



**MONTANA  
CONSERVATION  
CORPS**

**2024**

## **Participant Policy Manual**

Policies and Emergency Procedures

Updated: February 2024

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## Section 1: Policies, Procedures, and Guidelines

### i. *Terms used to reference positions/titles:*

- The term “Leader” is used throughout this policy manual and is intended to reference all AmeriCorps positions placed in a leadership role. Examples include, but are not limited to: Field Crew Leader, Expedition Leader, Wildland Restoration Team Leader, Senior Crew Leader, etc. Context of the section within the manual will help dictate application of the policy or guidance, but in most cases the policies apply to all leader positions.
- The term “Participant” is used to reference all non-staff MCC personnel, both AmeriCorps and youth. Examples include, but are not limited to: Leaders (see above), Crew Member, Youth Crew Member, Wildland Restoration Team Member, etc. Context of the section within the manual will help dictate application of the policy or guidance.
- The term “Regional Staff” and “Regional Offices” refer to both the regional offices of the Adult Conservation Corps Program and the two branches of the Youth Program.

<b>AmeriCorps Participation Types</b> (MCC does not offer all types)	<b>Minimum Number of Hours</b>
Full-time	1700
Three Quarters Time	1200
Half Time	900
Reduced Half-Time	675
Quarter-Time	450
Minimal-Time & Summer Associate	300
AmeriCorps Affiliate	100

## ***I. GENERAL POLICIES***

### **A. Participant Rights and Responsibilities**

The rights and responsibilities listed below are policies that should guide an MCC AmeriCorps participant's term of service.

- In order to earn an education award, each participant must satisfactorily complete their term of service which corresponds with their service end date, and the completion of their term hours. The number of hours is only a minimum requirement and some participants will work more hours over the duration of their term.
- MCC participants serving a term greater than Reduced Half-Time must attend two service events with nonprofit organizations or agencies (one of these volunteer events may be MCC sponsored or a public meeting) in order to successfully complete their term of service. MCC participants serving a Reduced Half-Time term or less must attend one service event with a nonprofit organization or agency (may include service at MCC event or a public meeting). MCC Youth Program leaders do not have to meet this requirement.
  - All participants serving with the National Guard or Reserves may count this ongoing service as a fulfillment of volunteer events.
- Satisfactory completion includes good attendance, being a law-abiding citizen, having a positive and cooperative attitude, performing quality service work, and showing respect toward others in the program and in the community.
- Participants receive a living allowance paid in biweekly installments. This living allowance is not a "wage" per AmeriCorps regulations.
- Participants are covered by Worker's Compensation Insurance while engaged in MCC programmatic activities.
- Participants serving term lengths of 675 hours or higher are eligible for health insurance coverage which is effective the first day of their term.
- There is a 30-day probationary period for all participants.

Participants may meet with regional staff if there is any question as to whether they have successfully completed the probationary period.

- Participants may earn no more than 20% of their total hours during training and education. The remaining 80% must be earned during service activities.
- Participants who serve a term lasting 7 months or longer may take up to five days off of scheduled activities during their term of service. Regional staff must approve all requests for time off. Participants are required to give regional staff as much advance notice as possible, preferably one month, when requesting time off.
- Participants serving less than 7 months will receive no time off from scheduled activities during the term of service. Extenuating circumstances can be discussed with regional staff. If time off is approved, it may be unpaid.
- There will be certain instances when time off will NOT be approved due to the needs of the program; this is particularly true during training in the spring and mid/late-October.
- Days off do not count toward hours served, so if time off is granted, participants may be asked to make up missed hours, in the form of “service experiences”, to ensure completion of their term of service.
- If a participant is unable to return to their normal duties within a 3-week time period due to injury, illness, or personal situation, the participant may be subject to dismissal from the program. The participant may, however, qualify for a ‘compelling personal circumstance’ which would allow them to receive a pro-rated AmeriCorps education award.

## **B. General Code of Conduct**

As representatives of MCC and AmeriCorps, all MCC participants serve as role models in the community. They are expected to maintain an exemplary standard of professional conduct and identify as members of AmeriCorps and/or MCC

at all times. The MCC General Code of Conduct includes:

- Participants are expected to show respect when interacting with other participants, staff, project partners and community members.
- Participants are expected to participate fully in all aspects of the program at the level of their ability.
- Participants shall exhibit a high level of commitment and a positive attitude toward the organization, staff, and their service work.
- Participants should display a strong work ethic and follow directions.
- The MCC environment must be a safe place to work. Aggressive behavior, abusive language, intimidation, and fighting are prohibited.
- Possession or use of firearms or other weapons when engaged in MCC activities is prohibited.
- Stealing or vandalizing any MCC or partner property, project equipment, or materials is prohibited.
- Alcohol consumption and drug use are prohibited any time a participant is representing MCC including traveling to and from the worksite, at the worksite, in any MCC spike camp, on volunteer projects, serving volunteer hours, or at any participant gathering or training.
- MCC prohibits intimate or family relationships within the chain of command, including participant, crew, and staff positions.
- If a participant is sick or unable to participate in crew or project activities, they must notify their regional staff immediately, or their Leader (if in the field). If a participant misses more than three consecutive sick days or five sick days during their term, they may have to make up those service days missed or forfeit a percentage of their living allowance.
- MCC prohibits the personal use of MCC or partner-related materials, equipment, or resources without prior staff permission.



MCC implements behavior change and disciplinary action procedures that support our mission to our participants, the community and the environment. Violation of the Code of Conduct will result in disciplinary action, including possible dismissal. Participants must immediately report any violation or suspicion of violation of MCC's General Code of Conduct or other policies to regional or state program staff.

### **C. AmeriCorps Activities**

#### **1. AmeriCorps Encouraged Activities**

- **Registration to Vote:** MCC encourages all eligible participants to register and vote. Participants who are unable to vote before or after service hours should be allowed to do so during their service time without incurring any penalties.
- **Jury Duty:** Participants are allowed to serve on a jury without being penalized for doing so. During the time participants serve as jurors, they should continue to receive credit for their normal service hours, a living allowance, health care, and if applicable, child care coverage.
- **Armed Force Reserves:** Participants may participate in the Reserves of the US Army, Navy, Air Force, Marine Corps, Coast Guard, the Army National Guard, and the Air National Guard. Reservists are required to serve one weekend a month plus 12-15 days a year. Participants may be granted a leave of absence to complete Reserve obligations. No AmeriCorps service credit is earned for the once-a-month weekend service in the Reserves. MCC will credit participants for AmeriCorps service hours during their two weeks of active duty service in the Reserves if it occurs during their AmeriCorps term of service. The participant would receive credit for the number of hours they would have served during that period had there been no interruption.

#### **2. AmeriCorps Prohibited Activities**

While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or AmeriCorps, staff and members may not engage in the following activities:

- a. Attempting to influence legislation;
- b. Organizing or engaging in protests, petitions, boycotts, or strikes;
- c. Assisting, promoting, or deterring union organizing;
- d. Impairing existing contracts for services or collective bargaining agreements;
- e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- f. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- g. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
- h. Providing a direct benefit to—
  - i. A business organized for profit;
  - ii. A labor union;
  - iii. A partisan political organization;
  - iv. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
  - v. An organization engaged in the religious activities

described in paragraph (g) of this section, unless AmeriCorps assistance is not used to support those religious activities;

- i. Conducting a voter registration drive or using AmeriCorps funds to conduct a voter registration drive;
- j. Providing abortion services or referrals for receipt of such services; and
- k. Such other activities as AmeriCorps, the Agency may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-AmeriCorps funds. Individuals should not wear the AmeriCorps logo while doing so.

#### **D. MCC Safety Policy**

It is the policy of MCC to provide all employees and participants with a safe and healthy workplace. Safety takes precedence over productivity to protect employees or participants. An effective health and safety program is an integral part of conducting MCC's work; **safety awareness must be part of everything MCC does, and it is everyone's responsibility.**

It is expected that each employee and participant recognize their obligations to ensure a safe working environment is maintained by actively promoting safety and incident prevention as a primary part of their normal job functions.

Each employee and participant is responsible for implementing this policy by continually observing safety practices, guidelines

and standards in all program activities and locations including during transportation, while on the project site, and during educational and recreational activities. It is the goal of this policy to minimize incidents for everyone in every area of the program. Full cooperation of all employees and participants at all levels is essential to achieve this goal successfully.

**General safety requirements include, but are not limited to:**

- Report any unsafe conditions to leader/supervisor immediately—all unsafe conditions must be corrected prior to commencing work. If it cannot be done safely, it should not be done at all.
- Attend all trainings and safety talks.
- Report any incident, injury or illness to your supervisor immediately.
- Report the use of any medication that could cause physical or mental impairment or diminished concentration at work to your supervisor.
- Ensure that all hazards are defined for each scope of work prior to commencing.
- Wear all appropriate work clothing and personal protective equipment (PPE). If in doubt, wear the protective clothing and safety gear.
- Where there is potential for changing weather or scene safety conditions, participants should have their hard hats and other PPE with them, or available for immediate use.
- If you are not sure how to perform your assigned task safely, stop and contact your immediate supervisor.
- Keep worksites hazard-free by storing tools and materials properly and by cleaning up garbage and spills immediately.
- Don't wear dangling jewelry and loose-fitting clothing that may become caught by tools and machinery.
- Operate only the equipment and/or tools that you have been trained and authorized to use.

- Absolutely no horseplay is permitted.
- Fall protection is required when working over six feet high.
- Use powered equipment and all tools as designed.
- Always use proper lifting technique.
- Be alert! Practice Situational Awareness.

### **E. Drug Free Workplace Policy**

In accordance with the Drug Free Workplace Act of 1988, MCC is committed to providing and protecting a safe, healthy, and efficient work environment to employees, members, and other individuals within the workplace. This commitment is jeopardized when any MCC employee or participant engages in the use, possession, trade, and/or sale of illegal drugs, intoxicants, controlled substances, or abuses prescription drugs, marijuana, or alcohol. Medical marijuana is considered a controlled substance by MCC. According to the Medical Marijuana Act, "Employers are not required to accommodate the medical use of marijuana in the workplace."

**Crew Members and Leaders must immediately report any violation or suspicion of violation of MCC's General Code of Conduct and/or Drug Free Workplace policies to Regional Staff, who must then report the violation to State Program Staff.** Reports of drug policy violations will be handled through MCC Disciplinary Action process.

**In accordance with AmeriCorps grant provisions, MCC is obligated to notify Office of Community Service and AmeriCorps, the Agency within ten (10) days of receiving notification of any felony drug statute conviction occurring in the workplace/service location.**

#### **1. Alcohol and Other Drugs**

Alcohol abuse and drug use pose a significant threat to MCC's goals. MCC has established a drug-free workplace program

that balances respect for individuals with the need to maintain an alcohol and drug-free environment. Therefore, MCC has established the following policy:

- It is a violation of MCC policy for any participant to use, possess, trade, and/or offer for sale illegal drugs, intoxicants, marijuana, or other controlled substances.
- It is a violation of MCC policy to report to work under the influence of alcohol or marijuana, or to possess or use alcohol or marijuana anytime a participant is representing MCC. (This includes while on or using MCC property, traveling to and from the worksite, at the worksite, in any MCC spike camp, on volunteer projects, serving volunteer hours, attending public meetings or at any MCC participant gathering or training.) This policy applies to partners, volunteers, and visitors to MCC worksites or spike camps. If non-MCC persons violate this policy while in an MCC camp, they should be informed of MCC's policy and asked to leave.
- It is a violation of MCC policy for anyone to use prescription drugs illegally. It is the responsibility of the participant to report the use of prescribed drugs that may affect the member's judgment, performance, or behavior to their Crew Leader or supervisor. Neither prescription nor non-prescription drugs may be shared.
- Possession of, or reporting to work under the influences of drugs and/or alcohol is prohibited.
- Anyone involved in working or volunteering with MCC who is caught violating these policies, or who is subject to reasonable suspicion due to **compelling evidence or credible testimony**, will be subject to disciplinary action up to, and including, immediate dismissal from the program and sanctions determined by MCC.
- Employees and participants must notify MCC of any criminal drug or alcohol conviction/violation occurring in the workplace no later than five (5) days after such conviction.

tion.

- Leaders and other participants may be subject to drug testing at any time.

MCC's Drug Free Workplace policy complies with all federal and state laws and is designed to safeguard employee privacy rights to the fullest extent of the law.

Participants on MCC's insurance plan may have access to counseling or rehabilitation programs through the Participant Healthcare Insurance Plan. Information may be obtained from MCC's insurance handbook. Additional information is available through the state office.

## **2. Tobacco Usage**

- In accordance with federal law, no one under the age of 21 is permitted to use, buy, or distribute tobacco.
- Smoking is only permitted in authorized locations. Leaders should designate a smoking area for each work site and camp.
- Smoking is only permitted during designated times; before and after work and during scheduled breaks or lunch. Smoking is not permitted during work time.
- It should be assumed that smoking is not permitted unless otherwise designated rather than assumed smoking is acceptable any place at any time.
- Smokeless tobacco use is not formally restricted but users should make every effort to present themselves in a professional manner and be considerate of others and the environment when disposing of tobacco by-products.
- Special consideration for tobacco use should be given when field crews are working and camping alongside youth crews. Under no circumstances should participants provide tobacco products or condone tobacco use by

youth or anyone under the legal age for tobacco use.

- Expedition Leaders, staff and/or other adults working with an MCC youth crew, or any other minors through MCC, may not use tobacco products. This includes during off-work hours if the adult is staying with the youth. (Review *Working with Youth* section, for additional guidance)

## **F. Sexual Harassment**

MCC does not tolerate sexual misconduct of any form and has implemented a comprehensive effort that reinforces a culture of prevention, response, and accountability to ensure the safety of our community.

Whether you, or someone you care about, has been impacted by sexual or relationship violence, during or before a term of service, support and resources are available for members. For more information about confidential resources for survivors/victims, see National & Local Support and Reporting Hotlines (p. 127-130). Please know that MCC program and state staff are also here to support you in hearing about your experience and ensuring that you have the resources you need.

### **1. Policy**

While serving as an AmeriCorps member with MCC, members are held to a high standard of conduct in and outside of their service activities. With that, sexual misconduct of any form is not acceptable throughout a members' term. MCC responds to allegations of sexual harassment, stalking, and sexual or relationship violence promptly and in a way that protects the privacy of impacted members. Information will be shared only with those individuals who have a legitimate need to know the information in order to assist in the response to, investigation and/or resolution of a complaint.



- Committing any act of sexual or relationship violence throughout a members' term of service is prohibited.
- Sexual harassment and stalking is inappropriate and will not be tolerated by anyone involved, working, or volunteering with MCC, whether it is directed at a co-worker or at anyone in the public at large.
- Engaging in/perpetuating sexual harassment, sexual violence, stalking, or relationship violence is subject to disciplinary action, including demotion or termination.
- If MCC becomes aware of any violation of this policy, it will be dealt with through MCC's Disciplinary Action Procedures and coordinated by the Vice President of Programs.
- Staff and participants are subject to disciplinary action if they tolerate sexual harassment, fail to take appropriate action on reports of sexual misconduct, or retaliate against participants or employees who report or file complaints of sexual misconduct.

## 2. Definitions

**Sexual misconduct** includes sexual harassment, sexual assault, stalking, and relationship violence

**Sexual harassment** is a violation of Title VII of the Civil Rights Act of 1964, which prohibits discrimination on the basis of sex. The Equal Employment Opportunity Commission has defined sexual harassment as unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to, or rejection of, such conduct is either explicitly or implicitly a term or condition of employment;
- Submission to, or rejection of, such conduct is used as a basis for employment decisions affecting an individual; or

- Such conduct interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

As mentioned above, there are two basic types of unlawful sexual harassment. The first type involves harassment that results in a tangible employment action. The second type of unlawful sexual harassment is referred to as a hostile environment. Behaviors that can contribute to a hostile environment include discussing sexual activities, telling off-color jokes, unnecessary touching, displaying sexually suggestive pictures, commenting on physical attributes, or using demeaning or inappropriate terms.

According to the law, virtually any sexually oriented language, conduct, or behavior can be viewed as sexual harassment if it is unwelcomed. It is the impact of the conduct or behavior on the recipient (or on observers), not the intent of the harasser, which determines sexual harassment.

**Sexual Assault** includes any unwanted physical contact of a sexual nature that occurs either without the consent of each participant or when a participant is unable to give consent freely. Sexual assault can occur either forcibly and/or against a person's will, or when a person is unable to give consent freely.

**Stalking** means engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for the person's safety or the safety of others or to suffer substantial emotional distress.

**Relationship Violence:** Includes any act of violence or threatened act of violence that occurs between individuals who are

involved or have been involved in a sexual, dating, spousal, domestic, or other intimate relationship. Relationship Violence may include other prohibited behaviors, including sexual assault, stalking, and physical assault. Relationship Violence may involve a pattern of behavior used to establish power and control over another person through fear and intimidation, or may involve one-time conduct. A pattern of behavior is typically determined based on the repeated use of words and/or actions and inactions in order to demean, intimidate, and/or control another person. This behavior can be verbal, emotional and/or physical. Examples of Intimate Partner Violence include, but are not limited to:

- Slapping;
- Pulling hair;
- Punching;
- Damaging one's property;
- Driving recklessly to scare someone;
- Name calling;
- Humiliating one in public;
- Harassment directed toward a current or former partner or spouse; and/or

Threats of abuse such as threatening to hit, harm, or use a weapon on another (whether Complainant or acquaintance, friend, or family member of the Complainant), or other forms of verbal threats.

### **3. Reporting Procedure/Options**

#### **Reporting Sexual Harassment**

MCC encourages anyone who has witnessed or experienced harassment at the workplace or during MCC-sponsored events

(e.g.—training, projects, professional development opportunities) to report the harassment to their supervisor. Reports of harassment before it becomes severe or pervasive allow MCC to attempt to intercede. Reports may be made in writing or orally. Relevant information to provide will include the day(s)/date(s) of occurrence(s), location(s) of occurrence(s), names of individuals involved and names of witnesses, if any.

