



Ambassador Information Packet

- Reminders
- Supervisor phone list
- Volunteer schedule
- Park Facility Operations Hours

Three Rivers Website

Main Page - www.threeriversparks.org

Location of helpful information on the website:

- **About Us:** www.threeriversparks.org/page/about-us
- **Contact Us:** www.threeriversparks.org/page/contact-us
- **Construction:** www.threeriversparks.org/page/construction-projects
- **Parks & Trails:** www.threeriversparks.org/locations
- **PDF Park Maps:** www.threeriversparks.org/page/park-map-pdfs
- **Park District News:** www.threeriversparks.org/news-archive
- **Public Safety & Park Rules:**
www.threeriversparks.org/page/public-safety
- **Trail Conditions, Trails Open or Closed:** Click on "Things to do", click on activity (horseback riding, cross-country skiing, mountain biking) then view page.

Volunteer Page - www.threeriversparks.org/volunteer

Click on the Volunteer Resource Center:

- **Volunteer Recruitment Publications**
- **General Volunteer Materials** (volunteer handbook, work-related injuries flowchart, volunteer hours log, Volunteer Fun Pass fact sheet)
- **VicNet** (Link to VicNet login, instruction guide)

Other Sources of Information:

- Cross-Country Ski Guide – in park brochure racks and online
- Park maps – in park brochure racks and online
 - Avenza information:
<https://www.threeriversparks.org/news/three-rivers-geopdf-maps-available-avenza>
- Guest Information Referral forms & cards



Reminders

Volunteer Park Ambassadors

Please review the **Volunteer Handbook** posted on the Volunteer Resource Center at www.ThreeRiversParks.org/volunteer. Also review Park District information for your park. Any questions that you have may be directed to park staff, your unit supervisor or Volunteer Office staff.

Procedures Summary

Schedule Shifts Before Volunteering

- Schedule all ambassador shifts in advance using VicNet or email. If you don't have access to VicNet speak directly with unit supervisor (phone or in person). (See attached supervisor contact list.)

Report Hours After Volunteering

- VicNet is preferred. Ambassadors new to a park must contact the unit supervisor before using VicNet for their park(s). Go to: www.threeriversparks.org/volunteer/resource-center.aspx for a link to VicNet and instructions. Your logon is your email. Create your own password.
- Other options:
 - VicTouch, a computer clock in/out system, is used at some sites. You will need your pin which is your volunteer number.
 - Volunteers who don't have computer access may discuss options for reporting hours with the site supervisor.

Identify yourself as a Park District Park Ambassador volunteer

- See below.

Carry information and phone.

Report any safety concerns.

- Email your supervisor for any trail or safety concerns.

Communicate with your Supervisor

- Get to know your unit supervisor and park staff! When you volunteer, check with staff and report what you see on park trails and ask any questions or offer suggestions that you may have.

Clothing and Equipment

Ambassador Clothing

- Wear a name tag and maroon Ambassador bib, t-shirt, or other maroon with ambassador patches. Ambassador bibs and name tags may be checked out

at designated locations. *A complimentary volunteer T-shirt is provided to new volunteers. Engraved nametags are provided after 50 hours.*

- _ All clothing must be neat in appearance.

Information Packs

- _ Please carry maps and park information with you that will help you answer questions.
- _ You will occasionally have access to fun give away items that you can hand out as you wish.
- _ Carrying of additional items (ie bandaids) for handout is at your discretion.

Cell Phones

- _ Please carry a cell phone. If you are willing to receive calls from facility staff or Park Police, please give park staff your cell phone number.

Recreation Equipment

- _ Volunteers are expected to provide own equipment maintained in safe operating order. Volunteers may use park rental equipment while volunteering if equipment is available. Rental is free of charge while volunteering; however, volunteers should follow regular rental procedures (bring your driver's license. Ask the Park Operations Supervisor at each park for procedures. Park rental equipment must stay in the park where it is rented. Horses are not available for rent. Horse Ambassadors must provide own horse, tack and transportation to park.

Miscellaneous Info

Ambassador hours and locations

- _ Refer to the attached schedule. Schedules are determined according to the needs of each park. Contact unit supervisors with any questions about volunteer hours for the parks/trails under their supervision.

