

Household Hazardous Waste (HHW) Program Volunteer Program

Current Volunteer Activities

- HHW training – 2 hrs of classroom awareness, safety, personal protective equipment, and review of packaging guidelines. Includes viewing an HHW 25 minute video; Your Toxic Trash.
- Volunteer tasks – greeting, unloading vehicles, sorting by class type, pouring oil and antifreeze, consolidating latex paint and soaps & wax. Attachments include list of Volunteer Assignments and Volunteer Matrix.
- Maintain volunteer database – contact information, training date, and volunteer service data.

Proposed Improvements

- Expand training requirements for volunteers handling hazardous materials to include additional safety and hazmat awareness information, and incorporate hands-on activities to include detailed sorting procedures.
 - City Risk Management & City Attorney recommends training comparable to the OSHA HAZWOPER for the work being performed. After discussion with City Risk Management, City Attorney, City Central Safety Services (CSS), ES Safety Officer, and Program management it was decided to proceed with an 8 hour class/certification.
 - CSS recommends initial personnel monitoring for staff.
 - Environmental Training Center's (ETC) Corey Reed will develop the course and course materials – HHW Volunteer Training. City will pay for course development and therefore own the manual.
 - Course material will follow OSHA's recommended subject matter addressing specific HHW activities. Will include site specific slides, short video of collection events, table top exercises, and HHW facility tour.
 - All current volunteers must certify, inactive volunteers for more than 1 year must re-certify, and an annual refresher will be required.
- Maintain additional volunteer files for initial certification, recertification, annual refresher, and additional hazmat certifications (24 or 40 hour HAZWOPER) voluntarily provided by volunteers.
- Require volunteers sign a Waiver/Indemnification statement.
- Initial training provided by ETC
 - ETC facility or City central facility.
 - 20 person maximum per class. Initial training estimated for 30-40 active volunteers.
 - City contract allows for \$800 classes from 1-10 people. Additional people are added at \$80 per person.
 - Initial training expense estimated at \$3,200 plus course development (estimate pending).
 - Additional training for new volunteers may be completed through ETC or by ES staff.

VOLUNTEER ASSIGNMENTS

Greeter – Front line volunteer. Greets the public, obtains basic information through surveys and directs customer to appropriate drop-off point. Can provide basic Program information on printed information materials, such as brochure, flyers, fact sheets, etc.

Information/Education Provider – Can provide general Program information and operational information, such as annual statistics, waste streams handled, waste stream processes, associated hazards, proper handling, and precautionary practices.

Service Attendant – Front line volunteer handling hazardous materials at customer drop-off points and directs traffic. Unloads vehicles observing waste materials and interfaces with customer to identify materials. Ensures materials are labeled, ensures restricted items are not unloaded, and observes for leaking items (uses plastic bags for leaking non-hazardous items). *Leaking hazardous items must be handled by staff or 40-hr trained volunteers by placing inside a plastic bag.* Communicates unusual circumstances with on-site staff. Interfaces with customer to explain restricted items and provides proper information/direction. Places materials in rolling cart (secondary containment) and delivers materials to sorting tables in the hazmat area. Communicates with Sorting Specialists providing key information regarding materials placed on tables. Announces spills during unloading process and contacts a staff member. Volunteers cannot assist with spill cleanup unless they have special clearance with proper training. May assist loading filled transportation containers on transport vehicles. May assist with general site set-up and break-down.

Sorting Specialist – Front line volunteer identifying, classifying, and packaging materials set on the sorting table(s). Inspects materials ensuring containers have labels, are tightly sealed, and the integrity of the container is sound for transportation. Sets unknowns, materials with no labels, on the hazcat table and communicates with on-site staff. *Volunteers cannot hazcat unknowns unless they have special clearance with proper training (minimum of 40-hr certification).* Volunteers authorized to hazcat may proceed with oversight from on-site staff. Sort materials by classifying using the 9 hazard class system and Program established waste streams. Places materials properly classified into waste stream containers (secondary containers), which are properly labeled. Leaking items placed in a plastic bag and sealed may be placed in secondary containers. Ensure all materials are upright and tightly packaged. Opens and pours used oil, cooking oil, other lubricants in “Used Oil” container, and antifreeze in “Antifreeze” container. Announces spills during sorting and packaging and contacts a staff member. *Volunteers cannot assist with spill cleanup unless they have special clearance with proper training.* May label and seal filled transportation containers with on-site staff supervision. May assist loading filled transportation containers on transport vehicles with on-site staff supervision. May assist with general site set-up and break-down.

VOLUNTEER TRAINING MATRIX

	Greeter	Information/E ducation Provider	Service Attendant	Sorting Specialist	HHW Staff & 40 Hr HAZWOPER Volunteers
Greet	X	X	X	X	X
Public Surveys	X	X	X	X	X
Drop off Procedures	X	X	X	X	X
Provide Program Info		X	X	X	X
Observe Waste Materials			X	X	X
Screen for restricted items			X	X	X
Unload mats.			X	X	X
Bag non-hazardous leaking items			X	X	X
Identify Matls.				X	X
Classify Matls.				X	X
Pack Matls.				X	X
Pour oil & antifreeze				X	X
Close filled containers				X	X
Load filled containers				X	X
Set-up & break-down				X	X
Respond & clean-up spills					X
Bag hazardous leaking items					X
Hazcat unknowns					X
	2 Hour Awareness		8 Hour HHW Training		40 Hour HAZWOPER