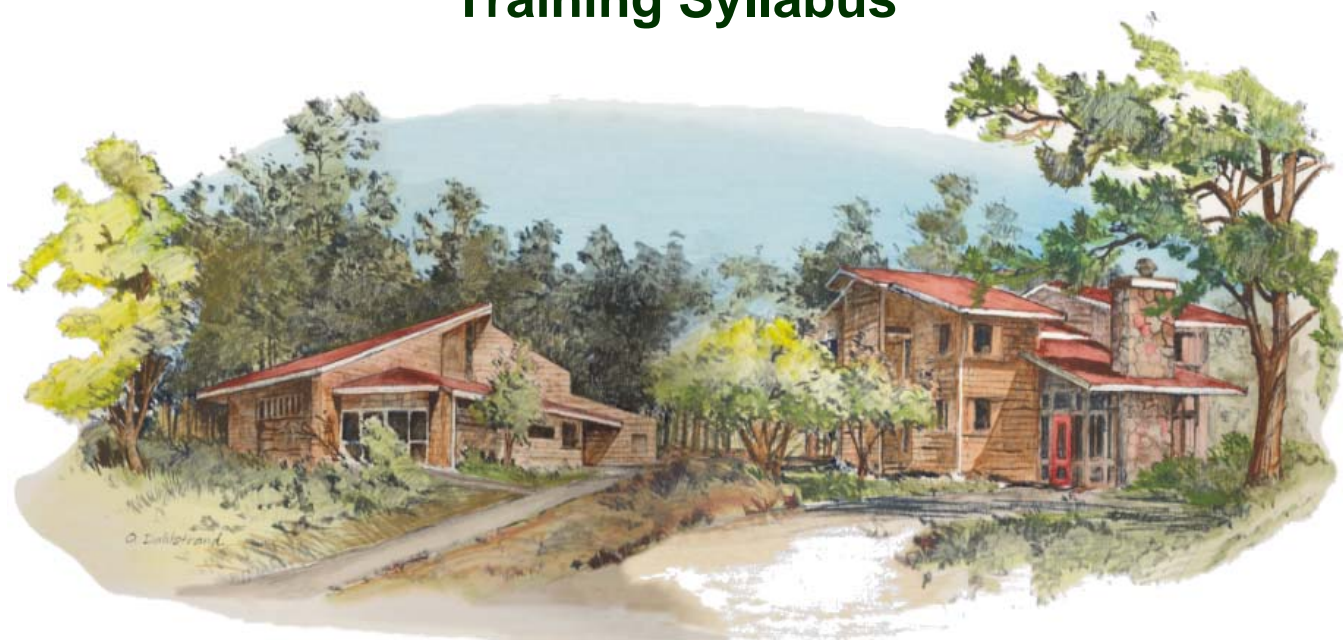


State of California. The Natural Resources Agency. California State Parks

Volunteer Management and Camp and Park Host Administration

May 17 - 22, 2013

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: February 24, 2013
To: Supervisor
From: Joanne Danielson, Acting Department Training Officer
William Penn Mott Jr. Training Center
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. 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.

Attachment

cc: Participant

TABLE OF CONTENTS

Formal Training Guidelines	1
Marconi Conference Center Information	4
Program Attendance Checklist.....	7
Post-Training Assignment	8
Agenda.....	9
Program Outline (Volunteer Management).....	13
Program Outline (Campground and Park Host Administration).....	14
Program Objectives.....	15
Program Objectives.....	21

***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

Joanne Danielson	Acting Department Training Officer
Juventino Ortiz.....	Acting Academy Coordinator
Pat Bost	Office Manager
Chuck Combs	Training Specialist
Sara M. Skinner	Training Specialist
Dave Galanti	Training Specialist
Karyn Lombard	Training Specialist
Matt Cardinet	Cadet Training Officer
Dan Kraft.....	Cadet Training Officer
Nicole Shannon	Cadet Training Officer
Dan Raducanu.....	Cadet Training Officer
Pamela Yaeger	Assistant Program Coordinator
Edith Alhambra	Assistant Program Coordinator
Ellen Dewsnap.....	Assistant Program Coordinator
Socorro Wallace	Program Assistant
Joanne Ciccone	Program Assistant
Ginger Henry	Program Assistant
Rogers Williams.....	Program Assistant

THE MISSION

of 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). You should print a copy of the syllabus to bring with you to class. 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 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 any local airport.

