

Volunteer Coordination

September 23-27, 2019

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: August 22, 2019
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

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***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

Eric Marks.....Leadership and Development Manager

Jack Futoran EMS and LFG Training Coordinator

Jeff Beach..... Training Consultant

Joel Dinnauer..... Training Consultant

Ennio Rocca Training Consultant

Sara M. Skinner Training Consultant

Robert Waller Training Consultant

Vernon Reyes Instructional Designer

Jason Smith Academy Coordinator

Jeremy Alling Cadet Training Officer

Matt Cardinet Cadet Training Officer

Lisa AnthonyProgram Coordinator

Edith Alhambra Assistant Program Coordinator

Sam Guida..... Assistant Program Coordinator

Ricky Roldan..... 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 Deer Haven Inn 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 provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals 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. SMOKING: Smoking not permitted in the Mott Training Center or in any lodge or guest room on the Asilomar Conference Grounds.

8. **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. 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.
9. **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.
10. **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.
11. **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.
12. **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.
13. **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.

14. 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.**
15. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.
16. COFFEE BREAK REFRESHMENTS: 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 Mott Training Center.
- _____ 2. Arrange your travel through your Unit/District Office.
- _____ 3. Bring the following with you to training:
 - Program syllabus
 - Uniforms are not required. Outdoor attire for offsite visits: layers of clothing, raingear, outdoor walking shoes, etc.
 - Reusable coffee mug, refillable water bottle, notepaper, pens, and pencils

Any questions or 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 30 AGENDA
September 23-27, 2019

Sunday
September 22

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

Monday
September 23

0800-0810	Introduction to Training	Skinner
0810-0840	Welcome and Course Overview	Weber/Young
0840-0930	Organizational Structure: The Volunteers in Parks Program	Weber/Young
0930-0940	Break	
0940-1030	Headquarters/Partnerships Division Update	Millspaugh
1030-1040	Break	
1040-1200	Co-ops and VIP: Working with Co-ops and Maintaining Separation	Rogowski
1200-1300	Lunch	
1300-1340	Co-ops and VIP (continued)	Rogowski
1340-1350	Break	
1350-1550	Human Rights	Comas
1550-1650	Coordinating Your VIPP: Using Social Media	Moreno
1650-1700	Closing / Question and Answer	Weber/Young

Tuesday
September 24

0800-1100	Coordinating Your VIPP: Volunteer Registration	Wilson
1100-1200	Volunteer Management: Better Impact Database	Young
1200-1300	Lunch	
1300-1420	Better Impact Database (continued)	Young
1430-1430	Break	
1430-1620	Diversity and Inclusiveness in Your Volunteer Program	Rincon/Castillo
1620-1650	Coordinate Your VIPP: Funding Volunteer Awards, Uniforms, Etc.	Weber
1650-1700	Q&A, Driver Assignments for Off-Site Learning Excursion	Weber/Young

Wednesday
September 25

0800-0830	Off-Site Learning Excursion Travel to Point Lobos SNR	
0830-1200	Off-Site Learning Excursion: Examination of a Model Program: Point Lobos State Natural Reserve	Gobell
1200-1300	Lunch	
1300-1330	Off-Site Learning Excursion: Travel to Point Sur Light Station SHP	
1330-1600	Off-Site Learning Excursion: Examination of a model program: Point Sur Light Station State Historic Park	O'Neil's
1600-1700	Return to Mott Training Center	

VOLUNTEER COORDINATION GROUP 30 AGENDA
September 23-27, 2019

Thursday

September 26

0800-0920	DPR Policy: Risk Management	Tucker
0920-0930	Break	
0930-1020	DPR Policy: Accessibility	Stora
1020-1030	Break	
1030-1200	VIPP Policy: Legal Issues	Lynch
1200-1300	Lunch	
1300-1420	Legal Issues (continued)	Lynch
1420-1430	Break	
1430-1530	Public Safety and VIPP	Schmidt
1530-1540	Break	
1540-1640	Coordinating Your VIPP: Managing Camp Hosts	Schmidt
1640-1700	Closing / Question and Answer	Weber/Young

Friday

September 27

0800-0930	Volunteer Recognition and Energizing Volunteers	Merritt
0940-1130	Panel Discussion: Scenarios – Finding Solutions	Clark-Gray/ Gobell/Merritt/ Schmidt
1130-1200	The Week in Review	Weber/Young

VOLUNTEER COORDINATION GROUP 30
Program Purpose and Performance Objectives

Purpose: Provide background and orientation on Department policies and procedures that influence and guide the Volunteers in Parks (VIP) Program.

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

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

TRAINING ORIENTATION

Purpose: Provide general orientation to ground rules, attendance procedures and introduction to the Volunteers in Parks Program, 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.

