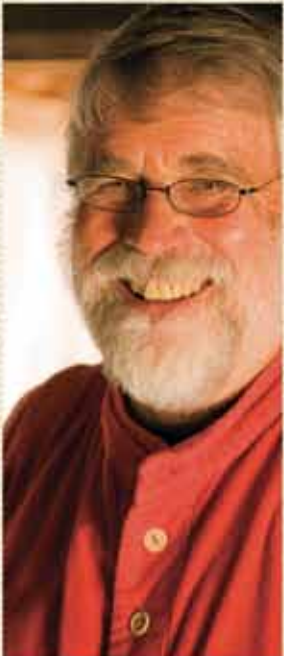


Volunteers in Parks Program Guidelines



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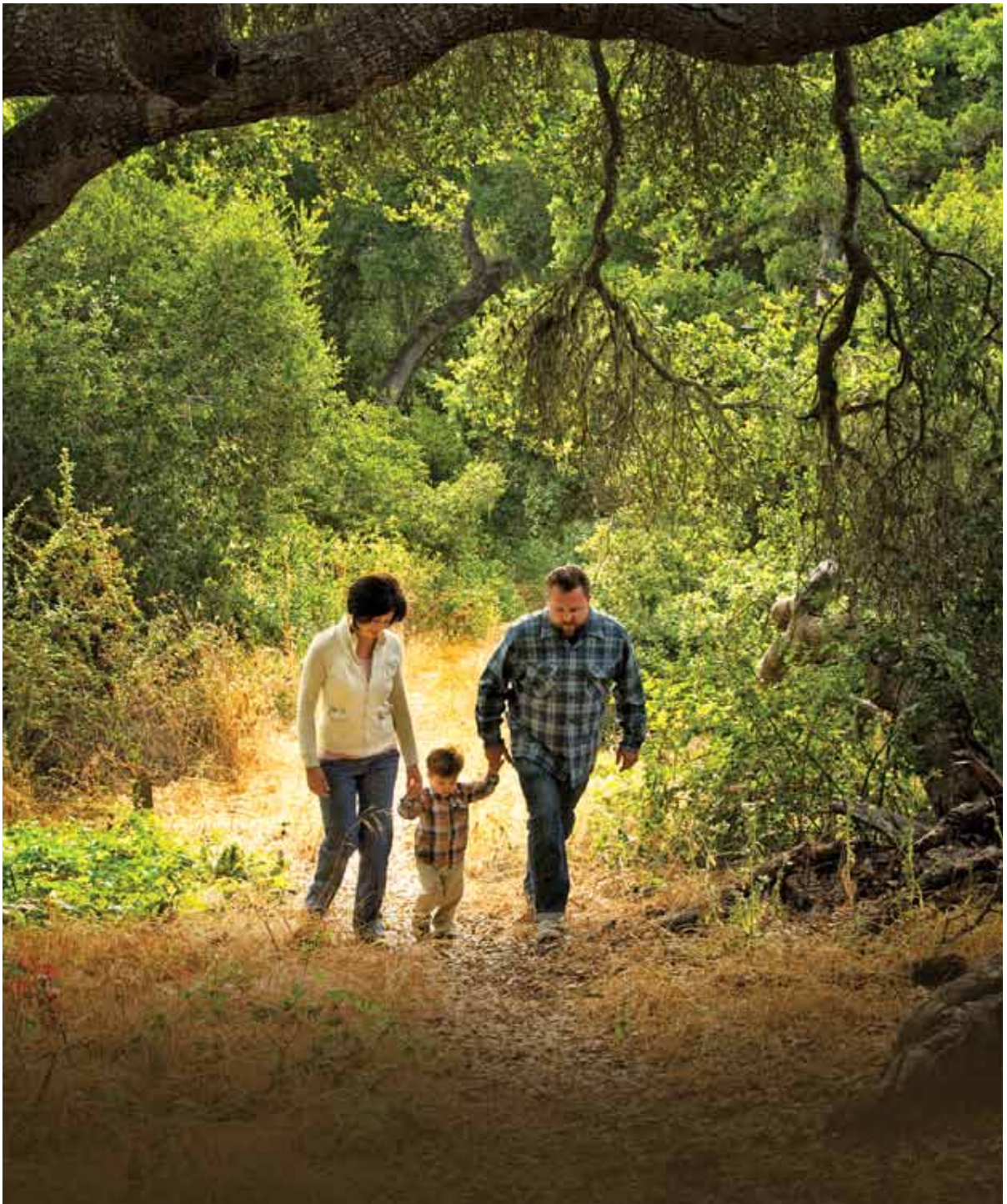
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2012



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Questions about this handbook or request for copies should be directed to:
Interpretation and Education Division
California State Parks
PO Box 942896, Sacramento, CA 94296-0001
Phone: (916) 654-2249
interp@parks.ca.gov



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 valuable natural and cultural resources, and creating opportunities for high-quality outdoor recreation.

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Brian Baer	Photographer, Interpretation and Education Division
Diane Barclay	Park Interpretive Specialist, Interpretation and Education Division
Carol Cullens	Research Writer, Interpretation and Education Division
Maria Heilpern	Volunteer, Interpretation and Education Division
Wil Jorae	Museum Curator II, DPR Photographic Archives
Janice Kelley	Graduate Student Assistant, Interpretation and Education Division
Lorissa Kemper	Graphic Designer III, Interpretation and Education Division
Cate Murphy	Associate Editor of Publications, Interpretation and Education Division
Corinne Nelson	Office Technician, Interpretation and Education Division
John Palmer	Senior Photographer, Interpretation and Education Division
Brock Patel	Business Services Officer III, Business Services Section
Tad Perez	Graphic Designer III, Interpretation and Education Division
Donna Pozzi	Chief of Interpretation and Education Division, DPR
Dana Schnabel	Graphic Designer II, Business Services Section
Carlos Tapia	Digital Print Operator II, Business Services Section
Ingrid van Dijk	Office Technician, Interpretation and Education Division
Victoria Yturralde	Staff Park and Recreation Specialist, Interpretation and Education Division

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* Classifications and divisions reflect the positions held by these individuals at the time of publication.

USING THE VOLUNTEERS IN PARKS PROGRAM GUIDELINES

This handbook is designed to assist California State Parks staff in managing volunteer programs. Specifically, Superintendents and Volunteer Coordinators should refer to the policies and procedures for guidance in developing and implementing volunteer programs in their units. The Departmental Operations Manual (DOM), the Departmental Administrative Manual (DAM), and Departmental Notices provide additional information.

The Volunteers in Parks Program Guidelines is divided into four sections:

Introduction describes the Volunteers in Parks Program (VIPPP) and places citizen involvement in park operations in historical, legal, qualitative and quantitative perspectives.

Managing a Volunteer Program offers guidance and suggestions on establishing a program, including recruiting, selecting, training and acknowledging volunteers.

Program Policies explains departmental policies, guidelines, and legal requirements for managing volunteer programs. Also included is a section on Cooperating Associations and Volunteers. This section states policy regarding public benefit corporations under contract with the Department for the purpose of supporting and furthering California State Parks' interpretive and educational services to park visitors.

Appendices contain samples of required and optional forms, and other reference materials that may be helpful to volunteer program managers.

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Government Codes §3110 through §3119.5: CA State Government Volunteers Act
California Department of Industrial Relations: Child Labor
California Family Code 7002, 7122: Emancipation of Minors Law
California Labor Code §1720.4: Public Works
California Vehicle Code §4000.4: Registration Required: Primary Use
California Vehicle Code §17150, §17151: Liability of Private Owners
State Administrative Manual (SAM) §2420: Motor Vehicle Liability
Self-Insurance Program
State Administrative Manual (SAM) §2455: Motor Vehicle Accident Reporting
and Investigation

For complete text of legislation and administrative policies and procedures, refer to www.dpa.ca.gov/general/publications/manuals/flsa9402.shtm and www.leginfo.ca.gov.

Department Policies

Department Administrative Manual (DAM) 0215.3: Employment/Pre-Employment Criminal History Checks

Department Administrative Manual (DAM) 0250.10: Nepotism Policy
Department Administrative Manual (DAM) §1260: Employee Vehicle Accident Prevention

Department Administrative Manual (DAM) §1265: Vehicle Operation Policies and Procedures

Departmental Notice 96-26: Receipts, Tickets and Passes Accountability

Departmental Notice 97-42: Complimentary Passes

Departmental Notice 2002-08: Equal Employment Opportunity Policy

Departmental Notice 2010-03: Social Media

Department Operations Manual (DOM) 0907: Intellectual Property

Department Operations Manual (DOM) 0908.3-908.4: Volunteers in California State Parks

Department Operations Manual (DOM) 2200: Department Housing &
DOM Memo 129: Camp and Park Host Length of Occupancy

Department employees may access departmental manuals and notices on the Department share drive (N) or Intranet.

Volunteers in Parks Program and the California State Government Volunteers Act

“The spirit of citizen initiative and self-reliance that has prevailed throughout the United States for over the past two centuries needs to be recognized and fostered whenever possible in meeting the basic human needs in the state.” -- Government Code 3112(b)

Passage of the 1978 *California State Government Volunteers Act* (hereafter referred to as the *Volunteers Act*) granted state agencies the authority to use volunteers, with responsibility to provide adequate staff support, establish certain rules, and ensure that volunteers and staff understand their duties and responsibilities within this framework.

