

Volunteer Coordination

March 19-23, 2018

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: March 1, 2018
To: Supervisor
From: Debbie L. Fredricks, Chief
Training Section
California State Parks
Subject: Employee Attendance at Formal Training

An employee from your office will soon be attending the formal training program described in the attached. Ensure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work. You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace.
3. Support the employee's use of the training at the work place.

Three Months Following Training

1. Supervisor evaluates the effectiveness of the training on the employee's job performance and login to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Debbie L. Fredericks
Training Section Chief

Attachment
cc: Participant

TABLE OF CONTENTS

Formal Training Guidelines	1
Program Attendance Checklist.....	6
Post-Training Assignment	7
Agenda.....	8
Program Purpose and Performance Objectives	10
Map	18

Mission Statement Training Section

The mission of the Training Section is to improve organizational and individual performance and productivity through consulting, collaboration, training, and development.

TRAINING SECTION STAFF

Debbie L. Fredricks.....	Training Section Chief
Ann D. Slaughter	Mott Training Center Manager
Jack Futoran	EMS and LFG Training Coordinator
Jeff Beach.....	Training Consultant
Joel Dinnauer.....	Training Consultant
Dave Galanti	Training Consultant
Karyn Lombard	Training Consultant
Sara M. Skinner	Training Consultant
Jason Smith	Academy Coordinator
Jeremy Alling	Cadet Training Officer
Matt Cardinet	Cadet Training Officer
Raymund Nanadiego	Cadet Training Officer
Lisa Anthony	Program Coordinator
Edith Alhambra	Assistant Program Coordinator
Alex Franck.....	Assistant Program Coordinator
Jessica Kohls.....	Assistant Program Coordinator
Nate Steffen.....	Assistant Program Coordinator
Pamela Yaeger	Assistant Program Coordinator

THE MISSION

of the California State Parks is to provide for the health, inspiration, and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS). Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.
3. **TRAVEL:** Arrange your travel to and from the training site through your District or Office. (No reimbursement for travel expense – including per diem costs – will be approved for travel not specifically authorized in advance by the District Superintendent).

Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6. The Mott Training Center does not have the capability to provide transportation to/from Monterey Airport.

The cost of your travel (airfare, mileage, rental car, etc.) is paid by your District or Office **to** and **from** the location of training.

4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 11:00 a.m. on the date of departure. The Department provides your room and board expenses at the Mott Training Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. Advise the Training Consultant no later than one week before your scheduled arrival if you plan to live off-grounds. No animals are permitted in housing. In the event of an emergency, staff must know your room assignment; therefore, you may not switch rooms without staff approval. Overnight guests are not allowed. Quiet hour is 10:00 p.m.
5. **ENROLLMENT OR HOUSING CANCELLATION POLICY:** To cancel participation in a course, the participant must have their District Superintendent or Section/Office Manager send an email to the Training Specialist assigned to the course requesting to remove the participant. If you do not need lodging or must change or cancel your reservation for lodging, you must contact the Mott Training Center or Training Consultant assigned to the course at least 2 weeks prior to your date of arrival. Lodging, registration, and associated fees will be charged to the employee's District or Section/Office if a training cancellation is received with less than two weeks' notice.

The Mott Training Center is committed to ensuring that the reservation that has been made for you is accurate and needed.

6. MEALS: Meals will be provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:15 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, contact the Training Consultant Sara M. Skinner to request the Asilomar Dietary Restriction form no later than two weeks prior to the course start date. The Training Consultant will forward the form to the appropriate Asilomar Conference Grounds staff.

In order to assist participants with limited mobility, Asilomar provides a shuttle to and from the dining hall. Contact either Asilomar staff upon check-in, or Mott Training Center staff upon your arrival, for instructions on arranging a transport.

7. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees shall wear apparel normally worn on the job. Appropriate attire includes apparel suitable for professional office dress. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

8. ALCOHOLIC BEVERAGES: Participants shall not possess or consume alcoholic beverages in common areas (living room) while on the Asilomar Conference Grounds unless provided and hosted by Concessionaire ARAMARK.
9. SMOKING: Smoking is not permitted in the Mott Training Center or in any lodge or guest room on the Asilomar Conference Grounds.
10. TRAINING CENTER: The Mott Training Center is located on Asilomar Conference Grounds, part of Asilomar State Beach. The Conference Grounds are operated for our Department by a concessionaire, and all lodging and food services are provided to us by employees of the concessionaire. Constant efforts are made to maintain a sound, harmonious working relationship between the Department and concessionaire. None of us can expect preferential treatment for any reason and, as a departmental employee, you will be expected to join in our continuing effort toward an effective relationship with each Asilomar concession staff member. On occasion, non-departmental groups may be staying in the same lodges. It is imperative that you represent the Department well on and off duty.
11. REGISTRATION: When you arrive at Asilomar Conference Grounds, proceed directly to the front desk at the Asilomar Administration Building for your dining room tickets. If you require vegetarian meals, notify the front desk representative and your meal ticket will be marked accordingly.
12. COURSE LEADERS: The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
13. TRAINING SECTION STAFF: Sara M. Skinner is your Training Consultant and has been assigned the responsibility for your training group. That staff member usually serves as a Course Leader as well as a Coordinator. During the program, you may be asked to assist Training Section Staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.).

