- Violates park policies
- Isn't a good fit for the program
- **Age:** Due to the risks associated with volunteering, some projects may be off limits to volunteers under the age of 18.
- **Transportation:** All volunteers must have a valid form of transportation. Bays Mountain Park is not able to provide transportation for any volunteer.
- **Time:** Volunteers are required to volunteer at least one hour every 3-4 months to remain active. Please note, certain areas of operation – such as the Raptor Center – require more hours.
- ****Application:**** Volunteers need to fill out a valid application. They also must complete a background check through the City of Kingsport before they can start.
- **Exceptions:** Participants with fewer than 40 volunteer hours may not need a background check.

2.1 Code of Conduct

Bays Mountain Park values our volunteers' thoughts and experiences. We aim to create an open, honest space where feedback is always welcome. As part of the City of Kingsport, BMP asks its volunteers to follow city conduct standards while doing park work.

1. Respectful Behavior

As a volunteer, you are a representative of Bays Mountain Park's brand and image. Therefore, you are expected to conduct yourself in a professional manner. Be respectful and courteous in your interactions with the public, staff, interns, and other volunteers.

2. Adherence to Rules

You are expected to follow all protocols, policies, processes and procedures. If you do not understand a particular rule, please see the volunteer coordinator. If you are unable to adhere to the rules, a meeting with the volunteer coordinator will take place and a plan of action will be made.

3. Substance Abuse Policy

Bays Mountain Park is committed to providing a safe environment and fostering the well-being and health of its volunteers.

This commitment is at risk if a volunteer does any of the following:

- Uses drugs illegally.
- Volunteers while under the influence.
- Possesses, distributes, or sells drugs.
- Abuses alcohol during volunteering.

Any such infringements will result in termination from the volunteer program.

4. Harassment, Discrimination, Violence

Bays Mountain Park works hard to keep a safe space for its volunteers. Anyone who discriminates, harasses, threatens, stalks, or shows abusive behavior will not be tolerated. Violent acts are also unacceptable.

This commitment is at risk if a volunteer does any of the following:

- Uses drugs illegally.
- Volunteers while under the influence.
- Possesses, distributes, or sells drugs.
- Abuses alcohol during volunteering.

Any infringements will lead to removal from the volunteer program. Volunteers will be taken off the premises quickly and safely. All volunteers are responsible for notifying staff of any such incidents when they occur. Any retaliation against a person for filing a harassment claim or making a harassment complaint is prohibited.

5. Complaints and Conflict Resolution

A healthy team needs open communication, respect, and a clear way to handle concerns. If you have a problem with a staff member, another volunteer, or someone from the public, tell the Volunteer Coordinator right away.

6. Dress Code

Bays Mountain Park Dress Code and Appearance policy has two objectives:

1. To promote the health and physical safety of the people with whom we work, and
2. To promote an appropriate image to other volunteers, employees, customers, and other staff

Volunteers are required to dress with proper attention to personal cleanliness and neatness. Work clothes may be suggested for labor-heavy activities. Open-toed shoes, T-shirts, and hats that promote things like alcohol, cigarettes, or drugs are not allowed. Also, items with profanity or suggestive images are prohibited. Volunteers can't wear shorts during shifts. They can only wear them if ranger staff says so for specific tasks, like lake and watershed maintenance.

BMP volunteer name badges and park uniforms can't be worn outside service hours. This includes activities such as buying alcohol, going to bars or clubs, and attending political protests or rallies. While in uniform, do not engage in behavior that could be perceived as controversial, unsafe, or inconsistent with the park's mission.

Volunteers shall receive a badge that will be worn at all times during service hours. The first replacement badge is free, however additional badge replacements will require a \$5 replacement fee. Issued volunteer shirts will be forest green in color. Damaged or destroyed shirts will require a \$15 replacement fee.

Bays Mountain Park can set more standards for workplace appearance.

7. Confidentiality

BMP volunteers may, at times, be made aware of information that is not public knowledge. All information about the park, its staff, finances, assets, and operations is confidential. As a volunteer, you should not share confidential information. It's your duty to keep it safe. Keeping confidentiality is key. It protects the safety, privacy, and integrity of the park, its mission, and the community.

