

Volunteer Management

March 23-27, 2015

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: February 27, 2015

To: Supervisor

From: Teresa Bober, Department Training Officer
Training Section
California State Parks

Subject: Employee Attendance at Formal Training
Volunteer Management Group 25

An employee from your office will soon be attending the formal training program described in the attached. Please 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 meets with employee to discuss the evaluation.

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

Attachment
cc: Participant

TABLE OF CONTENTS

Formal Training Guidelines	1
Program Attendance Checklist.....	6
Post-Training Assignment	7
Agenda.....	8
Program Outline	10
Learning Objectives.....	11
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

Teresa Bober Department Training Officer
Ann D. Slaughter MTC Manager
Connie Breakfield Field Training Program Manager
Jack Futoran EMS and LG Training Coordinator
Sara M. Skinner Training Specialist
Dave Galanti Training Specialist
Karyn Lombard Training Specialist
Matt Cardinet Cadet Training Officer
Travis Gee Cadet Training Officer
Pamela Yaeger Assistant Program Coordinator
Edith Alhambra Assistant Program Coordinator
Lisa Anthony 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 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 12:00 noon 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 Specialist no later than one week before your scheduled arrival if you plan to live off-grounds. No animals are permitted in Asilomar 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 in the buildings unless registered beforehand at the front desk in Asilomar's Administration Building. Quiet hour for lodge living areas is 10:00 p.m.

Note: You may be assigned a room at a motel while attending training. If so, you may be asked to present a valid credit or debit card while checking in to your room. Many motels require a credit card to cover charges incurred such as telephone calls, damages to rooms and/or furnishings, fees to clean rooms that have been smoked in that are not designated as smoking rooms, etc. Be prepared to handle this appropriately.

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 Specialist 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 Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.

6. OFF-GROUNDS ACCOMMODATIONS: When authorized to stay off-grounds by the Department Training Officer, the Mott Training Center will absorb the cost of your room and meals at the current DPR Asilomar rate. If you stay off-grounds and have meals on grounds, the Mott Training Center will authorize only what the Department pays Asilomar for lodging.

7. 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 Specialist Sara M. Skinner to request the Asilomar Dietary Restriction form no later than two weeks prior to the course start date. The Training Specialist 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.

8. 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. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the 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.

9. ROOM SAFES: Two safes have been installed in each of the lodge rooms used by the Mott Training Center (Live Oak, Tree Tops, and Deer Lodge). These safes are a type that allows the user to input their own combination of numbers to facilitate opening and closing. The Mott Training Center has a master key for emergency entry. Safes are to be left in the open position when checking out of your room.
10. WEAPONS: Weapons are permitted in rooms under the following conditions. Authorized firearms and magazines stored while at the Mott Training Center shall be in a safe condition and stored in one of the following locations: your room safe in Live Oak, Tree Tops, or Deer Lodge, one of the Mott Training Center's safes in the Whitehead Room or secured in your vehicle.
11. 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.
12. SMOKING: Smoking is not permitted in the Mott Training Center or in any lodge or guest room on the Asilomar Conference Grounds.
13. 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.

14. **REGISTRATION:** When you arrive at Asilomar Conference Grounds, proceed directly to the front desk at the Asilomar Administration Building for your room key and dining room ticket. If you require vegetarian meals, notify the front desk representative and your meal ticket will be marked accordingly.
15. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced DPR employees in the 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 presentation, and provide a level of expertise difficulty to match.
16. **TRAINING SECTION STAFF:** Sara M. Skinner is your Training Specialist and has been assigned responsibility for your training group. 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.
17. **TRAINING MATERIALS:** Materials may be made available to you at both your unit and the Training Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook may be issued to you at the training session for notes and convenience in handling materials. Bring your own pens and pencils.
18. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important for 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 (except for POST RBC) 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 Specialist.
19. **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.
20. **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.

