

Antelope Island State Park



Volunteer Handbook

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Welcome

Volunteers are Antelope Island State Park's greatest ambassadors! Each volunteer brings unique skills, knowledge and experience that allows us to provide customer service and programs that may not otherwise be available. Additionally, volunteer involvement creates a better understanding of Antelope Island and meaningful partnerships with local communities. By volunteering you are helping to preserve the Island's natural resources and cultural heritage for generations to come.

Antelope Island State Park staff thanks you for dedicating your time and talent to our world-renowned Island; welcome aboard!

Volunteer Handbook

The purpose of this handbook is to provide volunteers (YOU!) with a guide to Antelope Island State Park's volunteer program. The manual contains information regarding policies, procedures and work rules that are applicable to all volunteer programs. Volunteer stations have additional programs and procedures. Volunteer managers will provide further information and training regarding specific volunteer positions and duties.

Antelope Island State Park Mission Statement

The mission of Antelope Island State Park is to provide a variety of recreational, educational and interpretive, wildlife viewing and cultural opportunities, while conserving a unique island setting.

Antelope Island State Park Staff

- Park Manager - Jeremy Shaw
- Assistant Park Manager - Wendy Wilson
- Accounting Tech - Tammy Rodriguez
- Buildings and Grounds Maintenance supervisor - Chad Bywater
- Park Ranger - Ellen Labotka
- Park Ranger Law Enforcement - Chris Quatrone
- Deputy Park Ranger - Ryan Carter
- Wildlife Range Manager - Steve Bates
- Park Ranger/ Fielding Garr Ranch - Carl Aldrich
- Naturalist - Trish Ackley
- Gift shop Manager - Lee Burrill

Antelope Island State Park

- Antelope Island is a 28,000 acre park
- Over 60 miles of non-motorized trails and 30 miles of roads
- Popular for watchable wildlife: bison, mule deer, bighorn sheep, coyotes, and many species of birds
- Non-motorized outdoor recreation: hiking, biking, horseback riding, camping, etc
- We have 3 campgrounds (Bridger Bay, White Rock Bay and Lady Finger Point)
- Visitor center, historic ranch, gift shop and restaurant (open seasonally)

Antelope Island State Park Goals and Objectives

- Develop and maintain infrastructure and facilities.
- Manage for traditional recreation experiences and appropriate new activities.
- Be a positive factor for the local and state economy.
- Practice good stewardship to conserve park and Great Salt Lake resources.
- Offer interpretive and educational programs. Provide opportunities for visitors to develop appreciation for cultural and natural resources.
- Provide watchable wildlife opportunities. Manage for healthy, abundant and diverse wildlife and habitat.
- Provide positive customer service through knowledgeable, well-trained, productive and happy employees and volunteers.

Antelope Island State Park Volunteer Management

The Park Management of Antelope Island State Park is dedicated to our volunteers and encourages teamwork between employees and volunteers. Teamwork enables us to provide our visitors with the best services possible and an enjoyable and worthwhile experience.

Volunteer Agreement

Upon being selected to become a volunteer you must sign the Volunteer Agreement form. The Volunteer Agreement is a contract between the volunteer and Antelope Island State Park. Volunteer Agreements explain

the volunteer position; associated duties, responsibilities and expectations. This agreement must be renewed annually.

Background Checks

Antelope Island State Park is required to conduct background checks on all volunteers. Before a volunteer may start he or she must have passed a background check. Background checks are conducted every three years of service.

Ending Volunteer Service Agreement

Antelope Island State Park or the volunteer may end the Volunteer Service Agreement at any time.

Volunteers may decide to end their service for a number of reasons such as a completion of a project, family obligations, health, etc. A volunteer is not required to disclose their reason for ending their service.

Volunteering for Antelope Island State Park is a privilege. Volunteer managers are not obligated to keep a volunteer who is not performing satisfactory or if there are unresolvable conduct issues. Whenever possible, the volunteer supervisor and volunteer should work together to ensure success for both the park and volunteer before moving to end the agreement.

