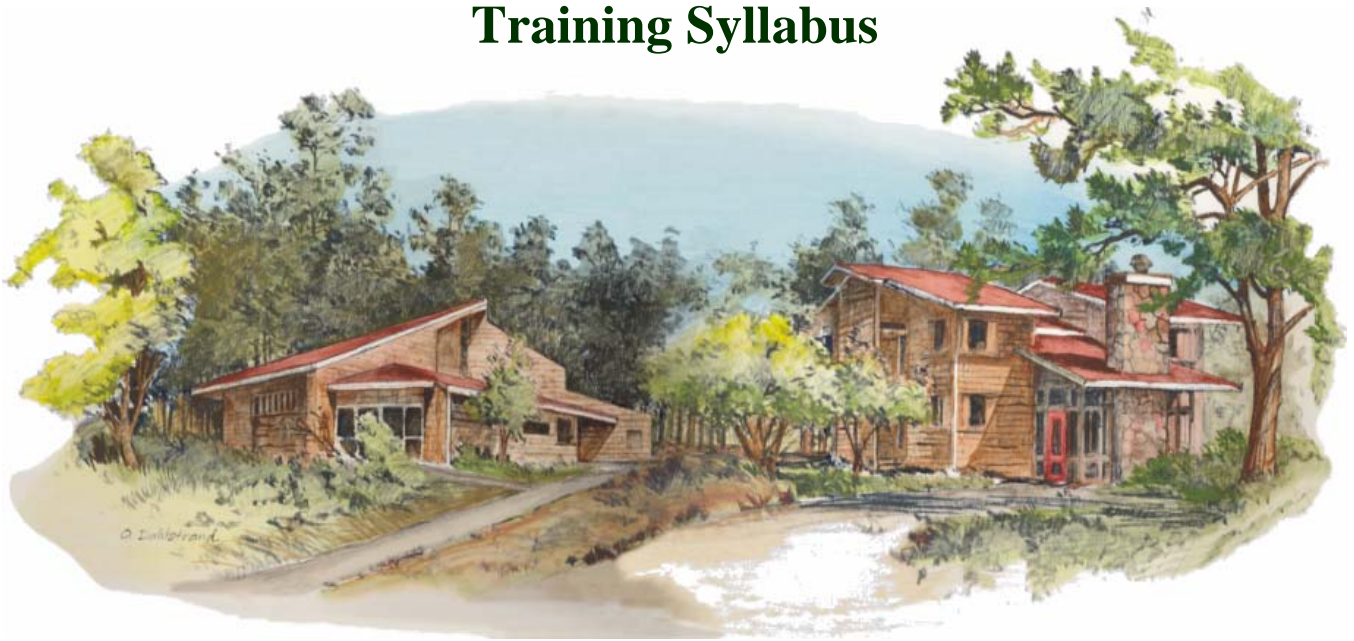


CAMP HOST ADMINISTRATION

September 22-25, 2008

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: September 3, 2008

To: Supervisor

From: Department of Parks and Recreation
William Penn Mott Jr. Training Center

Subject: Employee Attendance at Formal Training

An employee from your office will soon be attending the formal training program described in the attached. Please insure 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 and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Prior to Three Months Following Training

1. Employee after discussion with the supervisor login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. 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.



Tina Williams
Department Training Officer

Attachment

cc: Participant

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***Mission Statement
Training Office***

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

TRAINING CENTER STAFF

Tina Williams..... Department Training Officer
Pat Bost Office Manager
Joanne Danielson Academy Coordinator
Chuck Combs..... Training Specialist
Dave Galanti Training Specialist
Sara Skinner Training Specialist
Summer Kincaid..... Training Specialist
Connie Breakfield..... Cadet Training Officer
Matt Cardinet..... Cadet Training Officer
Pamela Yaeger Assistant Program Coordinator
Edith Alhambra..... Assistant Program Coordinator
Bill Spencer Assistant Program Coordinator
Eric Marks Assistant Program Coordinator

THE MISSION

of the California Department of Parks and Recreation 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 and, most recently, the Two Rivers Training Facility in Sacramento. 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. The syllabus outlines what you can expect from this training and what is expected of you. It also 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. **TRAINING LOCATION:** The training for this program will occur at the Two Rivers Training Facility located at One Capitol Mall, Suite 350, Sacramento, CA 95814. One Capitol Mall is located on Capitol Mall (a street in downtown Sacramento), immediately east of the historic Tower Bridge. The building is immediately to the south of the Old Sacramento tourist area. Directions to the training facility are provided on page 5 of this syllabus.
2. **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.