Trail Passes

- _ Trail fees are waived for volunteer ambassadors while on-duty, in uniform and scheduled in advance. Passes are required when not on duty.
- _ Active volunteers earn park privileges through the Volunteer Fun Pass Program which is mailed to volunteers each November. For details review the Volunteer Fun Pass Program Fact Sheet online.
- _ **Site Orientation:** New ambassadors or ambassadors from another park should contact the volunteer supervisor for the park and arrange a site orientation to become familiar with procedures and information for that park. These visits will need to occur during a slow time of day.

Park/Ed. Sites & Horse Trails Unit (Recreation Areas – XC ski/snowshoe/walking/biking/skating): Staff										
Winter	Summer	primary contact	Park	Facility for check- in	Main facility number	Staff name	Title	Email	Office number	Cell number
	x		Baker	Campground office	763-694-7662	Jane Thompson	Park Service Assistant	jane.thompson@threeriversparks.org	763-694-2028	612-490-2028
	x	x	Baker	Campground office	763-694-7662	Bri Koch	Park Operations Supervisor	Bri.Koch@threeriversparks.org	763-694-7663	612-704-0770
x			Baker	Chalet	763-694-7660	Jane Thompson	Park Service Assistant	jane.thompson@threeriversparks.org	763-694-2069	612-490-6708
x		x	Baker	Chalet	763-694-7660	Bri Koch	Park Operations Supervisor	Bri.Koch@threeriversparks.org	763-694-7663	612-704-0770
x	x	x	Carver	Lowry Nature Center	call direct #	Darren Dummer	Park Operations Supervisor	Darren.Dummer@ThreeRiversParks.org	763-694-2012	612-290-0106
	x		Carver summer/Elm Creek	Lowry Nature Center	call direct #				763-694-2075	612-290-0116
x	x	x	Crow-Hassan	none	See Baker	See Baker	Baker Staff			
x	x	x	Mississippi Gateway	Visitor Center	763-694-7790	Ashley LeVoir	Interpretive Naturalist	Ashley.LeVoir@threeriversparks.org	763-694-7694	
x	x		Cleary	Visitor Center	763-694-7777	Tom Balk	Park Operations Supervisor	Thomas.Balk@threeriversparks.org	763-694-7777	
x	x	x	Cleary	Visitor Center	763-694-7777	Shaun Mertes	Facility Supervisor	Shaun.Mertes@threeriversparks.org	763-694-7777	
x			Eagle Lake	none	call direct #	Brian Pabst	Golf Program Supervisor	Brian.Pabst@threeriversparks.org	763-694-7698	
x			Eagle Lake	none	call direct #	Troy Nygaard	Park Operations Supervisor	Troy.Nygaard@threeriversparks.org	763-694-7697	763-528-1730
x	X	X	Eastman Nature Center	Nature Center	763-694-7700	Vicky Wachtler	Naturalist	vicky.wachtler@threeriversparks.org	763-694-7702	
x	x	x	Elm Creek	Chalet: Dec.-Mar.; Concession: summer; Eastman NC: spring & fall	763-694-7894	Dominic Ray	Park Operations Supervisor	dominic.ray@threeriversparks.org	763-694-7771	612-490-0864
	x		Fish Lake	Pavilion	See French	See French	French Staff			
x	x	x	French	Visitor Center	763-694-7750	David Baker	Facility Coordinator	David.Baker@threeriversparks.org	763-694-7753	612-490-0861
x	x	x	French	Visitor Center	763-694-7750	Sam Kiesow	Facility Supervisor	Sam.Kiesow@threeriversparks.org	763-694-7752	612-490-0175
	x		Gale Woods Farm	Visitor Center	763-694 2001	Andi Anderson	Program Coordinator	Andi.Anderson@threeriversparks.org	763-694 2007	
x	x	x	Hyland	Visitor Center	763-694-7687	Mel Gromatka	Facility Coordinator	melissa.gromatka@threeriversparks.org	763-694-7606	612-490-0860
x			Hyland	Visitor Center	763-694-7687	Sam Fuhrman	Facility Supervisor	samuel.fuhrman@threeriversparks.org	763-694-7606	
x			Hyland	Visitor Center	763-694-7687	Lori Lindahl	Park Service Assistant	lori.lindahl@threeriversparks.org		612-490-0922
x			Hyland	Visitor Center	763-694-7687	Dario DePaz	Park Operations Supervisor	dario.depaz@threeriversparks.org	763-694-7687	
x	x	x	Kingswood	none	See Carver	See Carver	Carver staff			
x	x	x	Lake Minnetonka	none	See Carver	See Carver	Carver staff			
	x	x	Lake Rebecca	none	See Baker	See Baker	Baker Staff			
x	x	x	Murphy	Trailhead	See Cleary	See Cleary	Cleary Staff			
x	x	x	Richardson Nature Center	Nature Center	763-694-7676	Kimi Aisawa Romportl	Naturalist	kimi.aisawaromportl@threeriversparks.org	763-694-7679	
x	x	x	Silverwood Park	Visitor Center	763-694-7707	Seth Eberle	Silverwood Educator	seth.eberle@threeriversparks.org	612-508-6217	612-508-6217
x	x	x	Spring Lake Park	none	See Cleary	See Cleary	Cleary Staff			
x	x	x	The Landing	none		see Hyland				