Training Section Staff will do all within their power to make your training experience pleasant and meaningful.

14. **TRAINING MATERIALS:** May be made available to you at both your unit and the Mott Training Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Copies of DAM and DOM will be available to you for self-study. Bring your own pens and pencils.
15. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. An absence of more than 10% of the course hours constitutes grounds for dropping a participant from the course. The Department Training Officer may modify this requirement based upon participant knowledge level and/or the portion of the course missed. All absences, except those of an emergency nature, must be approved in advance by the Training Consultant.
16. **VEHICLES:** All vehicles should be parked in the lots adjacent to the Mott Training Center. Any questions regarding use of a State vehicle while at the Mott Training Center should be discussed with your supervisor prior to your departure for training, or with your Program Coordinator while at the Mott Training Center.
17. **BICYCLES:** If you bring your bicycle, store it in the bicycle shed next to the Mott Training Center. Bicycles may not be brought into any building nor chained to lamp posts, trees, etc. The Mott Training Center has a limited number of bicycles available for your use. Prior to your use, you are required to complete a safety inspection and sign a waiver which is posted in the bicycle shed.
18. **CELL PHONES:** As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Limit those calls to your breaks.
19. **FAX:** The Mott Training Center's FAX number is (831) 649-2824.
20. **TELEPHONE:** Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call the Center at (831) 649-2954. Calls after 5:00 p.m. or during weekends should be made to (831) 372-8016, Asilomar Conference Grounds, and the caller should tell the switchboard operator you are with a California State Parks training group. **Note: There are no longer pay telephones outside of the Mott Training Center. There are pay telephones located at the Asilomar Administration Building.**
21. **LAUNDRY AND DRY CLEANING:** May be taken care of by you at one of several local establishments.

22. RECREATION: Facilities available on grounds include a heated swimming pool, pool tables, and a volleyball court. The Monterey area offers horseback riding, golf, tennis, racquetball, deep sea fishing, and many historical landmarks and scenic sights to explore.
23. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.
24. COFFEE BREAK REFRESHMENTS: Will be available throughout each session. You will be asked to contribute to the "Hospitality Fund" to defray expenses. Bring your own coffee cup.

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the William Penn Mott Jr. Training Center, the following list is provided:

- _____1. Read the Volunteer Coordination program syllabus prior to your arrival at the Mott Training Center.
- _____2. Arrange your travel through your Unit/District Office.
- _____3. Bring the following with you to training:
 - Program syllabus
 - Proper attire required as noted in the Formal Training Guidelines, Number 7, Clothing, on page 3 of syllabus
 - Reusable coffee mug, refillable water bottle, notepaper, pens, and pencils

If you have any questions or need assistance, contact Training Consultant Sara M. Skinner at (831) 649-2961 or Sara.Skinner@parks.ca.gov.

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should discuss the impact and assess the effectiveness this program has had on the employee.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the employee, supervisor, and Training Section in providing a return on the training investment to the Department.

VOLUNTEER COORDINATION GROUP 28 AGENDA
March 19-23, 2018

Monday
March 19

1500 REGISTRATION: *Check-in at Asilomar Administration Building*

Tuesday
March 20

0800-0810	Introduction to Training at Mott Training Center	Skinner
0810-0850	Welcome and Course Overview	Clark
0900-0950	Organizational Structure-The Volunteers in Parks Program (VIPPP)	Clark
1000-1050	Headquarters Update	Fraser
1100-1200	Coordinating your VIPPP - Volunteer Registration	Wilson
1200-1300	Lunch	
1300-1450	Volunteer Registration (continued)	Clark/Wilson
	Long-term Volunteer Registration 101	
	Writing a Duty Statement	
	Live Scan Request	
	Application	
	Breakout Group Exercise	
1500-1630	Co-ops and VIP - Maintaining Separation	Rogowski
1630-1700	Driver Assignments for Learning Excursion	Clark