Report can be made to a variety of staff:

- Directly contact your immediate supervisor, if you feel comfortable
- Directly contact your Regional Director, Director of Individual Programs, or Associate Director of Youth Programs
- Directly contact MCC Vice President of Programs, Stacey Williams
- Submit a complaint through MCC's anonymous reporting option via <https://www.mtcorps.org/contact/anonymous-reporting-form.html>

If a participant utilizes any of the first four reporting options above and still feels that their report has not been addressed, they should then contact the Montana Human Rights Bureau at 1-800-542-0887. [www.erd.dli.mt.gov/human-rights](http://www.erd.dli.mt.gov/human-rights)

### **Disclosing Sexual and Relationship Violence or Stalking**

If a member experiences stalking, sexual assault, or relationship violence perpetuated by another participant throughout their term of service, it is the victim/survivor's decision whether they want to make MCC aware of their experience. If they choose to report an incident of stalking, sexual assault, or relationship violence, they can do so by contacting their supervisor or by contacting the Vice President of Programs, Stacey Williams ([stacey@mtcorps.org](mailto:stacey@mtcorps.org)), directly.

## **Response Procedure**

If a staff member is made aware of any incidents of sexual misconduct, they will document this incident in a private form that goes directly to the Vice President of Programs. MCC will investigate all complaints of sexual harassment thoroughly. MCC will investigate all other complaints of sexual misconduct unless the impacted member would prefer that no further action is taken. MCC will keep complaints and the terms of their resolution private and only share information with individuals who need to know so as to conduct the investigation and/or address the issue.

### **G. Commitment to Diversity, Equity, and Inclusion**

MCC is deeply committed to diversity, equity, inclusion, and anti-racism. We affirm the dignity and value of all human beings, and we celebrate the diverse backgrounds and identities of our corps members and staff. It is our priority to create a culture of safety, belonging, and validation for everyone, most especially those facing marginalization. We know that social justice is both a process and a goal, and we remain committed to identifying and interrupting oppression within ourselves and our organization.

### **H. Equal Employment Opportunity**

MCC is an equal opportunity employer. We are committed to being diverse, welcoming, and inclusive. We are working to reduce barriers to participating in our programs and organization. We encourage people of all backgrounds to apply. This policy applies to all practices relating to recruitment and hiring, compensation, benefits, layoff, discharge, training, and all other terms and conditions of employment.

### **I. Reasonable Accommodations**

Reasonable accommodations will be provided to qualified

individuals with known disabilities unless doing so would result in an undue hardship. If you require accommodation, please communicate with your site supervisor and/or Program Manager.

Once you have notified us of your need for accommodation, we will work with you to arrange accommodations where possible. Employees with access to information about reasonable accommodations shall protect the privacy of the information and will not release the information to anyone who does not have the right or need to know.

### **J. Bias, Intolerance, and Discrimination**

At MCC, there is simply no place for bias, discrimination, bigotry, hate, or violence. Participants are required to maintain and uphold a safe, friendly, and discrimination-free environment for everyone. Participants can expect to work with a diverse group of people across an array of backgrounds and identities. MCC provides regular training on diversity and identity to encourage values of respect, empathy, and inclusivity.

Bias, intolerance, and discrimination of any type will not be tolerated and may be grounds for dismissal.

Bias or hate incidents consist of speech, conduct, or action that targets, demeans, embarrasses, assigns stereotypes, harasses, or excludes individuals because of their (real or perceived) membership in a protected class.

Discrimination is partiality or bias in the treatment of a person or group that is unfair or illegal based upon one's membership in a protected class. A protected class is a group of people protected against discrimination by MCC policy or by state and federal law. At MCC, the protected classes are: race, color, national origin, gender identity, gender expression, age, religion, sexual orientation, disability, political affiliation, marital or parental status, genetic information, or military

service.

Participants who believe they have witnessed or been a target of bias, intolerance, or discrimination should report the incident(s) promptly.

Several reporting options are available to participants:

**MCC Program Staff:** Program leaders and staff are the first point of contact should participants witness or experience a bias related incident. If the incident involves a Crew/ Expedition Leader, it should be reported to program staff as soon as the member is able to do so.

**MCC Anonymous Reporting Form:** If a member prefers, they can report the incident anonymously through MCC's anonymous reporting form. Please remember that the more detail provided (region/program location, parties involved), the better MCC is able to proactively respond to the incident. <https://tinyurl.com/mcc-anonymousreport>

**AmeriCorps, The Agency:** Participants may also file discrimination-related grievances with the Office of Civil Rights and Inclusiveness for AmeriCorps at (202) 606-7503 (voice), or (202) 606-3472 (TTY), [eo@cns.gov](mailto:eo@cns.gov). Complaints must be filed within 45 days of the incident.

*MCC staff who receive a complaint related to hate and bias — or is otherwise aware of an incident — shall promptly report the incident to the MCC state office. This will initiate an investigation and follow up with all involved parties.*

## **II. GENERAL PROCEDURES**

### **A. Disciplinary Action Procedures**

MCC encourages utilizing the disciplinary action procedures as a way to enforce and educate participants on MCC policy. Disciplinary action does not indicate that one has failed or is bad, it is simply a tool to manage behavior and foster a healthy, safe environment. MCC strives to create a culture where people can be given a chance to correct their actions and succeed.

The disciplinary action procedures are intended to be used as a progressive process. However, at any time Program Staff may elect to accelerate the process and skip levels based on the severity of the behavior or on repeated infractions. It is important to note that if a participant is released for disciplinary reasons they will not receive an education award or any interest paid by AmeriCorps on loan forbearance. Disciplinary action procedures may be initiated by regional staff or state program staff. However, only the Vice President of Programs and/or President/CEO have the authority to fully terminate a participant.

When using a Behavior Change Contract (BCC) or Disciplinary Action Form (DAF), a copy of the BCC/DAF should be provided to the participant, and a copy of the BCC/DAF should be sent to the state office to be filed in the participant's personnel file. At times, short-term suspensions may be enacted in order to allow staff time to gather information to better understand the complexities of the situation that merits discipline, staff may also levy a fine as part of the disciplinary procedure. The Regional Director must approve any fines levied. In the event that disciplinary action needs to be taken, the general procedure to follow is:



**Level One: Verbal Warning:** Verbal warnings must be documented on the crew report and Member Support Form.

**Level Two: Written Warning:** A BCC or DAF is filled out, with a copy given to the participant. The BCC or DAF should include corrections that need to be made in the participant's behavior or performance, and the consequences that will be taken if the behavior is not modified within the given time frame. A fine may be issued along with a DAF, but must be approved by the Regional Director. Document on the Member Support Form.

**Level Three: Suspension:** A corpsmember is subject to suspension where there is reason to suspect a violation of MCC policy, illegal activity, or other inappropriate behavior. A corpsmember on suspension will be provided notification in writing that they are to leave work and not to report to work until instructed to do so. All suspensions are with pay and result in either full reinstatement or dismissal. Regional Staff will fill out a DAF and a Payroll Change Form, and submit both to the main office. All suspensions must be approved by the Director of Programs and/or the President/CEO.

**Level Three: Dismissal:** If dismissal is recommended, a DAF should be sent to the Director of Programs or President/CEO for approval. Only the Director of Programs or President/CEO can approve dismissal. Document all actions on the Member Support Form.

It is MCC's practice to deal promptly and fairly with participant complaints and the staff takes this practice very seriously. MCC has developed a conflict resolution procedure to help participants resolve concerns about unfair treatment, discrimination, or dissatisfaction with factors related to work. Concerns may include, but are not limited to: job assignments, performance evaluations, supervision, disciplinary actions, suspensions, and dismissals.

Part of the MCC experience is learning how to resolve conflict that arises. In fact, the nature of the MCC experience promotes conflict and its resolution. Conflict resolution skills learned with MCC will help participants succeed in life. Conflict is inevitable; If participants have a particular problem with their coworkers or job assignment, informal resolution strategies are available within region.

## **B. Grievance Procedures**

In the event that informal efforts and conflict resolution to resolve disputes are unsuccessful, AmeriCorps participants and other interested individuals may seek resolution through the following grievance procedures. These procedures are intended to apply to service-related issues, such as job assignments, performance evaluations, disciplinary actions, suspension, or release for cause. In addition, individuals who are not selected as AmeriCorps participants or labor unions alleging displacement of employees or duplication of activities by AmeriCorps may utilize these procedures.

### **1. Alternative Dispute Resolution**

Alternative Dispute Resolution (ADR) is available, but must be selected within 45 days of the underlying dispute. If a participant chooses ADR as a first option, a neutral party designated by MCC will attempt to facilitate a mutually agreeable resolution. The neutral party must not have participated in any previous decisions concerning the issue in dispute. ADR is confidential, non-binding, and informal. No communications or proceedings of ADR may be referred to at the grievance hearing or arbitration stages. The neutral party may not participate in subsequent proceedings.

If ADR is chosen by the participant, the deadlines for convening a hearing and for a hearing decision are 30 and 60 days respectively. They are held in abeyance until the conclusion of ADR. At the initial session of ADR, the neutral party must provide

written notice to the aggrieved party of their right to request a hearing. If ADR does not resolve the matter within 30 calendar days, the neutral party must again notify the aggrieved party of their right to request a hearing. At any time, the aggrieved party may decline ADR and proceed directly to the hearing process.

## **2. Grievance Hearing**

A participant may request a grievance hearing without participating in ADR, or if ADR is selected and it fails to facilitate a mutually agreeable resolution. The participant should make a written request for a hearing to the Regional Director or the MCC Director of Programs. A request for a hearing must be made within one year after the date of the alleged occurrence. At the time a request for a hearing is made, MCC shall make available to the member information that it relied upon in its disciplinary decision.

MCC will arrange for one or more pre-hearing conferences at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing. They are intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at the hearing. The format of the pre-hearing conference may be flexible, involving meetings with one party at a time and/or with both parties together. Pre-hearing conferences may be conducted by the Director of Programs, the Director of Operations, or the President/CEO.

The hearing will be conducted by the Director of Programs, the Director of Operations or the President/CEO. The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute. A hearing must be held no later than 30 calendar days after the filing of the grievance, and a written decision must be made no later than 60

calendar days after filing.

### **3. Binding Arbitration**

An aggrieved party may request binding arbitration if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the grievance. The arbitrator must be independent and selected by an agreement of the parties. If the parties cannot agree on an arbitrator, the Chief Executive Officer of AmeriCorps, the Agency will appoint one within 15 calendar days after receiving a request from one of the parties.

An arbitration proceeding will be held no later than 45 calendar days after the request for arbitration, or no later than 30 calendar days after the appointment of an arbitrator by the AmeriCorps CEO. An arbitration decision will be made no later than 30 calendar days after the commencement of the arbitration proceeding.

The cost of arbitration will be divided evenly between the parties, unless the aggrieved party prevails, in which case MCC will pay the total cost of the proceeding as well as the prevailing party's attorneys' fees.

### **4. Remedies**

Remedies for grievances include, but are not limited to, reinstatement in good standing of a participant wrongfully suspended or dismissed, and prohibition of a placement of a participant. If reinstatement of the participant results in the member not being able to fully complete their hours within the term of service, arrangements may be made to allow the member to complete the hours.

## **5. Representation**

Any aggrieved party may be represented and assisted in all stages of these procedures by an attorney or representative of their own choosing. An aggrieved party must immediately inform MCC if counsel is retained.

## **6. Freedom from Reprisal/Retaliation**

Aggrieved parties, their representatives, and witnesses will be free from restraint, interference, coercion, discrimination, or reprisal at any stage in the presentation and processing of a complaint.

### **III. VEHICLES**

#### **A. Vehicles and Transportation Policies**

MCC provides each of its crews with a vehicle. Most of the vehicles are four-wheel drive; however, MCC also uses two-wheel drive vehicles. Each crew will travel to the work site in the crew vehicle unless transportation is otherwise arranged and approved by regional staff. Participants are responsible for getting to the crew's meeting location, which is typically the regional office. Often, but not always, the vehicle a crew is assigned is the vehicle they will use for the season.

##### **1. Before driving:**

- Motor vehicle record (MVR) background checks will be completed on everyone before they are cleared to drive an MCC vehicle. Certain past violations will result in denial of MCC driving privileges.
- Anyone driving an MCC vehicle will successfully complete the MCC Defensive Driving course, including written and practical exams that cover rollover causes, distracted driving, trailer towing, weight distribution and limitation of vehicles and trailers, and properly securing loads.
- Generally, Leaders and staff will drive MCC or partner vehicles. In certain circumstances, another participant may also drive the MCC vehicle after successful completion of the MCC Defensive Driving course and an MVR review. If a non-authorized person does drive an MCC vehicle, a thorough review will be conducted and disciplinary action may result.
- All crews will perform the vehicle checks listed on the MCC Vehicle Checklist or Vehicle Swamper report at the beginning and end of each hitch, or weekly, to insure their vehicle is in safe working condition. Any vehicle concerns should be reported to staff.
- Each vehicle should always have the following updated

documents: Vehicle registration, insurance information card, gas card, Montana road map, Vehicle Checklist, Vehicle Equipment list, Enterprise maintenance card. Other documents may be required depending on the region.

## **2. General Driving Policies:**

- Seat belts must be worn at all times. Do not exceed the carrying capacity of a vehicle; there must be a functional seat belt for every passenger.
- Drivers and passengers must obey all traffic laws.
- Tickets, such as parking and moving violations, are the driver's responsibility, not MCC's. Incidents or tickets for moving violations during the term of service, whether in an MCC vehicle or not, must be reported to regional staff and may result in the loss of driving privileges. Additionally, drivers may be held responsible for insurance deductibles in the event that they are deemed responsible for an incident in an MCC vehicle.
- Staff, Leaders or Crew Members driving an MCC vehicle must have a valid copy of their driver's license on file in the main office.
- Staff, Leaders or Crew Members driving an MCC vehicle must have a valid copy of their driver's license with them while driving.
- MCC vehicles should be driven in a safe courteous manner, failure to do so will result in disciplinary action.

## **3. MCC Vehicle Policies:**

- Before driving all MCC drivers must address their passengers and recite the following (do this every time before driving): "I understand the responsibility of driving an MCC vehicle and am mentally and physically fit do so."
- MCC requires drivers to travel at the posted speed limit. Drivers shall not exceed 80 mph.
- If the speed limit is unmarked, drivers should assume the speed limit is 35 MPH.

- MCC requires all drivers to operate their vehicles in a careful and prudent manner and at a reduced rate of speed when dictated by traffic, weather, visibility, road conditions, the type and condition of the vehicle being driven, and the safety of people and property.
- Vehicles should never exceed 35 mph on a gravel road. If the road is steep, has corners, or is only one lane wide, speed should be kept BELOW 25 mph. Other circumstances may necessitate slower speeds.
- Headlights are to be on while vehicle is in motion.
- While driving an MCC vehicle, phone use is prohibited.
- Drivers should always utilize someone to act as a “spotter” when backing up an MCC vehicle. Spotters should be able to be seen and heard by the driver.
- Drivers are limited to no more than 10 consecutive hours driving or 14 consecutive hours total on duty, either working or driving, even with multiple drivers. Crews should plan to stay an extra night or on camping en route if they have a long drive home after a full work day.
- Smoking and pets are not allowed in any MCC vehicle.
- Participants are prohibited from riding in the beds of MCC or partner pick-up trucks.
- MCC vehicles may not be driven to, or parked outside of, establishments whose primary focus is the serving of alcohol.
- Consumption of alcohol and driving of MCC or partner vehicles under any circumstances is prohibited. Violation of this rule will result in immediate dismissal. Additionally, no one should drive an MCC vehicle who is under the influence of a prescribed or over-the-counter medication which includes a warning not to operate equipment or that may cause drowsiness.
- Use of the roof rack should be a final option. First utilize vehicle cargo space in back, hitch-mounted racks and trailers.



- Hard hats, eye protection and gloves are required to be worn by everyone loading or unloading vehicle racks.
- Gear loaded in the rear and on the roof rack must be secured with adequate tie-downs.
- Items on the roof rack should not total more than 200lbs.
- Loads on the roof should focus weight toward the front of the rack, all hinges facing forward.
- Only one person is allowed on the roof rack at a time.
- Radar detectors are not allowed in any vehicle owned or operated by MCC.
- Hitchhikers and passengers that are not approved by MCC staff are not allowed in MCC vehicles.

#### **4. Personal use of MCC vehicles:**

- MCC prohibits using MCC vehicles for personal use unless given explicit approval by MCC staff.
- For times when approval is given, such as for a leader from the youth program being given time off during an expedition session, there will be additional procedures and restrictions placed upon use.

#### **5. Use of Personal Vehicle for MCC activities:**

If a participant drives to a work site or gathering for personal convenience they will be covered by Worker's Compensation Insurance if they have been given prior approval by a staff member. If asked by MCC to drive a personal vehicle to address a transportation issue, participants will also be covered by Worker's Compensation Insurance. Participants are responsible for their own vehicle insurance.

Occasionally, participants may be asked to use their personal vehicles for MCC business. Participants have the right to refuse. If a personal vehicle is used, staff must verify the participant has a valid driver's license and vehicle insurance. Participants must fill out a Travel Reimbursement Request form and submit it to regional staff in order to be reimbursed for the number of miles traveled. Travel reimbursement rates are set

by the Federal government and are intended to cover the cost of personal vehicle wear and tear; MCC will not reimburse participants for vehicle repairs, tows or accident deductibles that occur while using a personal vehicle for MCC use.

## **6. Vehicle Incidents:**

Refer to the Vehicle Incident Procedures in the back of this manual.

In the event of an MCC vehicle incident, the responsible driver may be required to undergo a drug and alcohol test after receiving proper medical care.

### **All vehicle incidents must be reported as soon as possible to regional staff.**

The MCC Field Guide contains more information on vehicle operation.

## **B. Trailer Usage Policies**

### **Towing Policies:**

- Drivers must successfully complete trailer training before they are approved to tow a trailer.
- All trailer lights must be fully operational. Do not tow a trailer with any lights (turn signals, reverse, brake and running lights) that do not work.
- Trailers should be loaded according to the specifications of the trailer itself and the vehicle that will be pulling it.
- Gear inside a trailer shall be properly secured to prevent weight imbalance due to shifting during transit.
- Trailers should be towed with the vehicle's overdrive function turned off. Not all vehicles have an overdrive option, and each vehicle shifts into overdrive differently. If unsure, drivers should check their vehicle's manual prior to towing.
- Drivers shall not exceed 65mph while towing a trailer.

The MCC *Field Guide* contains more information on trailer operation.

## **IV. SPIKE CAMP & BACKCOUNTRY**

### **A. Spike Camp Policies**

The term “spike” means a project which requires overnight stay (that can be in a tent, cabin, or a hotel room.)