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

4. **LOCATION AND HOUSING:** This training is being offered at the Marconi Conference Center, located in Marshall, CA. (Marin County Coast). 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 Marconi Conference Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. Please advise the Department Training Officer no later than one week before your scheduled arrival if you plan to live off-grounds. 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 Marconi Conference Center Administration Building. Quiet hour for lodge living areas 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 Specialist assigned to the course at least 72 hours 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 72 hours' notice.

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

6. **CLOTHING AND CONDUCT:** Uniforms are **NOT** required for this program. All participants shall wear professional business attire. No shorts or T-shirts, please.

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.

7. **MEALS:** Meals will be provided from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:00 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, notify Dave Galanti at dave.galanti@parks.ca.gov. no later than one week before you are scheduled to arrive..
8. **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.

9. **TRAINING SECTION STAFF:** Dave Galanti is your Training Specialist 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.
10. **TRAINING MATERIALS:** May be made available to you at both your unit and the Marconi Conference 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. Bring your own pens and pencils.
11. **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 Specialist.
12. **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.
13. **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 Marconi Conference Center at (415) 663-9020.
14. **POST-TRAINING ASSIGNMENTS:** In connection with formal training are to be completed under the direction of your supervisor. See "Program Attendance Requirements" in this syllabus.

◆ **Marconi Conference Center**
 ◆ **PLANNING INFORMATION**

To make your visit as comfortable and satisfying as possible, please take a few moments to read the following.

◆ **CHECK-IN/CHECK-OUT**

Please check in at the Front Desk. Follow the signs for Check-in.

Check-in: 3 p.m. to 11 p.m.
 Check-out: 7 a.m. to 10 a.m.
 (Bring your key)

Late check-out (after 10 a.m.) will incur an additional day's charge.

◆ **DINING**

Meals are served in Redwood Dining Hall.

Breakfast buffet: 7 a.m. to 9 a.m.
 Lunch buffet: 11:30 a.m. to 1:30 p.m.
 Full service dinner: 6 p.m. to 8 p.m.

◆ **LODGING**

You may wish to bring: shampoo, flashlight, comfortable shoes for hilly trails. Please note cooking and other appliances, candles and incense are not allowed, and food should not be kept in your room as it attracts insects.

◆ **PARKING**

Please park in designated parking spaces only and observe the law regarding spaces for the handicapped. Campers, recreational vehicles and motor homes are not permitted.

◆ **DRIVING**

Please drive slowly and carefully, yielding to pedestrians, bicyclists and animals. The speed limit is 15 mph, and all signs and barriers must be observed.

◆ **GAS STATIONS**

The closest gas station is located in Point Reyes Station, 15 minutes to the south.

◆ **TELEPHONES**

Your guestroom has a private telephone number which you can give callers after you check in, as well as a port for your modem. All outbound telephone and modem calls require a toll-free 800 number. Bring your calling card for phone calls; check with your ISP for 800-number access. Most cellular phones DO NOT work at Marconi Conference Center.

◆ **MESSAGES, FAXES, MAIL**

If your callers would like to leave a message, give them this number:

Front Desk Telephone: (415) 663-9020

You may also want to give them your lodging building, room number and name of conference, to expedite receiving emergency messages.

We post messages for guests on the message board. We'll also post a notice if you receive mail or a package. *Emergency messages will be delivered.*

If you wish to receive a fax, use this number:

Front Desk Fax: (415) 663-1731

We will post a notice on the message board when your fax arrives and collect the service charge when you pick it up.

If you wish to receive mail, use this address:

(your name), (conference name)
 c/o Marconi Conference Center
 P.O. Box 789, 18500 State Route 1
 Marshall, CA 94940

We will post a notice on the message board and hold your mail at the Front Desk.

no charge. Our commissary sells snacks, cold drinks, personal hygiene items, flashlights/batteries, writing supplies, stamps. We have a selection of Marconi souvenirs such as shirts, hats, mugs and other items that make wonderful remembrances of your stay with us. Our Front Desk staff can also help you with local information.

◆ **BUSINESS CENTER**

The Business Center is located in the Pelican Building lounge and is open 7 am to 11 pm. For your convenience, we are pleased to provide **free of charge**, the following services:

- ◆ Internet / E-mail
- ◆ Computer with MS Office
- ◆ LaserJet Printer
- ◆ Photocopier

◆ **WALKING & EXPLORING**

Marconi Conference Center is a unit of the California State Park system and all natural elements such as branches, pine cones, mushrooms and flowers are protected by state law and may not be removed. Camping and

campfires are not permitted. We suggest walking on designated footpaths to avoid poison oak. The pine needles can be slippery—please use caution. We recommend flashlights at night.