Wednesday
March 21

0900-0950	Open Forum, General Question and Answer	Clark
1000-1130	Risk Management	Tucker
1130-1200	Learning Excursion Opportunities	Clark
1200-1300	Lunch	
1300-1330	Travel to Monterey Bay Aquarium	Drivers
1330-1545	Off-site Learning Excursion	All
	Examination of a Model Program	
1545-1600	Go to the MBA Meeting Room	All
1600-1700	Meet with Ms. Laraine Lomax	All
1700-1730	Return to Asilomar	All

VOLUNTEER COORDINATION GROUP 28 AGENDA
March 19-23, 2018

Thursday

March 22

0800-0850	VIPP Policy - Legal Issues	Lynch
0850-1050	Legal Issues (continued)	
1100-1200	Volunteer Recognition - A District Model	Clark-Gray
1200-1300	Lunch	
1300-1430	VIPP Policy - Public Safety	Elliott
1440-1600	DPR Policy - Accessibility	Stora
1610-1700	New! Tracking Database	Clark

Friday

March 23

0800-0950	Training your VIPs - With All Due Respect	Comas
1000-1130	Volunteers in Action Point Sur Lighthouse Volunteer Program	O'Neil's
1130-1200	Closing - The Week in Review	Clark/Skinner

VOLUNTEER COORDINATION GROUP 28

PROGRAM PURPOSE AND PERFORMANCE OBJECTIVES

Overall Purpose: To provide background and orientation on Department policies and procedures that influence and guide the Volunteers in Parks Program (VIPP).

Overall Performance Objectives: By the close of the session participant will

1. Describe the background and value of the (VIPP) to California State Parks.
2. Demonstrate understanding of the complexities of the VIPP; possess knowledge of the tools and resources available to volunteer coordinators.
3. Identify successful volunteer programs within and outside the Department.

TRAINING ORIENTATION

Purpose: To provide general orientation to ground rules, attendance procedures and introduction to the VIPP, in order for participants to gain the full benefits of the training.

Performance Objectives: By the close of the session participant will

1. Presented with an overview of the Volunteer Coordination training objectives and expectations.

INTRODUCTION TO VOLUNTEERS IN PARKS PROGRAM (VIPP) AND ORGANIZATIONAL STRUCTURE

Purpose: To provide an overview of VIPP, its history and value to the Department. Explain the VIPP Guidelines. Define organizational structure of VIPP, discuss the 2017 VIPP Report.

VOLUNTEER COORDINATION GROUP 28

Performance Objectives: By the close of the session participant will

1. Identify the VIPP Guidelines as the handbook of policies and procedures for managing the Department's volunteer programs.
2. List the mission, history, legal authority, and qualitative and quantitative value of the VIPP.
3. Demonstrate familiarity with the organizational structure of the VIPP, include the roles and responsibilities of volunteer coordinators at the headquarters, district, sector, and unit levels.
4. Identify VIP passes, Poppy Award, and Volunteer Medallion, and the appropriate forms and narrative for each.

HEADQUARTERS' UPDATE

Purpose: To brief the class on the latest developments impacting the VIPP and how those developments may effect class participants.

Performance Objectives: By the close of the session the participant will

1. Describe the Headquarters role in facilitating the VIPP.
2. Identify the VIPP's new home after the transition.
3. List the ways that HQ will increase VIPP tools for the field in new recognition tools, database, docent manuals, updated Guidelines (provide overview of Assessment and Recommendation for the VIPP (ARV)).

VOLUNTEER REGISTRATION

Purpose: To identify the individual needs for development of duty statements, and the specific forms and procedures governing registration, confidentiality, and live scan checks.

VOLUNTEER COORDINATION GROUP 28

Performance Objectives: By the close of the session the participant will

1. Demonstrate knowledge of appropriate registration forms, including the Volunteer Service Agreement and Duty Statement, and registration procedures for specific types of volunteers.
2. Define what confidential information is and how the Information Practices Act and Public Records Act affect volunteer registration.
3. List the policies and procedures regarding the Essential Functions Health Questionnaire.
4. Identify the process for development of a duty statement.
5. Describe the policies and procedures for short-term volunteers in special events and activities, such as living history events, and coastal clean-up days.

COORDINATING A VOLUNTEER PROGRAM: TRACKING

Purpose: To introduce the tracking database.

Performance Objectives: By the close of the session the participant will

1. Describe the new database for tracking volunteer activity.
2. Demonstrate how to use the new database.

PUBLIC SAFETY

Purpose: To present information on Department policies and procedures related to public safety and volunteer activities.

