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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:** | Park Ambassador | **Division:** | Visitor Services | |
| **Work Activity:** | Assisting park visitors | **Prepared by:** | Rebecca George, 8-10-2021 | |
| **Supervisor:** | Michael Chambers | **Approved by:** |  | |
| **Date of Last Revision:** | 9-14-2021 | **Notes:** | Volunteers will receive a safety talk and be provided with instruction concerning public engagement, roles and responsibilities, relevant information, etc. | |
| **TASK/PROCEDURE** | | **HAZARDS** | | **SAFE JOB PROCEDURES** |
| Standing for long periods of time | | Subject to muscle strain, soreness, lower back, and leg pain | | * Take breaks. * Sit down when prudent. * Pace work appropriately. * Use floor mats. * Wear comfortable and supportive shoes |
| 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. |
| Exposure to the elements | | Extreme exposure to the sun can cause sunburn, dehydration, heat exhaustion, or sunstroke | | * Always wear a hat when out in direct sunlight. * Wear sunscreen and long sleeves. * Drink plenty of fluids, preferably water. * Know the signs of sunstroke, dehydration, and heat exhaustion. |
| Hiking or walking on uneven or slippery surfaces | | Tripping, falling, or losing balance along with subsequent injury could occur. | | * Wear appropriate footgear - sturdy but comfortable shoes or boots. * Care should be taken when crossing uneven or slippery surfaces. * Always wear good quality, thick, cotton or wool socks. * Don’t be preoccupied while walking. * Be aware of your surroundings. |
| 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. |