Regional Trails Unit (Apr. 15-Oct. 31)

	x	x	Regional trails	none	call direct #	Danny McCullough	Regional Trails Manager	Danny.McCullough@threeriversparks.org	763-559-6746	651-271-7590
	x					Becca Conser	Volunteer Coordinator	volunteer@threeriversparks.org	763-694-2070	

Hyland Hills Ski Area Unit (formerly Mountain Host Unit)

x		x	Hyland Hills Ski Area	Chalet	call direct #	Bill Kauffmann	Facility Coordinator	bill.kauffmann@threeriversparks.org	763.694.7669	
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Staff providing overall coordination and management of volunteer park patrol/ambassador program

x	x	x	District-wide	Volunteer Office	call direct #	Becca Conser	Volunteer Coordinator	Rebecca.Conser@threeriversparks.org	763-694-2070	
			District-wide	Volunteer Office	call direct #	Katie Brom	Volunteer Coordinator	Katherine.Brom@threeriversparks.org	763-559-6704	

2023-2024 Winter Park Ambassador Schedule

Parks	Ambassador hours	Off-Peak Ambassador hours	Off-peak max # Ambassadors	Peak Ambassadors hours	Peak max # Ambassadors	Supervisor
Park Trails Unit						
Baker	9am-5pm ²	Weekdays	4 per shift	Weekends and Holidays	4 per shift	Bri Koch Jane Thompson
Crow-Hassan	Daylight hours ²	Daylight hours ²	3 per shift	Same	No limit	
Lake Rebecca	Daylight hours ²	Daylight hours ²	3 per shift	Same	No limit	
-LR-Mtn Bike trail	Daylight hours ²	Same	No limit	Same	No limit	
Carver	Daylight hours ²	Weekdays	4 per shift	Weekends and holidays	4 per shift	Darren Dummer
Kingswood	Daylight hours ²	Daylight hours ²	4 per shift	Daylight hours ²	4 per shift	
Lake Minnetonka	Daylight hours ²	Daylight hours ²	2 per shift	Daylight hours ²	2 per shift	
Cleary	9am-7pm ¹	Weekdays: 9am-2pm; 6-7pm Weekends: 9-10am, 6-7 pm	2 per shift	Weekdays: 2-6 pm ¹ Weekends: 10am-6pm ¹	2 per shift	Tom Balk Shaun Mertes
Murphy-Hanrehan	Weekends: 8am-2pm ²	Weekdays	---	Weekends: 8-11, 11-2	2 per shift	
-MH Mtn Bike trail	Daylight hours ²	Same	No limit	Same	No limit	
Spring Lake Park	Daylight hours ²	Same	No limit	Same	No limit	
Elm Creek	9am-9pm ¹ ; 5am-9am before building is open while lights are on	Same	No limit	Same	No limit	Dominic Ray
-EC Mtn Bike Trail	Daylight hours ²	Same	No limit	Same	No limit	
Hyland	9am-9pm ¹	Weekdays: 9am-3pm Su: 9am-noon and 6-8 pm	2 per shift	Weekdays: 3-8 pm Weekends: Sat all day; Sun. noon - 6pm	4 per shift	Dario DePaz Mel Gromatka Sam Fuhrman
French	9am-8pm ¹	Weekdays, daytime; weekends, evenings	2 per shift	Weekday evenings & weekend days	4 per shift	
Eagle Lake	Daylight hours ²	Same	No limit	Scheduled races; Youth Ski League	No limit	Brian Pabst Troy Nygaard
Mississippi Gateway	Daylight hours ²	Same	No limit	Same	No limit	Ashley LeVoir
Silverwood Park	Daylight hours ²	Same	No limit	Weekends and holidays	No limit	Seth Eberle
Hyland Hills Host Unit						
Hyland Hills Ski Area	Weekends/Winter Break: 8:15 am-5:30pm	---	---	8-11am 10:30am-1:30pm 12:30-3:30pm	2 per shift	Bill Kauffmann
Horse Trails Unit - Winter						
Murphy and Crow-Hassan	Daylight hours ²	Same	No limit	Same	No limit	See Park list