8. Communications

To protect Bays Mountain Park, all volunteers should not speak publicly for the park or its operations. Direct all media inquiries or public questions from media outlets about operations to the Park Manager. Animal information, past and present employees, and BMP are confidential. Do not share these details.

2.2 General Policies

Parking

Volunteers may park in any available public parking location. A volunteer may be authorized to drive and park on Lake Road. While on trail, a volunteer car tag must be placed in the dash of the vehicle. Tags may be picked up at the Nature Center.

Personal Property

Volunteers are encouraged to keep their personal belongings in a backpack or their vehicle. Items left are subject to search upon probable cause. BMP is not responsible for loss or damage to personal property.

Non-Volunteer Guests

Bays Mountain Park does not let volunteers bring guests who aren't volunteering. This rule applies to both the park and offsite events. Exceptions may be made, such as for drivers of the volunteer, spouse, parent, or child, or authorized supervisors. Volunteers with unauthorized, non-volunteer guests will be asked to leave.

Use of Facilities and Property

Volunteers must respect Bays Mountain property. They should keep their work areas and common spaces clean and tidy. Participants may not enter staff-only areas when not actively volunteering unless authorized. Borrowing of park property for personal use is prohibited.

Smoking

Volunteers are not permitted to smoke or use any tobacco products while engaging in volunteer duties, whether on or off-site.

2.3 Animal Welfare

At Bays Mountain Park, the wellbeing of animals in our care, as well as wildlife, is a top priority. Animals deserve respect and care, both in classrooms and in the wild. Volunteers help ensure the health, safety, and ethical treatment of animals in the park.

BMP does not tolerate any form of animal abuse or neglect on park property. Not showing respect and care for our animals and wildlife may lead to disciplinary action. This can include losing your volunteer status, following city policy. Local, state, and federal laws regarding wildlife and captive animal care should be adhered to at all times.

Volunteers can't change animal care routines. They need clear instructions from the Animal Care Supervisor and trained ranger staff. The capturing or relocation of captive animals and wildlife by a volunteer is prohibited. Questions regarding relocation should be reported to ranger staff.

Boundaries set by wildlife shall be respected at all times. Do not attempt to approach, feed, or touch wildlife on park grounds. While working on trail, you should take note of nesting areas and burrows to avoid disturbing them. Ranger staff may be called upon to help modify plans and projects accordingly within habitats.

Black bears and venomous snakes may be found while on the trail. Bear spray is allowed to be carried within the park. Volunteers should learn bear-aware strategies. They must also keep at least 10 feet away from snakes. All sightings should be reported to ranger staff for monitoring.

2.4 Digital Code & Social Media

Volunteers are encouraged to help promote the park's mission in a positive way, both on and offline. Any use of social media or digital platforms related to your volunteer role or the preserve must follow our standards. This means you should maintain professionalism, confidentiality, and respect at all times. This helps protect the reputation of the preserve and ensures a safe, welcoming space for all.

Prohibited Video and Photography

BMP strictly bans photos and videos in public-restricted areas. This includes behind or inside animal habitats, inside the food prep room, and in the Raptor Center. Do not share behind-the-scenes notes, medical details, or behavioral notes about animals. Also, keep sensitive information private. This includes events, injuries, and staffing changes.

Ranger staff can allow photos or videos. This helps document habitat care or animal behavior. No photos or videos taken under staff supervision can be shared online in any form. This includes

personal or professional media accounts not authorized by the City of Kingsport. Breaking these rules will lead to disciplinary action. This may include a warning and a review of volunteer policies.

Digital Code

BMP engages our public visitors in a variety of ways, including on social media. Avoid responding to negative online comments or reviews. Also, don't send negative messages to visitors, volunteers, or staff via social media or private messages. Harassment is not allowed. If you violate this policy, you will face disciplinary action.

If posting about your volunteer experience, it should be clarified that any stated views are not of BMP or its partners. Avoid tagging the park in personal posts that may be viewed as controversial. Posting photos of visitors, minors, other volunteers, or staff without clear permission is not allowed.

Volunteers must not share photos or videos of themselves or others in uniform during non-park activities. You may not alter or misuse the park logo, images, or brand materials for any reason. You may also not create or manage any social media pages that appear to represent the park without official city authorization.

