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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. |
| 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. |
| 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. |
| 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. |
| 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. |