◆ **SMOKING**

State law prohibits smoking in or within 50 feet of Marconi Conference Center buildings. Ashtrays are located at entrances, on decks and on patios. Smoke only in paved areas and please use extreme caution when smoking on the property.

◆ **PETS**

With the exception of guide dogs for the handicapped, *pets are not permitted* in Marconi

Conference Center buildings and cannot remain on the property overnight. Dogs must be on a leash at all times.

◆ **ENJOY!**

We hope that between highly productive meetings you'll have some time to appreciate the rich human and natural history that surrounds us here. Please let us know if there is anything we can do to enhance your stay.



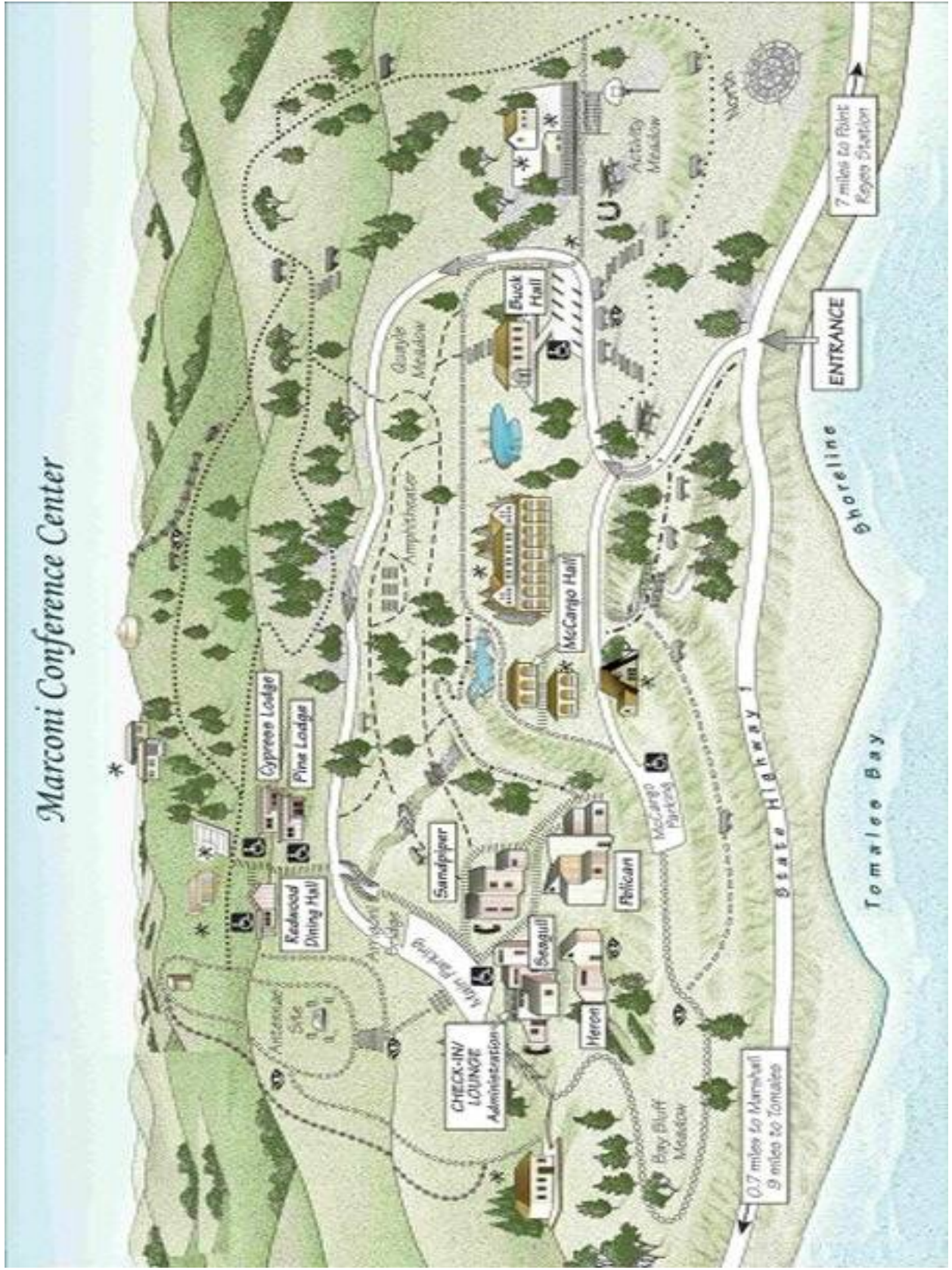
Marconi Conference Center's guestrooms overlook Tomaes Bay

◆ **EMERGENCIES**

Between 11 p.m. and 7 a.m., the recorded message on (415) 663-9020 tells callers how to contact a guest or Marconi staff member in an emergency.