California State Parks' *Volunteers in Parks Program* adheres to the spirit and the language (Government Code 3110-3119.5) of the *Volunteers Act*. This includes fostering a *“spirit of citizen initiative and voluntary action among businesses, industries and individual citizens in the community,”* as well as identifying *“untapped human, technical, and material resources that can be mobilized for the public good through citizen initiative and voluntary action.”* (GC 3117a, c) It involves the recruitment, acceptance, and training of volunteers who will *“augment, but not replace, staff.”* (GC 3116)

In compliance with the *Volunteers Act*, all volunteers are required to adhere to DPR and *Volunteers in Parks Program* policies. Volunteers shall undertake no actions within any park property or identify themselves as representatives of the Department or the State of California without prior approval from the district superintendent, headquarters division chief, or designee.

The following chapters detail *Volunteers in Parks Program* policies as developed in accordance with DPR policy, the *Volunteers Act*, the California Fair Labor Standards, and other Department and State policy codes. Refer to Appendix C for the full text of Government Code 3110-3119.5, and other legal references.

INTRODUCTION

Historical Background of Volunteer Service

California State Parks volunteers follow a proud tradition of direct citizen-voluntary action in support of public parks that dates back to the 19th century. Beginning in the mid-1860s, when concerned citizens helped establish Yosemite as California's first state park, volunteers have never wavered from protecting park resources and serving the needs of visitors. A brief history of California State Parks is found in Appendix A—General Information.

Today, Californians enjoy one of the largest and most popular park systems in the world. The diversity and beauty of California's state parks attract more than 70 million visitors annually, challenging park managers to seek innovative ways of providing needed maintenance, educational programs and operational support. Volunteers are integral to the successful operation of our state parks.



The Value of Volunteers

The reasons why people volunteer for California State Parks are as numerous as the types of work they do. Some thrive on interacting with people, while others prefer working alone. Volunteering provides many individuals the opportunity to engage in favorite activities or to learn something new. People often volunteer their career-related skills, while others prefer doing jobs entirely different from their everyday work. Whatever the reasons behind volunteering, a common motivation is the satisfaction of performing a needed job and doing it well.

Enabling citizens to be involved actively with California State Parks programs increases public support for state parks and helps individuals better understand management decisions. Volunteers can enhance existing programs or begin new projects at a minimal



cost to taxpayers. They can provide service on a temporary, intermittent basis or through long-term assignments. Volunteers come from a variety of backgrounds and often bring abilities and expertise that is not otherwise available to the Department.

Groups of volunteers may be recruited for projects that relate to their specific organizational goals and interests. For example, volunteer projects can be designed to fulfill requirements for school credit or scout merit badges. Short-term projects requiring large numbers of people, such as trail restoration and maintenance, or assisting with special events, are best accomplished using volunteer groups. An advantage is that groups have their own leadership and infrastructure, and generally maintain their own workers' compensation and liability insurance.

In 2010, over 33,000 volunteers gave more than one million hours of their time, talents and energies to California State Parks. Volunteers provided an equivalent value of nearly \$24 million in support for state park programs and projects, based on the nationally accepted volunteer hour equivalent of \$21.36 per hour in 2010. The chart below highlights the numbers of volunteers and the hours they contributed to state parks over the past fifteen years.

Volunteers in Parks - 1995 – 2010

Year	Number of Volunteers	Hours Contributed	Economic Value
1995	11,882	885,524	\$11.5 million
2000	12,289	921,250	\$14.4 million
2005	16,609	950,430	\$17.1 million
2010	33,759	1,118,261	\$23.8 million

The commitment of time and service that volunteers give to California State Parks enriches the visitor experience and is a source of personal value to the volunteers themselves.

Legal Authority

The California State Government Volunteers Act (Government Code §3110 through 3119.5), signed into law in 1978, recognized the value of volunteerism to state government and all of California.

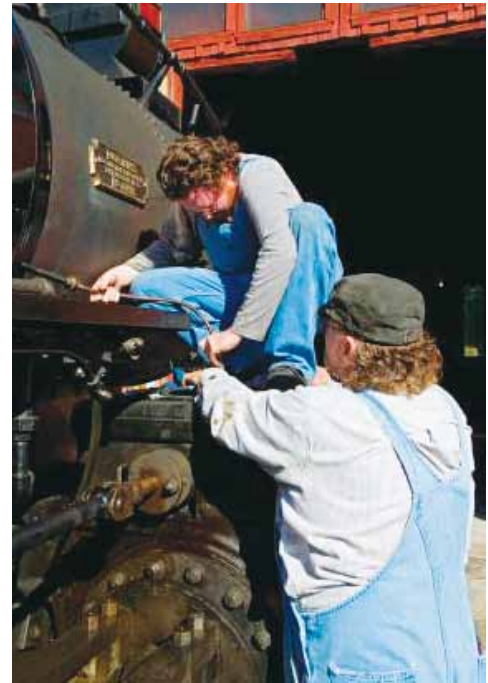
The Department developed the Volunteers in Parks Program (VIPPP) in compliance with the Act. A summary of legislative authority is found in Appendix E: Legal/Administrative References.

Volunteers in Parks Program Description

The Volunteer in Parks Program provides an organized, efficient, cost-effective, and legally based approach to managing a wide range of volunteer activities in California State Parks.

Definition of a California State Parks Volunteer

A California State Parks volunteer is an individual under the direction of Department personnel who, of his or her own free will and without compensation or financial gain, contributes goods or services to assist California State Parks in the accomplishment of its mission. Volunteers are not considered employees within the legal meaning of the term and do not have the same rights as employees.



Recruitment Policy

Volunteer recruitment adheres to the Department's equal opportunity employment policy, stating that California State Parks will "provide a discrimination-free work place by recruiting, employing, promoting, and retaining qualified individuals regardless of age, race, sex, color, national origin, creed, religion, political affiliation, ancestry, disability, medical condition (cancer and genetic conditions), marital status or sexual orientation." (Departmental Notice 2002-08)

The Department is not obligated to accept or retain any person who volunteers his or her services. The relationship between a volunteer and California State Parks must be one of mutual benefit. Each volunteer must be given a specific, identified task and must be able to perform safely and adequately the work that he/she is assigned. Supportive interaction and communication among volunteers, and between staff and volunteers, contribute to a healthy and active volunteer program.

Volunteer Opportunities

Individuals in the Volunteers in Parks Program perform a variety of duties that assist staff and enhance services. Traditionally, volunteers are associated with an individual park unit, providing a variety of visitor-related services under the guidance of park staff. Today, volunteers also work with staff at district offices and headquarters, performing administrative duties. Volunteers assist with many activities throughout the State Park System, including:

- Interpretation for Visitors
- Education Programs for School Groups
- Living History
- Nature Walks
- Trail Construction and Maintenance
- Beach Cleanup
- Native Plant Enhancement
- Exotic Plant Removal
- Caring for Collections
- Park Equipment Maintenance
- Marketing
- Special Events
- Fundraising
- And much, much more...!



Specialized Volunteer Programs

Specialized volunteer programs are found throughout California State Parks. These programs generally require formal training and/or a specific time commitment from the prospective volunteer. Specialized programs include the following:

Docents

Docents are volunteers who interpret for visitors the cultural, natural, and recreational resources of state parks. Individuals who enroll in docent programs embark upon a rigorous course of study and training that provides a strong foundation of expertise regarding the varied resources of each park unit. To that foundation the docent is encouraged to add his or her unique, individual approach and experiences. One of the more rewarding and challenging aspects of being a docent is the opportunity for ongoing education.

Camp and Park Hosts

Hosts are recruited to be visible representatives of the Department at campgrounds and day-use areas. They temporarily reside on site, performing volunteer duties that include encouraging compliance with park rules and regulations (they do not perform actual law enforcement duties), collecting fees when authorized, performing light janitorial duties, and furnishing information and assistance to park visitors. In addition to standard campground operations, Camp Hosts may also assist with a variety of other responsibilities, including children's programs, visitor centers and museums, and maintenance. As with all volunteers, Hosts work under specific agreements and duty statements, and must receive orientation and training to perform their duties. The park unit's supervisory staff oversees the Host program. The Volunteers in Parks Program Camp and Park Host Handbook provides detailed information regarding the program.

Patrol Units

Opportunities for volunteers who own horses, mountain bikes, personal watercraft or off-highway vehicles include:

1. Trail safety patrols that augment regular state park ranger patrols
2. Providing information and assistance to park visitors
3. Interpreting at museums and presenting educational programs
4. Providing first aid and other emergency assistance
5. Maintaining trails within park units



Chapter 1

STARTING A VOLUNTEER PROGRAM

This section offers practical advice and guidance on how to create and organize a Volunteers in Parks Program.

1.1 STAFF SUPPORT

Staff in all park functions—visitor services, maintenance, and administration—are essential to the success of a well-managed and cost-effective volunteer program.

The District Superintendent has the role of encouraging each park employee to be aware of the associated demands and great potential of a successful volunteer program.



1.2 PROBLEM IDENTIFICATION

If you can't identify the problem, then it's impossible to know when or if you've found the right solution.

The staff at each park unit is responsible for:

- Improving public service,
- Protecting resources, and
- Increasing public awareness of the importance of state parks to society, the economy, and individual well-being.

Follow these six steps of the basic problem-solving process to determine if a volunteer program would help meet your park needs and responsibilities:

1. Identify the problem.
2. Analyze the problem.
3. Generate potential solutions.
4. Select and plan the solution.
5. Implement the solution.
6. Evaluate the effectiveness of the solution.

1.3 STARTING SMALL

Use the problem-solving process to make positive changes incrementally. No change should be viewed as a one-time answer to an identified problem, because there will usually be more than one solution. Even new volunteer programs have procedures to develop and problems to resolve. The best strategy is to begin with small volunteer projects and expand the program as Department staff and volunteers become familiar with their duties.

