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1.1 WELCOME TO THE SPOKANE COUNTY WATER RESOURCES TEAM!

Welcome to Spokane County Water Resources Volunteer Program! As a volunteer, we hope to offer you a rewarding experience as you provide important services to our community. This Volunteer Handbook is to provide information for our volunteers or those considering volunteering with our group. No matter which you fall under, we are excited and thankful for your participation or consideration.

OUR COMMITMENT TO THE COMMUNITY

Spokane County Water Resources:

- Participates in studies and planning efforts for the protection and use of water resources in Spokane County,
- Serves as informed advisors on these issues to the Spokane County Board of Commissioners, other Spokane County Public Works departments, and local area peer agencies,
- Provides educational outreach to Spokane County residents including area school districts, private groups, and industry.

In keeping with our program functions, we have four volunteer assignments that focus on youth education, community engagement, and restoration and maintenance activities. Our volunteers will primarily be stationed at our two regional education facilities, the Water Resource Center (WRC) and the Doris Morrison Learning Center (DMLC), or at our Saltese Flats Wetland restoration site.

You can learn more about these amazing community assets online:

- Water Resource Center: [Water Resource Center (WRC) | Spokane County, WA](waterresourcecenter.spokanecounty.org)
- Doris Morrison Learning Center: [Doris Morrison Learning Center (DMLC) | Spokane County, WA](dorismorrisonlearningcenter.spokanecounty.org)
- Saltese Flats Wetland: [Saltese Flats Wetland and Trails | Spokane County, WA](salteseflatswetlandandtrails.spokanecounty.org)

WHAT IS A VOLUNTEER?

A “volunteer” is a person who willingly offers to provide services without any compensation or benefits. So, why volunteer?

It is rewarding to give back to your community. You can benefit indirectly from making your community a better place to live, work, and play. Volunteering is a way to network. You can make connections with like-minded people and learn about other opportunities. You can also gain valuable experience through volunteer work. Volunteer experience can be listed on a college or job application.

1.2 SPOKANE COUNTY WATER RESOURCES CONTACTS

Amy Sumner, Water Resources Manager, 509-477-7578 or [asumner@spokanecounty.org](mailto:asumner@spokanecounty.org)

If you have any questions or concerns regarding specific volunteer assignments, please contact:
SECTION TWO: APPLICATION PROCESS

2.1 ELIGIBILITY

Any adult age 18 and over is eligible to be a volunteer at Spokane County Water Resources. Minors aged 14 years and older may volunteer if their parent/guardian signs a Minor Consent/Release of Liability form. Minors are prohibited from volunteer assignments requiring background checks because they cannot legally consent to background checks.

Volunteer opportunities are open to all eligible individuals regardless of race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, socio-economic status, marital or parental status, or military service.

While there are no requirements based on education or experience, relevant coursework or experience may benefit your application, particularly for Education Lead positions. Certain positions are required to pass a background check and maintain a First Aid/CPR/AED certification.

2.2 BACKGROUND CHECKS

Spokane County requires background checks for certain volunteer assignments to ensure the safety and well-being of the people we serve, our staff and volunteers.

All volunteers that may have unsupervised access to children per RCW 43.43.830 or having access to County facilities per Spokane County’s Security Manual must have a background check at the time of application. Individuals applying for volunteer positions meeting these requirements must consent to the background check on the application. Background check requirements are noted in the position descriptions. Background checks are done through an online application via ACRENET.

These checks will be filed and renewed every two years for ongoing volunteers whose assignments require background checks. The County will provide prospective volunteers a copy of the results of their background check upon request.

2.3 APPLICATION PROCESS

Those meeting the eligibility criteria are welcome to complete the Water Resources Volunteer Application form. If you are unable to complete the form online, contact the Water Resources Manager at 509-477-7578 to receive a paper application. You may apply for multiple volunteer assignments using the same form.

Minors must have their parent/guardian sign a Minor Consent/Release of Liability form, and scan and attach it to the online application form prior to submitting. If you have difficulty attaching the Minor Consent/Release of
Liability form, it can be emailed to: wrc@spokanecounty.org. This should be done as soon as possible following the submission of the volunteer application.

Those wanting to volunteer for certain volunteer assignments must consent to a background check during the application process. You will be contacted as soon as your application, including any required background check, has been reviewed and is approved. This may take up to two weeks.