VOLUNTEER COORDINATION GROUP 28

Performance Objectives: By the close of the session the participant will

1. Describe the volunteer activities that require criminal and medical background checks, and familiarity with procedures for conducting those checks.
2. Identify the Department's policies on use of firearms, state and private vehicles and equipment, and procedures for volunteer reimbursement of travel-related expenses.

LEGAL ISSUES

Purpose: To provide an overview of significant legal issues guiding and influencing the VIPP.

Performance Objectives: By the close of the session the participant will

1. Describe the California State Government Volunteers Act as the legal authority of the VIPP.
2. Define the legal requirement that volunteers are not intended "to supplant and replace regular public employees."
3. Describe workers' compensation insurance coverage and tort liability and how they affect volunteers in the VIPP.
4. Identify the differences between the California Government Torts Claims Act and the California Good Samaritan Law as applied to the VIPP.

MAINTAINING SEPARATION BETWEEN THE COOPERATING ASSOCIATION PROGRAM AND THE VIP PROGRAM

Purpose: To present Department policies and rationale on the separation of these two related, but distinct programs.

VOLUNTEER COORDINATION GROUP 28

Performance Objectives: By the close of the program participant will

1. Identify the rationale for separate management of the two programs.
2. Describe the different roles of staff, DPR volunteers and cooperating association volunteers.
3. Describe the role of the Cooperating Association Liaison (CAL) and how the Volunteer Coordinator differs from the CAL.

OFF-SITE LEARNING EXCURSION

Purpose: To provide an overview of an outside entity's volunteer program.

Performance Objectives: By the close of the session the participant will

1. Describe the Monterey Bay Aquarium's docent program.
2. Define the Monterey Bay Aquarium docent program's recruitment, training and recognition.
3. Identify the meaning of volunteer engagement volunteer management.
4. Describe the typical duties of docents within the aquarium.

RISK MANAGEMENT

Purpose: To present information on Department policies and procedures related to reducing risks and accidents associated with volunteer activities.

VOLUNTEER COORDINATION GROUP 28

Performance Objectives: By the close of the session the participant will

1. Apply the Department's policies of risk management and strategies for reducing on-the-job accidents and injuries to volunteers.
2. Describe the statistics associated with accidents by volunteers.
3. Identify the procedures for reporting accidents involving volunteers.

ACCESSIBILITY AND THE VOLUNTEERS IN PARKS PROGRAM

Purpose: To provide Volunteer Coordinators with information that will ensure that VIPP-related meetings, programs and services are offered and provided for in an accessible and welcome manner.

Performance Objectives: By the close of the session the participants will

1. Identify characteristics of barrier-free volunteer recruitment, promotional activities and volunteer-conducted programs and how to apply them to a park's VIPP.
2. Describe where to locate departmental policy, guidance, resources and tools to provide accessible volunteer and park visitor experiences.
3. Identify the differences between various types of service animals.

ENERGIZING AND ACKNOWLEDGING VOLUNTEERS: RECOGNITION AND MOTIVATION

Purpose: To share information on motivation and recognition programs and techniques that enhances volunteer productivity and retention.

VOLUNTEER COORDINATION GROUP 28

Performance Objectives: By the close of the session the participant will

1. Identify the recipe for retaining volunteers.
2. Identify and develop meaningful formal and informal recognition plans for volunteers.

IMPROVING THE VIPP TO BETTER SERVE COMMUNITIES, VOLUNTEERS AND COORDINATORS

Purpose: To introduce the department's Transformation Team Partnership Committee's "Assessment and Recommendation for the VIPP (ARV)" document.

Performance Objectives: By the close of the session the participant will

1. Describe the process of how the ARV was developed.
2. List existing VIPP elements that are in most need of revision as identified in the ARV.
3. Discuss the progress made on the recommendations, and the ways in which volunteer coordinators' input is needed on implementing them now, and into the future.

EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND VOLUNTEERS

Purpose: To familiarize class participants to EEO policies and how they apply to volunteers.

VOLUNTEER COORDINATION GROUP 28

Performance objectives: By the close of the session the participant will

1. Describe policies, laws, and the relation to volunteers.
2. List the EEO challenges specific to volunteers.
3. Identify options when EEO concerns arise.
4. Demonstrate the reporting procedures.
5. Describe how volunteers represent the Department and its values.

POINT SUR LIGHTHOUSE VOLUNTEER PROGRAM

Purpose: To highlight a California State Parks volunteer program.

Performance Objectives: By the close of the session the participant will

1. Describe the Point Sur State Historic Park volunteers in parks program.
2. List the challenges of cooperating association volunteers and park volunteers working in the same park.
3. Identify the various duties of the volunteers.
4. Describe the successes in this volunteer program.

Training Center, 837 Asilomar Blvd., Pacific Grove, CA 93950