1.4 NEEDS ASSESSMENT

A needs assessment is a formal investigation of how volunteers can serve a park and what types of volunteer skills are needed. Include all park staff in an ongoing evaluation of the volunteer program. A well-managed volunteer program has the potential to increase the effectiveness of public services, as well as to create unanticipated demands upon staff time and funding.

Department policy states that volunteers cannot be used to replace permanent staff—only to support and assist staff with their responsibilities.

A volunteer needs assessment should include a list of all the desired tasks, projects or activities. Identify the following needs in your assessment:

1. Tasks currently performed by staff where assistance is needed;
2. Tasks not performed by staff members; and
3. Staff activities, which might be performed by volunteers when staff is off-duty.

Follow these steps in conducting a needs assessment:

- Review your list: the list should be both comprehensive and specific, including everything from emptying trash cans to processing the mail.
- Rank the items according to the commitment of time required on the part of staff to train and supervise volunteers. Include tasks or projects that require specific training or skills not found in existing staff.
- Establish priorities based on the park unit's needs and the level of support available.

1.5 DUTY STATEMENT

The District Superintendent shall delegate a District Volunteer Coordinator or designated representative to develop clear and concise duty statements for each volunteer position or function. The duty statement must outline specific volunteer duty responsibilities, performance standards, and supervisory chain of command.

A duty statement typically includes the following items:

1. Title
2. Purpose
3. Duties/Responsibilities
4. Skills/Qualifications
5. Time commitment
6. Training
7. Reporting
8. Benefits the volunteer can earn

A well-written duty statement will clearly identify:

1. Tasks the volunteer will perform;
2. Time commitment required for each task;
3. Skills and knowledge needed to do a job safely and effectively;
4. Training needs—initial and ongoing—to meet performance standards; and
5. Supervisory chain of command from “top brass” all the way to the volunteer and the person or position to whom the volunteer reports.

A single standard duty statement may be written for a number of volunteers when several volunteers are needed for a specific job. For example, a standard duty statement could be used to detail the responsibilities, the supervisory chain of command, and the performance standards for camp hosts at all park units within a district, as long as the duties and standards are the same at each park.



Attach the duty statement to the individual's Volunteer Service Agreement (DPR 208), or reference on the appropriate form if the duty statement is used for several volunteer positions.

Sample duty statements are included in Appendix A.

1.6 WORK ENVIRONMENT

A positive work environment helps create a feeling of cooperation and mutual respect between volunteers and staff.

Create and maintain a good working environment by:

- Being friendly;
- Greeting volunteers by name;
- Thanking them—and, most importantly,
- Treating them with respect.

Each volunteer should be made to feel comfortable and aware of any written and unwritten “ground rules” in effect. Share and rotate monotonous assignments among volunteers so trained and qualified individuals won't become bored with their tasks.

Provide, if possible, the following amenities for volunteers:

1. Break room (which may be shared with staff);
2. Place where volunteers can store valuables such as purses and jackets;
3. Parking spaces; and
4. Night escort to the parking lot, if requested.

Some volunteers might feel uncomfortable asking for such conveniences, so it is better to provide information about these services during the initial orientation.

CHAPTER 2

RECRUITMENT

2.1 FINDING THE RIGHT VOLUNTEERS

Delay recruitment until the preliminary structure of the volunteer program is completed, including the following:

- Duty statements are prepared;
- Volunteer facilities and assignments are designated;
- Program supplies are obtained; and
- Training needs are identified.

Once you begin recruiting, be patient and persistent, particularly in the initial stages. As time goes on, the volunteers themselves will spread the word and become some of your best resources for increasing the park's volunteer corps.

The most effective way to recruit volunteers is by personal contact. Simply ask them. Recruiting opportunities abound:

- Local community volunteer centers, which specialize in locating and placing volunteers
- Community club meetings
- Church gatherings
- Professional societies
- Senior citizen groups
- Shopping malls
- Conferences and fairs
- Media outlets, including participating in local talk shows, placing PSAs in newsletters, local newspapers and radio/TV stations, etc.
- Volunteer programs run by private businesses, industries, or state and federal agencies



Students and youth are excellent volunteers. Check on college campuses through clubs, student unions, college websites and on-line social networks, college newspapers, and job placement centers. Contact professors who teach courses in natural resources, archaeology, history, recreation, anthropology and other park-related subjects. High school and elementary-school-age volunteers can be found through teachers, principals, guidance counselors and clubs. Reach special-interest groups, such as off-highway vehicle clubs, local hiking clubs, Boys and Girls Clubs and scouting troops through active members, websites, and social media.

You can reach a great number of people using such tools as:

- Social media such as Twitter, Facebook, Google Plus, YouTube
- Internet sites, such as VolunteerMatch, Volunteer Centers of California, Hands On Network, and Take Pride in America
- Flyers and posters
- Newsletter articles
- CD, video, or slide shows
- Email blasts

On all communication, include a specific contact person, telephone number, Internet and email address.

Note: General information about volunteer opportunities in California State Parks is found on the Department's home page www.parks.ca.gov. Advertise your park or unit volunteer program by contacting the Statewide Volunteer Programs Coordinator.



2.2 SCREENING VOLUNTEER APPLICANTS

Proper screening, interviewing, and placement are essential to program success. *Do not feel compelled to accept everyone who walks through the door.* Screen all potential volunteers properly in order to ensure that their impact is positive for you, the park, and the public.

Effective duty statements and recruitment make screening easier. The State Park Volunteer Application (DPR 208H) provides the basic data needed to interview and select volunteers.

Remember: It is Department policy that screening shall not be based on the applicant's race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. (Departmental Notice 2002-08)

2.3 THE INTERVIEW PROCESS

The objective of an interview process is to identify the most qualified person to fill a position. The interviewer must plan very carefully to conduct an interview that elicits the information needed to judge each candidate's qualifications for specific assignments. Every interview has the following stages:

Preparing the Interview Questions

When developing questions for an interview, ask yourself two very important questions:

1. Will the question elicit an answer that could screen out minorities or members of one gender, or disqualify a significantly larger percentage of one particular group over any other group?
2. Is the information you are requesting really needed to evaluate the applicant's competence or qualifications for a specific assignment?

Interview questions can be either of two types: *open-ended* or *closed ended/restricted*.

1. **Open-ended** questions are designed to encourage the applicant to provide additional information about a certain subject. They might include the following:

- Tell me, how would you...?
- What did you like best about...?
- Why are you interested in being a volunteer?

2. **Closed-ended/Restricted** questions tend to elicit short answers: yes, no, or a brief response:

- Can you work the required two days per month?
- Are you available to work on Tuesday afternoons?
- Do you have computer experience?

Using a combination of question types is generally the best way to conduct an interview.



Pre-Interview

Before the interview, take time to review the questions that will be asked, the duty statement, and the potential volunteer's application form. Remember to relax, because the interviewer is often as nervous and self-conscious as the applicant. Give the applicant an opportunity to review the duty statement. Choose a location for the interview that is comfortable and free from interruptions.

Opening the Interview

Make every attempt to establish rapport with the volunteer and make him or her feel at ease. Welcome the applicant, introduce everyone on the panel, and provide a brief overview of your volunteer program.

Conducting the Interview

A critical issue in interviewing is listening to what the candidate has to say. Allow the volunteer to answer questions free from interruption. This is a two-way interview. Invite questions, comments, and concerns so both parties will have the information needed to make a decision whether or not the volunteer is right for the position and the position right for the volunteer. Be sure to ask the same questions of all volunteers who apply for a specific job. Additional questions may be asked of specific individuals in order to clarify or amplify a point. Give the potential volunteer a chance to ask questions, too.

Closing the Interview

Being concise and upbeat is an important part of closing the interview. Explain to the potential volunteer what the next steps will be and thank the applicant for his or her interest and effort.

Reference Checks

Ask for references and be sure to check them particularly if the work your volunteer will be doing is sensitive, such as working with money, certain administrative documents, or with children.

Placement

Placement of a volunteer should be based on the information gathered in the screening process. Placement must be done with the consensus of both the volunteer and the supervisor.

Notification

Be sure to inform prospects who were not selected for volunteer positions. If possible and appropriate, find another volunteer opportunity for them to consider.

CHAPTER 3

REGISTERING VOLUNTEERS

3.1 DESIGNATED DEPARTMENT REPRESENTATIVE

Designated Department representatives—defined as Division Chiefs, District Superintendents, Section Managers, or their designees (the district or unit Volunteer Coordinators)—must register applicants prior to their starting service. Proper screening, interviewing, and placement of volunteers are essential program elements required in Government Code Section §3119. All applicants shall be afforded appropriate confidentiality protection as outlined in section 3.4, “Processing Confidential Information.”

3.2 DUTY STATEMENT PREPARATION

The unit, sector, or district Volunteer Coordinator shall prepare a duty statement for each volunteer position and ensure that volunteers understand their duties and responsibilities before beginning service. A single duty statement may be used for a particular category of volunteers, such as docents or camp hosts. **A duty statement must be attached to the Volunteer Service Agreement (DPR 208, Appendix B), clearly indicating the tasks to be performed, time requirements, reporting authority, performance standards, training, and skills required.**

Development of duty statements is further discussed in Chapter 1: “Starting a Volunteer Program.” Sample duty statements are found in Appendix A. (See note: above)

3.3 VOLUNTEER SERVICE AGREEMENT (VSA)

The Volunteer Service Agreement (DPR 208) is the standard registration document used for long-term volunteers. It addresses the following issues:

- The agreement must be mutually acceptable and may be cancelled at any time, with or without cause.
- Workers' compensation insurance coverage will be provided for injuries sustained in the scope of the volunteer's assigned duties.
- Tort liability issues will be addressed on a case-by-case basis.
- Intellectual property created by a volunteer while acting as a Department volunteer will belong to the Department.
- The volunteer will grant the Department the unrestricted right to copyright photographs taken of the volunteer while he/she is in service to the Department.