Submission and approval of an application does not guarantee a volunteer assignment.

Approved applicants will be scheduled for an orientation. During your orientation, you will meet Water Resources staff and learn about our programs, facilities, and volunteer assignments. The orientation will serve as an interview, so be sure to talk with a staff member in charge of the specific volunteer position(s) that interest you. Spokane County Water Resources staff will determine whether you are a good fit for the volunteer assignments in which you express interest.

If you are successful through the interview process and opportunities are available, you may be offered a role in one of the volunteer assignment pools. Offers will be made in writing and will be sent via email or mail, depending on your preferred contact method.

Staff may promote certain assignments over others depending on where the need is greatest. However, it is ultimately your decision to accept any volunteer assignment that is offered.

2.4 VOLUNTEER ASSIGNMENTS

YOUTH AND COMMUNITY EDUCATION

Duties: Assisting with water education activities for school-aged (K – 12) youth and/or participating in community education/outreach events. May help staff the DMLC during open hours as a second person on duty.

Special requirements: None

Minors: Minors can be assigned to this position, but work may be limited as described in Section 3.1 Restrictions for Minors.

Location(s): These activities may occur at the Water Resource Center (WRC), the Doris Morrison Learning Center (DMLC), or at various off-site locations such as Bear Lake Recreation Area, Liberty Lake Regional Park, and Riverside State Park.

Schedule: Weekdays (Monday – Friday) and during business hours (8:00 AM – 4:00 PM) with the potential for some nights and weekends to accommodate community or special events

County staff involvement: Volunteers may work alongside Water Resources Education staff, an Education Lead Volunteer, or a DMLC Greeter. These volunteers must have direct supervision during youth education and volunteer activities and cannot be left unattended with youth. However, these volunteers can be assigned to community events unaccompanied by County staff or an Education Lead Volunteer. The Water Resources Lead Educator is the supervisor for these volunteers.
EDUCATION LEAD

**Duties:** Leading water education activities for school-aged (K – 12) youth and/or participating in community education/outreach events, including the potential to oversee Youth and Community Education Volunteers.

**Special requirements:** Background check per the Spokane County Security Policy Manual and RCW 43.43.830, and First Aid/CPR certification.

**Minors:** Minors cannot be assigned to this position.

**Location(s):** These activities may occur at the Water Resource Center (WRC), the Doris Morrison Learning Center (DMLC), or at various off-site locations such as Bear Lake Recreation Area, Liberty Lake Regional Park, and Riverside State Park.

**Schedule:** Weekdays (Monday – Friday) and during business hours (8:00 AM – 4:00 PM) with the potential for some nights and weekends to accommodate community or special events.

**County staff involvement:** Volunteers may work alongside Water Resources Education staff or other volunteers. Education Leads CAN conduct duties without direct supervision due to meeting the listed special requirements. The Water Resources Lead Educator is the supervisor for these volunteers.

DORIS MORRISON LEARNING CENTER (DMLC) GREETER

**Duties:** Greeting and engaging visitors at the DMLC; opening and securing the DMLC during open hours and special events.

**Special requirements:** Background check per the Spokane County Security Policy Manual and RCW 43.43.830, and First Aid/CPR certification.

**Minors:** Minors cannot be assigned to this position.

**Location(s):** the DMLC

**Schedule:** During the DMLC’s posted open hours or volunteers may be used to expand open hours as needed to meet public demand. There is potential for some nights or weekends to accommodate special events.

**County staff involvement:** Volunteers may work alongside the DMLC Greeter and Water Resources staff but can be assigned solo shifts at the DMLC if they meet the listed special requirements. The Water Resources Project Manager is the supervisor for these volunteers.

SALTESE FLATS WETLAND RESTORATION AND MAINTENANCE

**Duties:** Participating in activities necessary to improve and maintain the ecological and recreational functions of the Saltese Flats Wetland include but are not limited to planting trees or other vegetation, physically removing invasive plants, picking up litter or debris, trail maintenance.

**Special requirements:** None.

**Minors:** Minors can be assigned to this position, but work may be limited as described in Section 3.1 Restrictions for Minors.

**Location(s):** Saltese Flats Wetland and DMLC

**Schedule:** Weekdays (Monday – Friday) and during business hours (8:00 AM – 4:00 PM) with the potential for some weekends.