Orientation and Training

Orientation of a new volunteer will begin once the volunteer completes the Volunteer Agreement form and passes a background check. Orientation to the park includes basic training, policy discussion and position description. Through orientation, volunteers will be trained about resource management philosophies, resource protection and use.

Volunteers receive additional training once they begin work at their particular station. Volunteer supervisors will communicate to the volunteer work hours, duties and responsibilities. Volunteer training is ongoing.

Volunteers are required to complete the Workplace Harassment and Abusive Conduct Prevention training. This training is required every two years. Your supervisor will arrange for you to complete this training.

Volunteers are required to take the Defensive Driving course before they can operate any motor vehicle including: fleet vehicles, golf cart, ATV or utility vehicle. Defensive Driving required every two years. Your supervisor will arrange for you to complete this training. Training is required bi-annually

Volunteers whose duties require working on or having access to a computer must successfully complete Security Awareness training. Your supervisor will arrange for you to complete this training. This is required annually.

General Expectations

As a volunteer at Antelope Island State Park, you represent Utah State Parks and Recreation agency as a whole. The impression you leave with the visitor will reflect on all State Parks. Please take your responsibilities seriously.

Professionalism is expected. Utah State Parks and Recreation is a service agency. It is essential that volunteers understand their role in providing positive and friendly public service.

Volunteers are considered part of the staff at Antelope Island State Park. Therefore, volunteers are to be given equal treatment and respect by park employees. Volunteers in turn are expected to consciously represent the park and cultivate a professional demeanor. Visitors should be made to feel welcome and be given information in a friendly manner.

Your Job

- Hosting, serving the park visitors and customer service.
- Assist in the operation of the park: greeting visitors, information services, education, maintenance and cleaning facilities.
- Your supervisor will provide you with more information

Customer Service - Your role

Tourism is extremely big business in Utah. Tourism brings millions of dollars to the state's economy each year. Utah State Parks play an important role for international, out of state visitors and local residents. Quality customer service keeps our visitors coming back and attracts new visitors

too! As a volunteer, you help visitors form lasting memories of their visits by providing courteous service, smiles, information, safety and comfort.

Customer Service - Expectations

- Providing outstanding customer service is our number one priority.
- Volunteers will be friendly and helpful, and will provide the highest quality of service possible to all of our visitors.

Elements of Good Customer Service

Our visitors are just like you when you visit places while on vacation. They want an awesome experience with memories that last a lifetime. Volunteers are often the first park staff that they may meet. The quality of customer service you provide to visitors can help them have an enjoyable experience or an unpleasant experience. Please be familiar with and put into practice these customer service standards.

- Create a good “first impression!” (You only have ONE chance to do this!)
- A friendly SMILE - welcomes, engages and makes the visitor feel comfortable.
- Friendly greetings....
- Patience, courtesy and respect
- Provide accurate and helpful information
- Ability to help or solve problems
- Neat appearance
- Energetic listening/empathy
- Clean facilities/ work area and safe work methods
- Respect your fellow employee

The Ten Commandments of Communicating with People with Disabilities

Our visitors not only come from all over the world but also from all walks of life. Some of our visitors may have some type of disability that may require accommodations or additional customer service to help them have an enjoyable visit. It is normal to be unsure how to interact with or what to say to someone who has a disability.

Sometimes, we may be too helpful or misunderstand what is needed. These situations may feel awkward or embarrassing for both you and the visitor.

These commandments will help guide you through your interactions with people of disabilities so that the experience is enjoyable to the visitor and to you.