3. TRAVEL: Arrange your travel to and from Sacramento 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 0410.1. The Training Office does not have the capability to provide transportation to or from the Sacramento International Airport.
4. HOUSING: **The Training Office has reserved rooms at the Hawthorn Suites for individuals who reside outside of the Sacramento region only. Lodging will be provided on Monday through Thursday nights if desired. You will need to call Eric Marks at 916-319-9653 before September 12, 2008 to secure your lodging. Please state that you are with the Department of Parks and Recreation Camp Host Administration Group 1 and confirm your lodging request. If you plan to stay in Sacramento on Thursday night, please inform Eric of that fact so that the proper number of rooms may be reserved. The Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.**

Your accommodations will be paid for by the Training Office. You may choose to stay in another facility; however, securing lodging at another location will be at your own expense. Housing will be available from 3:00 p.m. on the date of arrival until 12:00 noon on the date of departure. If you need to cancel or change your reservation, you must contact the Hawthorn Suites directly. When you arrive at the Hawthorn Suites, go directly to the front desk for your room key.

The hotel is located at 321 Bercut Drive, Sacramento. Directions to the hotel are on page 6 of this syllabus.

5. MEALS: Meals are arranged at the discretion of the participant. There are numerous restaurants within walking distance of the Two Rivers Training Facility and elsewhere in the downtown Sacramento area. The Training Office will reimburse the cost of your meals at the current per diem rate. Send a Travel Expense Claim (Std. 262a) to Mott Training Center for approval and processing. (The Training Center will reimburse meals starting with dinner on the first day and ending with lunch on the last day.)
6. PARKING: There is a public lot (the Tower Bridge lot, operated by the City of Sacramento) located directly west of the One Capitol Mall building where your training will occur. Parking locations are listed on page 6 of this syllabus. You will be reimbursed for parking by the Training Center via a Travel Expense Claim (Std. 262a).
7. CLOTHING: **Field uniforms are not required.** Professional business attire may be worn.

One Capitol Mall houses both Department offices and offices of numerous private sector organizations. As such, the image we project as State Park employees is important. The clothing you wear should be appropriate.

8. **BREAK TIMES:** Participants will be given break times throughout the training day to visit the first-floor coffee kiosk, make telephone calls, etc. Please be considerate of your fellow Department employees and other groups working in adjoining office spaces by not requesting from them special use of telephones, copiers, fax equipment, etc. In addition, please be considerate of your fellow employees' work schedules by limiting your visitation to other Department offices during breaks or before or after formal training. Loud conversations, laughter, etc. should not be conducted in the hallway areas at any time.
9. **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.
10. **TRAINING SECTION STAFF:** Dave Galanti (916-319-9659) is your contact while attending the course and has been assigned responsibility for your training group as well as for your training program. During the program, you may be asked to assist Training Section Staff in the logistics of your training program; please work with Training Staff to help make your training experience pleasant and meaningful.
11. **TRAINING MATERIALS:** Training materials may be made available to you at both your unit and the Two Rivers Training Facility. 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. Bring your own pens and pencils.
12. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
13. **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. Please limit those calls to your breaks.
14. **FAX:** The Two Rivers Training Facility's FAX number is (916) 319-9656.
15. **TELEPHONE:** Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (916) 319-9657.

16. TRAVEL: The cost of your travel (air fair, mileage, rental car, etc.) is paid by your District or Office **to** and **from** the location of the training.
17. HOUSING CANCELLATION POLICY: Hotel, lodging, registration and associated fees will be charged to the employee's District or Office if the training cancellation is received with less than 72 hours notice.