ORGANIZATIONAL STRUCTURE: THE VOLUNTEERS IN PARKS PROGRAM (VIPP)

Purpose: Provide an overview of Volunteers in Parks Program (VIPP), its history and value to the Department. Explain the Volunteers in Parks Program Guidelines. Define organizational structure of VIPP, discuss the 2018 VIPP Report.

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

1. Identify the Volunteers in Parks Program 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 Volunteers in Parks Program.
3. Demonstrate familiarity with the organizational structure of the VIP Program, including the roles and responsibilities of volunteer coordinators at the headquarters, district, sector and unit levels.
4. Identify volunteer passes, Poppy Award, and Volunteer Medallion, and the appropriate forms and narrative for each.

HEADQUARTERS UPDATE

Purpose: Brief the class on the latest developments impacting the Volunteers in Parks Program 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 regards to new recognition tools, database, docent manuals, updated Guidelines (provide overview of Transformation Assessment and Recommendations for VIP).

COOPERATING ASSOCIATIONS AND VIPS: WORKING WITH CO-OPS AND MAINTAINING SEPARATION

Purpose: Provide information about the benefit of working with cooperating associations (co-ops), best practices for working with co-ops, and present Department policies and rationale regarding the separation of these two related, but distinct programs.

Performance Objectives: By the close of the program, participant will

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

HUMAN RIGHTS

Purpose: Familiarize class participants to equal employment opportunity policies and how they apply to volunteers.

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

1. Describe policies and laws and how they relate 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.

USING SOCIAL MEDIA

Purpose: Learn how to use Social Media as a tool for enhance your volunteer program.

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

1. Become familiar with Social Media and various platforms.

2. Learn State Parks Social Media guidelines and resources.
3. Learn how to use Social Media to recruit volunteers.
4. Learn how to use Social Media to recognize volunteers.
5. See examples from other state parks agencies.

COORDINATING YOUR VIPP: VOLUNTEER REGISTRATION

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

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.

VOLUNTEER MANAGEMENT: BETTER IMPACT DATABASE

Purpose: Provide information on how the new volunteer management database works, and to discuss how to apply it to unique needs with each volunteer program.

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.

CREATING DIVERSITY IN YOUR VOLUNTEER PROGRAM

Purpose: Learn how inclusiveness benefits your program. Learn basic concepts of how to diversity your volunteer program through outreach into surrounding communities and innovative programs.

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

1. Learn why inclusiveness is an initiative for State Parks
2. Explore successful programs at Los Angeles State Historic Park including the Promotorx.
3. Hear examples how diversity and inclusiveness can benefit your program.
4. Learn ways to bring diversity to your volunteer program.

OFF-SITE LEARNING EXCURSION: POINT LOBOS SNR

Purpose: Provide an overview of a Point Lobos State Natural Area's volunteer program as an example of a complex State Park volunteer program.

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

1. Describe the Point Lobos SNR docent program.
2. Define the Point Lobos SNR docent program's recruitment, training and recognition.
3. Identify the meaning of volunteer engagement v volunteer management.
4. Describe the typical duties of docents within the park.

OFF-SITE LEARNING EXCURSION: POINT SUR STATE HISTORIC PARK

Purpose: Provide an overview of Point Sur State Historic Park's cooperating association run volunteer program in contrast to a staff operated program.

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

1. Describe the Point Sur SHP docent program from a volunteer's perspective.
2. Define the Point Sur SHP docent program's recruitment, training and recognition and how it differs from a staff managed program.
3. Identify the meaning of volunteer engagement vs. volunteer management.
4. Describe the typical duties of docents and volunteers within the park.

DPR POLICY: RISK MANAGEMENT

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

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.

DPR POLICY: ACCESSIBILITY

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

Performance Objectives: By the close of the session, the participant 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.

LEGAL ISSUES

Purpose: Provide an overview of significant legal issues guiding and influencing the VIP Program.

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 VIP Program.
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 VIP Program.
4. Identify the differences between the California Government Torts Claims Act and the California Good Samaritan Law as applied to the VIP Program.

PUBLIC SAFETY

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

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.

MANAGING CAMP HOSTS

Purpose: Share knowledge unique to managing camp hosts and cover information on Department policies and procedures related hosts.

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

1. Describe the volunteer camp host program.
2. Understand why camp hosts are a special type of volunteer.
3. Identify rules and procedures unique to camp hosts.

VOLUNTEER RECOGNITION AND ENERGIZING VOLUNTEERS

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

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.

PANEL DISCUSSION: DISCUSSING SCENARIOS AND FINDING SOLUTIONS

Purpose: Allow new volunteer coordinators to learn from subject matter experts in the volunteer coordination field by sharing scenarios and discussing solutions.

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

1. Identify methods, tools, and other resources for solving unique and/or difficult situations in their volunteer program.