- Expense reimbursement by the Department will be authorized only when approved in advance by the designated Department representative and mentioned in the duty statement. Claimants must complete an Oath of Allegiance (STD 689, Appendix C) prior to submitting a reimbursement claim.
- It is not necessary to complete the VSA annually, however information on the form must be kept current.

The Volunteer Service Agreement may be modified by written consent of both parties to address exceptional circumstances at specific park units. To obtain this consent, Volunteer Coordinators should contact the statewide VIPP Program Coordinator prior to modifying the document. The Chief of the Interpretation and Education Division must approve any modification.

3.4 PROCESSING CONFIDENTIAL INFORMATION

Confidential information includes a person's social security number, date of birth, driver's license or identification number, phone number, address, physical description, education, medical, or other similar information that is sensitive in nature.



Personal information collected by the Department from volunteer applicants is subject to both the Information Practices Act and the Public Records Act. In general, personal information is considered confidential and should be protected to the same extent as similar information contained in Department personnel records for employees and job applicants, unless disclosure or other handling is required by the applicable laws.

Registration documents containing confidential information should be forwarded to and retained by the designated Division/District/Sector Personnel Officer. Generally, only staff that normally has access to employee personnel files should be given access to a volunteer's personal information. However, a Volunteer Coordinator who does not normally have access to personnel files may have access to a volunteer's confidential information to the extent necessary to perform his or her duties as Volunteer Coordinator. The designated Department representative shall determine the appropriate extent to which a Volunteer Coordinator may have access to a volunteer's confidential information.

Any questions about disclosure, including Public Records Act requests, should be addressed to the Legal Office.

3.5 ADULT INDIVIDUAL VOLUNTEERS

A volunteer is registered and managed as an adult if he/she is over the age of 18 or is a legally recognized emancipated minor.

Short-Term Individual Adult Volunteers

Short-term individual adult volunteers are registered using the Special Project or Activity Sign-In (DPR 208G). For projects/events sponsored jointly by the Department and the California State Parks Foundation (CSPF), a Special Project or Activity Sign-In for CSPF Joint Events (DPR 208GG, Appendix B) is used.

The designated Department representative should take the following steps when registering short-term individual volunteers:

1. Ensure that the disclaimer information on the Special Project or Activity Sign-In is available to all volunteers, either as handouts or copies posted in central locations.
2. Instruct each volunteer to read the disclaimer information on the Special Project or Activity Sign-In form.
3. Read aloud to the prospective volunteers, either individually or as a group, the entire disclaimer text printed on the Special Project or Activity Sign-In form.
4. Instruct each volunteer to print and sign his/her name on the sheet.
5. Address questions from participants.

Long-Term Individual Adult Volunteers

A volunteer who serves more than three days is considered a long-term volunteer and is registered using the Volunteer Service Agreement (DPR 208). A duty statement must be signed and dated by both the volunteer and the designated Department representative and kept on file with the VSA. An Essential Functions Health Questionnaire (STD 910, Appendix C) is required of all long-term volunteers. A criminal history check using a Request for Live Scan Service (BCII 8016, Appendix C) may be required depending on the volunteer's duties, such as working alone with juveniles or handling state funds.



Long-term volunteers from one park, who serve a short-term assignment at another park for interpretive activities or other special events authorized by the Volunteer Coordinator, retain their long-term volunteer status and workers' compensation insurance coverage. Scheduling and other details of reciprocal service should be arranged cooperatively between districts.

The designated Department representative should follow these procedures to register long-term individual volunteers:

1. Have the volunteer complete the top portion and the Emergency Notification section of the Volunteer Service Agreement (DPR 208).
2. The volunteer's social security number, driver's license number, and date of birth should be requested only if required, such as for a criminal history or driving record check. Refer to Chapter 11, "Background Checks."
3. Registering volunteers
4. Review the Volunteer Service Agreement with the volunteer, including work location

and duty statement.

5. Have the volunteer sign the Volunteer Service Agreement to be countersigned by the designated Department representative. Note: If a background check is to be done, the Department representative should not sign the Volunteer Service Agreement until the health and background checks are completed.
6. Attach the duty statement to the Volunteer Service Agreement.
7. Provide a copy of the Volunteer Service Agreement and the duty statement to the volunteer.
8. Utilize the periodic evaluation summary to record the volunteer's performance and to document changes in the volunteer's assignment.

Active and Inactive Status

Each district or individual park unit will establish formal standards for the minimum number of hours that a volunteer must work to remain on active status. In many cases, 6 to 8 hours per month is a reasonable minimum time commitment. If the required time standard is too small, you will spend significantly more time (and money) scheduling coverage. If your required standard is higher, such as 24 to 32 hours per month (common in many larger museums), you will schedule fewer people to cover your shifts, but you may encounter more difficulty in finding and retaining enough volunteers willing or able to make such a time commitment.

Once a standard for active status is determined, the designated Department representative during the initial interview process will inform each volunteer of the minimum time requirement, and will include the requirement in the duty statement as well. Setting a minimum time is important as it impresses upon potential volunteers, up front, their need to commit a certain amount of time each week or month, and thus makes it less likely they will drop out once training is completed.

The District Volunteer Coordinator, at the request of the unit volunteer coordinator, may place a volunteer on inactive status for a predetermined length of time if the volunteer fails to meet the established time requirement for active status. Inactive status also may be granted for reasons such as failing to complete initial or ongoing training, or through a written notice in which the volunteer states that he/she is unable to fulfill the required time obligation.

When a volunteer requests a return to active status, he/she must reapply in writing to the District Volunteer Coordinator or designee, who determines if the request will be granted. Return to active status is not guaranteed, as district or unit volunteer needs may have changed. If return to active status is approved, all volunteer registration documents must be reviewed and updated as needed. Reorientation or program training may also be necessary.

3.6 INTERNATIONAL VOLUNTEERS

Citizens of countries other than the United States may serve as volunteers for California State Parks provided they meet all requirements for entry into the United States. In most cases, international adult and student volunteers apply for a J1 or B2 visa and must show proof of medical insurance. All students whose volunteer services are directly tied to their university studies also must provide Form I-120.

Canadian citizens are not required to have a visa to enter the U. S. provided they have documentation, such as a passport, that complies with the Western Hemisphere Travel Initiative (<http://www.getyouhome.gov>).

The process for entry into the United States can be involved and lengthy. It is recommended that volunteers contact their local branch of the U.S. Embassy or Consulate to ensure they are current on all travel requirements. Volunteers are responsible for having documentation in place **prior to the start of their service** with California State Parks.

California State Parks requires, as well, that international volunteers submit the following registration materials:

1. State Parks Volunteer Application (DPR 208H, Appendix B)
2. VIPP International Volunteer Application
3. Proof of valid driver license and driving record in good standing.
4. LiveScan fingerprinting services for Camp Hosts and other security-sensitive positions (i.e. handling money, working alone with children, etc).

Once accepted into the VIPP Program, international volunteers are governed by the same policies and procedures as other volunteers.

For current information related to international visitors/volunteers, refer to the U.S. Department of State's Visa Services website: <http://travel.state.gov/visa>, and the Canadian Border Services Agency: <http://www.cbsa.gc.ca>.

3.7 JUVENILES

Juveniles are defined as individuals under the age of 18, with the exception of emancipated minors who register and serve as adult volunteers. Juveniles may serve as volunteers provided the Department has written consent on file from a parent or guardian.

Registration

Individual juveniles must complete the Volunteer Service Agreement (DPR 208) and the Parental/Guardian Permission (DPR 208C, Appendix B). Juveniles who are siblings may

be registered on a single Parental/Guardian Permission. Groups of juvenile volunteers are registered using the Group Volunteer Services Agreement (DPR 208B, Appendix B), and must attach a roster of all participants with names, addresses, and phone numbers.

Parental/Guardian Permission and/or Presence

The district shall determine minimum age requirements for specific tasks, hours of service and when a parent or guardian presence is required. Parental/Guardian Permission is required except when an organized group assumes responsibility for obtaining parental/guardian permission and registers the group using the Volunteer Group Services Agreement. A supervisor or program leader must approve the Parental/Guardian Permission. Work permits are recommended, although not required.

Juveniles who arrive in a state park with adults who are not their parents or legal guardians shall not be allowed to participate in volunteer activities without the written permission of a parent or legal guardian.

Supervision

Adult supervision must be provided throughout the time period in which a juvenile volunteer is performing his/her service. It is recommended that the adult supervisor be a park staff member or docent/volunteer. Park staff and docent/volunteers grasp the Department's mission, policies and procedures; they have the skills and training needed to respond to any issues that may arise during the juvenile volunteer's time of service.



In the case of organized groups of juvenile volunteers (i.e. school groups, service organizations, Boy/Girl Scouts, etc.), supervision typically includes park staff as well as any chaperones accompanying the group.

