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**National Park Service**

**U.S. Department of the Interior**

**National Capital Parks - East**

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| **Volunteer Job Hazard Analysis (JHA)** |
| **Position:** | Visitor Center Volunteer Staff | **Division:** | Visitor Services |
| **Work Activity:** | Assist visitors, provide support | **Prepared by:** | Rebecca George, 8-10-2021 |
| **Supervisor:** | Michael Chambers | **Approved by:** |  |
| **Date of Last Revision:** | 9-14-2021 | **Notes:** | Volunteers will be instructed about safety measures and protocol.  |
| **TASK/PROCEDURE** | **HAZARDS** | **SAFE JOB PROCEDURES** |
| Lifting and carrying  | Heavy lifting and carrying repeatedly can cause back pain | * Bend at the knees, use legs to lift, rather than your back.
* Don’t overdo it, know limits
* Get help if something is too heavy or out of reach.
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| Information desk work  | Eye and back strain, leg fatigue | * Take a stretch and eye break at least every 15 minutes when working on computers.
* Make sure that the computer keyboard and monitor are placed at correct heights to avoid wrist, back, and eye strain.
* Take scheduled breaks to avoid fatigue.
* Adequately staff desk to avoid stress.
* Stand on a padded floor mat to avoid leg fatigue.
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| Interactions with visitors  | Subject to a variety of situations   | * Inform visitors of rules, protocol, your role, etc.
* Attempt to diffuse a situation and calm visitor down by making them feel heard.
* Ensure visitor that their problem will be considered and/or addressed by park management.
* Call a supervisor to assist if necessary.
* Decide if visitor should be allowed to stay or asked to leave.
* Provide first aid up to your level of training.
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| Working around other people during the Covid-19 pandemic | Contracting and/or spreading Covid-19, particularly if unvaccinated | * Wear a mask.
* Practice social distancing (6 feet) in the workspace.
* Avoid touching your eyes, nose, or mouth.
* Wash hands often with soap and water. Wash your hands for a min. of 20 seconds. Alcohol-based hand sanitizer can be used where soap & water are not readily available.
* Clean & disinfect frequently touched objects and surfaces.
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| Sitting for extended periods of time | Tension, stress, stiffness | * Sit in a chair that allows adequate leg room and feet can be placed flat on the floor comfortably.
* Sit in a chair with lumbar support built in or with a lumbar cushion.
* Sit at a workstation that is the right height.
* Sit at a workstation that is even with the arm rests of your chair or just below your hands when your arms are at a 90-degree angle.
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