**California State Parks
Two Rivers Training Facility
One Capitol Mall, Suite 350
Sacramento, CA 95814**

Directions

Downtown Sacramento streets are labeled numerically and alphabetically. The Two Rivers Training Facility is located at One Capitol Mall, Suite 350, which is a private sector office building located on Capitol Mall (a street name) immediately east of the Tower Bridge (notable for its gold paint color).

Capitol Mall (the street) extends west from the steps of the State Capitol to the Tower Bridge. Although access to the building is possible from either the west (across the bridge from West Sacramento) or east (from the Capitol and downtown Sacramento), access to the parking facility can only be gained going westbound (from downtown Sacramento and the Capitol).

Entrance to One Capitol Mall is on the south side of the building, across from the Embassy Suites hotel. Take the lobby elevators to the third floor and proceed all the way down the hallway (making a left turn as you go) to Suite 350.

One Capitol Mall is not directly served by Sacramento's light rail system.

Driving Directions:

From **Sacramento Airport:** Drive south on Interstate 5 (towards downtown Sacramento) about nine miles to the J Street exit. Keep to the far right as you exit the freeway. Turn right on 3rd Street (which is the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **north:** Use the Sacramento Airport directions from either southbound Interstate 5 or southbound Highway 99 (which runs into Interstate 5 north of downtown Sacramento).

From points **west:** Take Interstate 80 eastbound to Highway 50/ Business Interstate 80. Continue east to Interstate 5, head north to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **east:** Take Interstate 80 or Highway 50 to Interstate 5 (downtown Sacramento). Head north on Interstate 5 to the J Street exit. Turn right on 3rd Street (the stoplight at

the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points south:

From northbound Highway 99, proceed to downtown Sacramento. Go west on Highway 50 to northbound Interstate 5. Head north on Interstate 5 to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From northbound Interstate 5, head north to downtown Sacramento. Continue north to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

**DIRECTIONS TO THE HAWTHORN SUITES
321 BERCUT DRIVE, SACRAMENTO, CA 95814**

From the NORTH:

Take I-5 South toward Sacramento/Yuba City
Exit Richards Boulevard
Turn LEFT onto Richards Boulevard
Turn LEFT onto Bercut Drive
End at 321 Bercut Drive, Sacramento, CA 95814

From the SOUTH

Take I-5 North toward Redding
Exit Richards Boulevard
Turn RIGHT onto Richards Boulevard
Turn LEFT onto Bercut Drive
End at 321 Bercut Drive, Sacramento, CA 95814

Parking

Parking is at the Tower Bridge lot, operated by the City of Sacramento, located directly west of One Capitol Mall. Entrance to the parking lot is off of Front Street, which is the right turn between One Capitol Mall and the Tower Bridge. Access to Front Street can only be accomplished from westbound Capitol Mall (from downtown Sacramento). Participants traveling eastbound from West Sacramento need to make a “U” turn to come back westbound to enter Front Street.

Parking cost is \$15 per day, subject to change without notice. Parking fees will be reimbursed by the Training Office using a Travel Expense Claim (Std. 262a).

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the Two Rivers Training Facility, the following checklist is provided.

- Call Eric Marks at 916-319-9653 before September 12, 2008 to confirm your lodging. State that you are with the Department of Parks and Recreation Camp Host Administration Group 1 and confirm your lodging. Securing lodging at another location will be at participant's own expense.**

- Be sure you have read and understand the Camp Host Administration Group 1 Program Syllabus prior to the first scheduled session.

- Arrange your travel through your District/Section Office.

- Bring the following with you to training:
 - Camp Host Administration Group 1 Program Syllabus

 - Professional business attire (uniforms are not required for this program)

 - Pens and pencils

If you have questions or need assistance, contact Dave Galanti, Program Coordinator:

Phone: 916-319-9659
Fax: 916-319-9656
Email: dgalanti@parks.ca.gov

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

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 Center in providing a return on the investment the Department has on training.

