



Volunteer Job Hazard Analysis (JHA)		
Position:	Visitor Center Volunteer Staff	Division: Visitor Services
Work Activity:	Assist visitors, provide support	Prepared by: Rebecca George, 4-1-2024
Supervisor:		Approved by:
Date of Last Revision:	4-1-2024	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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
Using a computer for extended periods of time	Eye and back strain, leg fatigue	<ul style="list-style-type: none"> 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. Have proper lighting for the task and take "motion breaks" and "microbreaks", also for

		<p>the eyes by closing them for a few minutes every hour or so.</p>
Sitting for extended periods of time	Tension, stress, stiffness	<ul style="list-style-type: none"> • 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.
Standing for long periods of time	Subject to muscle strain, soreness, lower back, and leg pain	<ul style="list-style-type: none"> • Take breaks. • Sit down when prudent. • Pace work appropriately <ul style="list-style-type: none"> • Wear comfortable and supportive shoes
Exposure to the elements	<p>Extreme exposure to the sun can cause sunburn, dehydration, heat exhaustion, or sunstroke.</p> <p>Exposure to cooler temperatures and wind can cause shivering, fatigue, cold hands and fingers, etc.</p>	<ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • Wear several layers of loose fitting, lightweight, warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent. • Wear mittens or gloves. • Wear a hat. Cover your mouth with a scarf to protect your lungs. • Wear thick socks and sturdy shoes.
Hiking or walking on uneven or slippery surfaces	Tripping, falling, or losing balance along with subsequent injury could occur.	<ul style="list-style-type: none"> • 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.