- Alcohol and drugs must never be present on spike or projects. The zero-tolerance MCC Drug & Alcohol Free Workplace and Clean Camp Policies apply to Leaders, Crew Members, Interns, staff, partners, volunteers and any visitors in camp. Anyone who brings alcohol or drugs to camp must be asked to leave immediately. Refer to General Policies for more information.
- Smoking is allowed at spike camp only in a designated smoking area. Smokers must dispose of their ashes and butts in one container. During periods of high forest fire activity, specific fire restriction guidelines concerning smoking (Stages I and II) must be strictly adhered to. Refer to Fire Restriction Guidelines.
- All open-toed shoes must have a secure ankle strap (i.e. Teva/Chaco type sandals). Flip-flops are never acceptable on MCC spikes. No open-toed shoes are allowed in the spike camp kitchen, regardless of whether or not an individual is cooking. Open-toed shoes with a secure ankle strap may be worn in designated spike locations and during river crossings, but never on the project site or while hiking.
- MCC does not allow dogs, cats, or any other personal pet at the spike location or work site.
- Regional staff must authorize hotel stays.
- Campfires: Whenever possible, crews should use an established fire ring. If no fire ring exists, crews should not create one, but should build a mound fire instead. Use only dead, downed, dry wood no larger than the diameter of a wrist. When finished camping at a particular site, crews should scatter the ashes and return the soil to the

place where it originated. Crews must make sure that fire is **DEAD OUT** whenever leaving camp or going to bed. Heavy fines, paid by the offending crew, may result for failing to do so. Crews should keep a shovel or bucket of water near the fire to put it out quickly if the need should arise.

- **NEVER ADD WHITE GAS OR OTHER HIGHLY FLAMMABLE LIQUIDS TO AN OPEN FLAME OR EXISTING COALS.** White gas is extremely flammable and can result in serious injury. With the exceptions of lighting stoves and lanterns, which utilize white gas as fuel, MCC does not recommended using white gas around fires. In extremely cold or wet environments where a fire might be necessary to keep warm, dry wood may be hard to come by. If necessary, a small amount of white gas may be used to initially **START** a fire; however it should be used with extreme caution and never be added to any existing heat source.

## **B. Water Activity Safety Policy**

### **1. Acceptable Water Activity Conditions**

Dipping, wading, or swimming are highly discouraged while working with MCC or under MCC supervision; however all procedures must be followed whenever water activity is allowed.

- Swimming is allowed in locations where a lifeguard is on duty, such as commercial establishments.
- Leaders must determine basic water confidence and swimming ability of each Crew Member before any water activity occurs.
- Leaders must explore and assess the water area, Crew Members' abilities and weather conditions before deciding to allow water activities at a spike camp.
- Leaders will brief Crew Members before any water activi-

ty, outlining the acceptable and safe area. No water activity will be in an area larger than 50 meters by 50 meters, or out-of-sight of the supervising participant on shore.

## **2. Acceptable water site characteristics:**

- Water is not deeper than chest height of the shortest participant present
- Does not have a noticeable river current
- Has a clear bottom
- Water and area are free of obstructions and sharp objects
- A water safety device such as ring buoy or throw rope must be available

## **3. In all cases, no participant is to swim:**

- Alone
- Without Leader approval
- Between sunset and sunrise
- In an area that has not been approved by the Leader

## **4. Additional Water Activity Policies:**

- There will be a minimum 1:5 ratio of a supervising participant on shore to participants in the water at all times. The supervising participant is required to supervise all water activity from shore.
- The supervising participant will actively manage all water activities from shore. If needed, this person is responsible for stopping the action to ensure participants' safety.
- Diving or jumping into the water is forbidden in all circumstances.
- Shoes or sandals with a secure ankle strap must be worn anytime a participant is standing or wading in water.
- Leaders are required to use conservative judgment when allowing water activities. They should not give in to the peer pressure of the group if they determine that the site

or the participants are not safe. Swimming should not be treated lightly.

- The following should be considered when making a determination to emphasize the safety risks that accompany water activities:
  - What are the potential consequences if something happens?
  - How quickly could help arrive?
  - How would an evacuation be performed?

### **Stream Crossings**

**A stream crossing is one of the most dangerous activities that MCC crews are asked to do and should be treated as such. Not every stream can be crossed safely. It is always possible to cross at a different time or place, use a different technique, or choose another route. Leaders or members should never cross a stream they feel is unsafe to cross.**

- All potentially hazardous stream crossings will be tested and supervised by a Leader.
- Leaders will instruct their crews in crossing techniques at the first appropriate opportunity. Crew Members will not cross streams without Leader supervision.
- If packs are carried, waist and chest straps must be undone.
- Shoes or sandals with a secure ankle strap must be worn while crossing streams.
- Techniques such as a string, tripod, or using a stick should be practiced in shallow water before attempting to cross.
- Boots should not be held by hand when crossing.
- The consequences of a fall and downstream hazards should always be considered when deciding on whether or not to cross.
- Downstream rescuers must always be in place.

### **C. Backcountry Travel Policy**

- MCC crews always travel in a group. Participants should be able to see and communicate with the person traveling in front of and behind them. The crew must stop and regroup periodically, particularly at trail junctions or other natural landmarks.
- Everyone must know the location of, and have access to, the crew first aid kit.
- Emergency Response Plans and evacuation routes should be clear to all participants before beginning the hike.
- Every crew should have adequate maps (topographic) that cover the travel and worksite areas. All participants should be trained to read maps proficiently and have access to maps when traveling.
- In Wilderness settings (defined as remote geographical locations more than one hour from definitive medical care) participants are not allowed to travel unaccompanied. Accompaniment may include traveling with another MCC participant or staff, an agency staff person, a packer or fellow hiker.
- In Wilderness settings, participants must always travel in groups of two or more and follow the Off Time Activities guidelines for recreational activities (running, hiking to a peak/lake, etc.).
- In non-wilderness settings, solo activities are allowed, if considered safe in the judgment of the Leaders. In these circumstances following the Off Time Activities guidelines is critical (departure/arrival time, itinerary, activity, members participating, safety equipment if applicable, etc.)
- For operational or safety reasons, MCC staff and Leaders may be required to travel unaccompanied on occasion. In these rare cases, appropriate precautions must be made to assure safety (known itinerary, field communication capabilities, check-ins or departure/arrival times clear, emergency plan, etc.).

- Crews must stop and regroup entirely at water crossings.

#### **D. Off-Time Activities**

MCC does allow participants to hike and backpack during their time off, particularly in backcountry settings. During these events, participants should follow sound LNT principles and MCC's Backcountry Travel Policies.

- Participants should not travel alone.
- They should always leave a list of traveling participants, an itinerary, and expected time of return.
- They should conduct a hazard assessment based on the activities and environment through which they will be traveling.
- They should develop an emergency and evacuation plan.
- They should have field communication capabilities.
- They should have equipment, food, medical supplies for the time, activities and environment involved.
- They should have the skill and experience to perform the activities in the environment (backpacking, route finding, map reading, backcountry travel, first aid, etc).
- They should provide clear actions to be taken if they fail to return at the designated time.

#### **E. Water Treatment Policies**

All drinking water needs to be potable (tested for drinkability) or treated. MCC participants are not allowed to drink water that is not treated or is non-potable.

All participants and crews will treat non-potable water. MCC provides three methods to treat crew water: filters, chemical treatment, and boiling. Individual members must treat their personal water, but may use alternative methods.



## **Treatment of Water**

### **Filtration**

- MCC uses water filtration systems, such as the Katadyn and MSR hand pumps and gravity filters, to treat for disease causing bacteria and parasites.

### **Boiling**

- Bring water to a rolling boil for a minimum of 1 minute.

## **Using Chemical Treatment**

### **Chlorinated Bleach**

- Crews should check the expiration date on the bottle-bleach has an effective shelf life of six months.
- Non-Chlorinated bleach does not effectively treat bacteria or parasites.
- Store bleach in a container that allows you to dispense droplets. Plastic squeeze bottles are sufficient, or use an eyedropper.
- Use one drop of bleach per every 16 ounces of water, or 8 drops per gallon. Too little will not have the desired effect. Too much may cause illness.
- Shake water container well, and let sit for thirty minutes, longer in cold weather.

### **Other Chemical Treatments**

- Iodine, Bleach Tablets, and Aqua Mira tablets may be used
- Treatments must be kept in original containers
- Participants must follow the directions on the labels of the treatment

The MCC Field Guide contains more information on spike and backcountry procedures.

## **F. Weather**

### **1. Plan ahead**

The crew should know the weather forecast before heading out and be prepared for Montana's varying weather and temperatures. Crews often work at high altitudes where conditions can be very different from in town. Crews should be prepared for snow at any time of the year. Participants should always pack rain gear and insulating layers, including a hat and gloves.

### **2. Lightning**

Moving to safer terrain is the single most effective protection from lightning injury, but crews must move before the storm hits. See guidance for assuming The Lightning Position below; the effectiveness of the lightning position is not a guarantee and should never be a substitute for getting to a safe location when in a threatening situation.

If you know thunderstorms are in the forecast, plan alternative routes, set turnaround times and identify safe zones that will keep you away from exposed terrain before the storms hit.

**If you see lightning nearby** (30 seconds between flash and thunder boom, or within 6 miles), begin moving to safer terrain.

If you are already in safer terrain (near your vehicle or an accessible building), and there is less than 15 seconds between the lightning flash and the sound of thunder (<3 miles), cease work and seek shelter. Stay there until storms have moved out of the area (>30 second interval between flash and boom, with intervals increasing), before returning to work.

### **Identify safe zones before you need them**

**Front Country:** The safest locations to ride out a storm are inside an enclosed building or metal-roofed vehicle. Avoid touching any metal objects.

**Back Country: Do not** seek shelter under an overhanging rock wall or large boulder. Low areas or depressions are safer in wide open terrain. Areas with relatively low and evenly-sized vegetation (bushes or small trees) are also safer than wide open ground.

### **Things to avoid when identifying a safe zone.**

- **Exposed terrain:** Mountain tops, ridges, high cols (saddles) or large open spaces where you are the tallest object.
- **Trees:** Trees are especially good at producing positively charged ground streamers, which attract lightning strikes. If moving through a forest to a safer location, stay away from all tree trunks, detour at least 75 ft around especially large trees and also avoid passing through large open meadows. A lone tree in an open space is especially dangerous.
- **Long conductors:** Stay away from long pieces of metal, especially ones near the ground, as lightning currents tend to travel along them. Working on a fence is one of the most dangerous things you can do when lightning is imminent. Also avoid measuring tapes, power lines and other wires, railroad tracks, bridges and handrails. Wet ropes can also act as conductors.
- **Tents:** If a tent has metal poles, it can increase the chances of being struck. If the tent is set up in a safer location, one should assume the lightning position (see below) inside the tent. If the tent is in an exposed location, one should get away from the tent and assume the lightning position until the storm has passed.

- **Cave entrances and overhangs:** Such places are likely conduits for ground currents. Lightning can “jump the gap” between the floor and ceiling of cave entrances or overhangs. People offer themselves as an alternate path for the spark gap in caves and overhangs.
- **Open water:** Avoid all bodies of water. However, naturally wet ground, such as that near a stream, is not any more dangerous than dry land.

### **If you are exposed in an area and can't find adequate shelter...**

1. Remove yourself from items that attract lightning, such as tools, backpack frames and barbed-wire fencing.
2. Put on your rain gear and insulating layers to avoid hypothermia.
3. Move to the most ideal location relative to the immediate surroundings.
4. Spread out to reduce possibility of more than one person being struck, but ensure visual and auditory distance (~50ft between people).

### **If you smell ozone, see coronas or feel your hair stand on end...**

1. STOP! A strike could be imminent and seconds count.
2. **Assume lightning position:** crouch on your pack or sleeping pad to protect you from ground currents and to minimize the distance from one body part to the other. Keep your feet together and ball up to make yourself as small as possible. Wrap your arms around your legs, cover your ears with your hands and close your eyes. Keep your hands off of the ground.

### **Always:**

Stay within a safe location until storms have moved out of area (>30 second interval between flash and boom, with intervals increasing).

If a coworker is struck by lightning, they do not carry a charge. You can safely administer CPR if necessary. See **Emergency Procedures** section.

### **3. Snow Travel**

- Snow travel on steep slopes should be avoided. MCC does not train members adequately for such travel.
- If unavoidable, select the safest route where the consequences of a fall are minimized; short, gradual run-outs with minimal chance of picking up speed, no bare rocks or trees to hit.
- South and west facing slopes tend to consolidate more quickly, making travel on a harder surface easier. North and east facing slopes tend to stay soft longer making travel more difficult.
- Avoid rocks and trees which collect and radiate heat causing the snow to melt out around them. Always avoid routes that travel through avalanche areas.
- When establishing a trail through snow, each person should think about making each step better for the person behind them.

### **4. Tornados**

- The crew should be familiar with, and watch for tornado warning signs (dark clouds, wall of clouds, cloud of debris, large hail, funnel cloud).
- If possible, seek shelter in underground basement, windowless interior room or hallway.
- If in a vehicle, fasten seatbelt, and put their heads below windows, using hands or blankets to cover their heads. If

you can safely get noticeably lower than the level of the roadway, leave your care and lie in that area, covering your head with your hands.

- In backcountry situations, participants should lie flat, face-down on low ground, protecting the back of their head with their arms. They should be as far away from trees as possible.

## **5. Earthquakes**

- If participants are inside when the shaking starts, they should drop, cover, and hold on. If possible, they should protect their head and stay put until shaking stops and it is safe to exit.
- If outside when the shaking starts, they should find a clear spot as far away from trees and unstable slopes and drop, cover, and hold on. Landslides are often triggered by earthquakes.
- If in a vehicle when the shaking starts, they should pull over to a clear location and stop the vehicle. Bridges, overpasses, powerlines, unstable slopes, cliffs, or areas with potential for falling rock should be avoided. Participants should remain in the car with seatbelts fastened.

## **6. Heat-Related Concerns**

- Temperature a minimal issue (90F and below): Normal work schedule (people can still hydrate and take short breaks when needed).
- Temperature a concern (90F-100F): restricted work, 5-10 minute mandatory breaks on the hour to hydrate and rest (ideally in a shaded area if available).
- Temperature a danger (100+F): Mandatory consultation with the project partner and MCC regional staff (if practical) to determine whether or not the crew can continue working. Leaders need to use their judgment rather than relying totally on the partner's guidance.

## Preventing Heat-Related Disorders

- Personal Protective Clothing
- Hard hats provide an effective ventilation system
- Lightweight, loose fitting clothing
- Wearing a wet bandana around the neck
- Engineering Controls
- String up a tarp or rain fly to provide a source of shade throughout the day.
- Stay well hydrated

## 7. Cold-Related Concerns

- Temperature a minimal issue (40°F and above with no wind): Normal work schedule (people can still hydrate and take short breaks when needed).
- Temperature a concern (30°F-40°F, wet, windy conditions): restricted work, mandatory breaks on the hour to hydrate and warm up (ideally in a sheltered area with hot drinks available).
- Temperature a danger (30°F and lower, wet, windy conditions): Mandatory consultation with the project partner and MCC regional staff (if practical) to determine whether or not the crew can continue working. Leaders need to use their judgment rather than relying totally on the partner's guidance. Provide a heated shelter for participants who experience prolonged exposure to equivalent wind-chill temperatures of 20°F (-6°C) or less.

## Preventing Cold-Related Disorders

- Allow a period of adjustment to the cold before embarking on a full work schedule.
- Always permit participants to set their own pace and take extra work breaks when needed.
- When participants must brave the cold, select the warmest hours of the day and minimize activities that reduce circulation.
- Wear at least three layers of clothing: An outer layer to

break the wind and allow some ventilation (like Gore-Tex® or nylon), a middle layer of wool or synthetic fabric (Qualofil or Pile) to absorb sweat and retain insulation in a damp environment. Down is a useful lightweight insulator; however, it is ineffective once it becomes wet, and an inner layer of synthetic weave to allow ventilation.

- Ensure that participants have dry clothes available at camp to change into and use a heat source to dry clothes at the end of the day.
- Pay special attention to protecting feet, hands, face and head. Up to 40 percent of body heat can be lost when the head is exposed. Footgear should be insulated to protect against cold and dampness. Keep a change of clothing available in case work garments become wet. Use an on-site source of heat, such as campfire or stove. Ensure that participants remain hydrated.

## **8. Air Quality**

MCC has air quality protocols regarding working in conditions where the air quality is poor or compromised. Regional staff will monitor air quality and keep crews informed of conditions which will impact their work sites. The Leaders, in conjunction with the project partner or technical advisor, must rely on their judgment to maintain the crew's health and safety while completing the project to the best of their ability.

### **Major Risk Factors for Air Quality-Related Stresses**

- Working in excessively pollinated, dusty, gaseous or smoky (tobacco and fire) conditions
- Known allergies, asthma, or other respiratory ailments increase risk
- Poor physical fitness
- Becoming winded or exhausted can increase the effects of poor air quality
- Wearing contacts, or having habitually dry eyes, will



expose individuals to increased risk of stress

### **Preventing Air Quality-Related Disorders**

- Wear Personal Protective Equipment
- Wear a bandana, dust mask, or KN95 over nose and mouth when conditions warrant
- Wear eye protection to avoid contact with eyes
- Wash clothes as often as practical if inundated with known irritants
- Ensure the worksite has adequate ventilation
- Control the source of the pollutant if possible
- Wash face/hands and clothing well after working in particularly pollinated/dusty conditions or when having come in direct contact with fuel/oil
- Require those with known allergies, asthma, or other respiratory ailments to employ mitigating strategies (Benadryl/ Claritin, Inhaler, minimal exposure to irritant, etc.)
- Rotate tasks so that no one person is exposed to irritants for an entire workday
- Monitor, with partner and/or regional staff, air quality conditions for the area of the worksite
- Arrange with partner to avoid worksites that have particularly irritant-ridden conditions

### **9. Fire-Related**

MCC crews have been evacuated due to the proximity of wild-fires.

- Carry a map!
- Communication is essential. Make sure that you have a radio, satellite phone, or cell phone service, and know how to use them. Bring an ample supply of batteries.
- Know your evacuation plan and share it with your crew and your partners.