**County staff involvement:** Volunteers will work alongside the Water Resources Project Manager and/or Water Resources Specialist. The Water Resources Project Manager is the supervisor for these volunteers.

2.5 OTHER OPPORTUNITIES WITH DMLC/SALTESE FLATS WETLAND PARTNERING ORGANIZATIONS
Due to the popularity of the DMLC and the Saltese Flats Wetland, there has been a lot of interest in volunteering at these locations. If the County’s volunteer assignments are not specifically what you are looking for, the following may have volunteer opportunities with their organizations that include activities or events at the DMLC and/or Saltese Flats Wetlands in partnership with the County:

- Friends of Saltese Flats (not an official organization, but is in the process of being established)
- Audubon Society
- Ducks Unlimited
- West Valley Outdoor Learning Center

### 2.6 TRAINING

Once you have completed orientation and accepted an assignment from County staff, you may be provided with additional training specific to your volunteer assignment and upcoming service.

For volunteer positions requiring it, First Aid/CPR training is provided free to volunteers through the County’s Risk Management Department. If you wish to receive First Aid/CPR through another organization, it will not be financially covered by the County. Certifications obtained through another organization will have to be approved by Risk Management.

### SECTION THREE: PERSONNEL POLICIES AND INFORMATION

As representatives of Spokane County Water Resources, volunteers are held to the same standard of conduct as a County employee. Spokane County’s Personnel Policy Manual contains policies that apply to volunteers. Volunteers should become familiar with the applicable policies, which are listed below.

#### 3.1 RESTRICTIONS FOR MINORS

The term “minor” refers to a person under the age of 18. Labor laws applicable to minors are followed as described herein by the Water Resources volunteer program as a standard to ensure minors are engaged in volunteer activities that are deemed safe and age-appropriate, and that they are protected from mismanagement by supervisors.

**PROHIBITED DUTIES RELEVANT TO WATER RESOURCES VOLUNTEER PROGRAM**

- Any work including operation, repair, oiling, cleaning, adjusting, or setting up of:
  - Power-driven woodworking machines
  - Circular, band, or chain saws
  - Power-driven metal forming, punching, and shearing machines, including guillotine shears
- Operating forklifts or other heavy equipment such as earthmovers, tractors, backhoes, etc.
- Jobs where respiratory protection or hearing protection is required
- Flagging or helping on public roadway
- Working higher than 4 feet off the ground or floor level, including use of ladders and scaffolds
- Loading or unloading trucks
- Working without adult supervision on the premises
3.2 DIVERSITY POLICY

Spokane County has a very diverse user population; we support and enforce an environment where every member of the community feels welcome and can fully enjoy our programs and facilities. Any form of harassment or discrimination will not be tolerated, including (but not limited to) slurs, jokes and other verbal or graphic content related to race, color, religion, sex, age, national origin, veteran status, sexual orientation, gender identity, mental or physical disability, or any other basis prohibited by statute. Also included is sexual harassment (unwelcome or offensive touching, or other verbal or physical conduct of a sexual nature). When witnessing or receiving complaints of this nature, please coordinate with the on-site supervisor to address the issue in a respectful, timely manner.

3.3 HARASSMENT POLICY

All employees/volunteers, regardless of their status of employment, have the right to an environment free from intimidation, ridicule, or harassment based on gender, race, color, age, religion or national origin, sexual orientation, or disability. Sexual or other harassment, including retaliation against employees/volunteers who report harassment, constitutes illegal employment discrimination, is unacceptable conduct in the workplace, and will not be tolerated. Employees/volunteers who commit sexual or other harassment or retaliatory acts shall be subject to disciplinary action up to and including termination of their volunteer service.

DEFINITION OF SEXUAL HARASSMENT: Unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment. "Unwelcome" is determined by the recipient of the behavior, NOT the alleged perpetrator.

DEFINITION OF OTHER HARASSMENT: Ethnic slurs, racial jokes, verbal or physical abuse or other offensive or persistently annoying conduct directed at someone's gender, race, color, age, religion or national origin, sexual orientation, or disability.

If you feel you are being sexually or otherwise harassed, tell the individual to stop the offending behavior if you feel comfortable enough to do so. If you do not feel comfortable asking the individual to stop or the incidents continue following your request, promptly report to your supervisor. Each employee/volunteer is expected to take responsibility for his/her own behavior and to act in a professional manner.