Limitations

Labor law regarding juveniles does not currently refer directly to volunteer activities. However, state and federal labor standards concerning workers under the age of 18 must be followed (California Labor Code 1390-1399; 29 CFR 570):

- Any work considered potentially hazardous to life or limb is prohibited, such as operating a motor vehicle, working on or around machinery, on railroad equipment, or with hazardous chemicals.
- The number of hours juveniles may work during the school year is based on age. Generally, juveniles ages 14 to 17 may work up to 8 hours on non-school days, and 3-4 hours on school days; juveniles ages 12 and 13 may work up to 8 hours on non-school days and, in most cases, are not permitted to work on school days; juveniles younger than 12 years are not allowed to work except in the entertainment industry or in special exempted situations (refer to Appendix E for detailed outline of state and federal child labor laws). Work permits issued by schools to students are recommended.

3.8 STUDENTS

Students from primary through higher education are among the many individuals who volunteer in California state parks. The reasons for volunteering and length of service may vary, but in every case, student volunteers are a valuable source of support for your park.

Registration

Long-term: Students are registered as long-term volunteers using the Volunteer Service Agreement (DPR 208) and will be covered under the Department's workers' compensation and tort liability, subject to case review and acceptance.

Short-term: Students serving as short-term volunteers are governed by policy and registration guidelines for adult or juvenile volunteers as appropriate.

Service-Learning

The Education Commission of the States defines service-learning as “a teaching and learning approach that integrates community service with academic study to enrich learning, teach civic responsibility and strengthen communities.” Primary, secondary, and college level students participate in service-learning activities that meet important State Parks needs and issues. Students develop their activities in collaboration with teachers,

community partners, and park staff. Service-learning activities have a clear connection to the California State academic content standards. State Parks service-learning opportunities include researching and developing interpretive materials, creating exhibits, or assisting with preservation/conservation work or visitor programs. At the graduate level, this type of service may be referred to as an “internship” and may be paid or unpaid (see the section below, “Student Interns”). Typically, service-learning students are managed as long-term volunteers.

(Visit California State Parks’ “Service-Learning” web page for additional information, including the Education Commission of the States’ comprehensive report, Learning That Lasts: How Service-Learning Can Become an Integral Part of Schools, States and Communities. http://www.parks.ca.gov/?page_id=23275)

Community Service

High school students often are required to complete community service hours as part of their graduation requirements. The individual school or school district sets the number of hours and the area of focus (i.e. environmental, arts, literacy, mentoring, etc.). Community service with State Parks includes activities such as volunteering at a historic site, repairing trails, planting trees, or cleaning beaches. Unlike service-learning, community service is not curriculum-based or tied to a specific academic program. Students fulfilling community service hours generally are managed as short-term volunteers.



Extracurricular/Independent

Students also volunteer as part of a youth, church, or service group, or independently based on personal interest in a particular park or cause. For management of groups refer to section 3.9, "Groups of Volunteers." Independent student volunteers are managed as juvenile or adult volunteers, short- or long-term, as determined by the student's age and the nature of his/her volunteer activity.

For additional information regarding management and types of student volunteers, refer to Appendix A and the article, "Special Considerations in Engaging Students as Volunteers".

Student Interns

Internships provide an opportunity for college and high school students to complement academic studies with career-related work experience.

Unpaid student interns are managed as either short- or long-term volunteers, and are accordingly governed by the policy and registration guidelines for each. Supervisors of student interns are generally required to formally evaluate the work performance of students who receive course credit for volunteer work. Work permits issued by schools to students are recommended, although not required.

Paid interns are managed as seasonal employees, not as volunteers. College students whose salaries are paid by a university or an affiliated foundation are covered by workers' compensation through the entity under which they are hired, and are not considered Department volunteers.

3.9 GROUPS OF VOLUNTEERS

Organizations may provide volunteer services to the Department under specific conditions, and must agree to work under the supervision of a designated Department representative. Group volunteers are classified as organized or informal.

Organized Groups

Organized volunteer groups are those affiliated with recognized organizations such as Girl Scouts and Boy Scouts, civic and nonprofit organizations, corporations, or small businesses, and are formally organized under state and federal laws.

Registration: Organized groups must apply using the Volunteer Group Services Agreement (DPR 208B). The group must provide proof of accident insurance for each of its participants, and agree to work under the direction of a specified Department representative. A roster of all participants, with names, addresses, and phone numbers must also be provided. By signing the Volunteer Group Services Agreement, the group

agrees to assume all responsibility for juveniles, including obtaining formal parental/guardian consent for juvenile participation in the group activity. A Department representative must approve the Volunteer Group Services Agreement.

Insurance Requirements:

In addition to a signed Volunteer Group Services Agreement, an organized volunteer group must provide proof of insurance in compliance with the following requirements:

Certificate of Insurance:

The certificate of insurance shall be:

- Written in a form acceptable to the Department;
- Written by an insurer acceptable to the Department;
- Maintained at the sole expense of the group;
- In full force for the complete term of the Volunteer Group Services Agreement;
- Primary, and not in excess to any insurance carried by the Department; and
- Prepared on an appropriate ACORD form or a certified copy of the original policy, including all endorsements.



General Liability Coverage: The group shall procure commercial general liability insurance covering bodily injury, property damage, and personal injury with limits not less than \$1,000,000 per occurrence and \$2,000,000 general aggregate. The policy shall apply separately to each insured against whom any claim is made or suit is brought subject to group's limits of liability.

Endorsements: The following endorsements must appear on the certificate of insurance:

- **Cancellation:** The insurer will not cancel the insured's coverage without 30 days prior written notice to the Department, except in the case of cancellation for nonpayment of premiums, in which instance the insurer shall give the Department 10 days written notice prior to the effective date of the cancellation.
- **Additional Insured:** The State of California, its officers, agents, employees and servants are included as additional insured, but only insofar as the operations under this agreement are concerned.
- **Premiums:** The Department will not be responsible for any premiums or assessment on the policy.

Informal Groups

Informal organizations are those without workers' compensation coverage or accident insurance and may include neighborhood organizations, community support groups, and other groups with common interests.

Registration: Informal organizations must register either as long-term volunteers using the Volunteer Service Agreement (DPR 208) or as short-term volunteers using the Special Project or Activity Sign-in (DPR 208G).

3.10 COURT REFERRALS

Individuals referred by court jurisdictions are not volunteers, and volunteer registration documents are not authorized for use with court referrals. When court-referred individuals are used in state park units, the assigning court authority (city or county) is considered the general employer, with the State of California being the secondary employer. Any contract or Memorandum of Understanding (MOU) with the assigning court should address issues of workers' compensation, tort liability and indemnity, and should be reviewed by the Legal Office. The contract or MOU must acknowledge the liability relationship prior to a court-referred individual beginning work in a state park unit. A division chief may make specific exceptions, in which case the Volunteer Service Agreement (DPR 208) may be used.

3.11 DEPARTMENT EMPLOYEES AND FAMILY MEMBERS

Department Employees as Volunteers

Department employees may volunteer their services, but are prohibited from participating in duties they are paid to perform within the scope of their employment. This includes duties that would appropriately be assigned based on State Personnel Board classification specifications, in addition to those on the employee's duty statement.

The Department may not accept volunteer services that result in layoff or the reduction of hours or services of any existing state employee.

Former Department Employees as Volunteers

A former Department employee may provide volunteer services under the following conditions:

1. The services provided are consistent with those stated in this policy.
2. The former employee has been clearly separated from the Department for at least one full pay period. Note: This requires that actual time worked (ATW) employees and retired annuitants are formally separated from state service, and not just “inactive.”
3. The former employee shall not, to the extent possible, be assigned to volunteer duties that they previously performed or could have performed while employed by the Department.
4. No Department supervisor or manager shall coerce or pressure any former employee to provide volunteer services. A superintendent who accepts volunteer services from a former employee shall inform the former employee that the Department may not provide preferential treatment in any hiring decisions.
5. Volunteers, whether former employees or new hires, shall cease providing volunteer services one full pay period prior to applying for or being hired for any position with the Department.
6. Any former employee now volunteering who is residing in state housing shall be subject to the same lease requirements as any other volunteer residing in state housing.
7. If a former employee offers to perform volunteer services for the Department, the offer shall be referred to the Volunteer Coordinator who shall determine whether to accept the offer. If the Volunteer Coordinator is uncertain whether the Department may properly accept the volunteer services, he/she shall discuss this matter with the respective supervisor.



Family Members of Department Employees as Volunteers

Family members of employees may perform volunteer services for California State Parks, provided they follow all established guidelines. Department employees shall not act as designated representatives in signing the Volunteer Service Agreement (DPR 208) for volunteer services to be provided by their immediate family members.

Refer to DAM Chapter 0200, Personnel, Section 0250.10, Nepotism Policy (Appendix E), regarding placement of and working relationships between people with close personal relationships.

3.12 CONDITIONAL APPOINTMENTS

Processing of health questionnaires and criminal history checks may take from two weeks to two months to complete, depending on whether “expedited” processing (for an extra fee) is selected. In certain cases a volunteer may begin the classroom elements of volunteer training while awaiting final clearance.

The District Administrative Officer or District Superintendent shall determine whether a prospective volunteer is granted a conditional appointment, pending formal approval of their health questionnaire and/or background checks. The District Administrative Officer or District Superintendent shall inform the volunteer that if either the health questionnaire or the background check is not approved, the volunteer’s service to the Department will cease.

If a background check is to be done, the designated Department representative shall not sign the Volunteer Service Agreement (DPR 208) until the prospective volunteer’s health and background checks are complete.

3.13 EVALUATION OF VOLUNTEERS

Volunteers must know when they are successful or need improvement in completing their assignments. Effective evaluation of volunteers should be used to uncover problems and to reward accomplishments during a volunteer’s term of service.