◆ **GUEST SERVICES**

In the front desk area we have games, reading material and a VCR with a selection of movie videos; volleyball, badminton and horseshoe equipment; ice, irons and ironing boards, all at



Marconi Conference Center

◆ **Marconi Conference Center**
 ◆ **GETTING TO MARCONI**
(415) 663-9020



◆ **FROM SANTA ROSA**

Highway 101 South to Petaluma. Exit at East Washington Street. Turn right (west) on Washington Street, continue about 1.5 miles. Washington Street becomes Bodega Avenue. Continue on Bodega Avenue for about 7 miles. At Coast Guard sign, turn left (west) on Petaluma/Tomales Road. Continue on Petaluma/Tomales Road for about 7 miles to Highway 1 (Shoreline Highway). Turn left (south) on Highway 1, continue about 7-1/2 miles through Marshall until you see Marconi on the left.

◆ **FROM SACRAMENTO**

Take Interstate 80 West. Just before Vallejo, take Highway 37 west toward San Rafael. Continue west on Highway 37 over Highway 101 (stay to the right). Take South Novato Boulevard exit. Continue north on Novato Boulevard for about 8-1/2 miles through Novato. When Novato Boulevard ends turn right, continue about 1000 feet. Turn left (west) on Hicks Valley Road (sign indicates "To Marshall"). Continue on Hicks Valley/Wilson Hill Road about 2-1/2 miles until it ends. Turn left (south/west) on Marshall Petaluma Road. Continue for about 11 miles until it ends at Highway 1 (Shoreline Highway). Turn left on Highway 1 and continue about 1 mile to Marconi on the left.

◆ **FROM OAKLAND/EAST BAY:**

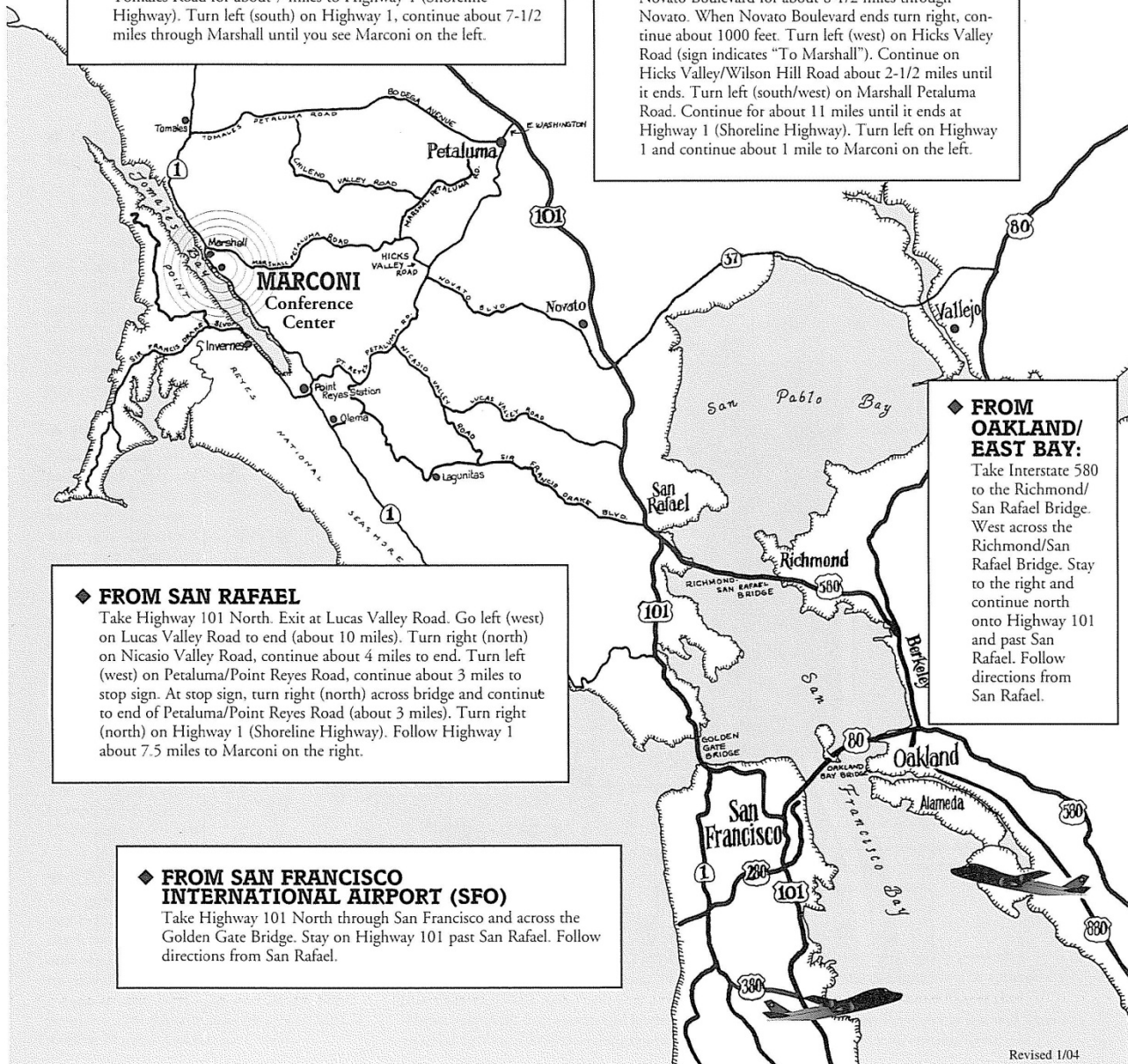
Take Interstate 580 to the Richmond/San Rafael Bridge. West across the Richmond/San Rafael Bridge. Stay to the right and continue north onto Highway 101 and past San Rafael. Follow directions from San Rafael.