3.4 ANTI-BULLYING POLICY

Spokane County is committed to providing all employees, volunteers and interns with a healthy and safe work environment. Spokane County will not in any instance tolerate bullying behavior. This applies to all volunteers of Spokane County, during hours you are providing volunteer services. Spokane County defines bullying as unwelcome or unreasonable behavior that demeans, intimidates, or humiliates people either as individuals or as a group. Bullying behaviors also include work interference/sabotage that prevents work from getting done. Bullying behavior may be is often persistent and/or a pattern of behavior, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behavior.

Context is important in understanding bullying, particularly verbal communication. There is a difference between friendly banter and comments that are meant to be, or are taken as, demeaning. Context should be considered, while care should be exercised, particularly if a person is reporting alleged bullying as a witness. In all cases, it is better to be genuinely mistaken than to let actual bullying go unreported.
RESOLUTION PROCESS: Spokane County encourages individual employees/volunteers to resolve issues informally if possible. Occasionally, the offender may not be aware that a behavior is offensive or of a bullying nature. If possible, the complainant (or witness) should advise the offending individual that the behavior is offensive and request that it be discontinued immediately.

If the behavior continues, or the individual believes the informal procedure may not resolve the issue, the employee/volunteer should file a complaint with their manager. The complaint should be in writing, include as much detail as possible, and be reported as soon as possible after the alleged incident(s) occurred.

### 3.5 HOW TO ADDRESS CONCERNS

If you or another staff member have an issue or complaint that needs to be resolved, notify your immediate supervisor. The chain of command should be followed until the issue is resolved.

### 3.6 WORKPLACE VIOLENCE PREVENTION POLICY

Workplace violence is any verbal assault, threatening behavior, or physical assault occurring in or arising from the worksite.

**POLICY #605:** Spokane County is committed to providing a safe and healthy workplace for employees/volunteers. Spokane County will not tolerate violence in the workplace. Violation of the policy could result in immediate loss of volunteer status.

**REPORTING:** Workplace violence, threats of workplace violence, or observations of workplace violence shall be reported immediately to your immediate supervisor and the Risk Management Department.

### 3.7 ALCOHOL/DRUG/TOBACCO POLICY

Spokane County maintains a drug-free workplace and has a zero-tolerance policy for the use/being under the influence of alcohol and drugs while at work.

Smoking shall be limited to breaks and must occur in designated areas. Smoking is prohibited in/within:

- County vehicles.
- any County facility or building.
- any areas outside the designated smoking areas.
- 25 feet from any entrance, exit, window opening, or air intake vent of any building.

### 3.8 INJURY POLICY

If you are injured while performing your volunteer duties, report the injury immediately to your supervisor, who will advise you of the proper procedure and fill out appropriate paperwork. If you see a doctor, you must have a signed release by that doctor to return to your volunteer position. You cannot return until the Risk Management Department and Water Resources Program Manager reviews all paperwork and gives you authorization to return.

Medical (injury/illness) coverage is provided to vested volunteers when working within their official duties and in good faith. Volunteer hours must be reported.
3.9 VOLUNTEER TERMS

TERMINATION

Volunteers are not employees and can be dismissed by Spokane County Water Resources at any time for any non-discriminatory, business-based, legitimate reason. Whenever possible, the volunteer supervisor should work with a volunteer to resolve performance or behavior concerns before moving to dismiss a volunteer. Spokane County Water Resources is not obligated to keep a volunteer who is not performing satisfactorily or if there are unresolved conduct issues. However, some circumstances warrant immediate termination. Reasons for immediate termination include, but are not limited to:

- Theft (Also Prosecution)
- Entering a County facility during non-operating hours without approval (Also Prosecution)
- Violation of a lawful duty (Also Prosecution)
- Drinking intoxicating/alcoholic beverages, or the use of restricted drugs on the job, or arriving on the job under the influence of intoxicating beverages or drugs (Also Prosecution)
- Possession of a weapon of any kind at the workplace
- Harassment of any sort
- Conviction of a felony or misdemeanor
- Continual violations for any verbal and written warnings listed above

SELF-TERMINATION

Volunteers are not employees and can terminate their volunteer agreement with Spokane County Water Resources at any time for any reason. Volunteers should notify their supervisor immediately of their intention to cease volunteering and provide the final date of service in writing.