Index Values (Conc. Range)	AQI Quality Descriptors	MCC Action Based on Air Quality Index
1-50 (0-54 ppb)	Good	Work as normal
51-100 (55-70 ppb)	Moderate	Work as normal
101-150 (71-85 ppb)	Unhealthy for Sensitive Groups	<ul style="list-style-type: none"> <li>Those experiencing sensitivity to smoke should be checked on frequently and allowed to do less strenuous work.</li> <li>Make KN95 masks available to participants.</li> </ul>
151-200 (86-105 ppb)	Unhealthy	<ul style="list-style-type: none"> <li>For those experiencing sensitivity to smoke, follow previously stated safety measures and remove participant from field, if necessary.</li> <li>KN95 masks are mandatory for outdoors work.</li> </ul>
201-300 (106-200 ppb)	Very Un- healthy	<ul style="list-style-type: none"> <li>All previously stated safety measures.</li> <li>Staff should contact partner agency to make plan to <b>reduce crews' smoke</b> exposure through indoor work and/or sleeping arrangements and less strenuous outdoor work and discuss removal from field if modified work is unavailable.</li> </ul>
301-500 (≥ 201 ppb)	Hazardous	If forecasted to stay Hazardous for more than two days, Regional Directors should contact partner agency and crew will be removed from the field if indoor work/ sleep arrangements are not available on the district/ within the agency.

- Practice Leave No Trace principles and MCC backcountry procedures when using fire.
- Assess your camp and worksite for potential fire hazards.
- Be aware of active and potential fire activity in the area you are working.
- Include fire awareness and its potential risk in your hazard assessment and safety briefings.
- Check with project partner, inquire at the front desk of the agency office you are working out of, pay attention to signs posted at trailheads and other locations for local area closures and fire activity.
- On-line resources, such as [www.inciweb.org](http://www.inciweb.org) give comprehensive and site-specific, up-to-date information on fire activity.
- Be familiar with, and prepare for, Stage I-III fire restrictions (see below).
- Listen to the twice- daily fire weather report on your agency radio. These will give you detailed information on current fire and fire weather conditions. Check with your partner for the correct time and radio frequency.

#### If you spot a fire

- Stay calm.
- Report it. Call or radio in the location of the fire to the best of your ability. Township, Section, Range, GPS coordinates (lat/long), prominent landscape features, aspect and slope are important pieces of information. Additional information includes description of smoke, flames, and the type of vegetation it is burning in.
- Maintain communication- dispatch will help inform your decision on whether or not to evacuate.
- Use your best judgment to provide for you and your crew's safety.
- Do not engage a wildfire. Firefighting is best left to pro-

professionals.

- Your distance from fire is the most important factor in safety.

If you start a fire

- Put it out while it is small and manageable- before it becomes a wildfire.

### **Wildfire activity**

- The majority of wildfires are caused by lightning.
- Fire activity, intensity and movement depend on humidity, precipitation (or lack of), wind speed, time of day, fuel load (type and amount of vegetation cover), terrain, etc.
- Fire potential, activity, and movement peak in the late afternoon, or “the heat of the day”.
- Fire season in Montana normally peaks mid-July through August.
- Fire travels fastest uphill and in narrow canyons (the chimney effect). They can move as fast 7 mph in forests and 14mph in grasslands- faster than we can run.

STAGE I: The following acts are prohibited until further notice:

- Building, maintaining, attending, or using a fire, campfire, coal or wood burning stove, any type of charcoal fueled broiler or open fire of any type in undeveloped areas.
- Smoking, except within an enclosed vehicle or building, in a developed recreation site or while stopped in an area at least 3 feet in diameter that is barren or cleared of all flammable vegetation.
- Operating or using any internal combustion engine without a spark arresting device properly installed, maintained and in effective working order meeting USFS standards.

Possible Exemptions

- Persons with a written permit specifically authorizing the otherwise prohibited act or omission.
- Fires in constructed, permanent fire pits or fire grates within developed recreation sites.
- Mechanical stoves and appliances fueled by bottled or liquid gas which allow the operator to control or extinguish the flame with a valve are permitted provided that such devices are approved by Underwriters Laboratory Inc.

STAGE II: The following acts are prohibited until further notice:

- Building, maintaining, attending, or using a fire, campfire, coal or wood burning stove, any type of charcoal fueled broiler or open fire of any type.
- Smoking, except within an enclosed vehicle or building.
- Operating or using any internal combustion engine without a spark arresting device properly installed, maintained and in effective working order meeting USFS standards:
- Operating a chainsaw without a chemical pressurized fire extinguisher of not less than 8 ounces capacity by weight, and one size 0 or larger round pointed shovel with an overall length of at least 36 inches. The extinguisher shall be with the chainsaw operator. The shovel may be kept with the fueling supplies but readily available.

Other possible restricted acts under Stage II

- Operating a motorized vehicle off designated roads and trails.
- Operating a chainsaw outside the hours of 5:00 am and 11:00 am.
- Overnight camping limited to listed campgrounds and recreation sites.

Possible Exemptions

- Persons with a written permit specifically authorizing the otherwise prohibited act or omission.
- Mechanical stoves and appliances fueled by bottled or liquid gas which allow the operator to control and extinguish the flame with a valve are permitted provided that such devices are approved by Underwriters Laboratory Inc.

STAGE III: Stage III fire restrictions involve closure of public lands.

- Evaluation guidelines are reviewed to determine threshold levels that substantiate the need for closures. Examples include:
  - Potential loss of life due to explosive fire conditions.
  - Potential for extreme or blowup fire behavior.
  - Stage II or State III restrictions are not effective in reducing the number of human-caused fires.
  - Resources across the geographic area are at a critical shortage level.
  - Proximity to substantial population centers.

#### G. Boat, Canoe and other watercraft policies

MCC participants who travel in, or operate watercrafts for work purposes must be familiar with, and abide by, relevant partner organization/agency regulations, as well as federal and state laws.

MCC staff, participants and volunteers will wear personal floatation devices (PFDs) any time they are operating or riding in a boat or watercraft, whether on work time or recreationally while out with MCC.

Because swimming in the event of a tip-over poses such a significant risk, and is greatly hindered by work pants and work boots, when daily job duties require frequent use of boats, canoes or watercraft, participants may wear shorts and sandals with heel straps while in the boat.



## ***V. THE WORKSITE***

### **A. Uniforms and Personal Protective Equipment (PPE)**

#### **1. MCC Uniform Policies**

- MCC Leaders and Crew Members are responsible for purchasing adequate uniform items. Regional staff can provide clarification on standards for each item.
- Uniforms must be worn whenever the crew is traveling to and from the worksite, while they are on the worksite, participating in educational programs or other MCC functions, or officially representing MCC at meetings or other events. Deviations may only be made due to safety/practical concerns.
- Defacing an MCC uniform may result in a fine, and/or requirement to replace a particular article. Example of uniform defacing include cutting off shirt sleeves or neck line, inappropriate patches on pants, drawing inappropriate words or pictures on clothing, adding stickers to hard hats.
- Wearing MCC and AmeriCorps uniform articles in establishments whose primary focus is the serving of alcohol is prohibited.
- Uniforms should be free of crotch blowouts, bell-bottom extensions, colorful patches, writing, and other gaudy marks.
- All clothes should be in good condition.
- Uniforms do not need to be clean at all times; however, the goal is to have a professional-looking crew.
- In line with the above standards, MCC participants may be asked to purchase/replace an item of their uniform at their own expense if their uniform appears damaged.

#### **2. MCC uniform consists of the following:**

- Provided by individual:
  - Boots made primarily of leather or cut-resistant



material, which lace up, that provide substantial ankle support (~7 inches high), with a heavy lug sole. (8 inches high for chainsaw-intensive projects)

- Work pants which meet MCC's criteria for color, fit/cut, material durability and professional appearance
- Provided by MCC:
  - MCC or AmeriCorps t-shirts (long and short-sleeved)
  - AmeriCorps hoodie (does not substitute for MCC or AmeriCorps t-shirt)

### **B. Person Protective Equipment (PPE) Checklist**

Proper PPE must be used at all times. This includes wearing gloves whenever tools are being handled or carried unless gloves constitute a safety hazard. MCC will issue necessary PPE except for boots and pants, which must be provided by each participant. Partners may provide additional PPE, as needed.

The PPE Table is not exhaustive. Leaders should always check with partners and regional staff with any questions, and should always err on the side of caution when making decisions about what participants should be wearing to complete a given task. Environmental/weather conditions may necessitate additional PPE which task-specific guidelines do not list.

#### **Provided by MCC:**

- Safety Glasses
- Ear protection
- Gloves
- Other specialty items as needed (Ex: Tyvek suit)

#### **Loaned by MCC:**

- Hard Hat
- Chaps
- High Visibility Vest
- Respirator
- Other specialty items as needed (Ex: muck boots or waders)

## PPE Checklist

ACTIVITY	Hard Hat	Gloves	Hearing Protection	Eye Protection	Chaps	Dust Mask	High Visibility vest
Chainsaw work	X	X	X	X	X		
Crosscut saw work	X	X		X	S		
Brush Saw work	X	X	X	X Face Shield = S	X		
Trail work	X	X		X			
Tree planting	X	X		X			
Prescribed burns and fire control	X	X		X			
Fencing	X	X		X			
Using any impact tools (hammers)	X	X	X	X			
Loading/ Unloading Roof Rack	X	X		X			
Power tools	X	X	X	X		S	
Seed collection		S					

## PPE Checklist

ACTIVITY	Hard Hat	Gloves	Hearing Protection	Eye Protection	Chaps	Dust Mask	High Visibility Vest
Insulating	S	X	X	X		X	
Lopping	X	X		X			
Riprap, rock walls	X	X		X			
Sharpening chainsaws and other tools	S	X		X			
Painting (outside)	S			X			
Painting (inside)				X		S	
Working with treated wood	X	X		X		S	
Playground Installation	X	X		X			
Fish Tagging							
Working near high-ways	X	X		X			X
Working near heavy machinery	X	X	X	X			X
Weed Spraying		X		X		Respi-rator may be	
Weed Pulling	S	X		S			

### **C. General Project and Worksite Policies**

During a term of service with MCC, participants should be prepared to be flexible; crew work schedules may include Saturdays and Sundays.

- Participants are expected to put in long hours of hard work under difficult circumstances.
- Participants must arrive to work in a timely manner, in uniform, prepared to be gone for a full day (lunch, water, rain gear, extra layers in day pack), regardless of weather.
- Unexcused absences, tardiness, and showing up unprepared or unfit for work will result in disciplinary action, which may include dismissal.
- Crews and individuals must work in a safe and efficient manner. Each and every person on the crew is an integral part of the MCC team and is expected to contribute their fair share.
- Risk Management discussions will occur daily and more often if the nature or site of the work changes significantly. Job hazard analyses will be conducted and mitigation strategies will be identified before any work begins, and periodically as the duties, site, or conditions change .
- Stretching and warm up exercises must be done before the work day begins, after long breaks or drives, and at the end of the day.
- A 15-minute break in both the morning and afternoon, and a 30 minute lunch is standard.
- When friends or family are working with the crew, it is mandatory that they complete and sign a Volunteer Service Agreement. Volunteers are subject to all MCC policies and procedures, including our drug/alcohol free workplace. Volunteers must be cleared by the Leaders AND regional staff before showing up at the worksite.
- Crews will be held responsible for all tools and equipment issued to them. Participants will be expected to

replace or reimburse MCC for tools or equipment damaged, broken, or lost due to negligence.

- When appropriate and practical, MCC worksite signs should be posted alerting passersby to the project work taking place.
- When using tools, participants must always maintain a safe working distance. A ten-foot circumference is recommended (DIME).
- Designated safe zones will be identified in areas with a significant number of overhead hazards. If no adequate safe zones can be established, hard hats will be worn through breaks or during equipment maintenance.
- Proper lifting techniques (back safety) must always be employed. No one should ever lift more than one third of their weight without assistance.
- Proper body ergonomics must be practiced at all times to prevent repetitive motion, lower back or other injuries.
- All work sites must comply with OSHA safety regulations. Copies of these regulations may be obtained through the regional office.
- Participants must be over the age of 18 in order to operate power tools.

#### **D. Saw Policies**

Chainsaw and Crosscut Saw operations include, but are not limited to, felling, bucking, brushing, limbing, and specialized uses. Individual saw operators have the obligation to say "NO" and walk away from any situation they determine to be an unacceptable risk. Brush saw operations include, but are not limited to, cutting grasses, small diameter bushes, and small diameter trees.

#### **Qualifications**

1. All saw operators and swampers must have current CPR and first aid certifications from a nationally recognized organiza-

tion. Supervisors shall ensure that saw operators receive training or retraining in first aid and CPR.

2. Every region that utilizes crosscut saws, brush saws and chainsaws shall implement an approved crosscut/chainsaw/brush saw training program that includes the following minimum requirements for participants involved in related projects and activities:
  - a. Classroom and field training
  - b. Demonstration of sawing ability (to an approved Evaluator) in functional areas
  - c. Supervision by an approved instructor or operator of saw work by new operators
  - d. Field Evaluation documented on Field Evaluation Form
  - e. USFS approved certification if operating on USFS land

## **Policies**

- Any participant who nicks their chaps while sawing must immediately be removed from sawyer duties and fill out an Incident Report form. Regional staff will meet with the individual and determine what course will be taken in order to reinstate them on the saw. Regional staff must sign-off prior to the participant returning to independent saw work.
- A participant who nicks their chaps twice will no longer be able to operate a chainsaw while serving with MCC.
- Sawyer to swamper ratio is 3:1, standard. Deviation may occur depending upon the project work, and must be explicitly communicated from staff.
- Chainsaw swampers must wear chaps.
- It is not required that sawyers wear chaps when using a crosscut saw. Youth Crew Members will wear chaps when using a cross cut saw.
- Any participant who throws a chain must fill out an incident report form.

## **E. Saw Personal Protective Equipment**

Maintain PPE in a clean and fully functional condition.

The following PPE is required for saw operators and swampers:

1. First-Aid Kit and trauma kit
2. MCC-issued hardhat
3. Eye protection
4. Hearing protection
5. Appropriate leather gloves
6. Long-sleeved shirt
7. Long pants
8. Chainsaw chaps. It is recommended that they overlap boots a minimum of 2 inches
9. Boots made primarily of leather or cut-resistant material, which lace up, that provide substantial ankle support (~7 inches high), with a heavy lug sole. (8" high for chainsaw-intensive projects)

### **Required Chainsaw Features**

1. Throttle Trigger Interlock
2. Falling and bucking spikes (or dogs)
3. Anti-vibration system
4. Chain brake, fully functional
5. Proper bar length for the specific work project or activity
6. Chain, filed and maintained
7. Functioning Spark Arrestor

### **General Chainsaw Equipment**

1. Chainsaw wrench (scrench)
2. Chain file with handle and guard
3. Approved safety container for fuel
4. Chain and bar oil container (Dolmar), clearly marked
5. Proper wedges for the specific work project or activity
6. Single-bit axe or maul, 3 to 5 lbs.
7. Fully-stocked chainsaw maintenance kit

## **Required Brush Saw Features**

1. Throttle Trigger Interlock
2. Debris deflector for blade
3. Proper blade for materials being cut
4. Bicycle handles and harness if using metal blade

## **General Brush Saw Equipment**

1. Chainsaw wrench (scrench)
2. Blade file with handle and guard
3. Approved safety container for mixed-fuel
4. Metal rod for changing the blade
5. Fully-stocked brush saw maintenance kit

## **F. Herbicide Policies and Procedures**

Crews who use herbicide are responsible for knowing the requirements and complying with The Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA) enacted by U.S. Congress in 1974. Communication with project partners is necessary to address safety policies, safety and equipment needs, and access to cleaning stations. Individuals have the obligation to say “NO” and walk away from any situation they determine to be unsafe.

### **General Herbicide Policies**

- Product labels and Safety Data Sheets (SDS) contain specific information about PPE proper storage and handling of products – these must be provided to crews before application and kept in vehicle & other storage locations.
- Detaching, altering, defacing, or destroying any part of the container or label is unlawful.
- In accordance with the FIFRA, applicators are bound by law to follow the label directions and precautions in all conditions.



- Designate a hot zone and a cold zone. Hot zones are for mixing and application use (contaminated area), cold zones are for eating, camping, latrine (uncontaminated areas).
- No contaminated item should enter the cold zone.
- No open flame should be around herbicide storage & mixing locations, or transport vehicles.
- You must be at least 18 years old to handle and apply herbicide.

### **Mixing & Application Policies**

- Only trained participants and staff may mix herbicide.
- Read the label and follow instructions for proper mixing.
- Wear the required PPE, utilize proper decontamination practices when wearing, removing, and storing PPE.
- Know and comply with all federal, state, tribes, territories and other agencies legal and record keeping requirements.

### **Policy on Herbicide Spill Cleanup**

- Incident Report required for spills over 1 cup of liquid.
- Spills over 2 gallons will result in a written warning and additional training with regional staff.
- Spills over 5 gallons must be reported to Montana Department of Agriculture. Regional staff will meet with the crew and individual and determine what course of action will be taken in order to reinstate them on herbicide crew. Regional staff must sign off prior to the participant returning to independent herbicide work. *Please see resource binder for information on other states.*
- Reference Emergency Procedures section in back of manual

### **G. Herbicide Personal Protective Equipment & Hygiene**

- Under the Worker Protection Standard, if the label requires eye protection handlers must have immediate access to an eyewash dispenser.
- At minimum crews are required to have the following:

- First – Aid Kit with Eyewash
- Communication device
- Heavy duty rubber gloves & nitrile gloves
- OSHA qualified respirator, chemical dependent
- Eye protection
- Button down long-sleeved shirt
- Durable work pants
- Socks
- All leather boots
- Individuals spraying must always bring extra work clothes to change into in the event they get herbicide on their clothes
- Handwashing station composed of water and soap at their worksite (wash hands at breaks, before eating, before using the restroom, and at the end of the day).
- It is preferred that crews have access to a shower.

### **General Herbicide Equipment**

- Backpack sprayer
- WRC resource binder – containing labels and SDS for chemical being used
- Maintenance tool box
- Mixing kit

### **Required Sprayer Features**

- Triple rinsed sprayer with no cracks, holes, or leaks
- Watertight hose and lid connections, tightened bolts and diaphragm screws
- Clean and functioning nozzle, filter & lid vent
- Clean and functioning inner trigger mechanisms (shut – off valve)



## ***VI. WORKING WITH YOUTH***

### **A. Policies for Working with Youth (under the Age of 18)**

Working with youth can be an extremely fun and rewarding experience. To make this experience as successful as possible, a few fundamental policies are in place to increase the safety of all parties, including the youth, Leaders, Crew Members, and MCC as a whole. The following policies apply to all Leaders, Crew Members, and Staff while working with any youth under the age of 18, including but not necessarily limited to volunteers and MCC Youth Crew Members:

- Youth, when not in the presence of their parent/guardian or authorized chaperone, must be under the supervision of an MCC Leader or staff at all times while in the care of MCC. Youth are never to be entrusted to another adult (with the exception of an emergency).
- MCC Leaders, Crew Members, and staff are never to be alone with a youth. At least one other individual must always be present.
- Youth must never be left alone with another youth or adult. Youth must always be in groups of three or more.
- Youth are not allowed to leave the work site without permission.
- Utilize a parent, MCC staff person, or another youth to accompany you should a youth need to leave the project site, travel to the site separately from the crew or stay in camp due to illness or injury. This policy may seem overly cautious but it is for adult participants' protection and the protection of the youth participating in MCC programs.
- MCC Leaders and Crew Members will not restrain a youth.
- Due to safety findings, all individuals 16 and younger will ride in the middle or back seat of an MCC vehicle - when available. Riding in the middle or back seat places minors in the safest part of the vehicle in the event of a crash,

and eliminates the injury risk of deployed front, passenger – side airbags, which have been shown to cause harm to individuals of a smaller stature.

