

# General Volunteer manual

**Last updated: 30 JANUARY 2024**

Volunteering at Siskiyou Mountain Club is a great way to connect with your public lands, give back to the community, see new places, connect with great people, and have a little fun!

We expect our volunteers to read this manual once per year. Volunteers who join us for an overnight trip are required to read the overnight manual as well.

## **What volunteers can expect from SMC**

We acknowledge that volunteers take time from their lives to serve our mission and we honor their time and commitment through our operating standards. We aim to provide an exceptional experience for volunteers who take their time to support America's great public lands through service to our community's trails. We thus aim to maintain the following policies and procedures:

### **Strong communication and trip cancellation**

All volunteers will receive communication from an SMC representative within 48 hours after expressing interest or signing up for a trip. You will receive an email that includes gear lists and all necessary details 7-10 days before the trip commences, as well as another email 48 to 72 hours before the trip that includes weather and any final details. In the event of a trip cancellation for any reason, you will receive that notice no less than 48 hours before the trip starts.

Our crew leaders will provide a group briefing and debriefing each day that includes objectives, safety support, and an opportunity to provide training and address any issues. Crew leaders will also provide continuous feedback and coaching throughout the work day.

### **Supportive leadership**

Our crew leaders model exceptional safety standards throughout the trip, including during the drive. Leadership provides direct feedback to volunteers and is dedicated to teaching strong trail standards.

### **Training, onboarding, and resources**

Our crew leaders provide the information, onboarding and training necessary for the volunteer to be successful. We will provide quality tools necessary to do great work as well as safety equipment like hardhats.

### **Knowledge, project involvement, acknowledgment**

We expect our crew leaders to share knowledge about the area, including natural history, to connect our volunteers with the landscape. Our crew leaders give volunteers an inside look into long-term stewardship goals pertinent to their project, and we publicly and privately acknowledge the service and contribution of our volunteers.

### **Food and fun**

One way we take care of our volunteers is through food and fun. Whenever there is the chance to share cookies, provide a dinner, take a dip in the lake or river, play games, or share stories, we will pursue it. And SMC will provide social opportunities for volunteers, and potential volunteers, to engage at a casual level and welcome newcomers.

### **What SMC volunteers should expect for themselves**

SMC volunteers acknowledge that coordinating trips takes time and resources. Volunteers operate in the interest of the group and always uphold the Club's high quality standards in their workmanship. Volunteers understand that it's their individual responsibility to commit to the following policies and that failure to do so could result in denied participation.

### **Siskiyou Mountain Club volunteers do great work**

Club volunteers do great work through upholding the same quality standards we hold our staff to. The focus of volunteer trips is always quality over quantity, and the best volunteers are serious about getting the job done as well.

### **Good communication and punctuality**

Leading up to a trip, read communications thoroughly, follow any instructions, and come prepared. Always feel free to reach out to the crew leader with questions, clarifications, or concerns. If you must cancel a trip, do so as early as possible. Volunteers who develop a pattern of last minute cancellations or "no-call-no-shows" may be denied participation.

### **Maintain exceptional safety standards**

Volunteers will hold themselves to the same standards as our staff in their practice of safety. Absolutely no drugs or alcohol during work hours. Volunteers come prepared with personal protective equipment required for that trip, including but not limited to

- Durable long pants like denim, twill, or other durable textiles

- Safety/sun glasses & gloves
- Long-sleeve shirts when necessary

### **Strong social and camp conduct**

Volunteers make sure that everyone participating gets the chance to engage and interact. Volunteers listen to the group and maintain group communication standards.

### **Trust leadership**

Our crew leaders are experts in backcountry trail maintenance and safety, and are trained to make decisions to keep your group safe. Volunteers listen to their crew leader and communicate in a respectful manner.

### **Dogs and pets**

Volunteers must ask the crew leader for permission to bring dogs or other pets, and it is up to the discretion of the crew leader to allow dogs or not. You must dispose of your pet's waste per Leave No Trace principles.