SECTION FOUR: DAILY EXPECTATIONS

4.1 VOLUNTEER CONDUCT POLICY

All volunteer personnel are expected to abide by all location rules and conduct themselves in a professional and courteous manner. The following guidelines are to ensure that you as a volunteer for Spokane County Water Resources are delivering the highest possible level of customer service available. Your quality of work and manner of conduct reflects not only upon yourself, but also upon the Department and the County. Certain things will not be tolerated, such as sexual harassment, horseplay, loss of temper, poor attitude, etc. Keep in mind that your actions and remarks will be under constant scrutiny by the public around you. Perception is key. Volunteers are expected to adhere to the following guidelines while on duty and/or while representing Spokane County Water Resources.

- Volunteers shall always conduct themselves in a professional and courteous manner always.
- Volunteers should be in good health, have good hygiene, and be alert.
- Volunteers should go into action immediately when in doubt of a patron’s safety.
- Volunteers shall be punctual and consistent.
4.2 ATTENDANCE

We schedule volunteer coverage around community/school events, so are counting on you! To provide the best experience possible for our patrons, we ask that you be present and ready to go at the time you’ve volunteered to provide services.

SCHEDULING

The supervising staff member is responsible for scheduling volunteers as needed for events/activities.

If expecting to be absent from a scheduled activity, volunteers must inform the supervising staff member as far in advance as possible so that alternative arrangements may be made. Similarly, if you think you may arrive late, call the supervising staff member, and let them know. Notifying the supervisor is a courtesy that allows them the opportunity to ensure there are enough volunteers to provide services for the facility/event.

Volunteers are required to document their volunteer service hours to maintain active status as a volunteer and to provide valuable information about the significance and impact of our volunteer program.

4.3 TECHNOLOGY & CELLULAR PHONES POLICY

CELL PHONES

Cell phone use while volunteering is discouraged. Our goal is to provide the best experience possible for patrons, which requires giving our visitors your full attention. To mitigate unnecessary distractions, we encourage phones to be silenced or turned off and stored out of sight.

OTHER TECHNOLOGY

4.4 DRESS CODE

As representatives of Spokane County, volunteers are expected to present a positive image to the community. Like staff, volunteers are asked to dress in clothes that are appropriate for work conditions. Typical dress is casual for working outside and/or with children. This includes close-toe shoes, pants, and t-shirt. Clothing with graphics that may be offensive in nature are not allowed.

In some circumstances, volunteers may be asked to wear name tags or other means to identify themselves. In addition, if Personal Protective Equipment (PPE) is needed to perform duties, the County will provide these to volunteers.

4.5 OTHER WORKPLACE EXPECTATIONS

ACCESS TO COUNTY FACILITIES

As appropriate, volunteers shall have access to the WRC and DMLC as necessary to fulfill their duties. Volunteers are not anticipated to require access to other County facilities and will not be issued a security access card.

WRC: The WRC is located on the Spokane County Regional Water Reclamation Facility (SCRWRF) campus in east central Spokane. County staff working at the SCRWRF will be present to provide access to the WRC during business hours (Monday – Friday, 8:00 AM – 4:30 PM) when volunteers will likely be scheduled. For security reasons,
volunteers will not be issued a fob for gate entry or a key to the WRC. If there is a night or weekend event at the WRC, a Water Resources staff person will be scheduled to oversee the event.

**DMLC:** Due to the DMLC being a remote site located near Greenacres, a guest key to the DMLC may be signed out to a DMLC Greeter or Education Lead volunteer for access for specific date(s) or event. A volunteer’s abuse of DMLC access or failure to return a DMLC guest key on time without notification will result in loss of unsupervised access to the building. Loss of a DMLC guest key will result in a fee equal to the cost of re-keying the building. Volunteers serving as a DMLC Greeter or Education Lead will be trained in DMLC operations and provided with the DMLC Operations Manual before being allowed unsupervised access.

### CLEANLINESS

We want to make a good first impression of our facilities and show pride in our space. Always keep areas clean and organized with personal belongings stored neatly.

All members of the Water Resource staff are responsible for keeping the facility clean. If you see garbage on or around the location, pick it up and properly dispose of it. Report any potential hazards, damage to equipment and/or supplies to your supervisor immediately.