◆ **FROM SAN RAFAEL**

Take Highway 101 North. Exit at Lucas Valley Road. Go left (west) on Lucas Valley Road to end (about 10 miles). Turn right (north) on Nicasio Valley Road, continue about 4 miles to end. Turn left (west) on Petaluma/Point Reyes Road, continue about 3 miles to stop sign. At stop sign, turn right (north) across bridge and continue to end of Petaluma/Point Reyes Road (about 3 miles). Turn right (north) on Highway 1 (Shoreline Highway). Follow Highway 1 about 7.5 miles to Marconi on the right.

◆ **FROM SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)**

Take Highway 101 North through San Francisco and across the Golden Gate Bridge. Stay on Highway 101 past San Rafael. Follow directions from San Rafael.



Revised 1/04

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the Marconi Conference Center, the following list is provided:

- _____1. Arrange travel through your District Office.
- _____2. Remember to bring the following with you to training:
 - Program syllabus.
 - Reusable water bottle, coffee cup, pencils, pens, etc.
- _____3. Do not contact the Marconi Conference Center to make any personal arrangements. All special arrangements must be made through the Training Section. If you have questions or need help, contact the Program Coordinator, Dave Galanti, at dave.galanti@parks.ca.gov.

If you have any questions or need assistance, contact Training Specialist Dave Galanti, dave.galanti@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 Mott Training Center in providing a return on the investment the Department has on training.

**VOLUNTEER MANAGEMENT GROUP 24
CAMP AND PARK HOST ADMINISTRATION GROUP 3
COMBINED COURSE AGENDA
MARCH 17 – 22, 2013**

**Sunday
March 17**

1500– **CHECK-IN:** Check in at the Marconi Conference Center Administration Building (out-of-town participants only)