The following policies shall apply to formal evaluation of volunteers:

- Each district superintendent shall develop a plan for evaluating volunteers using the VIPP Performance Evaluation form (a copy is included in Appendix D).
- The unit volunteer coordinator shall provide long-term volunteers an annual formal evaluation noted on the Volunteer Service Agreement (DPR 208), using the volunteer’s duty statement as criteria.

3.14 SEPARATION PROCEDURES AND DOCUMENTATION

Separation

Volunteers may decide to end their service for a wide range of reasons, including the completion of a specific project, relocation to another area, personal or family obligations, or a career/job change. A notation summarizing the reasons for separation, and any letter of resignation, should be attached to the Volunteer Service Agreement (DPR 208), for future reference.

Termination

Either the Department or the volunteer may terminate the Volunteer Service Agreement at any time and without cause. The Department is not required to accept or retain any person who volunteers his or her services. It remains both the prerogative and the responsibility of the District Superintendent/Chief/ Manager to determine whether a specific volunteer or volunteer group is appropriate for the needs and requirements of the Department. If necessary, the supervisor can terminate the agreement if the volunteer repeatedly fails to fulfill his or her responsibilities as specified on the Volunteer Service Agreement and duty statement, if he/she violates Department policies related to discrimination or harassment, or if he/she is not performing satisfactorily. When a volunteer's services are terminated, both the supervisor and the volunteer should sign the Volunteer Service Agreement, although the volunteer's signature is not required.

Documentation and Records Retention

The designated Department representative must complete the separation sections on the lower half of the Volunteer Service Agreement to document the termination. The completed Volunteer Service Agreement and its attached documentation, including the duty statement, must be retained for five years following a volunteer's separation.

If the volunteer intends to use his or her work experience as a means of qualifying for a job either in or outside the Department, the volunteer may request, and the supervisor may provide, a letter verifying the type of work performed.

Returning VIPP District and Statewide Passes

A volunteer must turn in a VIPP District Pass (DPR 208F) upon separation. However, a separated volunteer may retain, for the remainder of the current catalog year, the VIPP Statewide Pass (DPR 208 E), earned for 200-hour service in the previous year.

Exit Interview

An exit interview can be helpful to both the volunteer and Volunteers in Parks Program when an individual terminates service. (See Appendix D for suggested exit interview form.)

3.15 SUMMARY OF REQUIRED VOLUNTEER REGISTRATION FORMS

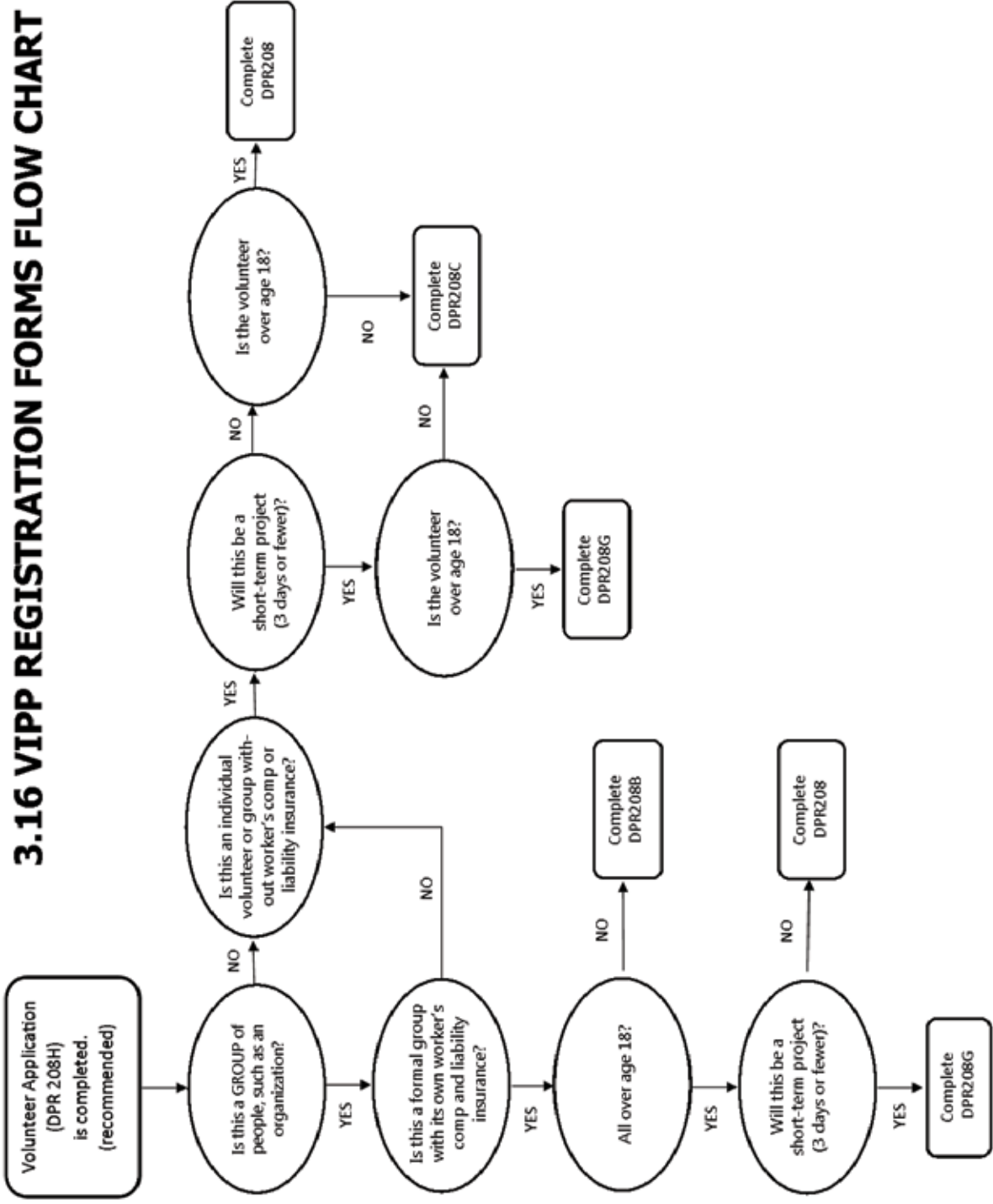
Refer to Appendix B for sample copies of most forms listed here.

Form Number	Title	Use	Purpose
INDIVIDUALS			
DPR 208	Volunteer Service Agreement	Long-term volunteers	Primary registration form; combine with duty statement. Document volunteer evaluation/separation/termination.
DPR 208G	Special Project or Activity Sign-In	Volunteers serving 3 days or less	Do not use for juveniles (individuals under age 18).
DPR 208H	State Parks Volunteer Application	Long-term volunteers; Camp & Park Hosts.	Provides general background and skill information for initial evaluation and appointment.
DPR 615	Employee's Volunteer's Notice of Pre-Designated Physician	Long-term volunteers	Allows pre-designated personal physician to treat volunteer for work-related injury or illness.
DPR 993	Visual Media Consent	Short- or Long-term volunteers	Volunteers agree that Department may use their likenesses in visual media materials.
STD 910	Essential Functions Health Questionnaire	Long-term volunteers; process as confidential document.	Volunteer certifies he/she is able to perform essential functions listed on duty statement.
GROUPS			
DPR 208B	Volunteer Group Services Agreement	Groups/organizations with liability insurance coverage	For either short- or long-term projects and for groups with juveniles
DPR 208G	Special Project or Activity Sign-In	Groups/organizations without liability insurance coverage	For short-term projects only. May not be signed by juveniles. Each participant signs the form.

Form Number	Title	Use	Purpose
<u>GROUPS</u>			
DPR 208C	Parental/Guardian Permission	Juveniles (individuals under age 18) not covered by Volunteer Group Services Agreement	For short- or long-term volunteer programs or projects involving juveniles (except projects/programs covered by Volunteer Group Services Agreement (DPR 208B))
<u>SPECIAL CONSIDERATIONS</u>			
For Camp & Park Hosts and other volunteers whose duties fall within DAM 0215:3: handling sums of money, holding positions of special trust or security, having control over minors, working with interpretive collections, or having access to law enforcement records/communications, etc. Note: if a background check is to be done, the Department representative shall not sign the Volunteer Service Agreement (DPR 209) until the check is complete.			
DPR 208D	Volunteer Confidential Information	Process as confidential document	Volunteer authorizes DPR to perform LiveScan background check.
DPR 883	Pre-Employment Arrest/Conviction Disclosure Statement	Process as confidential document	Volunteer must disclose arrest/conviction information.
BCII 8016	Request for Live Scan Service	Process as confidential document	Department provides ORI Code, 5-digit Mail Code, Agency Billing Number and Agency Identifying (OCA) Number.
If driving is listed on the volunteer's duty statement:			
INF 254	Government Agency Request for Driver's License/Identification Record Information	Form available on Department Share Drive and Intranet	Department provides agency Requestor Code, agency name and mailing address.
STD 261	Authorization to Use Privately Owned Vehicles on State Business	Process as confidential document	For volunteer to use a privately owned vehicle on State business. Valid only for business specifically authorized by the designated Department representative and listed on volunteer's duty statement.
DPR 161	Equipment Operators Qualification Card	Available from DPR Warehouse using DPR 139	To ensure proper training prior to the operation of any State vehicle or equipment

Form Number	Title	Use	Purpose
If volunteer will be reimbursed for travel expenses and per diem allowances:			
STD 204	Payee Data Record	Form available on Department Share Drive and Intranet.	Reimbursement must be specifically authorized by designated Department representative and listed on volunteer's duty statement.
STD 689	Oath of Allegiance	Form available on Department Share Drive and Intranet.	Reimbursement must be specifically authorized by designated Department representative and listed on volunteer's duty statement.
Events Co-Sponsored with the California State Parks Foundation			
DPR 208CC	Parental/Guardian Permission (CSPF Co-Sponsored Events)	Juvoniles (under age 18)	For juveniles participating in a short- or long-term volunteer project or program co-sponsored with California State Parks Foundation
DPR 208GG	Special Project or Activity Sign-In (CSPF Co-Sponsored Events)	Volunteers serving 3 days or less	For individuals volunteering on short-term projects or events co-sponsored with California State Parks Foundation, such as Earth Day and Park Champions Program. Must be signed by each participant; not used for juveniles.