CAMP HOST ADMINISTRATION GROUP 1 AGENDA
SEPTEMBER 22-25, 2008

Monday
September 22

1500- **CHECK-IN:** Check in at the Hawthorn Suites All
(out-of-town participants only)

Tuesday
September 23

0800-0815	PROGRAM ORIENTATION	Galanti
0815-0900	WELCOME AND INTRODUCTIONS	Cowan
0900-1000	INTRODUCTION TO CAMP HOST PROGRAM Legal Authority; Host Program Guidelines; DOM Chapter; DN 2004-06; Value of Hosts to DPR; 2007 Annual Report	Cowan
1000-1200	RECRUITMENT AND REGISTRATION OF CAMP HOSTS Recruitment Strategies; Volunteer Application; Screening and Interviews; Registration Checklist and Procedures	Cowan/Clark
1200-1300	LUNCH – (on your own)	
1300-1500	REGISTRATION OF CAMP HOSTS Volunteer Service Agreement/Host Duty Statement; Processing Confidential Information; Essential Functions Health Questionnaire; Medical Background Checks; Employees/Volunteer’s Notice of Pre-designated Physician; Reimbursement of Expenses	Cowan/Clark
1500-1600	RECORDKEEPING AND REPORTING Scheduling Hosts and Reporting Hours	Clark/Cowan
1600-1645	HOST INVENTORY	Cowan/Clark
1645-1700	WRAP-UP, QUESTIONS, ADJOURNMENT	Cowan

CAMP HOST ADMINISTRATION GROUP 1
SEPTEMBER 22-25, 2008

Wednesday
September 24

0800-0815	REVIEW/QUESTIONS	Cowan
0815-0915	RISK MANAGEMENT Occupational Safety Training; Risk Management Strategies	Ekeroth
0915-1015	WORKERS' COMP FOR HOSTS Strategies for Minimizing Workers' Comp Complaints; Statistics on Workers' Compensation Claims for Hosts	Velazquez
1015-1200	LEGAL ISSUES Restrictions Against Volunteers "Supplanting or Replacing Regular Public Employees"; Workers' Compensation and Tort Liability; Intellectual Property Rights; Visual Media Consent Form	Lynch
1200-1300	LUNCH (<i>on your own</i>)	
1300-1500	PUBLIC SAFETY Conducting Criminal History Background Checks; Processing Confidential Information; Use of Equipment, Vehicles, Firearms; Procedures for Reporting Accidents; Role of Hosts in Disaster/Emergency Situations	Sap
1500-1645	STANDARDS OF CONDUCT	Sap/Rath
1645-1700	REVIEW/QUESTIONS	Cowan

Thursday
September 25

0800-0815	REVIEW/QUESTIONS	Cowan
0815-1000	NURTURING YOUR HOSTS Orientation and Training/Motivation; Evaluation/Separation; Information Privacy Protection Training	Cowan

CAMP HOST ADMINISTRATION GROUP 1
SEPTEMBER 22-25, 2008

1000-1100	DEPARTMENT RECOGNITION PROGRAM VIP Passes; Poppy Award and Volunteer Medallion; Director's Recognition Program	Cowan
1100-1200	FUNDING FOR YOUR CAMP HOST PROGRAM	Cowan
1200-1300	<i>LUNCH (on your own)</i>	
1300-1630	MODEL HOST SITE	NSC
1630-1700	EVALUATION	Galanti

CAMP HOST ADMINISTRATION

24 Hours

Program Outline

Program Orientation and Objectives	1.0
History, Legal Authority, VIPP Organization Structure	1.0
Recruitment and Registration.....	4.0
Motivating and Training Hosts.....	1.5
Managing Hosts	3.5
Legal Issues: Confidentiality and Insurance Liability	2.0
Risk Management and Workers Compensation	2.0
Public Safety	2.0
Model Host Site.....	4.0
Recognition and Awards	1.0
Funding Host Programs	1.0
Discussion and Summary.....	<u>1.0</u>
 Total	 24.0

CAMP HOST ADMINISTRATION

TRAINING ORIENTATION

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

Program Objectives: By the close of session the participant will

1. Be presented with an overview of the Camp Host Administration training objectives and expectations.

INTRODUCTION TO CAMP HOST PROGRAM

Purpose: To provide overview of Volunteers in Parks Program (VIP) and the Camp Host Program, its history and value to the Department. Distribute copies of the Camp Host Program Guidelines. Define organizational structure of VIP.