**Monday
March 18**

0800–0830	COURSE INTRODUCTION	Galanti
0830–0930	REVIEW OBJECTIVES, EXPECTATIONS, AGENDA Overview of Interpretation and Education Division; Interpretation and Education Online: Parks Intranet and Public Website	Cowan
0930–1030	INTRODUCTION TO VIP PROGRAM Distribute VIP Program Guidelines; DOM Chapter 9; Brief History of Volunteers in DPR; Value of Volunteers; 2012 Annual Report; VIPP Online	Cowan
1030–1200	VIPP ORGANIZATIONAL STRUCTURE Type and Eligibility of Volunteers; Screening and Interviews; Insurance Requirements for Short-Term Volunteers and Groups	Cowan
1200–1300	LUNCH (Redwood Dining Hall)	
1300–1400	NEW PARTNERSHIP MODELS FOR CALIFORNIA STATE PARKS Partnership Workbook and FAQs	Breece
1400–1530	MAINTAINING SEPARATION BETWEEN THE COOPERATING ASSOCIATIONS PROGRAM AND THE VIP PROGRAM Shared Vision; Clear Roles and Responsibilities; Expanded Rules for Cooperating Associations	Breece
1530–1700	MANAGING YOUR PROGRAM How Does Your VIP Program Rate?; Program Evaluation and Needs Assessment; Volunteer Skills Inventory	Cowan

**VOLUNTEER MANAGEMENT GROUP 24
CAMP AND PARK HOST ADMINISTRATION GROUP 3
COMBINED COURSE AGENDA
MARCH 17 – 22, 2013**

**Tuesday
March 19**

0800–1100	DISTRICT REGISTRATION PROCEDURES Volunteer Service Agreements; Developing an Appropriate Duty Statement; Processing Confidential Information; Essential Functions Health Questionnaire; Medical Background Checks; Orientation/Training/Evaluation/Separation	Rowe/ Tobin
1100–1200	RECORDKEEPING AND REPORTING: VOLGISTICS DEMONSTRATION Scheduling Volunteers and Reporting Hours; Unit, Sector, and District VIP Reports	TBA
1200–1300	LUNCH (Redwood Dining Hall)	
1300–1400	ONLINE TRAINING AND RESOURCES FOR VOLUNTEER COORDINATORS VolunteerMatch Resources and Services; Virtual Volunteer Opportunities; Connecting with California Volunteers and Serve.gov; MTC Online Training; Registering Volunteers	Cowan/ Barclay
1400–1700	LEGAL ISSUES Legal Authority; Restrictions Against Volunteers Supplanting or Replacing Public Employees; Workers' Compensation and Tort Liability; California Good Samaritan Policy; Government Speech; Bunkhouse Rule	Lynch

**Wednesday
March 20**

0800–1030	OHV VOLUNTEERS – HOLLISTER HILLS SRVA Appropriate Duties; Long Term Volunteers and Short Term Groups; Registration Procedures and Duty Statements; Coordinating with Group Leaders and DPR Staff; Interpretation in OHV Parks	Cable
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**VOLUNTEER MANAGEMENT GROUP 24
CAMP AND PARK HOST ADMINISTRATION GROUP 3
COMBINED COURSE AGENDA
MARCH 17 – 22, 2013**

Wednesday

March 20 (continued)

1030–1200	TRAVEL TO FIELD LOCATIONS Samuel P. Taylor State Park Diablo Vista District Office	Participants
1200–1300	BOX LUNCH	
1300–1700	LEARNING OPTION A: MANAGING CAMPGROUND AND PARK HOSTS (SAMUEL P. TAYLOR STATE PARK) Recruitment; Application and Screening; Registration; Processing Confidential Information; LiveScan Process; Expense Reimbursement; Model Host Site; Host Standards of Conduct; Mount Tamalpais SP MAU Program	Blackburn/ Shelly
1300–1700	LEARNING OPTION B: COORDINATING INTERPRETIVE VOLUNTEERS (DIABLO VISTA DISTRICT OFFICE) Sonoma State Historic Park; Casa Grande, Barracks, Mission, Docent Library	Anibale/ Barrett

Thursday

March 21

0800–1000	GROUP WORK AND STUDY Highlights and Information from Field Trips; Sharing What We've Learned	Cowan/ Galanti
1000–1200	PUBLIC SAFETY Conducting Criminal History and Background Checks; Processing Confidential Information; Use of Equipment, Vehicles, Firearms; Emergency Medical Services; First Aid	TBA
1200–1300	LUNCH (Redwood Dining Hall)	

**VOLUNTEER MANAGEMENT GROUP 24
CAMP AND PARK HOST ADMINISTRATION GROUP 3
COMBINED COURSE AGENDA
MARCH 17 – 22, 2013**

Thursday

March 21 (continued)

1300–1430	RISK MANAGEMENT AND WORKERS' COMPENSATION Reporting Accidents; Risk Management Strategies	TBA
1430–1700	ENSURING TOP PERFORMANCE Keeping Volunteers Engaged and Motivated; Ensuring Group Productivity; Productivity's Hidden Secret: Recognition	Galanti

