



Schuylkill River Trail Ambassador Manual

Our mission is to connect residents, visitors and communities to the Schuylkill River and the Schuylkill River Trail by serving as a catalyst for civic engagement and economic development in order to foster stewardship of the watershed and its heritage.

SRT Ambassador Responsibilities

The goal of the SRT Ambassador program is to provide a presence on the Trail in a non-enforcement capacity. Ambassadors will provide information to trail users, record and report problems to trail managers and take an active role in servicing and promoting the trail. Ambassadors are to call 911 if needed and are never to take on law enforcement type responsibilities.

Volunteers participating in the Trail Ambassador Program have specific requirements and duties. The responsibilities of Trail Ambassadors are varied and wide ranging but include:

- Interact with the public in a professional, courteous manner that reflects well on the program and avoids conflict
- Restock map kiosks at trailheads along the Schuylkill River Trail
- Distribute maps, membership brochures, volunteer information or trail information to interested trail users
- Help SRG with communications on the trail, for example, event advertisement through sign placement along the trail
- Offer your first-aid kit to assist trail users with First Aid issues. **Do not administer first aid due to liability concerns.**
- Report problems to SRG in a timely manner through online trail reports
- Use pink ribbon to mark trail hazards
- Submit the number of hours you volunteer each month through online platform
- Wear the provided clothing when serving as a Trail Ambassador so that you are clearly identified as an Ambassador
- Assist with events (optional)
- Solicit volunteers and donations - spread the word (optional)

Time Commitment

Trail Ambassadors are required to volunteer for a minimum of 8 hours a month April through October (Trail Season) to maintain their status. **There is no upper limit to the number of**

hours. Trail hours should also be logged outside of Trail Season but are not required to maintain status in good standing.

Equipment Provided

Equipment listed below is issued to the Ambassador for their use. We ask that you return any materials not used if you are no longer an ambassador, if requested.

- **At start of program Ambassadors will receive:** 2 red ambassador t-shirts, first aid kit, Schuylkill River Trail Maps, Membership Brochures, pink ribbon

Instructions for using Pink Ribbon to mark hazards

- When you come across something on the trail that is a hazard or could impede trail use, that you can't easily take care of yourself, please mark it with PINK ribbon so it will be seen by approaching trail users.
- Use enough tape so that it can be easily seen.
- SRG needs hazards clearly marked until we can fix them.
- Please report the hazard as soon as possible as you normally would.

- **After an Ambassador logs 24 hours:** SRT Ambassador branded bike jersey or fleece (long sleeve or vest style)
- **After an Ambassador logs 56 hours:** SRT Ambassador branded bike bag

Public Contact

The core of the Ambassadors role is interaction with other trail users public. You should feel comfortable talking with people and having people approach you while you are wearing the clothes that identify you as a Trail Ambassador.

Your role as an Ambassador is not perceived as an enforcement role and you should not engage in or suffer aggressive or confrontational behavior. **Should you witness or suffer aggressive behavior you should immediately remove yourself from the situation and report it to SRG and local law enforcement as appropriate.**

Communication with SRGNHA

Email is the main form of communication between SRG and SRT Ambassadors. Your e-mail address will only be used to inform you of volunteer activities, opportunities, issues, updates, and events on the Schuylkill River Trail. This information will not be sold or passed onto organizations.

You are asked to keep an accurate record of the amount of time you spend on the trail as a Trail Ambassador. The date, number of hours and section of trail you were volunteering on should be recorded and submitted at the end of each month to SRG.

If you would like to receive the electronic SRG Newsletter for regular updates about Schuylkill River Greenways' programs, projects and events, please sign up at <http://bit.ly/SRGNewsletter>.

The Schuylkill River Trail

The SRT forms the spine of the Schuylkill River Greenways National Heritage Area (SRGNHA), linking communities across geographic, socio-economic and political boundaries. It connects the growing number of trails and greenways within our region, creating an accessible network that provides transportation, recreation, and educational and economic opportunities.

The trail runs through five counties: Schuylkill, Berks, Chester, Montgomery and Philadelphia. When complete, it will travel 120 miles between Fort Mifflin, on the Delaware River, to Frackville in the historic coal region of Schuylkill County. Learn more about trail project updates here <https://schuylkillriver.org/programs-projects/current-trail-projects/>

- **For more information and updates about the Schuylkill River Trail, visit schuylkillrivertrail.com**
- **For more information about volunteering with Schuylkill River Greenways, visit schuylkillriver.org/volunteer**
- **For more information about Schuylkill River Greenways, please visit the website at schuylkillriver.org**

Applying to become a SRT Ambassador

To become a Schuylkill River Trail Ambassador, potential ambassadors must:

- Be at least 18 years old.
- Have a friendly, approachable manner when undertaking Ambassador duties.
- Be able to communicate with trail users
- Be willing to dedicate 8 on-the-trail hours a month during trail season
- Submit a State Issued background check. Complete the background check here: <https://epatch.state.pa.us/> Be sure to select New Record Check for Volunteers.
- Participate in an initial interview and orientation meeting with SRG staff
- Submit completed Volunteer Agreement and SRG Liability Waiver and Media Release
- Report volunteer hours and trail issues in a timely manner