3.16 VIPP REGISTRATION FORMS FLOW CHART



CHAPTER 4

ORIENTATION AND TRAINING

4.1 ORIENTATION

Proper orientation will help volunteers feel welcome and gain the most from their volunteer experience. Orientation is not training and should not be used to teach skills or provide volunteers the depth of knowledge they may need to do their jobs. Instead, orientation should address the “where,” “what,” “when,” “why,” and “with whom” of the volunteer’s first assignment, as well as letting the volunteer know where to go for help.

Orientation of a new volunteer is made easier for the immediate supervisor when a “formal” orientation session is held. The volunteer supervisor should use the orientation to:

- Introduce California State Parks and its mission;
- Welcome a volunteer to the park staff and co-workers;
- Provide a detailed outline of the volunteer’s assignment;
- Acknowledge volunteer performance standards;



- Familiarize volunteer with ADA policies and with accessible facilities and features of the park; and
- Inform the volunteer of liability protection and injury compensation under the VIPP Program. (Note: coverage and protection applies only while volunteers are working within the scope defined by their Volunteer Service Agreement (DPR 208) and duty statement).

An orientation checklist for volunteers should be completed and kept with the volunteer's file. (A sample checklist is provided in Appendix D.)

4.2 TRAINING

Taking time to train volunteers is an important investment. A well-trained volunteer provides greater program efficiency and increased job satisfaction among your volunteers.

Volunteer training is an ongoing process consisting of:

1. Initial onsite training: an integral part of an active volunteer program.
2. Periodic refresher training: increases a volunteer's overall effectiveness when incorporated into your program.

When planning volunteer training, consider the following:

- Be as precise as possible in identifying the skills and knowledge to be learned or refined;
- Be as job-specific as possible;
- Be realistic about what you can accomplish during training sessions;
- Involve experienced volunteers and staff;
- Draw on the skills and experiences of all who participate in the training; and
- Look for opportunities to train volunteers and staff together.



CHAPTER 5

KEEPING THE PROGRAM RUNNING SMOOTHLY

5.1 PROGRAM LEADERSHIP

The goal of a good program leader is to help volunteers feel productive, successful, recognized and rewarded. Volunteers receive no financial gain for their work—their “reward” comes in a feeling of accomplishment and a sense of belonging. Volunteers take pride in their work and in their relationship with California State Parks.

A successful Volunteer Coordinator knows this, and helps keep morale and productivity high by:

- Making volunteers feel wanted and part of the working team;
- Complimenting volunteers for work well done;
- Showing volunteers how their work helps the department achieve its goals;
- Providing volunteers with a visible means of identifying themselves with the department; and
- Recognizing and rewarding volunteers for their contributions.

5.2 ASSESSMENT AND REVIEW

Periodic assessments and reviews of performance provide vital two-way communication between volunteers and their program leaders and supervisors. Frequent, informal evaluations furnish volunteers with feedback on the quality of their work. Such evaluations also enable supervisors to recognize potential program-wide problem areas that may need to be addressed with additional training or other actions.



The Volunteer Coordinator should conduct informal interviews with new volunteers after the first four to six weeks. Use the convenient spaces provided on the back of the Volunteer Service Agreement (DPR 208) to record periodic evaluations. The evaluations can be used as a reference for identifying needed training for current and future volunteers and assignments. Give a written copy of all evaluations to the volunteer.

Allow volunteers to evaluate the VIPP program; they can tell you what is good and what needs to be improved—things you may not necessarily see while working on the “inside.” These volunteer evaluations can occur informally (for example, a suggestion box) or formally (such as during an exit interview or through a survey).

5.3 PROBLEM SOLVING

The Volunteer Coordinator should strive to resolve volunteer conflicts or concerns at the lowest supervisory level possible, and as quickly as possible. If problem-solving measures do not improve the situation, and the volunteer cannot be assigned to another project or task without a repeat of the problem, it may be necessary to terminate his or her services.



CHAPTER 6

REWARDING ACHIEVEMENT

6.1 RECOGNITION AND MOTIVATION

Volunteer recognition, if presented by Department staff on a regular basis and at differing levels of formality, is a strong motivational tool that helps increase volunteer productivity and retention rates. There are many ways to motivate volunteers in addition to the Departmental awards and passes covered under Chapter 18: “Volunteer Recognition.” The following is a partial list of actions to incorporate into your volunteer programs:

- Give constructive feedback to volunteers about their work, formally in a scheduled meeting, and informally on a regular on-the-job basis.
- Provide opportunities for your volunteers to give feedback about the park and the VIPP program. Solicit volunteers’ ideas by using a suggestion box, and follow their advice where appropriate. These practices foster two-way communication.
- Have an open-door policy with volunteers. Invite them to drop by and chat, air concerns, or discuss their work.
- Give volunteers opportunities for increased responsibilities (in other words, promotional or advancement opportunities within your volunteer organization).
- Invite volunteers to staff meetings, and encourage them to actively participate.
- Recognize volunteers through formal events. Have an annual Volunteer Day (perhaps during National Volunteer Week in April) to formally recognize volunteers, or schedule formal get-togethers such as banquets, parties, picnics, etc.
- Invite volunteers to lunch, or have a sack lunch day for everyone.
- Let staff know when volunteers are providing an important and valuable service.
- Look for secondary motivations (the individual volunteer’s personal agenda), and acknowledge them by providing opportunities to socialize, train for leadership, gain a sense of achievement, etc.
- Grant special privileges to volunteers:
 - behind-the-scenes tours



- o special “invitation-only” events
- o open access to libraries
- Provide variety for volunteers through:
 - o short-term projects
 - o sharing the exciting—and the mundane assignments
- Regularly express the vital needs served by both individual and group volunteer efforts.
- Recognize volunteers informally on a daily basis. Examples: a thank-you after a difficult day, a birthday card, a smile, etc.
- Provide a regular parking space.
- Include a story in the Department newsletter, News & Views, or a local newspaper, telling of a volunteer’s impact on people or programs.
- Recognize paid staff working with volunteers. A recognition system for staff who effectively manage volunteers will go far to maintain good relations between volunteers and staff.
- Make a CD or video of a park volunteer. Film the volunteer at the worksite; record testimony from paid staff and other volunteers; write and perform a poem or a song; make the CD or video serious, make it fun; make the video a memento the volunteer can take home and cherish for years to come.

6.2 OTHER AWARDS AND PROGRAMS

In addition to the Department awards discussed in Chapter 18: “Volunteer Recognition,” there are a number of state and national awards that recognize the special accomplishments of volunteers and organizations. Department staff may nominate candidates for the following awards:

- Volunteer Stars;
- The First Lady of California Volunteer Award;
- Daily Points of Light Award;
- Take Pride in California and Take Pride in America Awards; and
- The President’s Volunteer Service Awards.

Other volunteer recognition events include:

- “*Make a Difference Day*,” celebrated the last Saturday in October, is sponsored by USA Weekend and the Points of Light Foundation.
- National Volunteers Week, traditionally designated as the third week in April, is an appropriate time to recognize state park volunteers and their efforts.
- Contact the statewide Volunteer Programs Coordinator for specific information about these awards and events.

CHAPTER 7

TYPES AND ELIGIBILITY OF VOLUNTEERS

The chart listed on the following pages provides an outline of specifications and procedures for categories of volunteers engaged by California State Parks:

Short-term

Active

Emancipated Minors

Juveniles

Student Interns

Informal Groups

Department Employees

Camp Hosts

Family Members
of Department Employees

Long-term

Inactive

International

Students

Formal Organized Groups

Court Referrals

Former Department Employees

Cooperating Association Members



7.1 TYPES AND ELIGIBILITY OF VOLUNTEERS

Refer to Chapter 3, "Registering Volunteers" for complete policies and procedures.

Volunteer Status	Definition	Registration/Management	Additional Information
Short-term Individual Adult Volunteer	Over 18 years of age. Works for three days or less. Usually works on one-day special events (i.e. Trail Days, Earth Day, Coastal Clean Up Day).	Volunteer Service Agreement is not required. Volunteer is registered using Special Project or Activity Sign-in Form (DPR 208G). A similar form (DPR 208GG) is used for events/activities co-sponsored with CA State Parks Foundation. (Appendix B)	Workers' compensation and insurance are not provided; a disclaimer and waiver is a necessary part of the registration process.
Long-term Individual Adult Volunteer	Over 18 years of age. Makes commitment to serve over an extended period of time.	Necessary: Job Description, signed and dated by volunteer and designated department representative. Volunteer Service Agreement (DPR 208) Essential Functions Health Questionnaire (STD 910). (Appendix B and C)	A background check may be necessary depending upon the type of volunteer duties performed. (Refer to Chapter 3, section 3.5)
Active Volunteer	Has met the minimum requirements for active status, as determined by the district or park unit.	Designated representative registers the volunteers and approves active status.	It is recommended that active volunteers work 6-8 hours a month. Too few required hours may increase costs to agency; too many may inhibit volunteer commitment. Hourly requirement also depends on the volunteer role and availability.
Inactive Volunteer	A volunteer who has not met the minimum requirements for active status, including hours worked or training needed.	If return to active status is approved, all registration documents should be reviewed and updated as needed. Reorientation or training may also be necessary.	Inactive volunteers do not enjoy volunteer privileges or benefits. Not eligible to earn the VIP District Pass. Return to active status is not guaranteed in future.