21. MAIL: Mail forwarded to you during your time at the Center should be addressed to you in care of:

Department of Parks and Recreation
WILLIAM PENN MOTT JR. TRAINING CENTER
PO Box 699, Pacific Grove, CA 93950

22. 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.
23. FAX: The Mott Training Center's FAX number is (831) 649-2824.
24. 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.**
25. LAUNDRY AND DRY CLEANING: May be taken care of by you at one of several local establishments.
26. 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.
27. POST-TRAINING ASSIGNMENTS: In connection with formal training, these are to be completed under the direction of your supervisor.
28. 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. Be sure to have read and understood the Volunteer Management syllabus prior to your arrival at the Mott Training Center.
- _____ 2. Arrange your travel through your Unit/District Office.
- _____ 3. Uniforms are required for this program as noted in the Formal Training Guidelines, No. 8, Clothing, on page 3 of this syllabus.
- _____ 4. Come prepared to discuss:
 - Tracking, what are you doing to track volunteer hours and keep schedules.
 - Who are your partners and how do they benefit your program?
 - Managing your ideal volunteer program: brainstorm on your vision for the optimal volunteer program.
 - Be prepared to share your program overview with the class during the first-day morning session.
- _____ 5. Complete the following survey link assignment by Sunday, March 15, 2015:
 - <https://www.surveymonkey.com/r/QK6P8XY>
- _____ 6. Bring the following with you to training:
 - Program syllabus.
 - Coffee cup, reusable water bottle, paper, pens, pencils, and alarm clock.

If you have any questions or need assistance, contact Training Specialist 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 training participant, supervisor, and Training Section in providing a return on the investment the Department has on training.

VOLUNTEER MANAGEMENT GROUP 25
March 23-27, 2015

Monday

March 23

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

Tuesday

March 24

0800-0815	Course Introduction	Skinner
0815-0920	Review Agenda / Objectives / Expectations Introductions and Class Participants' Program Overviews	Skinner
0920-1020	Introduction to VIP Program Distribute VIP Program Guidelines; DOM Chapter 9 Brief History of Volunteers in DPR; Value of Volunteers 2014 Annual Report	Skinner
1020-1200	VIPP Organizational Structure Types and Eligibility of Volunteers; Screening and Interviews Insurance Requirements for Short-term Volunteers and Groups Writing a Good Duty Statement, Recognition	Wilson
1200-1300	Lunch	
1300-1420	Registering Volunteers Overview and Questions	Wilson
1420-1550	Maintaining Separation Between the Cooperating Associations Program and the VIP Program Shared Vision; Clear Roles and Responsibilities Expanded Roles for Cooperating Associations	Breece
1550-1700	Managing Your Program: Tracking	Capital District Team

Wednesday

March 25

0800-1200	MBA Docent Program Overview Recruitment Training Recognition Troubleshooting	Covel/Lomax
1200-1300	Box Lunch - Travel back to Training Center	

VOLUNTEER MANAGEMENT GROUP 25
March 23-27, 2015

Wednesday

March 25

1300-1650	Ensuring Top Performance Keeping Volunteers Motivated Ensuring Group Productivity; Evaluations Productivity's Hidden Secret: Recognition	Hammack
1650-1700	Group Field Trip Debrief Highlights and Information from Today's Field Trip	Skinner

Thursday

March 26

0800-0900	Managing your Program: Partnerships	Breece
0900-1020	Public Safety Conducting Criminal History Background Checks Processing Confidential Information; Megan's Law Use of Equipment, Vehicles, Firearms Emergency Medical Services; First Aid Interagency Emergency Coordination	Stephens
1020-1200	Risk Management and Workers' Compensation Reporting Accidents Risk Management Strategies	Awais
1200-1300	Lunch	
1300-1400	DPR Copyright and Intellectual Property Policies on Visual Media, Logo Use, IP and IP Laws	Jorae
1400-1700	Legal Issues Legal Authority; Restrictions Against Volunteers Supplanting or Replacing Public Employees; Workers' Compensation and Tort Liability; CA Good Samaritan Policy Government Speech; The Bunkhouse Rule	Lynch

Friday

March 27

0800-0900	Managing Your Program: Your Ideal Volunteer Program, No Barriers to Success	Breece
0900-1100	Point Sur Lighthouse Volunteer Program	O'Neil
1100-1145	Managing your Program: Your Action Plan Take-Home Thoughts	Breece/Skinner
1145-1200	Program Evaluation; Adjournment	