Friday

March 22

0800–0900	YOUR ACTION PLAN What Will You Do When You Get Home? "The Best Thing I've Learned"	Participants
0900–1000	VOLUNTEER UNIFORMS AND ACCESSORIES FUNDING SOURCES FOR VOLUNTEER PROGRAMS Volunteer Enhancement Program/PID; California State Parks Foundation Ranger Lane Fund; Cooperating Associations; Other Partners	Cowan
1000–1100	VOLUNTEER RECOGNITION VIP Passes; Director's Recognition Program; Poppy Award and Volunteer Medallion	Cowan
1100–1200	PROGRAM EVALUATION AND ADJOURNMENT	Galanti/ Cowan
1200–	BOX LUNCH and DEPART	

PROGRAM: VOLUNTEER MANAGEMENT

36 Hours

PROGRAM OUTLINE

Total Hours

Training Orientation and Program Objectives	1.0
Introduction to Interpretation and Education.....	1.0
Introduction to VIP Program: History, Legal Authority, Structure.....	2.0
Selecting the Right Volunteer: Types, Eligibility, Recruitment	3.0
District Registration Procedures	3.0
Recordkeeping and Reporting.....	2.0
Legal Issues: Confidentiality, Insurance Liability	3.0
Public Safety and Emergency Response	2.0
Risk Management and Workers Compensation	2.0
Training Excursion: Observation of Local VIP Programs.....	4.0
Managing Effectively: Development, Motivation, Training.....	3.0
Special Volunteer Situations	3.0
Volunteer Recognition; Uniforms and Accessories	2.0
Cooperating Associations and the VIP Program	2.0
Funding Sources for Volunteer Programs	1.0
Technical Resources and Tools; Demonstrations	1.0
Discussion, Summary and Evaluation	<u>1.0</u>
TOTAL HOURS	36.0

PROGRAM: CAMPGROUND AND PARK HOST ADMINISTRATION 36 Hours

PROGRAM OUTLINE Total Hours

Introduction to Interpretation and Education.....	1.0
Introduction to VIP Program: History, Legal Authority, Structure.....	2.0
Recruitment and Registration.....	3.0
Recordkeeping and Reporting.....	2.0
Legal Issues: Confidentiality, Worker’s Comp, Insurance Liability	2.0
Public Safety, Emergency Response and Risk Management	4.0
Host Standards of Conduct	1.0
Managing Host Programs: Development, Motivation, Training	3.0
Model Host Site	2.0
Special Volunteer Situations	3.0
Training Excursion: Observation of Local Host Program.....	4.0
Uniforms and Accessories	1.0
Host Recognition and Awards	1.0
Funding Sources for Host Programs	2.0
Technical Resources and Tools; Demonstrations	2.0
Discussion, Group Activities and Summary.....	2.0
Program Evaluation.....	<u>1.0</u>
TOTAL HOURS	36.0

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 Program.

Program Objectives: By the close of the program the participant will

1. Understand 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 manager.

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.

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

1. Be presented with an overview of the Volunteer Management training objectives and expectations.

INTRODUCTION TO INTERPRETATION AND EDUCATION DIVISION

Purpose: To provide introduction to the Interpretation and Education Division programs and the support and services available from DPR Headquarters.

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

1. Possess knowledge of the programs offered by staff of the Interpretation and Education Division.
2. Understand the support and services available to district and sector volunteer coordinators.

INTRODUCTION TO VOLUNTEERS IN PARKS PROGRAM

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

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

1. Be familiar with the Volunteers in Parks Program Guidelines as the handbook of policies and procedures for managing the Department's volunteer programs.
2. Understand 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.

RECRUITING AND SELECTING THE RIGHT VOLUNTEER

Purpose: To identify the types and eligibility requirements of volunteers in the VIP Program.

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

1. Understand where and how to recruit volunteers.
2. Be familiar with sample recruitment brochures, flyers, and promotional materials.
3. Understand distinctions between the types and eligibility requirements of volunteers.
4. Gain knowledge of policies and procedures for use of juveniles as volunteers, including registration, parental/guardian permission and/or presence, and health and safety laws governing juveniles.
5. Learn about the insurance requirements for organized groups, and the distinction between organized and informal groups.

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. Be familiar with the California State Government Volunteers Act as the legal authority of the VIP Program.
2. Understand the legal requirement that volunteers are not intended "to supplant and replace regular public employees."