1. **Speak directly** rather through a companion or sign language interpreter who may be present.
2. Offer to **shake hands** when introduced. People with limited hand use or an artificial limb can usually shake hands and offering the left hand is an acceptable greeting.
3. Always **identify yourself and others** who may be with you when meeting someone with a visual disability. When conversing in a group, remember to identify the person to whom you are speaking. When dining with a friend who has a visual disability, ask if you describe what is on his or her plate.
4. If you offer assistance, **wait until the offer is accepted**. Then listen or ask for instructions.
5. **Treat adults as adults**. Address people with disabilities by their first names only when extending that same familiarity to all others. Never patronize people in wheelchairs by patting them on the head or shoulder.
6. Do not lean against or hang on someone's wheelchair. **Bear in mind that people with disabilities treat their chairs as extensions of their bodies**. And so do people with guide dogs and help dogs. Never distract a work animal from their job without the owner's permission.
7. **Listen attentively** when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers, or a nod of the head. Never pretend to understand; instead, repeat what you have understood and allow the person to respond.
8. For longer conversations, **place yourself at eye level** when speaking with someone in a wheelchair or on crutches.
9. Tap a person who is hard of hearing or deaf on the shoulder or wave your hand to get their attention. Look directly at the person, try to face the light source and keep hands and food away from your mouth when speaking. If a person is wearing a hearing aid, don't assume that they have the ability to discriminate your speaking voice. Never shout to a person. **Just speak in a normal tone of voice**.

10. **Relax.** Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about this?" that seems to relate to a person's disability

Volunteer rights

As a volunteer, you have the right to be offered meaningful assignments and opportunities that are a good fit for your skills and abilities/interest.

- Have your time used efficiently and effectively
- Be offered a variety of opportunities
- Be given assignments that are worthwhile and challenging

As a volunteer you have the right to be treated fairly;

- Receive appropriate training and orientation
- Effective supervision with clear direction; guidance and support
- Work in a safe environment and to communicate concerns
- Workman's compensation according to Utah State law

As a volunteer you have the right to be informed;

- Park operations
- Park events and activities
- Be given feedback
- Attend staff meetings

As a volunteer you have the right to demonstrated appreciation and recognition by the park staff;

- Volunteer appreciation dinners
- Provide input and feedback into the volunteer program
- Recognition for time, contribution and talent

Volunteer Responsibilities

As a volunteer, you must take the following responsibilities seriously and adhere to them while volunteering on Antelope Island.

- Represent Utah State Parks in a professional manner
- Follow the park's policies and guidelines
- Treat park visitors in a friendly and courteous manner
- Care for park resources and be a steward for park resources

- Seek and accept guidance and support needed to complete assignments
 - Work as a team with employees, volunteers and respect mutual roles
 - Make a good faith effort to resolve differences and problems.
 - Respect access to information, facilities, equipment and other park property.
 - Attend and participate in training sessions and volunteer meetings.
 - Be a steward in caring for park resources.
 - Be dependable in completing work assignments.
 - Work safely and smartly.
 - Provide input and feedback on the volunteer program.

Volunteer Benefits

Volunteers will receive invitations to special events, field trips and volunteer functions. Volunteers receive a 20% discount at the gift shop. Volunteers are given a yearly Antelope Island park pass. Upon completion of one hundred volunteer hours you will receive a Utah State Multi Park day use pass.

Volunteers will be given special recognition for performance and commitment.

Intangible rewards are inherent in our volunteer program such as meeting visitors from around the world, making new friends, opportunities to learn and gain new skills, and to enjoy the park's resources and facilities.

Uniform

Utah State Parks and Recreation is a uniform agency. Volunteers are part of the Utah State Parks team, representing the agency image. Volunteers are expected to wear the Utah State Parks volunteer uniform. Supervisors will issue uniform items appropriate to the volunteer positions. Uniforms are the property of Utah State Parks and must be returned if the volunteer agreement is ended.

Equipment

Volunteers may be required to operate state vehicles, large and/or small equipment such as tractors or lawn mowers. The park provides training and

safety guidelines for the use of park equipment. All equipment must be cared for and maintained. Before operating power tools or tractors you must be able to demonstrate proper safety and handling to the satisfaction of your supervisor.

Safety & Security

We take the safety and well-being of our volunteers very seriously. You will receive training in the safe operation on any tool or activity you are asked to perform. Remember, safety is as much your responsibility as your supervisor's. Always wear the proper clothing and safety gear. Please speak up if you have been asked to do something that you may not feel comfortable or adequately trained to do. If an accident or injury should occur, report the incident to staff immediately or as soon as possible.

Although we strive to provide the safest environment for our volunteers, emergency situations and accidents can and do occur. First aid kits are located in administrative offices throughout the park. In case of an emergency call 911.