VOLUNTEER MANAGEMENT

<u>PROGRAM OUTLINE</u>	<u>HOURS</u>
Training Orientation and Program Objectives	.25
Review of Course Objectives, Class Program Overviews	1.25
Introduction to VIP Program: History, Legal Authority, Structure	1.00
Selecting the Right Volunteer: Types, Eligibility, Recruitment	1.50
Managing Your Program: District Registration Procedures	1.50
Cooperating Associations and the VIP Program	1.50
Managing Your Program: Hours Tracking	1.00
Training Excursion: Observation of Local VIP Programs	4.00
Managing Volunteer Programs: Development, Motivation, Training	3.00
Learning Excursion Debrief	1.00
Managing Your Program: Partnerships	1.00
Public Safety	1.50
Risk Management and Worker's Compensation	1.50
DPR Copyright and Intellectual Property	1.00
Legal Issues: Confidentiality, Insurance Liability, Good Sam	3.00
Uniforms and New Advisory Team	1.00
Special Volunteer Program Highlight: Point Cabrillo Lighthouse	2.00
Your Action Plan	.75
Program Evaluation	.25
TOTAL HOURS.....	28

VOLUNTEER MANAGEMENT

PROGRAM PURPOSE AND PERFORMANCE OBJECTIVES

Purpose: To 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; as well as possess knowledge of the tools and resources available to the volunteer coordinators.

TRAINING ORIENTATION

Purpose: To 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. Be presented with an overview of the Volunteer Management training objectives and expectations.

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

Purpose: To provide an overview of Volunteers in Parks Program (VIPP), its history and value to the Department. Distribute copies of the Volunteers in Parks Program Guidelines. Define organizational structure of VIPP, disseminate 2014 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 district, sector and unit levels.
4. Identify VIP passes, Poppy Award, and Volunteer Medallion, and the appropriate awarding of each.
5. Describe the history of the camp host program, and policies and procedures for use of camp hosts, including registration, background checks, liability issues, time limits, and vehicle registration.

VOLUNTEER REGISTRATION

Purpose: To identify the individual needs for development of duty statements, and the specific forms and procedures governing registration, confidentiality, and medical 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 Medical Background Checks and the Essential Functions Health Questionnaire.
4. Identify the process for development of a duty statement.
5. Describe the policies and procedures for use of volunteers in special events and other out of the ordinary activities, such as living history events, and coastal clean-up days.

MAINTAINING SEPARATION BETWEEN THE COOPERATING ASSOCIATION PROGRAM AND THE VIP PROGRAM

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

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

1. Identify the rationale for separate management of the two programs.
2. Describe the role of the Cooperating Association Liaison.
3. Determine if a task is a cooperating association task or a Department volunteer task.
4. Identify how to register cooperating association members as Department volunteers.

MANAGING A VOLUNTEER PROGRAM: TRACKING

Purpose: To provide an introduction of the tracking options that is currently used in the Capital District

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

1. Describe the Capital District's Volgistics Program.
2. Share tracking resources being used by other Districts.

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 overview of the Monterey Bay Aquarium's docent program.
2. Define the Monterey Bay Aquarium docent program's recruitment, training and recognition.

ENSURING TOP PERFORMANCE: VOLUNTEER RECOGNITION, EVALUATION AND MOTIVATION

Purpose: To provide information on motivation, evaluations 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 motivating volunteers.
2. Describe RAPPORT or other evaluation process.
3. Identify and develop meaningful formal and informal recognition programs for volunteers.

MANAGING YOUR PROGRAM: PARTNERSHIPS

Purpose: To provide information about the wealth of partners available to assist you in facilitating your program

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

1. Share the partnerships they work with.
2. Describe the possible benefits of partnerships.
3. List the possible pitfalls of partnerships.

PUBLIC SAFETY

Purpose: To 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.

RISK MANAGEMENT

Purpose: To 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, including procedures for reporting accidents.

DPR COPYRIGHT AND INTELLECTUAL PROPERTY

Purpose: To provide participants with general information and Department policies related to copyrights, trademarks, and intellectual property rights.

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

1. Describe the types of intellectual property commonly used or created by the Department, and the departmental forms used to manage various types of intellectual property.
2. List the Department's policies related to intellectual property, including the Department logo.
3. Demonstrate how copyrights and trademarks are created and how to recognize, use and contribute to the protection of Department trademarks.
4. Describe the basic concepts associated with licensing copyrights and trademarks and the concept of "fair use" in connection with copyrighted materials.

LEGAL ISSUES

Purpose: To 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 CA Good Samaritan Law as applied to the VIP Program.

VOLUNTEER UNIFORMS

Purpose: To learn about uniforms, from the Guidelines perspective and through an active class dialog.

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

1. Describe the policy on uniforms.
2. Identify what the field unit volunteers are wearing and how they are buying the uniforms.

POINT SUR LIGHTHOUSE VOLUNTEER PROGRAM

Purpose: To highlight a California State Park 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