- MCC Leaders and Crew Members will remain professional with youth and parent/guardians, regardless of the situation.
- Sexual or exclusive relationships between any youth and MCC Leaders or Crew Members is strictly prohibited and may put one in violation of state law. MCC is obligated by law to report any and all incidences related to illegal sexual relations to law enforcement authorities. Sexual or exclusive relationships between a youth and MCC crew leader or crew member may result in dismissal from MCC.
- Obligations for reporting abuse, from within or outside of MCC: If any MCC staff member, Leader or Crew Member receives information, in any form, that indicates possible physical, emotional, verbal or sexual abuse of a youth under the age of 18 (whether through word of mouth, social media, first person disclosure, etc.) they are to immediately report this information to their supervisor. Supervisors will work with the Director of Programs to determine next steps in the investigation or reporting process.

Guidance regarding electronic and social media interaction:

- During an individuals' time serving or employed with MCC:
  1. MCC staff and participants will not befriend or interact with minors on personal social media accounts or other forms of personal electronic communication
  2. MCC staff and participants may not post photos of minors to personal social media accounts
  3. Photos taken of minors on personal devices may NEVER be shared except to be uploaded or shared

through MCC's designated, cloud-based system

While on an MCC worksite youth must comply with standard OSHA child labor laws. Relevant laws include, but are not limited to:

- Youth 17 or under are not permitted to use any power-driven tools or assist in roofing, demolition, or excavation operations.
- Youth 15 or under are not permitted to work longer than 8 hours per day, participate in construction activities (including repair), work with ladders and scaffolding taller than 20 feet or on roof tops.
- Youth are not allowed access into the MCC First Aid Kit without supervision.
- Suspicion that a youth participated in any illegal activities while in the care of MCC should be reported to regional staff.
- MCC Leaders and Crew Members may not give youth tobacco products or any other illegal substance.
- In no case should MCC Leaders, Crew Members, or Staff ignore violations of policies regarding youth. Failing to report or correct a known violation involving youth may be grounds for disciplinary action.
- Youth that are not members of an MCC Youth crew are also expected to abide by policies as listed in the "Working with Volunteers" section.

## **B. Policies for Working Alongside an MCC Youth Crew**

Working alongside a MCC Youth crew is a great chance for Field crews to share their expertise and demonstrate positive adult behavior. Field Crew Leaders and Crew Members are expected to respect Youth crew policy and procedure, and to help facilitate a welcoming and inclusive community environment between the two crews. Leaders of both crews should

discuss expectations with each other beforehand and also discuss the differences between the two crew types with their own crew. All MCC Expedition Leaders and Youth Members are subject to the same MCC policies and procedures as Field Crew Leaders and Crew Members. In addition to this and the above “Working with Youth” policies, MCC Youth crews are also subject to the following:

**1. The following acts are considered violations of MCC’s Youth Crew Code of Conduct:**

- Repeated use of inappropriate language (i.e. profanity).
- Use or possession of portable electronic devices. Cell phones, portable stereos/radios, MP3 players, DVD players, and other similar devices will not be allowed while participating with MCC’s youth programs. Leaders will be permitted to carry cell phones for emergency purposes or to communicate with MCC staff.
- Consumption and/or possession of alcoholic beverages or tobacco products.
- Engaging in harassing or aggressive behavior. This includes verbal, sexual, racial, and physical harassment.
- Engaging in fighting or threats of violence.

**2. Additional Policies for working alongside an MCC Youth Crew**

- Personal Protective Equipment (PPE): Youth members and Expedition Leaders will have full PPE on any time a tool is in hand. This includes, but is not limited to, while sharpening and handling, loading/unloading vehicles, carrying in hand to worksite, and using for work or camp purposes. All other guidelines for PPE as outlined in the policy manual will be followed.
- Breaks: Youth crews will take a minimum of one 15-minute break in the morning, a 30-minute lunch, and





## ***VII. Working with Volunteers***

### **A. Policies for Working with Volunteers**

- MCC crews may find themselves working with a variety of adult volunteers. MCC encourages volunteers to serve with crews and appreciates the time and effort they are willing to contribute to the organization's efforts in serving their communities and the environment. Whether they come from the community being served or are a friend or family member of a participant, volunteers living and/or working with a crew are required to adhere to all MCC policies and procedures. When considering volunteers, it is important to keep in mind that not all projects are appropriate for them to be a part of, whether due to logistics, crew dynamics or dealing with a highly technical project. All volunteers must be approved by regional staff and Leaders prior to joining a crew. If a project is deemed inappropriate for a volunteer they may be asked to join another crew or serve at a different time. In order to provide volunteers with a safe and comfortable work environment, crews are expected to uphold the highest standard of behavior while they are working and recreating with them. After the green light is given to host a volunteer, Leaders must remember the following items:
- Volunteers must read and sign a Volunteer Service Agreement form before they will be permitted to travel or work with an MCC crew. This form needs to be submitted to regional staff prior to leaving for any project.
- Leaders may request \$8 per day per volunteer for the purpose of including them in meal purchases for the time that they are on spike and working with a crew.
- Leaders need to ensure that volunteers have all appropriate PPE before starting work, including, but not limited to

an MCC issued hardhat, safety goggles, gloves, and appropriate footwear.

- If there is adequate space available, volunteers may travel with the crew in a MCC vehicle to and from the project site.
- Due to safety findings, all individuals 16 and younger will ride in the middle or back seat of an MCC vehicle - when available.
- Volunteers, while with a crew, are expected to participate in all MCC activities, including work, education activities, camp chores, etc.
- Volunteers are not permitted to drive MCC vehicles or operate chainsaws, regardless of their previous training or experience.
- Volunteers may be asked to leave at any time if they fail to abide by MCC policies, pose a safety risk for themselves or others, or have a highly negative effect on the crew or project.

## **Section 2. Youth Programs**

### ***I. MCC YOUTH CREW POLICY AND PROCEDURES***

To protect the safety and welfare of MCC participants and partners, MCC has developed policies and procedures that assist in the smooth functioning of the crew. To help implement MCC's mission to encourage and foster personal development of its members, MCC Expedition Leaders and staff will strive to provide opportunities for members to correct detrimental or negative behavior through the use of disciplinary action procedures. However, MCC has deemed some activities or behavior as entirely incompatible with MCC's youth programs. The following Policies and Procedures apply to Youth Crews, Expedition Leaders and other MCC staff or participants who work with any youth under the age of 18, including, but not necessarily limited to volunteers and MCC Youth Crew Members. These are *in addition* to the policies and procedures listed elsewhere in this manual.

#### **A. Youth Crew Code of Conduct**

Youth participants are required to abide by the following Code of Conduct, as outlined in the Youth Participant Service Agreement:

While serving with MCC, the Youth is expected to:

- Show respect when interacting with other members, leaders, staff, project partners and community members.
- Participate fully in all aspects of the program at the level of their ability.
- Exhibit a high level of commitment and a positive attitude toward the organization, staff and their service work.
- Display a strong work ethic and follow directions.
- Direct concerns, problems, and suggestions to the appropriate MCC official.

The Youth understands the following acts also constitute a violation of MCC's Code of Conduct:

- Unauthorized tardiness and/or unauthorized absences.
- Repeated use of inappropriate language (i.e. profanity, offensive).
- Failure to wear appropriate footwear, clothing, and safety gear to service assignments.
- Engaging in an activity that may physically or emotionally damage participants of MCC or others.
- Failure to notify MCC of any criminal arrest or conviction that occurs during the term of service.
- Use, or possession of, portable electronic devices. Cell phones, portable stereos/radios, MP3 players, DVD players, and other similar devices will not be allowed while participating with MCC's youth programs. Leaders will be permitted to carry cell phones for emergency purposes or to communicate with MCC staff. Members' cell phones or other electronic devices will be collected by a Crew Leader and returned only when the work day/week/expedition is over.

Violations of any of the below policies may be grounds for immediate suspension by staff with dismissal pending approval by Senior Staff. At all times while participating in MCC activities the Youth Participants are prohibited from:

- Engaging in any activity that is illegal under local, state or federal law.
- Engaging in activities that pose a significant safety risk to others.
- Consuming, possessing, or being under the influence of alcoholic beverages or tobacco products.
- Consuming, possessing, or being under the influence of illegal drugs, including misuse or sharing of prescription drugs.
- Engaging in harassment or aggressive behavior. This

includes verbal, sexual, racial, and physical harassment.

- Engaging in fighting or threats of violence.
- Possessing or using firearms or weapons
- Participating in vandalism or theft.

Violation of the above stated rules may result in the following:

- Dismissal of youth from the program

## **B. Youth Crew Supervision**

### **Supervision Policies:**

- Leaders will supervise youth at all times while in the care of MCC.
- Never leave a youth crew at the work site without a supervisor. If both Leaders must leave the work site, the crew cannot continue to work.
- Youth participants cannot be left with non-MCC staff/leaders.
- Youth participants should never be entrusted to another adult, except another MCC staff person or Crew Leader (with the exception of an emergency).
- Youth participants are not allowed to leave the work site at any time without permission.
- Leaders will remain professional with youth, project partners, parent/guardians and others, regardless of the situation.
- Sexual or exclusive relationships between any Youth Participant and Crew Leader/staff person are strictly prohibited and may put one in violation of state law. MCC is obligated by law to report any and all incidences related to illegal sexual relations to law enforcement authorities.
- Youth will never be alone with one other youth or one Leader. Youth must always be in the presence of two other individuals.
- MCC Youth Program Leaders are not permitted to fratern-

nize or in any way purposefully associate with youth participants outside of MCC while the Crew Leader is employed with MCC, without prior approval from regional staff.

- All persons working with MCC youth participants will abide by established program policy.
- All MCC staff and Youth Program Leaders will share responsibility for maintaining open communication regarding violations of program policy.
- Youth Program Leaders, staff and/or other adults working with an MCC youth crew, may not use tobacco products. This includes during off-work hours if the adult is staying with the youth.
- In no case should Leaders, Members, or Staff ignore the situation if policies regarding youth have been violated. Failing to report or correct a known violation involving youth may be grounds for disciplinary action.

Guidance regarding electronic and social media interaction:

- During an individuals' time serving or employed with MCC:
  1. MCC staff and participants will not befriend or interact with minors on personal social media accounts or other forms of personal electronic communication
  2. MCC staff and participants may not post photos of minors to personal social media accounts
  3. Photos taken of minors on personal devices may NEVER be shared except to be uploaded or shared through MCC's designated, cloud-based system.

### **Supervision Procedures:**

MCC's Youth Crews are structured to provide supervision of approximately two Leaders per every six youth expedition

participants. MCC staff will make every effort possible to ensure that there is an adequate ratio of Leaders to youth participants at all times. Supervising a group of six teenagers 24 hours a day can seem like a daunting task; setting clear expectations with participants and maintaining clear communication between Leaders will reduce the stress of supervision. The following are MCC's general expectations and procedures for supervising crews:

- The Leaders are responsible for their crew at all times.
- Leaders must know the location of all youth participants at all times.
- At minimum one Leader must be within communication distance with all members of the crew during the day and during sleeping hours. The standard measure of adequate communication range is within shouting distance or within eyesight.
- Utilize an MCC staff person or another youth to accompany you should a youth need to leave the project site, travel to the site separately from the crew or stay in camp due to illness or injury. This procedure may seem overly cautious but it is for your protection and the protection of the youth participating in our programs.
- Always bring the Youth Crew Member's Medical History form if a member(s) is leaving the worksite.
- When needing to chat, mentor, or address behavior changes one on one, take the youth "out of earshot but in eyesight." You can take them far enough away that you can both speak openly but where you are still within sight range of the crew.
- If, in rare circumstances, the youth participant must be away from the Leaders and is out of communication distance, they must: be with two other youth, tell the Crew Leader where they are going, and establish a return time.
- Removing a participant from the worksite: If a youth

participant or Crew Leader needs to be removed from the worksite due to an injury, follow procedures outlined in the Emergency Procedures section. If, for any other reason, a youth participant must be removed from the worksite, Leaders must communicate this with regional staff as soon as possible.

Leaders are responsible for supervising youth participants throughout all parts of the day, including: meals, education activities, work, and recreation activities. Setting up, and adhering to a daily routine reduces the amount of time and energy a Crew Leader must invest in accomplishing tasks and objectives. Establishing clear expectations of member roles and responsibilities are key to effective group management and support the success of individuals and the group as a whole.

### **C. Youth Crew Behavior Change and Discipline**

#### **Behavior Change/Discipline Policies:**

- Actual Violations: Leader will notify one of their regional staff as soon as possible about any violation that warrants a written reprimand. All levels of disciplinary action should be noted in crew report (including verbal warnings).
- Suspected Violations: In the case of a suspected violation, the Leaders will notify regional staff and document any relevant information. The Crew Leader and regional staff will choose from the following options:
  - Leaders may elect to deal with the situation on a one on one basis with the participant. This gives the opportunity to correct the problem or identify the degree of the problem. The Leaders will keep the regional staff informed and document all relevant information.
  - Leaders should pass all relevant information on to regional staff. The responsibility then falls on the



staff member to determine the validity and take action on it.

- Youth **may not** have their service award amount reduced as a means of discipline. Leaders **are not** to use this as a threat.
- Youth Leaders are never to use any form of verbal or physical intimidation, or ever enact any types of physical activity or corporal punishment as imposed consequences.
- Only MCC Staff may approve dismissal.

### **Behavior Change Procedures:**

- **Documentation:** Any initial observations of negative behavior, or behavior that is detrimental to the individual or the goals of the program that may not yet warrant a verbal warning, should be documented by the Leaders in the “crew dynamics” section of the crew report. This is also the place to document minor behavioral incidents and verbal warnings. Leaders may also utilize a personal journal or notebook. This documentation will be invaluable for providing participants with accurate feedback and for future disciplinary action or behavior change contracts.
- **Behavior Change Contracts (BCCs)** should be implemented at the first sign of a ***pattern of problematic behavior*** or when a specific behavior is significant enough to merit immediate intervention. The BCC is designed as the step between observation/documentation and formal discipline. A BCC is used to identify and outline corrective action in regards to general behavioral misconduct. Contracts are a tool for describing an agreement about behavior. The participant must agree to all aspects of the contract, including the consequence(s). Contracts are most effective if they describe a desirable target behavior, rather than focusing on eliminating a negative behavior.

ior. When developing a contract with a participant, Leaders need to ensure that the expectations set forth are reasonable and achievable.

### **Discipline Procedures:**

- **See “Documentation” above**
- **Verbal Warning:** Although it is a verbal warning to the participant, it still must be documented on the crew report as a means to track and document behavior.
- **Written Warning:** Used as an initial written reprimand to document actual violations and/or unsafe, inappropriate, and disruptive specific behaviors; written warnings should be documented on a Disciplinary Record of Response. Simple steps for corrective action should be included in writing. The participant must sign indicating that they have discussed the issue and understand what change in behavior is necessary. Two copies should be made; one to stay with the youth and one to turn in to regional staff as soon as possible. In certain situations, contacting a parent/guardian may be required; Leaders will work with regional staff to coordinate this. In rare instances, securing a signature from the parent/guardian may be a step in this process. A note should always be made in the crew report that a written reprimand has been given.
- **Dismissal:** Dismissal of a youth participant is a last resort. Corrective action through the disciplinary action procedure must first be attempted unless: 1) youth participant behavior is an immediate threat to the health and welfare of their self, or those around them, or 2) the youth participant has violated a policy previously described as warranting immediate suspension (fighting or threats of violence, use of drugs/ alcohol/ tobacco, harassment, possession of firearms or weapons, vandalism or theft), or 3) any continued attempts of corrective action will be

to the detriment of the successful functioning of the rest of the crew.

- Only MCC staff can approve dismissal.
- Document activities on Disciplinary Record of Response.

### **MCC Behavior Response Guide**

Leaders are expected to use their best judgment given the conditions, location and resources available, and to put the safety of all participants first. When in doubt, Leaders should contact their regional office. There is a chart at the end of this section to provide general guidance.

### **D. Youth Crew Personnel Policies**

- Attendance: To successfully complete MCC's youth crew program, youth participants are expected to attend all program activities. Attendance and participation in recreational and educational activities are equally as important as attending service projects.
- Unexcused Absences: Unexcused absences are not permitted and will be dealt with by Leaders and/or regional staff using MCC's disciplinary action procedures.
- Excused Absences: Youth participants on a non-expedition crew will be allowed up to two days excused absences. Three or more days of excused absences will be reviewed and evaluated by regional staff. At the discretion of regional staff, participants with excessive absences may 1) be required to perform additional non-MCC volunteer hours in order to receive a full service award; or 2) be asked to leave the program.
- Late for work: Tardiness will be addressed using MCC's disciplinary action procedures.
- Pick-up of Youth: Parent/Guardian's must authorize any non-parent/guardian person to pick up a participant.

Authorized persons will be indicated on the youth participant's enrollment paperwork; any additional individuals must have advanced verbal or written authorization by the parent/guardian (i.e. phone the office/Crew Leader ahead of time or send a note with the Crew Member). Staff are required to see ID and check it against the authorized persons list for picking up youth.

