

# TEHCC Volunteer Check-in – Check out Policy

## Background

Each volunteer managing organization (hereafter known as 'Organization') shall develop a "Check-in/Checkout" Plan which will ensure a timely emergency response if a volunteer does not return or call their Point of Contact (POC) by an agreed time. The plan shall include the basic information needed about the volunteer and their whereabouts, and guidelines of what the POC's actions should be if emergency response is required. A volunteer's POC may be a friend, relative, neighbor, or Organization member who is available and competent to notify emergency responders. Once Organizations have developed their Check-in/Checkout Plans they shall share them with all of their respective land management agencies.

In the event that 911 is used, involved organizations and volunteers will work with their federal land management agencies to perform an after-action review. Volunteers are responsible for their own safety and conduct when they are in the field and are expected to follow all Land Manager safety procedures.

## Check-in Procedures

Each Organization shall develop and implement a Check-in/Checkout Communication Plan. The plan will include provisions to train and remind the organization volunteers of the Check-in/Checkout procedures.

Volunteer will implement the Check-in/Checkout Communication plan with their POC prior to beginning trip. Volunteer should ensure that their POC is familiar with the Check-In/Checkout procedures prior to leaving for the field. Best practice is to leave written communication with the POC that contains the following information:

Vehicle Information: license plate number, make, model, and color.

Trip activity (general trail maintenance, chainsaw work, shelter work, corridor monitoring, etc.).

Phone Numbers for: the volunteer (mobile and home); Trip Leader (if any); Organization's coordinator/overseer or other organization-designated contact; 911 and/or appropriate emergency response number(s) for specific site locations.

If a volunteer is part of a supervised group, the group leader is responsible for knowing if all members of the group have returned from the field (i.e. trailhead and/or end of trip designated meeting place). Group leader will have contact information, including emergency contact info, from all volunteers participating in the work project. Even in a group setting, individual volunteers should develop their own POC and provide the Check-in/Checkout information above. Groups may want to consider a buddy system where two members can confirm each other's presence during and upon completion of a work trip.

## Check-out Procedures

Volunteer must contact their POC by the designated return time. If no contact is received by the designated return time: POC will: Attempt to contact the Volunteer by phone, text, or other means. If no answer, then POC will contact Volunteer Coord, Maintenance. Coord or another Designee who will jointly decide with POC to contact 911 for local law enforcement assistance as primary source and land manager as secondary. Offer assistance to emergency responders, as resources permit.

## TEHCC Trail Volunteer Check-In – Checkout Communication Form

### Check-In:

Volunteer shall identify a designated Club representative(s) (*buddy system, club contact or spouse*) to act as their Check-In/Checkout Point of Contact (POC).

POC Name: \_\_\_\_\_ Home Ph.: \_\_\_\_\_ Cell Ph.: \_\_\_\_\_

Volunteer and contact should be familiar with Check-In/Checkout Procedure before trip.

### Communication Procedure Details:

Volunteer Name: \_\_\_\_\_ Home Ph.: \_\_\_\_\_ Cell Ph.: \_\_\_\_\_

Vehicle information:

Vehicle \_\_\_\_\_ / Model \_\_\_\_\_ / Color \_\_\_\_\_ License # \_\_\_\_\_

- Trip activity description: ( \_\_\_ general maintenance, \_\_\_ blowdown removal, \_\_\_ weeding, \_\_\_ shelter work, \_\_\_ special project, \_\_\_ other \_\_\_\_\_ )

Phone numbers for POC to have available:

Club Officer/Contact Info (Volunteer Coordinator, Maintenance Coordinator, or another Designee):

\_\_\_\_\_ / \_\_\_\_\_,

\_\_\_\_\_ / \_\_\_\_\_

**Emergency Info:** 911 for local emergency response, Land Manager as secondary response: (TEHCC Section 1-17)

Watauga RD: (423) 735-1500; (Section 17-20) Unaka RD: (423) 638-4109; (Section 14-16) Appalachian RD: (828) 689-9694.

### Group, location, and trip details:

- Number of people in your group: \_\_\_\_\_
- Access point(s) to trail being used (place where vehicle(s) will be parked)  
\_\_\_\_\_  
\_\_\_\_\_
- Section of trail and/or destination you will be located at and/or traveling through  
\_\_\_\_\_
- Time for scheduled return or notification: \_\_\_\_\_
- Trip leader name/phone (if any): \_\_\_\_\_ / \_\_\_\_\_

### Checkout:

- Volunteer must contact their POC prior to or by the designated return time.
- If Volunteer does not contact their POC at or by the designated return time:
  - Attempt to contact the volunteer first by phone/text
  - If no answer, contact the Volunteer's Club Contact (Volunteer Coord, Maintenance Coord or another Designee)

Volunteer Coord, Maintenance. Coord, or Designee, will:

- Call 911 for local law enforcement assistance
- Offer assistance to emergency responders, as resources permit.
- Check the access point for vehicle
  - If the vehicle is there, the search party will organize an initial search (comprised of at least two people) and implement the Check-In/Checkout Communication Procedures for the search party.
  - If the vehicle isn't there, Volunteer Coordinator, Maintenance Coordinator or another Designee, should help identify alternative locations for search party.