2.5 Park Authorization

Some volunteer tasks might need park permission. These can include:

- Accessing restricted areas
- Handling animals
- Assisting with programs
- Using park equipment

Authorization is a privilege granted by park staff based on training, experience, and trust. It is not automatic and may be revoked at any time. Holding park authorization is a sign of trust and leadership. By using it responsibly, you help preserve the safety, integrity, and mission of Bays Mountain Park.

- Do not represent yourself as having authority or permissions you have not been formally granted.
- Only perform tasks or access areas that you have been specifically trained and authorized by staff.
- Never authorize others to enter restricted areas, handle animals, or use park tools on your behalf.
- Do not exceed the scope of your volunteer duties, even with good intentions.

- Do not give tours, teach programs, or lead activities unless you are explicitly assigned to do so by staff.
- Refer to staff as needed for assistance in tasks beyond the extent of your training and role.

2.6 Scheduling, Attendance, & Recording Service Hours

Consistent attendance is key to BMP's volunteer program success. Volunteers should keep their promises, communicate on time, and record their service accurately. These practices keep our program running smoothly. They also make sure each volunteer gets proper recognition.

Volunteer Shifts

- Volunteers will be given project opportunities by the volunteer coordinator. Shifts may be assigned for special park events.
- If an event shift must be canceled, the volunteer should notify the Volunteer Coordinator as soon as possible.
- After two missed shifts with no notice, the Volunteer Coordinator may ask for a meeting with the volunteer. A plan of action will be made, with the possibility of termination from the program.
- For grant funding and scheduling purposes, Bays Mountain Park maintains records on all volunteer hours. Hours shall be recorded in designated binders through a paper log.
- Any participant earning hours for school credit, the Tennessee Naturalist Program, or community service must keep track of their hours. They should also share this information with the park's Volunteer Coordinator.
- The Volunteer Coordinator will send regular emails about volunteer opportunities at the park. However, you may contact the coordinator and request a shift at any time, regardless of upcoming opportunities.
- A volunteer will be marked as "inactive" after six months without contact with the Volunteer Coordinator.

Volunteer Safety

The safety of our volunteers, staff, visitors, and animals is essential at BMP. Volunteers should take care of themselves and follow safety rules. They also need to help keep the area free of hazards. Adhering to safety guidelines protects you and strengthens the overall success of our park's mission.

3.1 Reporting of Accident/Injury

Report all accidents right away to the Volunteer Coordinator or Chief Rangers. This includes incidents involving a park visitor, even if no medical help is required. Remember that all accidents and injuries, whether it is park visitors or staff, is confidential.

3.2 Tetanus Waiver

BMP doesn't require specific immunizations for volunteers. However, it encourages staff and volunteers to keep their tetanus vaccinations up to date. If you have a question about the tetanus vaccine, talk to your doctor. This is at your own cost. They can help you decide if the vaccine is right for you.

Volunteers release BMP from all responsibility that may occur by not getting a tetanus vaccination. Volunteers understand that whatever decision they make, it is their own decision and is made at their own risk.

3.3 Inclement Weather

BMP is dedicated to keeping all volunteers safe. We also ensure our operations run smoothly, no matter the weather. In the event of severe weather, volunteer projects and events may be delayed, postponed, or cancelled without notice in advance.

Here's a quick summary of what to do in bad weather for volunteer activities:

- **Check Weather Updates:** Always stay informed about the latest forecasts.
- **Safety First:** If conditions are severe, prioritize safety over activities.
- **Communication:** Reach out to volunteers about any changes or cancellations.
- **Alternative Plans:** Have backup activities ready if the weather disrupts plans.
- **Resource Access:** Make sure volunteers know where to find necessary materials or support.

- Volunteers should check the weather before heading out. Dress according to the forecast. Often-used apps include WeatherBug and MyRadar.
- The Volunteer Coordinator shall issue alerts via phone, text, or email.
- If you hear thunder or see lightning while working outside, stop what you're doing. Go to a designated building or vehicle for shelter. Then, let the Volunteer Coordinator know.
- Volunteers may be asked to leave in the event of poor road conditions or safety concerns.
- Do not report to your shift if conditions are hazardous or a cancellation has been issued.