- Program hours: MCC's youth expedition programs generally operate for an entire two or four weeks including some weekends. Staff must establish and communicate to parents the regular program hours. Only in case of emergency, extreme circumstances or through the course of disciplinary procedures shall participants be sent home early.
- Service Award: A service award is not a stipend or salary. Participants receive their service award only upon successful completion of the MCC program. A service award amount may only be reduced as a result of excessive absences, upon approval by regional staff.
- Electronics: Cell phones, portable stereos/radios, MP3 players, DVD players, and other similar devices will not be allowed while participating with MCC's youth programs. Leaders will be permitted to carry cell phones for emergency purposes or to communicate with MCC staff. Crew Member's cell phones or other electronic devices will be confiscated and returned only when the session is over. Possession of electronic devices is grounds for disciplinary action.
- Weapons: Leaders and participants may not possess or use firearms or weapons. Participants are only permitted to carry folding-sheath pocket knives with blades no longer than 3 inches; any knife not fitting this description is prohibited and will be considered a weapon.
- Relationships: Sexual or intimate relationships between youth expedition participants are not allowed and will

result in disciplinary action, dismissal, and/or legal action. YCC youth participants may not engage in sexual activity during the workday.

- Harassment: MCC's Sexual Harassment Policy will be upheld and respected on each crew (see Harassment Section). MCC does not tolerate any sexist, racist, or sexual orientation related jokes, comments, songs, language, or behavior. Any occurrences will warrant discipline or dismissal.

### **E. Youth Crew Worksite Policies**

- Child Labor Laws: Leaders, staff, and youth must be familiar with, and comply with, standard OSHA child labor laws (these regulations may be obtained through the Regional Director). Relevant laws include, but are not limited to:
  - Youth 17 or under are not permitted to use any power-driven tools or assist in roofing, demolition, or excavation operations.
  - Youth 15 or under are not permitted to work longer than 8 hours per day (40 hours per week), participate in construction activities (including repair), or to work with ladders and scaffolding taller than 20 feet or on roof tops.
  - Youth under the age of 14 will not be permitted to be an MCC Expedition Youth Crew Member.
- Uniforms: Leaders and youth must wear uniforms at all times while on the work site. Working shirtless is not permitted, nor is working in short pants.
- Personal Protective Equipment (PPE): Youth participants and Leaders will have appropriate PPE on any time a tool is in hand. This includes: sharpening or handling, loading/unloading vehicles, carrying in hand to worksite, and using for work or camp purposes. All other guidelines for PPE as outlined in the Participant Policy Manual will be

followed.

- **Supervision:** Policies and procedures as outlined in the *Supervision* section must be followed. Youth may not be left under the supervision of any non-MCC staff or leaders, including the project partner or technical assistant.
- **Safety Circle:** Safety circle will occur daily and more often if the nature or site of the work changes significantly. Job Hazard Analysis and mitigation strategies will be identified before any work begins, and periodically as conditions change.
- **Stretching:** Warm up exercises will be performed daily, as well as afternoon stretching at the end of the work day.
- **Breaks:** Crews will take a minimum of one 15-minute break in the morning, a 30-minute lunch, and another 15-minute break in the afternoon.

## **F. Youth Crew Spike Camp and Recreation**

### **Spike and Recreation Policies:**

- **Stoves/Fires:** Youth may not light a camp stove or fire unsupervised and without previous training.
- **Sleeping Arrangements:** Youth members are not allowed, at any time, in anyone else's tent.
- **Expedition Leaders** shall place their tents in a central location between the tents.
- **Communication:** Any unexpected change in plan or location must be communicated clearly, concisely, and in a reasonable timeframe to regional staff. This includes, but is not limited to, any changes in spike camp location, project location, or other scheduled activity. Regional staff must know the location and planned activity of the crew at all times, and need to be able to communicate this to parent/guardians with short notice.

### **Youth Water Activity Safety Policies:**

Expedition Leaders and youth are strictly prohibited from swimming during MCC supervision unless there is a lifeguard

on duty. Dipping and wading is highly discouraged. Water activities, including wading and dipping, are inherently dangerous and are one of the leading causes of fatalities in the outdoors. All guidelines must be followed whenever water activity is allowed:

- Leaders must determine basic water confidence of each youth participant before any dipping or wading occurs.
- Leaders must explore and assess the water area, participant abilities, and weather conditions before deciding to allow dipping or wading at a spike camp.
- Leaders will brief participants before any water activity, outlining the acceptable and safe area. Acceptable water sites have the following characteristics:
  - Area is no larger than 50 meters by 50 meters, or out of sight of the supervising Crew Leader.
  - Water is not deeper than thigh high of the shortest member present.
  - Does not have a noticeable river current, and has a clear bottom.
  - Water and area are free of obstructions and sharp objects.
  - A water safety device such as a ring buoy or throw rope must be available.
- In all cases, no participant is to dip or wade:
  - Alone.
  - Without Crew Leader approval.
  - Between sunset and sunrise.
  - In an area that has not been approved by the Crew Leader.
- A supervising Crew Leader will be identified and stationed on-shore at all times during participant wading or dipping.
- Diving or jumping into water is forbidden in all circumstances.
- Leaders are required to use conservative judgment when

allowing wading or dipping. If the Crew Leader at all questions the safety characteristics of the site, wading or dipping should not occur. Leaders should not give in to peer pressure from the group if they determine that the site or the participants are not safe. Water activity is a privilege, not a right, and should not be treated lightly.

- Water Craft: Water craft use is strictly prohibited unless prior approval and arrangements have been made by regional staff. If approval has been made, all Leaders and youth participants must wear a personal flotation device (lifejacket) at all times while aboard watercraft.

### **G. Youth Crew Safety and Health Policies**

- MCC's Safety Policy will be upheld and respected on each crew.
- First Aid Kit: Only Leaders are allowed to access the MCC medical kit. Youth are not allowed access into the kit. If the first aid kit is not present at the work site, the crew cannot work.
- Medical History Questionnaire: This form, for each participant, must be kept with the Leaders at all times (generally inside the First Aid Kit), and is confidential. Youth cannot be treated by a medical professional without this release form.

### **Medications Policy:**

Leaders are responsible for storing and dispensing all prescription and non-prescription medications that may be required by youth participants, with the exception of life-sustaining medications (such as inhalers and epinephrine or personally prescribed anaphylaxis kits) and birth control pills.

- Medications must be in the actual bottle that the medicine was prescribed in, which must include dosage instructions.
- Medications must be kept in a secure place that is inac-



cessible by youth participants.

### **Reporting Suspected Child Abuse:**

If any MCC staff member, (Youth) Crew Leader or (Youth) Crew Member receives information, in any form, that indicates possible physical, emotional, verbal or sexual abuse of a youth under the age of 18 (whether through word of mouth, social media, first person disclosure, etc) they are to immediately report this information to their supervisor. Supervisors will work with the Director of Programs to determine next steps in the investigation or reporting process.

### ***Tips for talking to a member about abuse:***

- Remain calm.
- Ensure that the child is not at immediate risk.
- Listen carefully and take everything that you are told seriously.
- Acknowledge the courage it took to speak out.
- Get as many details as possible, but don't make the child feel like they are being interrogated.
- Be honest and talk through what you are going to do next. Explain that, in order to ensure their safety, it is your responsibility to report what they told you.
- Respect the child's confidentiality, but don't make promises you can't keep. If you promise to not tell anyone and then call to report the abuse, you may lose that child's trust and any chance of them confiding in you again.

### **National Child Abuse Hotline**

If you are unsure of whether or not you should report something or what the appropriate action to take is, call the 24-hour Child Abuse Hotline. The counselors can advise on what steps to take and can give you appropriate numbers to call.

**1-800-4-A-CHILD (1-800-422-4453)**

## **MT Child & Family Service**

To report child abuse or suspected abuse in Montana, call:  
**1-866-820-5437** (toll free, 24 hours)

## **Resources**

Montana Department of Child and Family Services:

**<http://www.dphhs.mt.gov/cfsd/>**

**The purpose of the following chart is to provide general guidance to Leaders in the field who are responding to behavioral incidents.**

Response Guide	Positive Crew Culture Everyday Behaviors	Escalating Behaviors	Disruptive Behavior
<p><i>Increase in severity or frequency of symptoms or behaviors. Behaviors are starting to cause concern for the physical/mental/emotional safety of member or crew</i></p>			
Focus of Leader	Cultivate positive crew culture, sense of belonging, safety of crew; physical, mental, emotional wellness	Learning new information and practices, accountability, facilitating behavior change, crew performance and safety	Safety and well-being of crew <i>*Requires removal from the field/ crew and regional staff will coordinate response</i>
Tools	Crew contract, check-ins and check-outs for member and group, culture of caring, code of conduct, team builders, safety training, defining expectations, CORE activities	<ul style="list-style-type: none"> <li>▪ Informal warning</li> <li>▪ Verbal warning</li> <li>▪ Written warning/ BCC</li> <li>▪ Crew Impact Circle</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff support</li> <li>▪ Non-negotiable policies</li> <li>▪ Behaviors not sustainable in field</li> </ul>
Examples	Crew adjusting to new schedules/ routines, demonstrating care/ support of CMs, challenge by choice, working through conflict	Major lack of participation, refusing to do required activities/ adhere to policies, repeatedly not wearing PPE, bullying/aggression	BCC non-compliance, violation of non-negotiable policies, violence, weapons, sex, drugs/ alcohol





## **Section 3: Incidents and Emergencies**

### ***I. INCIDENTS AND EMERGENCIES POLICIES***

#### **A. Exposure to Blood borne Pathogens Policy**

- MCC personnel will not be considered “designated first aid responders,” or having “a duty to act” such as is the case with ambulance or hospital staff. No organization job descriptions or other policies include such a designation.
- Participants’ rendering of first aid will be encouraged, but is only voluntary. If a participant chooses not to render first aid, no negative consequences will result to the participant by MCC. The fact that participants possess current first aid and CPR cards will not change their volunteer status. First aid is a voluntary act of one person rendering assistance to another, assistance that can and often will save a life.

#### **Preventing the Transmission of Blood borne Pathogens (BBPs)**

As a preventative measure, MCC provides, in each first aid kit, nitrile gloves and a mouth barrier device. This helps protect assisting participants from exposure contact on hands and mouth area (artificial respiration/CPR). A package of antiseptic wipes for post first aid clean-up is also included. Corps members will be trained in the proper use of these protective measures.

#### **Exposure Incidents**

An incident of exposure is a person’s contact with the blood or other body fluids of another person, when such contact involved a broken skin surface, eyes, nasal passages or oral cavity of the exposed person.

If someone is exposed to the blood or body fluids of another,

an incident/special report will be made by the Crew Leader of the exposed participant. After such incidents, MCC encourages a medical evaluation, including a Hepatitis B vaccination for an unvaccinated participant, if warranted.

In the case of an Exposure Incident, Leaders must consult Regional Staff.

\*Note: A drop of blood or fluid that gets on an unbroken area of skin surface probably does not constitute an exposure incident because there is not a direct path for the potentially infectious material to enter the body of the other person.

**ALL PAPERWORK FOR AN EXPOSURE INCIDENT MUST BE REPORTED AND TURNED IN TO THE REGIONAL OFFICE IMMEDIATELY AFTER AN EXPOSURE INCIDENT!**

### **B. Early Return to Work Policy**

In an effort to encourage rehabilitation and reduce workers' compensation costs, Montana Conservation Corps has developed an Early Return to Work program. The program involves a team effort by supervisors, the insurance carrier, the physician, and company management. All team members take an active role in returning the injured worker to a productive status.

Leaders and regional staff will make sure the injured participant receives proper care for injuries and will communicate closely with the treating physician to determine what tasks the injured member can safely perform. The regional staff will arrange light duty work, as needed for up to three weeks, to reduce lost time. It is both the injured participant's and the Leaders' responsibility to see that the participant stays within the restrictions provided by the physician. Leaders should consult and follow the Early Return to Work guidelines and procedures.

## ***II. Types of Incidents and Reporting Thresholds***

MCC has identified four levels of incident types. Type 1 is the most severe, and both type 1 and 2 include emergency services, other agencies, regional and state office staff. Type 3 or 4 incidents are handled within region or program. A type 1 incident is the biggest incident MCC will have to address.

### **Type 1—State Office takes over major roles**

A Type 1 Incident exists:

- In the instance of a fatality
- In the instance of multiple serious injuries
- When major property damage is sustained, including loss of office functionality

### **Type 2—Regional Offices handle with State Office oversight and Resource Support (personnel)**

A Type 2 Incident exists:

- When an incident could significantly affect MCC's public image/reputation
- When there is a significant evacuation using partner agency resources
- When someone becomes missing for more than four hours, and/or if Search and Rescue are involved
- When Regional Office becomes unable to function due to significant external or internal factors
- Significant property damage occurs

### **Type 3—Regional Offices handle and keep State Office informed**

These are generally relayed up the chain of command when a crew is on hitch, or working, traveling, or otherwise representing the MCC

A Type 3 Incident exists:



- When outside agencies are also made aware of the incident. Example: Submission of a State Fund First Report of Injury
- When Regional Office becomes unable to maintain full function due to external factors such as short-term weather or power outages
- When conditions exist which escalate the severity of a situation that may have otherwise been more easily mitigated/navigated (i.e.- remoteness of crew, intensity of weather conditions, incident involves a minor, etc.)
- When a Personal Locator Beacon or SPOT “SOS” is utilized
- When a circumstance from Type 4- Field Response moves from minor to major, the safety or effectiveness of an individual or the group is compromised or the decision making is beyond the safe scope of practice for the Leaders

#### **Type 4— Field Response**

These are handled in the field, and are not generally relayed up the chain until after the project is completed and/or when a crew returns from hitch

A Type 4 Incident exists:

##### **Behavioral/communication/conflict**

- Minor behavioral issues or policy violation that interfere with effectiveness of individual or group
- Minor constructive feedback from project partner or agency

##### **Medical**

- Ache or pain lasting less than 72 hours.
- Minor cuts or bruises, bug bites, or rash from poisonous plants

- Minor illness or sickness not progressing severity

### **Vehicle/Equipment**

- MCC vehicle with flat tire, dead battery, cracked windshield, or minor scrapes & dings internal & external
- MCC vehicle involved in close call (a near miss)
- Destruction, stolen, missing and/or loss of equipment or tools that interferes with the effectiveness of individual or group (not affecting safety)

### **Environmental**

- Encounters with wildlife that does not pose a threat to camp or worksite
- Weather that does not pose immediate life threatening conditions or require change to camp/project locations
- Living or environmental conditions that interfere with the effectiveness of individual or group (not affecting safety)

## ***III. Behavioral Health Continuum of Response***

### **A. Purpose**

The purpose of the following chart is to provide general guidance to participants in the field, and to regional staff who respond to calls or incidents related to known or unknown behavioral health conditions.

It is intended to help categorize symptoms and behaviors by what typically can be managed in the field, and what cannot. One must always use their best judgment given the conditions, location and resources. We must always put participant safety first. When in doubt, call your regional office.

## B. Continuum

Response Guide	Level Four (least severe)	Level Three
<i>Characterized by increasing symptoms or behaviors in severity or frequency. Behaviors are starting to cause concern for the physical/mental/emotional safety of member or crew</i>		
Examples of Symptoms  Presenting behaviors along the continuum which inform incident management decisions	General Wellness, things overall are going well  <ul style="list-style-type: none"><li>▪ Bouts of Sadness</li><li>▪ Verbal aggressiveness</li><li>▪ Lack of participation</li><li>▪ Withdrawn</li><li>▪ General anxiety</li><li>▪ Stress</li><li>▪ Homesickness</li><li>▪ Irregular sleeping and eating</li></ul>	<ul style="list-style-type: none"><li>▪ Self neglect (e.g. change in hygiene practices, etc.)</li><li>▪ Insomnia</li><li>▪ Eating issues</li><li>▪ Talking about self harm (cutting, <b>hurting one's self</b>, etc.)</li><li>▪ Suicide Ideation: No Intent/ No Plan/ Low Desire</li><li>▪ Extreme reactions</li><li>▪ Cognitive dissonance</li><li>▪ Increased anxiety</li><li>▪ Refusal to participate</li><li>▪ Crew sense of safety affected</li><li>▪ Medication issues</li></ul>
Response Management	In most cases, effectively Managed by FCLs. Document observations in hitch report.	Call to Staff Required

Response Guide	Level Two	Level One (most severe)
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*Characterized by increasing symptoms or behaviors in severity or frequency. Behaviors are starting to cause concern for the physical/mental/emotional safety of member or crew*

<p>Examples of Symptoms</p> <p>Presenting behaviors along the continuum which inform incident management decisions</p>	<ul style="list-style-type: none"> <li>▪ Active Self Harm</li> <li>▪ Active eating disorder</li> <li>▪ Suicidal ideation with Intent/Plan/High Desire</li> <li>▪ Debilitating depression</li> <li>▪ Anxiety episode that prevents participation</li> <li>▪ Acts of violence, aggression, threats</li> <li>▪ Danger to self and/or crew</li> <li>▪ Psychotic episode</li> <li>▪ Acute Distress</li> <li>▪ Abuse of medication</li> </ul>	<ul style="list-style-type: none"> <li>▪ Suicide attempt</li> <li>▪ Incident involving multiple crew members harmed</li> <li>▪ Any life threatening event</li> </ul>
Response Management	<ul style="list-style-type: none"> <li>▪ Evacuation Required</li> <li>▪ Medical/Psychological support and evaluation required</li> <li>▪ Follow emergency response protocols</li> </ul>	<ul style="list-style-type: none"> <li>▪ 911</li> <li>▪ Hospitalization</li> <li>▪ Emergency services required</li> <li>▪ Follow emergency response protocols</li> </ul>

## ***IV. Emergency Procedures***

### **A. Procedures for Injuries**

#### **1. SECURE THE SCENE:**

- Make sure the area is safe for you.
- Make sure the rest of the crew is safe and clearly knows to wait for your instruction.
- Put on nitrile gloves
- Take a deep breath, remain calm.
- Get support – pull a team together to assist you.

#### **2. RENDER FIRST AID: FOCUS ON BASIC LIFE SUPPORT:**

##### **Level of Response (LOR)**

- Does the patient respond to a verbal command?
- Does the patient respond to a physical command
- **If a patient doesn't respond to a verbal command or doesn't respond to a verbal and physical command, call 911.**

##### **(A) AIRWAY –**

- Does the unresponsive patient have anything in their mouth--look in first! If patient is unresponsive, there is reason to suspect that the patient choked.
- Attempt giving them one breath using protective barrier device.
- If that breath doesn't go in, reposition the head and attempt giving them a second breath.
- If that breath doesn't go in, begin chest compressions to help expel the object that is obstructing their airway.
- If there is no reason to suspect that the unresponsive patient has choked, look in the mouth. If nothing is in the mouth, immediately check for a neck (carotid) pulse. If no pulse, immediately begin continuous CPR with 30 chest compressions with hands only moving to 30 chest compressions followed by 2 breaths (following CPR pro-

tocols).