### PERSONAL BELONGINGS

Given we are working in public spaces, we cannot guarantee the safety and security of any personal belongings. Please plan accordingly, and bring only what you need when providing volunteer services.

### SECTION FIVE: CUSTOMER SERVICE

You are expected to provide excellent customer service to all members of the public at our facilities.

Remember that a guest’s first impression of the Spokane County facilities is largely up to you. When greeting a guest, remember to smile, welcome them, be approachable. Even though you are at the facility often and feel comfortable there, this may be their one and only experience at our Facility, so take the time to treat them with kindness and respect.

Always acknowledge customers, even if you are busy with another issue. At the very minimum, make eye contact and indicate that someone will be with them soon.

Know the programs. If you are asked a question and don’t know the answer, be honest and tell the customer you don’t know, then quickly find someone who does. Respond with the answer as soon as possible. The public will respect the fact that you are being honest with them instead of trying to answer a question when you don’t know the answer.

#### 5.1 DEALING WITH COMPLAINTS

**PUBLIC COMPLAINTS**

You may receive complaints from the public. Be pleasant, professional, and listen to their complaint. Assure them complaints are taken seriously and you will help them find a solution. If necessary, or as desired by the customer,
the facility manager or supervisor should be summoned to discuss the problem immediately. Share all complaints with the manager immediately, even if they have been handled.

Under NO circumstances should you allow yourself to get into an argument with the customer. If necessary, inform the customer you are getting the management staff to further discuss the issue with them.

INTERNAL COMPLAINTS

All volunteers and staff are required to work together and respect one another. To work efficiently, we must perform our functions to the best of our abilities and be tolerant of one another. If an issue arises between volunteers, please address it with a supervisor. Volunteers must remain professional and refrain from gossiping or talking inappropriately about each other or customers. Remember, we all make mistakes. Mistakes are much easier to deal with if you are up front and honest with your supervisor about them. Do not try to hide mistakes or problems you encounter. If you suspect a customer will seek out management or come back later to make a complaint, let the supervisor know ahead of time so the issue can be handled efficiently.

PREVENTING ISSUES: Do your part in preventing negative situations from happening in the first place by enforcing facility rules and treating everyone with respect.

5.2 LOST & FOUND

Lost and found items should be handled in such a manner that they can be reclaimed quickly and not piled up in various areas of a facility.

Any items of value, such as watches, purses, wallets, jewelry, etc. should be promptly given to the facility supervisor.

Other lost and found items, such as clothing and shoes, should be placed in the designated lost and found area as soon as possible.

RECLAIMING ITEMS: For a customer to reclaim his/her property, he/she must successfully identify each item lost. Special caution must be taken with valuables to ensure the valuable is returned to the correct owner. Make sure to double check for identifying marks.

SECTION SIX: OPERATIONS & EQUIPMENT

Volunteers will receive site-specific training on facility operations and equipment pertinent to their assignment. Both the WRC and DMLC have their own operations manuals that can be provided to volunteers as needed.

Spokane County Water Resources provides personal protective equipment (PPE) and provides training on the use of that equipment. The Volunteer supervisor is responsible for ensuring the appropriate PPE is available.

SECTION SEVEN: EMERGENCY PROCEDURES

7.1 EMERGENCY ACTION PLAN (EAP)

In the event of an incident, emergency, or onsite injury involving guests, volunteers, or employees, Risk Management must be notified as soon as it is safe to do so. The on-call Safety, Health & Risk Specialist should be contacted by calling 509-477-6121.
**BOMB THREAT**

If a bomb threat is received, attempt to stay on the phone with the suspect and gather as much information as possible. Try to ask the following questions:

- When will the bomb explode?
- Where is the bomb right now?
- What does the bomb look like?
- What kind of bomb is it?
- What will cause the bomb to explode?
- Did you place the bomb?
- Will you identify yourself?

Attempt to determine if the caller is male or female, young, middle aged, or older, has an accent, if the voice sounds familiar, any background noises that may be overheard. Immediately write down all the operator has heard during the conversation.

If possible, while the caller is still on the line, get a supervisor’s attention. The supervisor should remain calm and initiate the phone tree, starting with calling 9-1-1.

When instructed, evacuate the Facility to the parking lot and maintain a minimum safe distance of 300 feet.