Your health and safety are always the top priority. While your service is invaluable, no volunteer task is worth risking injury during hazardous weather. Please communicate any safety concerns to your supervisor and report unsafe conditions immediately.

3.4 Wildlife & Animal Safety

BMP volunteers should know the current Standard Operating Procedures for captive animal escapes. They should also review resources about concerning wildlife. Below is a condensed list of volunteer responsibility when dealing with wildlife and animals in our care.

- Don't try to approach or handle wild animals, even if they look sick or hurt. If you're worried about their condition or where they are, tell the staff.
- Politely guide visitors away from unsafe areas or behaviors and inform staff of any serious safety concerns.
- Always prioritize the safety of yourself and others before intervening in a situation.
- If you do not feel comfortable in a situation regarding captive animal or wildlife care, let the ranger staff know ASAP. They will be able to aid you or direct you to a different task.

3.5 Property Damage

Volunteers are expected to treat all park facilities, tools, natural features, and equipment with care and respect. Accidents and wear can happen. It's important to address any damage—whether by accident or noticed—quickly and responsibly.

- Report any notices of damage of signage, tools, furniture, or infrastructure to ranger staff. This includes down trees across trails, erosion, damage to animal enclosures, and vandalism.
- Do not attempt to fix, move, or clean up damaged property unless instructed by staff. Unauthorized repairs or interventions may worsen the problem or create safety hazards.
- If a tool or equipment breaks while in use, do not continue to try and use that tool or piece of equipment. Report the damage to staff and a replacement may be granted.

- Politely guide any visitors from unsafe areas until staff arrive and give further instruction.

Accept Accountability

Volunteers are not punished for honest mistakes but are expected to take ownership of their actions. Not reporting incidents or causing repeated damage can result in reassignment, retraining, or even dismissal from the program.

3.6 Equipment Usage

Park equipment, like tools, vehicles, machinery, and safety gear, helps volunteers do their tasks safely and well. Volunteers must use this equipment safely. They should only use it when trained and authorized. Always prioritize care and responsibility.

- Volunteers may only use equipment they have been trained on and approved to use by staff.
- Youth volunteers under 18 may not use some tools, like power tools or sharp implements, for safety reasons.
- If you are unsure how to use a tool or piece of equipment, always ask for help or a refresher before operating it.
- Power tools and machinery may require a two-person team or direct staff supervision.
- Do not remove park equipment from the premises or use it for personal tasks.

BMP Volunteer Practices & Duties

Bays Mountain Park has many fun activities for visitors. You can hike, ride mountain bikes, join special programs, or take part in hands-on education. Volunteers play a key role in our mission. They help us with preservation, education, and recreation. You can help in many ways based on your skills, interests, and availability. This includes supporting staff with daily tasks and engaging the public.

4.1 Programming

Location: Bays Mountain Park and Planetarium

Reports To: Interpretation Ranger; Recreation Ranger

Time Commitment: Program volunteers need to attend all orientations and on-site training. They should also get to know park resources and the education curriculum. Volunteers need to complete at least one recorded shift every three to four months. A supervisor can approve exceptions.

Position Overview

Volunteers who assist with programming help engage the public in meaningful environmental education. This may include presenting to school field trips, summer camps, guided hikes, public workshops, and special events. Program volunteers often act as the welcoming committee for park guests. They greet visitors when they arrive.

Typical Duties

- Engage with the public as interpretive docents.
- Assist ranger staff in leading nature-based activities and games.
- Help in preparation, set-up, and clean-up of program materials.
- Support outreach events at schools or community locations.

Expectations & Qualifications

- Be familiar with basic environmental and park information.
- Be able to retain information and engage with the public.
- Be comfortable with public speaking and answering questions.
- Can work both independently and in a group setting.
- Have motivation to positively educate visitors on park resources, history, and the environment.

4.2 Animal Husbandry

Location: Bays Mountain Park and Planetarium

Reports To: Animal Caretaker, Animal Care Supervisor, Chief Ranger (Visitor Engagement)

Time Commitment: Animal care volunteers must attend all scheduled orientations and on-site training sessions. They must complete at least one recorded shift every three to four months. A supervisor can approve an exception.