- (B) **BREATHING** – Is the patient breathing on their own? If no, begin rescue breathing with rescue barrier device one breath every 6 to 8 seconds.
- (C) **CIRCULATION** – Does the patient have a carotid (neck) pulse? If no, begin CPR. Do they have major bleeding? If yes, begin direct pressure at the bleeding site to stop bleeding while continuing CPR
- (D) **DISABILITY** – Are there broken bones and/or deformities? If yes, then treat them only after A, B, C's are treated.
- (E) **ENVIRONMENT** – Get the patient warm, dry and comfortable – do not move them if you suspect head or neck injury unless it is absolutely necessary.

### 3. GET THE BASIC SET OF VITAL SIGNS – Write them down on SOAP Note in First Aid Kit

**HR – Heart Rate:** how many beats per minute

**RR - Respiratory Rate:** how many breaths per minute (one inhale and one exhale equals one respiration)

**BP – Blood Pressure:** can you find a radial (wrist) pulse? Carotid (neck) pulse?

**Pupils** – are they equal to each other? Round? Reactive to light?

**Skin** – What is the skin color, temperature, and moisture?

### 4. TREAT FOR SHOCK:

- Get an insulated pad underneath the patient as soon as possible and if possible.
- Cover them to keep them warm.
- Hydrate patient only if they are alert, awake, can follow your commands and can swallow.
- Lie the patient down, if not already, with head uphill if on a slope. Do not elevate the feet.

## **5. SPREAD CALM**

- Control the scene.
- Make sure the rest of the crew is all accounted for, safe, and calm.
- Delegate tasks; give participants something to do, i.e.:
  - Assign a member to provide TLC to patient
  - Take notes
  - Collect warm gear including medical and other supplies, equipment, and resources that are needed
  - Purify or heat water
  - Make a litter
  - Plan for evacuation; identify and clear a landing zone (if needed)

## **6. MONITOR VITAL SIGNS**

- Assign a note taker:
  - Use SOAP Notes from first aid kit
- Re-check all vital signs every 5 minutes for a patient with “A, B, C” problem or otherwise every 10 minutes
  - Keep a running log of vitals
- Watch for change in vital signs; does the patient have a radial (wrist) pulse?
  - If not check for a carotid (neck) pulse. The more rapidly vital signs change, the sooner you need help.

## **7. TREAT ALL INJURIES TO THE SCOPE OF YOUR TRAINING:**

- Do the best you can with what you have
- Do not go beyond the scope of your training

**Once you have initiated first aid, you must continue first aid until:**

- You are relieved by someone of equal or higher training.
- You are too exhausted to continue.
- The scene has become unsafe for you.
- Obvious life-ending circumstances (i.e. decapitation,

decomposition).

- A physician tells you to “stop”.

## **8. STAY CALM – MAKE A PLAN:**

How soon do you need medical assistance? *Refer to section on Evacuations*

## **9. HOW TO CONTACT HELP:**

Using your Emergency Response Plan (ERP)

- **Cell phone** – Call 911 and MCC
- **Partner radio** – Use 9-line guidance to have dispatch call 911 and MCC
- **Payphone** – Call 911 and MCC
- **Satellite communication**— Satellite phone, SPOT device, other Personal Locator Beacons

## **10. SENDING RUNNERS FOR HELP – send three people (if you have enough people left to attend to the victim)**

Make sure they use their ERP to:

- Know where to go to call
- Know whom to call – do they have the phone numbers?
- Know the legal location (Township, Section, Range or Lat/Long coordinates) of the patient
- Know the extent of the injuries, chief complaint or nature of illness, know what first aid is being done
- Know how to stay in touch with the rest of the group
- Coordinate the plan for evacuation
- Have adequate food, water, clothing, and shelter for patient and caregivers

## **11. GET THEM TO MEDICAL HELP**

If this is a life threatening injury, use Emergency Response Plan to get the participant to medical help as quickly as possible.

## **12. DIVIDE AND SUPPORT**



One leader must remain focused on taking care of the uninjured Crew Members.

- Make sure uninjured Crew Members are physically and emotionally safe, have food, shelter, and water.
- Keep the group together and take care of their needs.
- MCC members should NOT respond to media or phone calls until MCC office has had a chance to respond to the emergency.

One Leader will remain with the injured participant(s).

- Make sure to gather the injured patient's medical history form.
- As soon as possible, this Leader will need to contact your MCC regional office, your regional on-call person, or the state office (406-587-4475) and provide details.

### **13. FOLLOW UP:**

Refer to *Procedures for Incident Follow Up*.

## **B. Procedures for Evacuations**

### **1. WHAT TYPE OF EVACUATION DO YOU NEED?**

Things to consider:

- A. Urgency of the situation (How life threatening is it? Is there an airway, breathing, circulation or bleeding problem? Is the condition getting worse?)
- B. What is the most probable type of evacuation (Are you in the backcountry? 1 hour or 14 hours away from a hospital?)
- C. What type of help can you get? Read each category below
- D. Make sure you have a plan for contacting your region-

al staff or appropriate MCC staff person

E. Use your SOAP notes to document times and locations

**TYPES OF EVACUATION:**

- Driving the member to the hospital in a vehicle
- Ambulance
- Meet the Ambulance En-route
- Overland Backcountry Evacuation with your crew
- Overland Backcountry Evacuation with law enforcement
- Medivac Helicopter

**2. MAKE A PLAN:** Once you have decided what type of evacuation is needed, use your ERP and 9-line to make a plan to carry out. If you need to call for assistance, make sure you can give them the following information:

- What happened? \_\_\_\_\_  
\_\_\_\_\_
- When? \_\_\_\_\_  
\_\_\_\_\_
- Where? \_\_\_\_\_  
\_\_\_\_\_
- Who was involved? \_\_\_\_\_  
\_\_\_\_\_
- Who is hurt? How badly? \_\_\_\_\_  
\_\_\_\_\_
- What are their current vital signs? \_\_\_\_\_  
\_\_\_\_\_
- Where are you now? \_\_\_\_\_  
\_\_\_\_\_
- What you have done so far? \_\_\_\_\_  
\_\_\_\_\_
- What assistance or action is required? \_\_\_\_\_  
\_\_\_\_\_
- How can you be contacted? \_\_\_\_\_  
\_\_\_\_\_

- 
- What are your plans? \_\_\_\_\_
- 

*Listen to dispatch and confirm the plan before breaking contact with them.*

### **3. TAKE ACTION**

**Typically, evacuations take a long time, so take some time to think through your plan.**

- Does your plan make sense?
- Does everyone know what is going to happen?
- Have we anticipated the consequences of our plan to the best of your ability?
  - Do you take or leave the first aid kit with the crew?  
For how long?
  - Do you leave the crew without a vehicle? For how long?
  - Does the communication device stay or go with the people evacuating?
- Make sure at least one leader stays with the injured member the entire time – at the hospital too
- Make sure to gather their medical history form and any documentations you have made
- Delegate duties to other members
- Make sure you are taking care of the needs of non-injured members (both physical and emotional)

### **4. CALL MCC STAFF AND APPROPRIATE AUTHORITIES RIGHT AWAY.**

### **5. CIRCUMSTANCES THAT REQUIRE MANDATORY**

**EVACUATIONS AND MEDICAL CLEARANCE:** If anyone has an airway, breathing, circulation, or bleeding problem that is uncontrolled or unresolved, immediate evacuation is required!

## **MANDATORY EVACUATIONS**

**Anaphylaxis** – Anaphylaxis is a severe allergic reaction that can have life-endangering effects on the circulatory and respiratory systems. It is the result from exposure to a foreign protein injected into the body by stinging or biting insects, snakes or from ingestion of food, chemicals and medications. The onset of symptoms usually follows quickly after an exposure (minutes after a bite or sting, 30-60 minutes after ingestion). Symptoms include shortness of breath, weakness, dizziness, generalized itching, evidence of shock, rapid onset of upper and lower airway obstruction and hives. Even if a person has their own anaphylaxis-kit and the condition is treated successfully, this situation requires immediate evacuation from the field for 24 hours and approval from an examining physician before the patient returns to work.

**Burns** – Evacuations are required if there are burns to the face, hands, feet, joint, or genitalia. Evacuations are also required if:

- 1) there are circumferential burns to an extremity
- 2) if there are partial thickness burns with blisters covering more than an area equal or greater than the size of 1 arm no matter where it is on the body
- 3) or if there are full thickness burns with black, charred skin.

**Diabetic Conditions** – Diabetes is a disease where the body does not produce or properly use insulin. Patients who experience a severe Diabetic episode, either the rapid onset of insulin shock or the slow onset of a diabetic coma, must be evacuated and cleared by an examining physician before returning to work.

**Joint Dislocations** – Dislocations of any joint are serious and

require evacuation and medical attention, even if the rescuer has successfully reduced the dislocation in the field. As with all evacuations, the patient must receive approval from an examining physician before the patient returns to work. The only exception to this policy is when the condition is chronic. Both the patient and rescuer must agree that an evacuation is not needed.

**Lacerations and Wounds**– Evacuations are required if:

the laceration is gaping open (stitches will be required), a wound is not healing with redness adjacent to the area and/or has red streaks going up the extremity toward the torso from the wound.

### **Behavioral Health Conditions meeting the thresholds within Continuum of Response**

**Seizures** – An evacuation and medical clearance is required after any seizure, epileptic or otherwise. A generalized grand mal seizure in someone who has epilepsy is not a medical emergency, even though it looks like one. It stops naturally after a few minutes and the average person may be able to continue work after a rest period. Nevertheless, a non-emergency evacuation is required unless this is a chronic pre-diagnosed epileptic condition and special arrangements have been made with your supervisor. If the person has more than one successive seizure, the person must be evacuated and receive medical clearance.

**Severe Asthmatic Reactions** – Asthma is a recurring inflammatory disease of the airways. All asthma patients are at risk for a severe exacerbation that requires aggressive management. Early recognition and prompt treatment could be essential to avoid an exacerbation. Anyone suffering from a severe asthmatic reaction should be evacuated and must

receive approval from an examining physician before returning to work even if the exacerbation is treated successfully in the field.

**Suspected Head Injuries** – Evacuations are required for all head injuries that result in loss of consciousness and potential brain damage. Patient may appear OK initially but then deteriorate over time so it is essential that they receive medical attention. Consult your first aid book for signs and symptoms of serious head injuries. Scalp wounds often include significant bleeding but unless accompanied by loss of consciousness, an evacuation is not mandatory if the bleeding can be controlled in the field.

**Suspected Spine Injuries** – Spinal injuries are identified through an assessment of the mechanism of injury and a thorough physical examination. Follow Emergency Procedure and First Aid protocols for a Spinal Injury. If all criteria below cannot be ruled out, the patient must be fully immobilized and evacuated to a medical facility.

- Patient is reliable (no drugs, no alcohol, no distracting injuries, no distracting emotions, no loss of consciousness)
- Patient is free of spine pain and tenderness
- Patient has normal motor, sensory and circulatory function in all four extremities

### **C. Procedures for Lost in the Woods**

A person/corps member is considered 'lost' when unable to find their way, when they become disoriented, are no longer visible to the persons searching, and/or are not back by an expected, previously agreed upon time.

**Prevention.** To Avoid Members Being Lost in the Woods, Prior to Leaving Camp:

- Clearly establish and communicate timelines with all members and leaders prior to departure
- Notify others of who is leaving, why you are going, where you are going, and when to expect your return.
- Take proper precautions such as a First Aid Kit, rain gear, food, water, communication devices, whistle, etc.
- Get familiar with the map and area. Review your plans with the group. Identify cardinal landmarks such as streams, peaks, & meadows according to camp location.
- Time the walk/hike; take a watch to time the hike and to know when to turn around.

**When it is believed that an individual is lost, begin following the 'Lost in the Woods' procedures:**

**1. SECURE THE SCENE:** Is the participant really lost? Make sure you are actually missing a participant. Are they asleep in the rig? Are they using the latrine? Is there a vista near your camp where participants have been hanging out?

**2. GATHER THE CREW TOGETHER AND GET INFORMATION:**

- Spread calm
- Ask who saw the participant last - when and where? This is the Point Last Seen (PLS), do not disturb the footprints and clues in this area
- Make sure no one knows where participant is
- Document all your findings in a clear and legible format

**3. CONDUCT A QUICK SEARCH OF THE IMMEDIATE AREA:**

- 1 Crew Leader & 2 crew members scan immediate area
- The other Crew Leader and crew stay put in central area
- Search aggressively for 15 minutes
- Yell out for lost participant, but give enough quiet time to hear a response from them
- After 15 minutes of searching, regroup and compare notes:

1. Did anyone hear or see any clues?
2. Does anyone have any idea where they might be?
3. Interview those who saw the participant last – ask lots of questions.

#### **4. CONDUCT A THOROUGH SEARCH FOR ONE HOUR:**

- Create two search teams of one Crew Leader and 2 crew members
- Leave one participant in camp in case lost person returns
- Each team should focus on separate search areas using the following clues:
  1. Where is the Point Last Seen
  2. Is there any natural containment – which direction would a person naturally walk. Look for geological features that would restrict wandering.
  3. Look for physical evidence of the missing person(s) boot prints, belongings left behind, etc.
    - When searching, keep group within earshot of each other
    - Spread out, search deliberately and comprehensively
    - If you find clues, document them – last known position (LKP)
    - Periodically call out for the lost party, but make sure to have periods of quiet when you may be able to hear them respond
    - Both teams search for one hour exactly, then return to camp
    - Compare findings, if any

#### **5. MAKE A PLAN TO GET HELP & CONTACT MCC OFFICE**

- Cell phone – Call 911 and MCC
- Partner radio – have dispatch call 911 and MCC
- Payphone – Call 911 and MCC

#### **If you need to send runners for help –**

- Send 3 people (1 Crew Leader and 2 crew members)



- Know where to go to call
- Know whom to call – do they have the phone numbers?
- Know the legal location of the crew
- Know how long the participant has been lost
- Know where the Search and Rescue team can meet them to initiate search (FS road directions, trailheads, etc.)
- Know how to stay in touch with the rest of the group
- Have adequate clothing, food, water, and first aid kit, and shelter

## **6. ONE CREW LEADER MUST KEEP IN TOUCH WITH THE OFFICE EVERY 30 MINUTES**

The MCC office will respond and support this emergency until it is resolved. It is essential to keep in contact with the MCC office at least every half hour. Follow the direction of the regional staff or other contact person.

## **7. THE OTHER CREW LEADER CONTINUES THE SEARCH**

- Always leave 1 crew member in camp at all times
- Send out a team of two participants (depending on crew size)
- Crew members left in camp should occasionally call out for lost participant. Give them other duties, i.e.: making food, keeping hot water, starting a campfire or waving flashlights (if dark), etc.
- Keep the search team together, covering the logical areas (trails, ridges, drainages)
- Look for clues, document them and identify with flagging tape
- Make sure search party has adequate clothing, food, water and shelter
- Search in one hour intervals, then return to camp and set out again with new participants

## **8. FOLLOW-UP**

Turn to the section titled Procedures for Incident Follow-Up.

#### **D. Procedures for Fatalities**

##### **1. SECURE THE SCENE**

- Make sure everyone is safe.

##### **2. SEE IF ANYONE ELSE IS HURT**

- Treat any injuries to the scope of your first aid training.

##### **3. FIND A SAFE PLACE**

- Get the crew to a safe location away from the area.

##### **4. SPREAD CALM**

- Address the emotional needs of the crew while you start making a plan. The crew needs you to be calm, cool, and collected. Keep the crew away from the body.

##### **5. SECURE THE AREA**

- One Crew Leader will need to go back to the scene with flagging tape
- Cordon off the area with flagging tape and make sure no one enters the area
- Do not disturb the area or move the body in any way
- Decide whether one Crew Leader should stay with the body, it would be a good idea if there is a chance the area will be disturbed or if there are a lot of hikers nearby who might stumble upon the scene

##### **6. GET TO A PHONE**

- Call local law enforcement and follow their direction
- Call your MCC regional office or the MCC state office immediately
- All communication with the public, including friends and family should be coordinated through the state office.

- Ensure that participants do not make any personal calls or social media posts about the event; all communication should take place through law enforcement and the MCC state office. It will take some time for the office to respond and they need that time to get the word out appropriately
- MCC must report work-related deaths to OSHA within 24-hrs of the incident. This report will be made by a Director (Regional or otherwise) or Associate Director.

## **7. GET TO A SAFE PLACE**

- Make sure you have access to a phone and that the staff member has your number
- Do not let participants speak with the media; a staff member will be appointed by the state office as a media representative
- Stay in contact with the office, make sure they can stay in touch, or set up a call back time

## **8. MANAGE THE EMOTIONAL NEEDS OF THE CREW**

- Give them a quiet and private space to grieve and cry
- Make sure you have food and water
- Stay strong, help is on the way

## **9. FOLLOW UP**

- Turn to the section *Procedures for Incident Follow Up*

### **E. Procedures for Incident Follow-Up**

The following things need to happen after an emergency. Some of them MCC regional or state offices will take care of; some of them you will need to complete. Make sure you address each one of these steps when talking to your regional staff.

- 1. GET IN TOUCH WITH THE OFFICE:** Your regional staff will

help you through the process, support your needs, give direction and handle all of the media relations and most other communications. Their job is to help you and your crew through the process. They will need to stay in repeated contact with you; make sure they have a phone number where you can be reached, or set up a series of call backs. Call in at the time you have agreed to, even if you have no updated information.

**2. CONTACT LAW ENFORCEMENT IF NEEDED:** MCC regional staff or a project partner will help you contact the appropriate law enforcement agencies. Make sure you coordinate a plan to meet law enforcement officials if necessary.

**3. CONTACT THE PROJECT PARTNER IF NEEDED:** If your crew will be missing work, or if the incident affects the project partner, regional staff will work with you to get in touch with them. The partner's phone number is on your Project Information Sheet.

**4. MANAGING THE MEDIA:** If the media is involved in the emergency, one staff will act as a media representative. **NEVER LET CREW MEMBERS** talk with the media during an incident or emergency. See the section in the Emergency Procedures Manual for dealing with the media.

The MCC state office will appoint a media representative during a major incident and all media inquiries should be channeled there. The office will send out press releases and keep the media updated throughout the situation. Try to keep your time focused on your crew and not the media.

**Under no circumstances should names of anyone on the crew be released.**

**5. GETTING HELP SENT YOUR WAY:** Regional staff will help

you identify crew needs and get help sent out to your location. Take time to figure out what your crew needs:

- Is the vehicle still operational?
- Has any gear been damaged?
- Do you need any human resources for a search?
- What do the participants need?