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

1. Be familiar with the Camp Host Program Guidelines as the handbook of policies and procedures for managing the Department's campground and park host program.
2. Understand the mission, history, legal authority, and qualitative and quantitative value of the Volunteers in Parks Program.
3. Understand 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.

RECRUITMENT AND REGISTRATION OF HOSTS

Purpose: To identify eligibility requirements of hosts in the VIP Program, the specific forms used for registration, evaluation and separation of hosts, and the policies and procedures for annual recordkeeping and reporting of host activities.

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

1. Understand the eligibility requirements of hosts.

2. Demonstrate knowledge of appropriate registration forms, including the Volunteer Service Agreement and Duty Statement, and registration procedures for hosts.
3. Understand the policies and procedures regarding VIPP annual recordkeeping and reporting, formal evaluation of hosts, and separation documentation.

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. Understand what confidential information is and how the Information Practices Act and Public Records Act affect host registration.
2. Understand the legal requirement in the California State Government Volunteers Act, which ensures that volunteers are not intended “to supplant and replace regular public employees.”

RISK MANAGEMENT AND WORKERS COMPENSATION

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

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

1. Understand and be able to 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.
2. Be able to describe workers’ compensation insurance coverage and tort liability and how they affect hosts.

PUBLIC SAFETY

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

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

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

FUNDING SOURCES

Purpose: To present an overview of the sources and guidelines for funding host programs.

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

1. Be familiar with funding provided by cooperating associations to support the interpretive and educational programs of specific park units.
2. Demonstrate knowledge of the Volunteer Enhancement Program (VEP), including source, availability and use of funds, entering projects on the Park Infrastructure Database, and monitoring, tracking and reporting expenditures.
3. Gain familiarity with funding available through the California State Parks Foundation for volunteer programs funded through the Ranger Lane Volunteer Fund.

DEPARTMENT RECOGNITION PROGRAMS

Purpose: To provide information on recognition programs and techniques that enhance volunteer productivity and retention.

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

1. Be able to identify and develop meaningful formal and informal recognition programs for volunteers.
2. Be able to coordinate an awards and recognition program.

MANAGING A VOLUNTEER PROGRAM

Purpose: To provide an introduction of the administrative functions needed to manage a successful host program.

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

1. Possess the skills to evaluate and assess their existing volunteer program.
2. Be familiar with the administrative functions necessary for effective management of a volunteer program.
3. Have an understanding of how to implement necessary administrative functions in a volunteer program.
4. Possess the skills to design an appropriate volunteer assignment.
5. Learn effective techniques for evaluation of volunteers.

NURTURING THE IDEAL VOLUNTEER

Purpose: To provide an overview of the psychological and social needs of individuals and what motivates them to volunteer.

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

1. Understand the needs of a volunteer and the types of people who volunteer. Know how to provide the tools for a volunteer to succeed at his/her assignment.
2. Have knowledge of how to provide effective orientation and training of volunteers.

RECRUITMENT, SELECTION, AND DUTY STATEMENTS

Purpose: To concentrate on individual needs for development of duty statement and a successful recruitment/marketing campaign for volunteer programs.

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

1. Learn the process for development of a duty statement.
2. Develop a duty statement.
3. Understand where and how to recruit volunteers.
4. Be familiar with sample recruitment brochures, flyers, and promotional materials.

MODEL HOST SITE

Purpose: To provide essential information on host site design, including technical and logistical considerations of site layout, utilities and amenities.

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

1. Understand the legal, technical and amenity requirements of a suitable host site.
2. Demonstrate knowledge of the Department's policies and procedures concerning maintenance and upkeep of a host site, and legal requirements regarding pets.