Position Overview

Animal husbandry support volunteers help staff care for the wildlife at Bays Mountain Park. They focus on daily tasks to ensure the animals are healthy and happy. Volunteers keep our animals healthy and well-fed. They also ensure the animals are engaged and live in clean spaces. This support boosts animal welfare and improves our educational programs.

Bays Mountain Park knows that, even if most of our animals are used to captivity, they still have wild instincts. No animal in the park is a pet. Don't interact with them unless a ranger tells you to and is monitoring.

Typical Duties

- Help prepare and deliver food and water to different mammals, reptiles, and birds.
- Clean enclosures, feeding dishes, and habitat furnishings according to schedule and protocols.
- Disinfecting animal transportation containers and quarantine enclosures between uses.
- Update animal enclosures as designated by the animal curator and ranger staff.
- Create enrichment items that promote natural behaviors and mental stimulation.
- Engage with park guests on topics of wildlife conservation and human safety.
- Help monitor and report animal behavior and physical condition to ranger staff.

Expectation and Qualifications

- Be familiar with basic environmental and park information.
- Be able to retain information and engage with the public.
- Review animal care operating procedures and emergency plans.
- Willingness to follow strict safety and cleanliness procedures.
- Can work both independently and in a group setting.
- Ability to perform physical tasks such as bending, lifting, and standing for extended periods, often in an outside setting.
- Have motivation to positively educate visitors on park resources, history, and the environment.

4.3 Raptor Center

Location: Bays Mountain Park and Planetarium

Reports To: Animal Caretaker, Animal Care Supervisor, Chief Ranger (Visitor Engagement)

Time Commitment: Raptor care volunteers need to attend all orientations and on-site trainings. They must also complete at least one recorded shift each week, unless a supervisor approves otherwise.

Position Overview

Raptor Center volunteers help staff care for the resident birds of prey at Bays Mountain Park. Our raptor handlers focus on conserving birds of prey. They educate the public and know the special needs of each bird in the park.

Bays Mountain Park understands that our birds of prey are trained for handling and programs, but they remain wildlife. They still show their natural instincts as part of their species. No captive animal in the park's care should be considered a pet or engaged with without the direct instruction and supervision of ranger staff. At any time, ranger staff may monitor volunteers within an enclosure.

Typical Duties

- Provide food, water, and medications to resident raptors. Follow their diets, conditions, and schedules.
- Clean enclosures, feeding dishes, and habitat furnishings according to schedule and protocols.
- Disinfecting animal transportation containers and quarantine enclosures between uses.
- Update animal enclosures as designated by the animal curator and ranger staff.
- Create enrichment items that promote natural behaviors and mental stimulation.
- Engage with park guests on topics of wildlife conservation and human safety.
- Help monitor and report animal behavior and physical condition to ranger staff.

Expectation and Qualifications

- Willingness to learn about daily raptor care, conservation, and public engagement.
- Ability to train on raptor care for an extensive period of time, under ranger supervision.
- Ability to perform physical tasks such as bending, lifting, and standing for extended periods, often in an outside setting.
- Abide by all local, state, and federal laws protecting bird species, such as the Migratory Bird Act and Endangered Species Act.

4.4 Trails Maintenance

Location: Bays Mountain Park and Planetarium

Reports To: Recreation Ranger

Time Commitment: Trail maintenance volunteers must attend all scheduled orientations and on-site trainings. They must complete at least one recorded shift every three to four months, unless a supervisor approves otherwise.

Position Overview

Volunteers who care for park trails focus on three key areas: upkeep, safety, and ecological health. They support our hiking and biking trails, as well as natural areas. They help visitors access trails, protect vulnerable species, and monitor habitats. They do this through hands-on conservation work.

Typical Duties

- Perform trail upkeep tasks such as clearing debris, pruning overgrowth, and repairing erosion.
- Remove litter and non-native invasive plant species along trails.
- Assist in installing and maintaining trail signage, markers, and infrastructure.
- Monitor trails for safety hazards, erosion issues, and needed repairs.
- Participate in habitat improvement projects such as tree planting, water clean-ups, and mulching.
- Work with other volunteers to reroute or build new trails within the park.