Risk Protection

Volunteers are covered by worker's compensation in the event of an injury occurring while volunteering in the park. If any accident or injury occurs while on duty, report it to park personnel immediately.

Law Enforcement

You are not permitted to enforce laws and regulations. You may educate visitors on park rules and regulations, but you should not enforce them. No matter how courteous and respectful you are, there are visitors who will become upset and will not agree with the rules and regulations. You do not have to deal with them. Do not invite conflict. Notify staff on duty and get assistance from a law enforcement ranger or other park staff. It is your responsibility to know when to back off and call for help.

If you are a witness to or an incident is reported to you, contact law enforcement or other staff on duty. To respond to the incident we need to know the following

- What is the situation
- Name and contact phone number of complainant or reporting party

- Who or what is involved(person, wildlife, weather, fire etc)
- Location
- Description of injuries/ people/ vehicles, etc

Resource Protection

Utah State Parks and Recreation is a steward of Antelope Island’s natural and cultural resources. All wildlife, plants, rocks, minerals, historical and cultural artifacts are protected. If you discover or witness the endangerment of a resource, notify the ranger or other park personnel on duty.

Medicals/Accidents/Crime

If you should witness or have reported to you an accident, crime, a medical or other type of emergency, contact the law enforcement ranger or other full time staff on duty or 911. In case of an accident please do the best you can to provide care to the injured party until advanced medical help arrives. First aid kits are located at each park office. AEDs are located at the gift shop and Fielding Garr Ranch office.

Policies

There are many rules, regulations and policies that govern Utah State Parks. As a volunteer you are required to follow state guidelines and policies. Your supervisor will provide you with training and familiarization with the following policies and others applicable to your specific job.

- **Substance Abuse and Drug-free Workplace R477-14.** Possession of controlled substances or alcohol use while on duty is prohibited.
- **Unlawful Harassment R477-15.** Unlawful harassment means discriminatory treatment based on race, religion, national origin, sex, age protected activity or disability.
- **Media Pr-A-08-09.** Report/refer any media inquiries to your park manager. Do not make any statements or participate in interviews without approval of the park manager. Remember nothing is ever “off the record” so it is important that you never give your personal opinion to the press.
- **Telephone and Internet use.** Park phones and computers are for business use only. Use of park computers/internet access must be a part of

your job. Phone use is allowed on a limited basis for communication between you and your family. If you do use a computer for any reason for part of your job you must take the state's Security Awareness Training.

Park Information

As a volunteer, you will be expected to greet the public and help set the tone for a pleasant experience. Park visitors expect staff to be knowledgeable about the park; be able to answer their questions, and to help guide their visit. Along with training, the best way for you to become familiar with the park is to attend a ranger talk, explore the park on your own, volunteer in more than one area, assist with special events or a ride along with one of our rangers!

The following is fundamental information every volunteer should know. Your supervisor will provide you with further information.

Great Salt Lake

- Is a remnant of Lake Bonneville, an ice age freshwater lake that covered most of Utah, parts of Idaho and Nevada
- Is the largest natural lake west of the Mississippi river and the largest saltwater lake in the Western Hemisphere; 75 miles long and 34 miles wide, average depth is around 15 feet with the deepest at 30 feet
- Great Salt Lake is four to eight times saltier than the ocean. Around 4.3 billion tons of salt are in the lake.
- The reason it is salty is because there is no outlet for water to leave. Water evaporates into the atmosphere leaving minerals behind.
- The lake is fed by three rivers- the Bear, Jordan and Weber.
- Brine shrimp, brine flies and algae are the only organisms that are able to live in the harsh environment of the lake.
- Great Salt Lake and its wetlands provide critical habitat for more than 250 species of birds.
- Great Salt Lake is one of the most important bird areas in the Western Hemisphere, more than six million birds are known to live here at various times of the year.