**6. CRITICAL INCIDENT STRESS DEBRIEF:** In the event of a major emergency, staff will make a plan for a Critical Incident Stress Debrief (CISD). This may happen at your location, or the crew may need to travel. The important thing is that you remain calm and focus on the needs of your crew until you can give over your charge to others who are on the way. Staff will need a lot of information from you to determine what type of debrief might be needed.

**7. CLOSE EVERY LOOP:** If you have left messages with people throughout the incident, make sure to call them back with updates as to how the situation is going, and most importantly, make sure to leave a message that the situation is completed and under control when it is over. Anyone who has been notified of the emergency must also be notified that the emergency is over.

## **8. PAPERWORK:**

For every incident, there will be paperwork to fill out:

- Incident Reports – for every incident or close call
- Worker’s Compensation Form for any incident on the worksite. This needs to be filled out completely and into the office within 24 hours of the incident.
- Physician’s Medical Release – for injuries that will prevent a participant from returning to work when medical attention is sought. These should be filled out by a physician or hospital official.

- A written report detailing the entire incident may be required for any incident or injury. As soon as you can, take time to jot notes down about the time, place, people, and response to the incident so that you can write a thorough report if needed.

*Get this paperwork completed and turned in as soon as possible.*

## **F. Procedures for Work-Related Injuries**

A work-related injury is any injury that results from activities performed within MCC's program parameters. This includes injuries sustained during work or in camp, even if the injury was caused by unsafe behavior on the part of the injured person. If the injury or illness is or may be work related, then file a Worker's Compensation claim. Sedgwick will then determine the validity of the claim and accept or deny it based on Montana's Workers Compensation law.

If the participant states that they believe the injury to be program related you must fill out a Workers Compensation form. Under no circumstance should you, as a Crew Leader, make a determination as to the validity of a claim or refuse to take someone to obtain medical treatment because of your personal view concerning the validity of the claim. If someone requests to be seen by a physician for an injury, you MUST take them as soon as prudently possible.

After an injury occurs, one of our main priorities after having the injury treated will be to get that participant back to work in any capacity, as soon as possible. If the participant can no longer perform standard duties, modified duties will be created to accommodate their abilities for a limited time. The Physician's Medical Release form must be completed and signed by the examining physician, so that we have documentation of the participant's physical limitations and abilities. Follow up on

all directions the physician gives, i.e.: secondary visit, prescriptions. Work with your regional staff to facilitate these requirements, following our Early Return to Work Policy.

### **1. Paperwork required for work-related injuries:**

- First Report of Injury, submitted by Regional Staff to Sedgwick
- Physician Medical Release. These forms need to be filled out by the attending physician, IF the injury will limit the capacity of the participant to work. If there is any question, have the doctor fill out the form.
- MCC Incident Report form.

*Return these forms to the MCC office, via regional staff, as soon as possible*

### **2. Work-Related Injury Checklist**

Following a work-related injury, make sure you have:

- Called the office
- Completed Workers Compensation forms
- Had physician complete the Physician's Medical Release, if necessary
- Completed MCC Incident Report
- Obtained prescriptions; managed other follow-up needs
- Made follow-up call to the office
- Debriefed with staff and participants

### **G. Procedures for Non-Work Related Injuries**

A non-work injury is any injury that occurs that is not within the scope of MCC's program parameters. This would include flu, common cold, other illnesses or injuries that cannot be directly attributed to program activities. Following a non-work injury, you do NOT need to complete a Workers Compensation

Form. Crew members are financially responsible for all expenses related to a non-work injury. They must use their own insurance (AmeriCorps or other) for medical expenses.

The only exceptions to this are vehicle incidents, which are covered under MCC's vehicle insurance.

### **1. Paperwork Required for a Non-Work Injury**

- Do Not** fill out a Workers Compensation form. The participant must use their personal medical insurance to cover medical costs.
- Fill out MCC Incident Report
- Make sure you communicate with the attending physician about the participant's ability to return to work. The physician may still need to complete the early return to work form.

### **2. Non Work-Related Injury Checklist**

Following a non-work injury, make sure you have:

- Called the office
- Completed MCC Incident Report
- Obtained prescriptions; dealt with other follow-up needs
- Discussed with staff and crew
- Established with MCC and physician the member's ability to return to work

### **Follow-Up to a Non-Work Injury**

- Find out if the participant needs a follow-up appointment with the physician
- Find out if any medications have been prescribed. If so, participants should pay for those themselves.



## H. Procedures For a Vehicle Incident

### 1. STOP! Assess Situation

- **I am #1.** If danger still exists, your first priority is to make sure nobody else gets hurt, including yourself.
- **Assess hazards**
  - Traffic, fuel, power lines, etc.
- **Get crew off of the road and out of danger.**
- **Establish traffic control.** Set off safety flares or warning devices if necessary to warn oncoming traffic that may pose a danger to the incident scene.
- **Solicit help from uninjured members, if necessary.**

### 2. Administer First Aid

- **Prioritize/Triage**—If there are multiple injuries, determine which injuries are the most serious. You may be forced to make difficult decisions about where your energies will be invested most usefully. If both leaders are injured, the Vehicle Swamper or a previously designated participant should take control.

### 3. Form a plan of action.

- **Take a deep breath!** Decide what needs to happen and form a plan of action. **Do not act in haste;** take a moment to determine the seriousness of injuries and decide how to respond.

### 4. Get Help

- **Call for Help:** 911 if available, MCC Regional Office or MCC State Office (406) 587-4475.
- **Flag down help** – If necessary, obtain help from other motorists. Tell them to get to a phone and contact the police.
- **Drive injured person(s) to the hospital yourself** – If you cannot contact help and the vehicle is still operational,

drive to a phone or a hospital.

\* Only if you have a severely injured person and no other way to get that person to the hospital should you leave the scene of an incident.

- **If you cannot contact help and the vehicle is not operational;** you will have to decide about whether you can safely send a group for help on foot.

## 5. Address injuries that do not need immediate hospitalization.

- These injuries should be treated on site. While one leader is making emergency calls, the other leader should attend to injuries.
- Make sure that the entire crew is safe and as comfortable as possible. Consider the emotional and physical needs of your crew. Remain calm and try to reassure others. The crew needs to feel that you are in control. They will want to know what to do, so give them instructions.

## 6. Document

**Supply detailed information about the emergency;** WRITE DOWN the following information before calling the office:

- What happened? \_\_\_\_\_  
\_\_\_\_\_
- When? \_\_\_\_\_  
\_\_\_\_\_
- Where? \_\_\_\_\_  
\_\_\_\_\_
- Who was involved? \_\_\_\_\_  
\_\_\_\_\_
- Is anybody hurt? If so, how badly? \_\_\_\_\_  
\_\_\_\_\_
- Where are you now? \_\_\_\_\_  
\_\_\_\_\_
- What you have done so far? \_\_\_\_\_  
\_\_\_\_\_

- 
- What assistance or action is required? \_\_\_\_\_
- 
- How can you be contacted? \_\_\_\_\_
- 
- What are your plans? \_\_\_\_\_
- 
- Pull patient's medical forms and make sure they get to the hospital with patient.

**7. Contact the MCC office as soon as possible.** If you are not able to reach someone at the office, refer to the MCC Emergency Phone List at the back of this manual. The responding staff will:

- Help you form an action plan and get assistance
- Handle requests for information from the media
- Help you decide whether to have all occupants of the vehicle examined by a physician to make sure there were no further injuries.
- Help you decide what to do with the vehicle if it cannot be moved.
- Help arrange alternative transportation and the delivery of any needed supplies.

Check in with the office **every hour** as the situation progresses! The office will need updated information to be able to answer questions from parents, the media, or others. The office may also have important information to relay back to you.

**8. Write down detailed and complete information about the incident, scene, other drivers, and vehicles involved. Exchange insurance information.**

- Name(s) and phone numbers \_\_\_\_\_
- 
- Exchange License number(s), and collect insurance infor-

mation\_\_\_\_\_

- Names, addresses, and phone numbers of witnesses\_\_\_\_\_

- Obtain written statements from witnesses, corps members and staff
- Take pictures of the incident scene if possible

**DO NOT** admit liability or responsibility for the incident

**DO NOT** threaten or intimidate the other party

**DO NOT** admit guilt/fault concerning the traffic incident

**DO NOT** discuss incident with anyone except Police Officers, MCC staff or Insurance staff

## **9. Paperwork Required for a Vehicle Incident**

1. Police reports are required for all multiple-vehicle incidents where possible (exceptions: private parking areas or places police will not respond)
2. Complete the Drivers Incident Report located in each vehicle
2. Complete an MCC Incident Report
3. If applicable, complete Worker's Compensation forms

## **I. Procedures for Chemical Spills**

### **1. Secure the scene**

- Make sure the area is safe for yourself and others
- Make sure the rest of the crew is safe and clearly knows to wait for your instruction
- Put on personal protective equipment

### **2. Know the spilled chemical**

- Review the chemical's Safety Data Sheet
- Identify warnings, first aid, cleanup & disposal procedures
- Follow any identified accidental release measures

- Have this information available for any emergency responders

### **3. Control the spill**

- Try to stop the leak or spill at once
- Place smaller containers in spill proof containers
- For larger leaks, try to plug the leak, if possible

### **4. Contain the spill**

- Keep the spill from spreading or getting worse
- Do not let the spilled material get into any body of water (If spilled on dirt dig a dike around spill)
- Liquid spills - spread absorbent– avoid sweeping powders with oxidizers
- Dust or wettable powder – lightly wet material or cover with plastic

### **5. Clean up the spill**

- Sweep or scoop up spill and place in a spill proof container (If spilled on dirt scoop up any contaminated dirt)
- Decontaminate or neutralize area
- Clean any vehicle and equipment contaminated as a result of the spill or cleanup effort
- Dispose of materials that cannot be decontaminated
- Clean yourself with soap and water

### **6. Altering emergency services & MCC**

Using your Emergency Response Plan (ERP)

- Alert MCC staff
- Emergency Response – 911
- Emergency phone number located on product label

### **7. Follow Up:**

Refer to Procedures for Incident Follow Up



## **V. MENTAL HEALTH FIRST AID**

### **A. ALGEE**

- A Assess for risk of suicide/harm**
- L Listen nonjudgmentally**
- G Give reassurance and information**
- E Encourage appropriate professional help**
- E Encourage self-help and other support strategies**

### **B. How to assist for suicidal thoughts and behaviors**

#### **1. Do not endanger yourself or others**

- Make sure the scene is safe and you are not putting yourself or others in danger.
- If on scene, check to see if there is anything around that could be used as a weapon and remove it from the scene.
- If the person is threatening you or others, call for assistance and remove the weapon from the scene as soon as a safe opportunity arises.

#### **2. Keep the person safe**

- Do not leave the person alone.
- Arrange for the person to be in a safe space free of weapons.

#### **3. Assess how serious or urgent the situation is**

- All thoughts or acts of suicide/self harm must be taken seriously. Ask:
- Have you decided how you would kill yourself?
- Have you decided when you would do it?
- Have you taken any steps to secure things you would need to carry out your plan?

#### **4. Tell the person you are concerned and want to help them**

- Express empathy.
- Respect the culture of the member (eye contact, physical space, language, etc.).
- Instill hope, let them know thoughts of suicide are common.
- Tell them that thoughts of suicide do not have to be acted on.

#### **5. Find someone to stay with the person while you call MCC**

#### **6. Assess the Situation with MCC Regional Staff and Determine Future Action**

- What were the answers to question #2 above?
- How did the leader find out this information (talking directly with member, friend, etc.)?
- Is it safe for the person and the crew for the person to stay?
- Does the family need to be contacted?
- What does the person want?

#### **7. Possible solutions and follow up**

- Contract with the participant that they will not try to kill/hurt themselves for 24 hours.
- Reduce the immediate stress by altering the crew schedule and the participant's level of participation in stressful activities.
- Structure emotional support for the participant from staff and the group; do not leave the participant alone; have staff sleep right next to them.
- Check in regularly with the participant; offer support and understanding.
- Transport participant to MCC office or home, whichever is closest and offers the best supervision. Notify the







## B. Other Emergency Contact Numbers

### Highway Patrol Numbers

Montana	(406) 841-7000
Wyoming	(800) 442-9090
Wyoming (Cheyenne)	(307) 777-4321
North Dakota	(701) 328-2447
South Dakota	(605) 773-3105
Idaho	(208) 884-7200

**State Fund Worker's Compensation** 1-800-332-6102

**Philadelphia Indemnity Insurance** 1-844-559-8336 ext7064  
Vehicle Insurance Policy# (PHPK1321511)

**Poison Control Center** 1-800-222-1222

## C. National and Local Reporting and Support Hotlines

### National Hotlines

<b>Crisis Text Line</b>	text "HOME" to 741741
<b>Suicide Hotline</b>	1-800-784-2433 1-800-273-8255
<b>Domestic Violence Hotline</b>	1-800-799-7233
<b>Sexual Assault Hotline</b>	1-800-656-4673
<b>Reporting Child Abuse</b>	<b>(MT)</b> 1-866-820-5437 <b>(Nat'l)</b> 1-800-422-4453 WY reports by county

Additional info for youth reporting available in Section 2. *Youth Programs*, subsection G. *Youth Crew Safety and Health Policies*

Call 911 if danger is imminent. 911 is not for filing complaints, contact local law enforcement to file criminal complaint.

(Continued on next page)

**Montana Coalition Against Domestic & Sexual Violence**  
(confidential reporting, direct services)

**Billings**

**YWCA Billings – Gateway**

Office: (406) 252-6303

24-Hour Crisis Line: (406) 245-4472

Text Help Line (406) 702-0229

**Bozeman**

**HAVEN**

Office: (406) 586-7689

24-Hour Crisis Line: (406) 586-4111

**Help Center**

Office: (406) 587-7511

24-Hour Crisis Line: (406) 586-3333

**Victim Options In the Campus Environment (The MSU Voice Center)**

Office: (406) 994-7662

24-Hour Crisis Line: (406) 994-7069

**Browning**

**Montana Legal Services Association**

Office: (800) 666-6899

**Great Falls**

**Mercy Home**

Office: (406) 452-1315

24-Hour Crisis Line: (406) 453-1018

## **Great Falls, continued**

### **Victim-Witness Assistance Program**

Office: (406) 315-1111

Crisis Line: (406) 771-1180 – Police

### **Voices of Hope**

Office: (406) 268-1330

24-Hour Crisis Line: (406) 453-4357

## **Helena**

### **Friendship Center**

Office: (406) 442-6800

24-Hour Crisis Line: (406) 442-6800

## **Kalispell**

### **The Abbie Shelter**

Office: (406) 752-4735

24-Hour Crisis Line: (406) 752-7273

## **Libby**

### **Lincoln County Crisis Solutions**

Office: (406) 291-0522

24-Hour Crisis Line: (406) 293-3223

## **Missoula**

### **U of M Student Assault Resource Center**

Office: (406) 243-4429

24-Hour Crisis Line: (406) 243-6559

### **YWCA of Missoula**

Office: (406) 543-6691

24-Hour Crisis Line: (406) 542-1944

**Pablo**

**CSK Tribal Crime Victim Advocate Program**

Office: (406) 675-2700

Crisis Line: (877) 231-5173

**SAFE Harbor**

Office: (406) 676-9242

Crisis Line: (406) 676-0800

**St. Ignatius**

**The Nest**

Office: (406) 745-3757

**Wyoming**

***Fremont County Alliance***

Riverton, Wyoming

**Crisis Line: 307-856-4734**

***Hot Springs County H.O.P.E. Agency***

Thermopolis, Wyoming

**Crisis Line: 307-864-4673**

## ***II. Area Hospitals***

### **A. Montana Hospitals**

Name	Address	Phone
Bozeman Deaconess Hospital	915 Highland Blvd. Bozeman, MT 59715	406-414-5000
Livingston Memorial Hospital	504 S 13th Street Livingston, MT 59047	406-222-3541
Madison Valley Hospital	217 US Hwy 287 PO Box 397 Ennis, MT	406-682-6862
Deaconess Billings Clinic	2825 8th Avenue N Billings, MT 59101	406-238-2501
Red Lodge Clinic	10 South Oakes Red Lodge, MT	406-446-2412; if no answer 406-446-2345
St James Community Hospital	400 S Clark Street Butte, MT 59701	406-723-2500
Barrett Memorial Hospital	610 N Montana St. Dillon, MT 59725	406-683-3000
Glendive Medical Center	202 Prospect Drive Glendive, MT 59330	406-345-3306
Benefis East	1101 26th South Great Falls, MT 59405	406-455-5000
St Peter's Community Hospital	2475 E Broadway St. Helena, MT 59601	406-442-2480
Central Montana Medical Center	408 Wendell Avenue Lewistown, MT 59457	406-535-7711
St Patrick Hospital	500 W Broadway St. Missoula, MT 59802	406-543-7271
Kalispell Regional Medical	310 Sunnyview Lane Kalispell, MT 59901	406-752-5111

## **B. Idaho Hospitals**

St Alphonsus Regional Medical	1055 N Curtis Road Boise, ID 83706	208-367-2121
Syringa General Hospital	607 W Main Street Grangeville, ID 83530	208-983-1700
Teton Valley Hospital	120 East Howard Ave Driggs, Idaho 83422	208-354-2383
Eastern Idaho Regional Medical Center	3100 Channing Way Idaho Falls, ID 83404	208-529-6111
Kootenai Medical Center	2003 Lincoln Way Coeur D Alene, ID	208-625-4000
Steele Memorial Hospital	811 Main St Salmon, ID 83467	208-756-5600

## **C. Wyoming Hospitals**

Campbell County Memorial	501 S Burma Ave Gillette, WY 82716	307-688-1000
North Big Horn Hospital	1115 Lane 12 Lovell, WY 82431	307-548-5200
St John's Hospital	625 Broadway Jackson, WY 83001	307-733-3636
West Park Hospital	707 Sheridan Ave Cody, WY 82414	307-527-7501
Sheridan County Memorial Hospital	1401 W 5th Street Sheridan, WY 82801	307-672-1000
Mammoth Clinic	Yellowstone Ntl Pk, WY 82190	307-344-7965
Old Faithful Clinic	Yellowstone Ntl Pk, WY 82190	307-545-7325



## D. North Dakota Hospitals

Name	Address	Phone
St Joseph's Hospital	30 7th Street W Dickinson, ND 58601	701-456-4259
Mercy Medical Center	1301 15th Ave W Williston, ND 58801	701-774-7400