Expectations and Qualifications

- Interest in nature, conservation, or outdoor work.
- Willingness to work outdoors in various weather conditions.
- Physical ability to hike, lift, bend, dig, and carry tools and other materials over uneven terrain.
- Ability to follow instructions and strict safety protocols.
- Practice Leave No Trace ethics while working in natural areas.
- Wear appropriate clothing and protective clothing and accessories.

4.5 Shift Preparedness

Being ready for your volunteer shift makes it safe and fun for everyone—yourself, the staff, and park visitors. Being prepared for your volunteer role shows professionalism. This applies whether you're working with animal care, public programs, or outdoor maintenance. Below are the BMP expectations to help you make the most of your time at the park.

1. Arrive on Time

- Please arrive no later than your designated start time.
- Notify the Volunteer Coordinator if you are unable to attend or will be arriving late.

2. Wear Appropriate Clothing

- Regularly check the forecast and plan accordingly for weather.
- Outdoor volunteers should wear closed-toed shoes or hiking boots, long pants, and breathable layers.
- Outdoor and animal care volunteers may want to wear clothes to get dirty and pack an extra change of clothes.
- When engaging with the public, volunteers should refrain from wearing sunglasses. Hats are allowed to be worn instead.
- Park volunteer shirts (when issued) and name badges should be worn during public-facing activities.
 - i. Volunteers will be given forest green shirts to wear when on duty and may be given the option to choose one shirt from the gift shop free of charge. If a shirt is damaged or destroyed and needs to be replaced, a \$15 exchange fee may be charged.

3. Pack Essentials

- Always have a water bottle on hand.
- Pack sunscreen and insect repellent.
- Gloves, hard hats, and safety glasses are provided; however, you may bring your own if you prefer.
- Snacks for longer shifts and shift breaks.
- Any materials or supplies requested by staff for your role.

4. Hygiene and Safety

- Wash and sanitize hands before and after handling animals, food, tools, or shared supplies.
- Wear gloves while cleaning or using tools, as instructed.
- Do not report into a shift if you are feeling unwell or experiencing symptoms of illness.

5. Come Prepared to Learn

- Review any shift instructions or materials sent ahead of time.
- Be open to feedback and willing to ask questions.
- Let the Volunteer Coordinator know if you'd like to learn more or take on new responsibilities.

6. Represent the Park Positively

- Be friendly and respectful to staff, visitors, and fellow volunteers.
- Use professional language and behavior while on shift.
- Be prepared to answer basic questions about the preserve or direct visitors to staff when needed.

Leave of Service

We recognize that volunteers may move on from their roles for various reasons. Volunteers should end their service respectfully. This applies to both short-term and long-term roles. It's important to be responsible, too. BMP also reserves the right to end a volunteer's service if necessary to protect the integrity and safety of the program.

5.1 Resignation

Volunteers who wish to end their service should notify the Volunteer Coordinator, either by email or an in-person meeting. At the time of leave, any park-issued items such as your name badge and uniform shirt will be required to be turned in. A survey may be sent out for further feedback regarding the resignation.

Volunteers who resign may be welcome to reapply or return at a later date unless otherwise noted. Request a reinstatement by email. Park leadership decides if it's granted. It might need retraining or a review of documents and situations.

5.2 Dismissal & Immediate Termination

A volunteer may be dismissed if their behavior or actions break park policies, safety standards, or values. This applies when issues cannot be fixed through training, redirection, or discussion.

This can include:

- Major policy violations
- Not following safety and conduct guidelines
- A pattern of inappropriate behavior
- Failing to improve after feedback

Here are reasons for immediate termination without warning or past incident records:

- Use of alcohol or drugs during work hours or in such a manner as to affect the employee's job performance.
- Psychological or physical abuse of any visitor, staff, or other volunteer.
- Willful breach of contract can happen during employment. It also includes ongoing neglect of duty or inability to perform tasks.
- Theft of personal or park belongings, equipment, or money.
- Falsified information on volunteer application and all other legal documents.

- Any other action not listed herein but deemed to be a major infraction by the Volunteer Coordinator, Chief Rangers, or Park Manager.

A park volunteer can be dismissed to keep the park, its operations, and the community safe. Volunteers can ask to talk about dismissal decisions with staff. However, park leadership makes the final calls. Bays Mountain Park doesn't have to give detailed reasons or feedback for a dismissal.