Antelope Island State Park

- Largest island in Great Salt Lake, 15 miles long and 4 ½ wide
- In 1843, the island was named by John C. Fremont for its resident herd of pronghorn antelope

- The island is home to a diversity of wildlife including bison, bighorn sheep, deer, pronghorn; coyotes and bobcats, birds, reptiles, insects and rodents.
- There are over 40 freshwater springs on the island providing water to the wildlife.
- Fresh water springs provide water to the visitor center, Fielding Garr Ranch, camping and day use facilities.
- Established in 1848, the historic Fielding Garr Ranch, was a working ranch from 1848 until 1981
- 1893, land owners John Dooley and John White released 12 bison onto the island.
- 1969, Utah state purchased the northern 2000 acres of the island, and designated the island as a state park.
- 1981, the state purchased the remaining 26,000 acres
- 1983, Due to rising waters, Great Salt Lake floods the causeway and the park is closed.
- 1992, construction of the new causeway is completed
- 1993, The park is reopened
- 1993, Pronghorn were reintroduced to the island.
- 1997, bighorn sheep are introduced to the island
- 2017, Antelope Island is designated as a international Dark Sky Park
- 2019, bighorn sheep are reintroduced to the island

Facilities- Day use

- **Marina;** Bike rentals, boat ramp, boat slips- dependent on water levels, bird viewing. Water is available at spigot.
- **Visitor Center;** gift-shop, visitor information, educational programs, restrooms, nature trail, scenic views.
- **Lady Finger Point;** group day use picnic site, hiking trail, access to Great Salt Lake, scenic views, bird viewing, vault toilet. Water is not available.
- **Bridger Bay Beach;** scenic views, sandy beach and best access to lake, modern restrooms with coin operated and outdoor showers, picnic sites
- **Buffalo Point;** view point, hiking trail, picnic tables, vault toilet. Water is not available.
- **White Rock Bay;** access to backcountry trail system, scenic view, camping, vault toilets. Water is not available.

- **Fielding Garr Ranch;** historic site with associated buildings and artifacts, visitor information, educational programs, access to back country trails, guided horseback rides, scenic views, wildlife viewing area, picnic area, modern and vault restrooms.
- **Trails;** there are more than 60 miles of non motorized trails on the island. Trails are open to hikers, bikers and horseback riders.

Camping Facilities

There are three campgrounds on Antelope Island. Reservations are not required but highly recommended. Reservations can be made online through our website at www.stateparks.utah.gov. Reservations must be made at least two days in advance. Reservations can not be made the day of arrival. Campsites not reserved are sold on a first come basis and must be occupied day of purchase. Camping is allowed in designated areas only.

Lady Finger campground has five walk-in sites. Each campsite has a table and tent pad. Campfires are not allowed.

Bridger Bay campground offers both tent and rv camping. Loop A has 26 developed sites with shelters, cement pad with firepit, picnic and food prep tables. Modern and vault toilets.

Loop B offers 36 sites with water and power hook ups, shelters, firepits and tables. Modern restrooms and showers. There are 4 sites with rv cabin models. These are available by reservation only.

White Rock Bay campground has 20 double sites. Sites 1-12 are primitive with only a table and fire pit. Sites 13-20 have modern picnic shelters, cement pads with tables and fire pits.

Lakeside campground is a group site. Located in White Rock Bay, Lakeside is primitive with picnic tables and vault toilet.

Park Wildlife

Antelope Island State Park is the best place to view wildlife along the Wasatch front. Bison, deer, pronghorn, owls and coyotes are some of our popular animals. Typically, these animals are often seen grazing, nesting,

resting or traveling near the park roads. This gives our visitors opportunities to easily see the animals in their natural environment.

Pronghorn Antelope -

- Native to the island, pronghorn are similar to antelope found in Africa but they are not related. They are a unique North American species and are found nowhere else in the world. At some point in history, pronghorn disappeared from the island and were reintroduced in 1993. The herd size averages around 200 animals.