**SUSPICIOUS PACKAGE**

If there is no bomb threat, but a suspicious package is found:

- **DO NOT** touch it.
- Immediately contact 9-1-1 and risk management. With their approval, evacuate the facility.
- Do not turn off any switches for lights; leave everything in its current condition.
- Evacuate the facility to the parking lot and maintain a minimum safe distance of 300 feet.

**POWER FAILURE**

In the event of a power failure:

- Clear everyone from the area.
- Call the Facilities Department.
- *If it is necessary to check the circuit breakers, only facility supervisors can do so and they must ensure that they are completely dry. Please do not open circuit breaker panels unless directed to do so by Staff.*

If the problem cannot be resolved, contact Avista Utilities at 1-800-227-9187 to report the outage.

- Maintain communication with patrons, provide an estimate for re-opening if possible.
- Await instructions from a supervisor, and close facility as needed.
MISSING CHILD

If a child is reported to be missing, follow these steps:

- Facility entry and exit should be temporarily halted.
- Available volunteers and staff should stand near exits and entrances.
- Talk to the supervising parent/adult and write down a description of the child.
- Instruct all staff to be on the lookout for a child matching the description.
- Calmly coordinate a facility and parking lot sweep.

If child is not found:

- Clear the area and perform a sweep of the location.
- If child is still not found, contact 9-1-1 and initiate the phone tree.
- Help keep the parent/adult calm.
- Await further instructions from emergency personnel and supervisor.

INDIVIDUAL OF CONCERN

- Notify supervisor if an individual is causing a disturbance. Inform Water Resource staff.
- Contact 9-1-1, providing as much information as possible.
- Do not intervene with the individual.
- Actively monitor the situation.
- Await instructions from Water Resource staff and emergency personnel.

FIRE

- Call 9-1-1.
- Open all emergency exits (if applicable).
- Assist in evacuating all patrons, volunteers and other staff out and away from the facility to the designated meeting point.
- Assist in ensuring no unauthorized re-entry into the facility.
- Await instructions from Water Resource staff and emergency personnel.

TOXIC OR NATURAL GAS LEAK

Natural gas, which is normally odorless, is marked with sulfur (rotten egg smell) to identify it. In the event of an overwhelming gas leak:

- Assist in immediately evacuating the facility using the safest emergency exit and stay clear of the gas leak.
- Do not re-enter the facility.
- Contact 9-1-1, the Water Resource Staff and Avista Utilities at 1-800-227-9187.
ACTIVE SHOOTER

RUN – HIDE – FIGHT

1. Get Out/Run: If Active Shooter is in your vicinity, ESCAPE if possible.
   - React immediately and attempt to evacuate.
   - Leave your belongings behind.
   - Help others if possible.
   - Prevent others from entering the area.
   - Call 911 when you are safe.
   - Advise 911 of your location, name of shooter if known, description and number/type of weapons.

2. Hide: If escape is not possible, find a place to HIDE.
   - Lock and blockade the door with heavy items.
   - Turn out the lights.
   - Hide behind large objects.
   - Spread out, don’t huddle together.
   - Silence your cell phone, become totally silent.
   - Call 911 (If you can do so without alerting the shooter).
   - Remain calm.

SAFE ROOMS: There are designated safe rooms at the WRC and the DMLC as listed below. The safe rooms are equipped with an emergency kit that includes first aid supplies, a radio, and flashlights.

WRC: The conference room is the safe room and the emergency kit is located in the closet on the southwest side.

DMLC: The Education Supply Storage Room is the safe room and the emergency kit is located on a shelf.

3. Fight Back: If Escape or Hiding is not possible, FIGHT.
   - As last resort when your life is in danger.
   - Attempt to fight back and incapacitate the shooter.
   - Act with physical aggression mindset to survive.
   - Improvise weapons that may exist in your workplace.
   - Fully commit to your actions.

When Law Enforcement Arrives:
- Remain calm and follow instructions
- Keep your hands visible at all times.
- Avoid pointing and yelling.
- Know help for the injured is on the way.

SECTION EIGHT: WRAP UP

Once again, welcome to Spokane County Water Resources Volunteer Program! As a volunteer, you are a valuable asset to our organization. We hope this is a rewarding experience as you provide important services to our community. We are excited and thankful for your participation and consideration.

Thank you for choosing to donate your time to our Water Resources Volunteer Program!