Notes:

¹ Hours when ski trails are open, and lights are on. 9am-5pm at other times (when lights are not on, or ski trails are closed).

² Volunteer Ambassadors will only be scheduled during daylight hours or at sites with lighted trails.

**FACILITY OPERATIONS
HOURS Winter 2023-2024
December – Mid March**

Park Hours 5:00 am – 10:00 pm

French Visitor Center	9:00 am – 8:00 pm 9:00 am – 5:00 pm	<i>Snow</i> <i>No Snow</i>
Cleary Visitor Center	9:00 am – 7:00 pm 9:00 am – 8:00 pm 9:00 am – 5:00 pm	<i>Snow</i> (Sun-Thurs) <i>Snow</i> (Fri/Sat) <i>No Snow</i>
Elm Creek Chalet	9:00 am – 9:00 pm 8:00 am – 9:00 pm	Weekdays Weekends/Holidays
Hyland Visitor Center	9:00 am – 8:00 pm	<i>Snow</i>
Silverwood Park Visitors Center Every Day		9:00AM-5:00PM
Baker Ski Chalet	9:00 am – 5:00 pm	Daily (when ski trails are open)
Carver Trailhead	Ski, Singletrack & Archery 12:00 – 5:00 pm M-F; 9-5 Weekends	
Eagle Lake Visitor Center	Open during XC ski meets only	
Glen Lake Visitor Center	11:00 am – 5:00 pm 9:00 am – 5:00 pm (when ski trails are open)	Weekdays Weekends

SKI TRAIL LIGHTS

- 5:00 am – Sunrise
- Sunset – 10:00 pm

No Snow

- Fall hiking under the ski lights
 - Lights on until 10:00 pm
 - September 1 until the first snowfall

Snow, No Rentals

- Lights on until 10:00 pm
- Visitor Centers Open 9:00 am – 5:00 pm

CROSS-COUNTRY SKI RENTALS

- Early December to mid-March (tentative)
- Skis may be rented earlier/later in the season due to snow

conditions

- Elm Creek/Hyland: Early December – End of March (tentative)

SLIDING HILL

- Sliding hills open until 10:00 pm daily
- Sliding hill lights ON: Sunset – 10:00 pm
- No lights at Richardson Nature Center sliding hill

Holidays:

Thanksgiving Day	Facilities Closed	Lights on until 10 pm
Christmas Eve	Facilities Closed at 2 pm	Lights on until 10 pm
-Elm Creek	Facilities Closed at 3 pm	Lights on until 10 pm
Christmas Day	Facilities Closed	Lights on until 10 pm
New Year's Eve:		
-Elm Creek	8:00 am – 9:00 pm	Lights on until 10 pm
-French, Cleary*	9:00 am – 8:00 pm	Lights on until 10 pm
Hyland		

*Closed at 5pm if no snow