American Bison -

- The park is home to one of America's oldest publicly owned bison herds. Bison look like water and cape buffalo but they are not closely related. Like the pronghorn, bison are also a unique North American species. In 1893, the landowners Dooley and White released a small herd of twelve onto the island. Today, over 500 bison roam freely on the island.
- There are no natural predators of bison on the island to keep the herd size in check. The annual round up is the primary means used to manage the health and size of the herd. There are two phases to the round up. Phase one, bison are rounded up by volunteers on horseback. The herd is pushed into holding facilities where they rest for five days.
- Phase two, bison are sorted and separated one at a time to get their health screenings; vaccinations and dewormed. Calves are given their permanent IDs. Microchips are inserted into the calves' ears, chips provide a health record of each animal. Once bison are checked they are either released back onto the island or held in a corral where they are later sold in a public auction.

Bighorn sheep -

- Were originally introduced to the island in 1997. The herd thrived in the higher rocky areas of the island until 2019 when wildlife biologists discovered a deadly and contagious respiratory disease infected the herd. The sheep were removed and in the fall a new group of sheep were released onto the island.

Predators and others -

- Coyotes, bobcats, eagles and hawks, snakes and lizards. There are no cougars, bears or wolves on the island.
- Mule deer, cotton tail, jack rabbit, porcupine, badger, skunk, raccoons. mice and rodents. Also a variety of birds; upland game, song, perching, water and shorebirds.

Wildlife Viewing Guidelines

Wildlife sightings often cause road congestion as people stop to watch and take pictures. While most visitors are happy to observe from a distance, others want to get closer. Wildlife on their own will not approach humans, Yet, each year there is an increased number of reported “close encounters” between visitors and wildlife. These encounters are dangerous to visitors and harmful to wildlife. Animals may become ill due to stress, even die as a result. Park visitors have been seriously injured and killed from getting too close to bison. Please be familiar with and share the following guidelines with visitors so their visit is both enjoyable and safe.

- Do not approach wildlife. Animals may become dangerous when startled, crowded or provoked.
- View wildlife safely by maintaining a safe distance, from the safety of your vehicle, or keep a solid barrier like a fence or vehicle between you and the animal.
- Birds are sensitive species and are protected by federal and state regulations. Avoid disturbing nesting birds by maintaining a distance of 100 feet. If a bird flies away... You are TOO CLOSE.
- Dogs must be leashed or kept in a vehicle. Bison are known to be aggressive to dogs. Coyotes may see dogs as prey or rivals and may attack.
- Do not feed the wildlife - a person may get hurt or cause an animal to become sick or dangerous.

- When driving, watch for wildlife. Obey the speed limits and pay particular attention at dawn and dusk. Adjust speed appropriately around wildlife.
- Do not honk your horn or make other noise to get the attention of any animal. Either wait or drive slowly around an animal.
- Animals usually travel together, if you see one animal crossing the road, look for others and proceed with caution.
- If you come across an animal you believe is hurt or abandoned, don't attempt to approach or handle it, instead give it some space and notify park staff.
- Backcountry trails: If you encounter bison on or near the trail wait for them to move away. Or make a wide arc around them. Do not hide or try to scare them away.
- If an animal exhibits any of the following behaviors, you are too close!
 - A resting animal stands up
 - An animal stops grazing and looks at you
 - An animal walks, runs or flies away
 - An animal turns to face you
 - An animal snorts, shakes its head, raises its tail, paws or stamps its feet

Park Rules

Please be aware of these basic rules.

- Fees are required for day use and camping
- Pets must be leashed or kept in the vehicle
- Backcountry trails are non-motorized use only
- Backcountry users must stay on designated trails
- Frary Peak and Dooley Knob are hiking trails only
- Camp only in designated campgrounds
- Campfires allowed only in designated campgrounds
- Motor vehicles including street legal ATVs must stay on designated roads
- Drones are allowed by permit only (and only December - February)
- Livestock other than horses are not allowed on the island
- Dogs and horses are not allowed on designated day use beaches

Concessions

Food and Drinks

Island Buffalo Grill - Owner Tacey Weaver 801-897-3452

Located at Bridger Bay Beach

Open from March 1- November 1

taceyweaver@comcast.com

Guided Horseback rides

Rhodes Valley Outfitters

Located at Fielding Garr historic ranch

For reservations - 435-317-8564

Bike rentals and tours

Antelope E-Bikes

Located at the marina

antelopeebikes@gmail.com

801-317-8549