3. Be able to describe workers' compensation insurance coverage and tort liability and how they affect volunteers in the VIP Program.
4. Know the differences between the California Government Torts Claims Act and the CA Good Samaritan Law as applied to the VIP Program.

PUBLIC SAFETY AND 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. 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. Have knowledge of the volunteer activities that require criminal and medical background checks and familiarity with procedures for conducting those checks.
3. 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
4. Have knowledge of the Department's Emergency Response procedures; instructions for utilizing VIP volunteers in emergencies.

REGISTRATION AND DUTY STATEMENTS

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. Learn the process for development of a duty statement.
3. Develop a duty statement.
4. Understand what confidential information is and how the Information Practices Act and Public Records Act affect volunteer registration.

5. Understand policies and procedures regarding Medical Background Checks and the Essential Functions Health Questionnaire.

MANAGING A VOLUNTEER PROGRAM

Purpose: To provide an introduction of the administrative functions needed to manage a successful volunteer 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. Understand the resources, support, and training available to trainers/coordinators of volunteers.
3. 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.
4. Be familiar with the administrative functions necessary for effective management of a volunteer program.
5. Understand the policies and procedures regarding VIPP annual recordkeeping and reporting, formal evaluation of volunteers, and separation documentation.
6. Review a model orientation program for volunteers and possess the skills to design an appropriate volunteer assignment.

SPECIAL VOLUNTEER SITUATIONS

Purpose: To provide the policy framework and forms and procedures for utilizing individuals and groups in special situations.

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

1. Become familiar with policies and procedures for use of volunteers in special events and other out of the ordinary activities, such as living history events, clean up days, or programs co-sponsored with the California State Parks Foundation. Demonstrate familiarity with group volunteer registration, insurance, liability issues, task sheets, and other considerations.

VOLUNTEER RECOGNITION

Purpose: To provide information on recognition programs and techniques that enhances 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. Gain familiarity with VIP passes, Poppy Award, and Volunteer Medallion, and the appropriate awarding of each.
3. Be able to coordinate an awards and recognition program.

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 session the participant will

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

FUNDING SOURCES FOR VOLUNTEER PROGRAMS

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

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

1. Have knowledge of how to utilize partnerships in building a successful volunteer program.
2. Be familiar with funding provided by cooperating associations to support the interpretive and educational programs of specific park units.
3. Demonstrate knowledge of the Volunteer Enhancement Program (VEP), including source, availability and use of funds, entering projects on the Park Infrastructure Database (PID), and monitoring, tracking and reporting expenditures.

4. Gain familiarity with funding available through the California State Parks Foundation for collaborative special events, and for volunteer programs funded through the Ranger Lane Volunteer Fund.

CAMPGROUND AND PARK 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 CAMPGROUND AND PARK 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 Campground and Park Host Program Handbook for managing the Department's 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.

RECRUITING AND SELECTING THE RIGHT VOLUNTEER

Purpose: To identify the types and eligibility requirements of hosts in the VIP Program.

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

1. Understand where and how to recruit hosts.
2. Be familiar with sample recruitment brochures, flyers, and promotional materials.
3. Understand distinctions between the types and eligibility requirements of volunteers.

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. Be familiar with the California State Government Volunteers Act as the legal authority of the VIP Program.
2. Understand the legal requirement that volunteers are not intended “to supplant and replace regular public employees.”
3. Be able to describe workers’ compensation insurance coverage and tort liability and how they affect volunteers in the VIP Program.
4. Know the differences between the California Government Torts Claims Act and the CA Good Samaritan Law as applied to the VIP Program.

PUBLIC SAFETY AND RISK MANAGEMENT

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 hosts, including procedures for reporting accidents.

2. Have knowledge of criminal and medical background checks, and familiarity with procedures for conducting those checks.
3. 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.

MANAGING A HOST PROGRAM

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

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

1. Possess the skills to evaluate and assess their existing host program.
2. Understand the resources, support, and training available to trainers/coordinators of volunteers.
3. 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.
4. Be familiar with the administrative functions necessary for effective management of a host program.
5. Understand the policies and procedures regarding VIPP annual recordkeeping and reporting, formal evaluation of volunteers, and separation documentation.

VOLUNTEER RECOGNITION

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. Gain familiarity with VIP passes, Poppy Award, and Volunteer Medallion, and the appropriate awarding of each.
3. Be able to coordinate an awards and recognition program.

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