Volunteer Status	Definition	Registration/Management	Additional Information
Emancipated Minor Volunteer	Under the age of 18 years and has entered into a valid marriage, whether or not the marriage has been dissolved. Or is on active duty with the armed forces of the United States. Or has received a declaration of emancipation pursuant to the California Family Code §7122.	An Emancipated Minor Volunteer is registered and processed as an adult volunteer.	See Appendix C for complete text of California Family Code §7002, 7122.
International Volunteers	Adult or student volunteers who are citizens of countries other than the United States	All international volunteers must have appropriate documentation (i.e. visas, passports) for entrance into the U.S. on a temporary basis. Volunteers must also complete the VIPP International Volunteer Application, and must present proof of valid driver's license and driving record in good standing.	Visa/passport requirements are involved and frequently change. It is recommended potential volunteers work with the U.S. Embassy/Consulate in their home country to ensure the most current information and documentation. For additional information and online resources see Chapter 3, section 3.6
Juvenile Volunteer	Under the age of 18, with the exception of emancipated minors	The district should determine minimum age requirements for specific tasks and when parent or guardian presence is required. Juveniles must complete a Volunteer Service Agreement if they are long-term volunteers. Juveniles may serve as volunteers provided the Department has on file signed Parental/Guardian Permission forms (DPR 208C - Appendix B). Additional forms may legally be required depending upon type of volunteer duties	Juvenile volunteer activities must adhere to state and federal labor standards concerning workers under the age of 18. The number of hours juveniles may work during the school year is based upon age (refer to Chapter 3 and Appendix C for specifics of child labor laws). Potentially hazardous work is prohibited (e.g. operating a motor vehicle, working on railroad equipment, on or around machinery, or with hazardous chemicals).

Volunteer Status	Definition	Registration/Management	Additional Information
Students	Primary, secondary, and college students volunteer with State Parks. (refer to Chapter 3, section 3.8 for policies regarding students)	Students register as short- or long-term volunteers based on the duration and nature of their volunteer service. Long-term student volunteers register using the Volunteer Service Agreement (DPPR208). They are covered under the Department's workers' compensation and tort liability, subject to case review and acceptance. Short-term interns follow policy and registration guidelines for adult or juvenile volunteers as appropriate (see Chapter 3)	Service-Learning volunteer activities are directly tied to students' academic studies and, when applicable, to the California content standards. Typically service-learning students are managed as long-term volunteers. Community Service is a volunteer activity required of high school students in order to graduate. Community service is not tied to academic programs. Students performing community service generally are managed as short-term volunteers.
Student Interns: Paid and Unpaid	High school or college students. Internships often directly align with academic studies. (See "Service-Learning" in Chapter 3, section 3.8)	Paid interns are managed as seasonal employees, not as volunteers. Unpaid student interns are managed as either short- or long-term volunteers.	College students whose salaries are paid by a university or an affiliated foundation are covered by workers' compensation through the entity under which they are hired. Unpaid internships provide an opportunity for college and high school students to complement academic studies with career-related work experience.
Formal Organized Groups	Possesses current state and federal documents of incorporation. Formally organized under state and federal laws e.g. Scouting programs, school groups, public- and privately-held companies and small businesses, civic and other nonprofit corporations.	Groups apply using the Volunteer Group Services Agreement (DPR 208B – Appendix B). A Department representative must approve the agreement. The group agrees to work under the supervision of a designated Department representative.	A roster of all participants, including addresses and phone numbers is required. As part of the Volunteer Group Services Agreement, the group assumes all responsibility for juveniles, including obtaining formal parental/guardian consent. In addition to a signed Agreement, organized volunteer groups must provide proof of insurance in compliance with the Department's requirements.

Volunteer Status	Definition	Registration/Management	Additional Information
Informal Groups	Do not have worker's compensation or accident insurance	Depending on duration of volunteer service, informal groups register using the Volunteer Service Agreement (DPR 208) or the Special Project or Activity Sign-in form (DPR 208G)	e.g. neighborhood organizations, community support groups, and other groups with common interests
Court Referrals	Individuals referred by court jurisdictions. Not volunteers.	Volunteer registration documents are not authorized for use with court referrals. The assigning court authority (county or city) is considered the general employer, with the State of California being the secondary employer.	Any contract or Memorandum of Understanding (MOU) with the assigning court should address issues of workers' compensation, tort liability and indemnity, and should be reviewed by the Legal Office prior to a court-referred individual beginning work in a state park unit. Division Chiefs may make specific exceptions, in which case, the Volunteer Service Agreement (DPR 208) may be used.
Department Employees	Department employees may volunteer their services for work not related to their paid employment.	The Department may not accept volunteer services that result in layoff or the reduction of hours or services of any existing state employee.	The Fair Labor Standards Act prohibits state employees from participating in duties they are paid to perform within the scope of their employment, including: -duties specified on their job description and -duties that would appropriately be assigned based on State Personnel Board classification specifications. (Federal Fair Labor Standards Act, http://www.dol.gov/compliance/laws/comp-flsa.htm)
Former Departmental Employees	Former employees may provide volunteer services under specific conditions established by the Department.	The Department representative shall determine whether to accept volunteer services of a former departmental employee.	Refer to Chapter 3, section 3.11 for Department policies governing former employees' volunteer service.
Family Members of Departmental Employees	Family members of employees may perform volunteer services for the Department, provided they follow established guidelines.	Department employees should not act as designated representatives in signing the Volunteer Service Agreement for services to be provided by their immediate family members.	Refer to the Department's nepotism policy regarding placement of and working relationships between people with close personal relationships (DAM 0250.10).

Volunteer Status	Definition	Registration/Management	Additional Information
Camp Hosts	Volunteers who reside temporarily in a designated campsite while assisting park staff in providing services to park visitors.	Hosts register using the Volunteer Service Agreement with a Host Duty Statement for each assignment. Hosts must have valid Driver's License and driving records in good standing. (See Chapter 4 for synopsis of requirements)	Host positions require background checks. Hosts, typically couples, reside in an RV or trailer for up to six months in any one park unit. For complete policies and procedures refer to the VIPP Camp and Park Host Guidelines.
Cooperating Association Members	Cooperating Association members may serve as Department volunteers.	Cooperating Association members sign up as Department volunteers using the Volunteer Service Agreement (DPR 280) and a written Duty Statement. Volunteer duties performed for the Department must be clearly differentiated from services provided to the cooperating association.	A Department volunteer need not be a member of a cooperating association. Refer to Chapter 15: "Department Policy Regarding Cooperating Associations and Volunteers" for additional information and policy.

CHAPTER 8

ORGANIZATIONAL AND REPORTING STRUCTURE

The organization and management of the Volunteers in Parks Program (VIPP) is a multi-level responsibility, with overall policy and guidelines developed and maintained by the Volunteers in Parks Program Coordinator. The diversity of volunteer programs, along with their wide-ranging geographic locations, requires local management and supervision at the district, sector, and unit level.

8.1 VOLUNTEERS IN PARKS PROGRAM COORDINATOR

The VIPP Program Coordinator in the Interpretation and

Education Division serves as the statewide coordinator of the Department's Volunteers in Parks Program.

8.2 DIVISION CHIEF/DISTRICT SUPERINTENDENT/SECTOR SUPERINTENDENT

Government Code Section 3119 requires that the Department "provide sufficient staff for the effective management and development of volunteer programs" (Appendix E—Legal/Administrative References). The Division Chief/District Superintendent/Sector Superintendent designates Volunteer Coordinators to manage and supervise volunteer programs at the district/sector/unit levels, and specifies the duties for each position.



8.3 DISTRICT VOLUNTEER COORDINATOR

The District Volunteer Coordinator's duties include:

- Planning, directing and overseeing district volunteer programs;
- Coordinating volunteer program leaders' activities, including recruitment, screening, and required training of volunteers;
- Coordinating the volunteer recognition program;
- Compiling and reporting the annual volunteer activity reports to the statewide VIPP; and
- Inform the Division Chief/District Superintendent/Sector Superintendent of all program activities, relevant problems, and personnel issues.

8.4 SECTOR OR UNIT VOLUNTEER COORDINATOR

Volunteer Coordinators at the sector or unit level often have the lead responsibility for volunteer recruitment, orientation, training, scheduling, record keeping, performance evaluation and recognition. The sector or unit Volunteer Coordinator serves as the primary representative for meeting the requirements of Government code §3119 (a) (b) and (c) in Appendix E. As specifically delegated by the Division Chief/District Superintendent/Sector Superintendent, the sector or unit Volunteer Coordinator shall:

- Maintain a close working relationship with the District Volunteer Coordinator;
- Ensure that all volunteers complete the required administrative forms;
- Prepare volunteer duty statements for approval by a supervisor; and
- Maintain volunteer records and statistics to be reported to the District Volunteer Coordinator annually or as required.

8.5 VOLUNTEER SUPERVISOR

Although non-supervisory staff may provide most of the day-to-day oversight of the Volunteers in Parks Program, a designated Department supervisor must perform supervisory-specific jobs such as volunteer registration, termination, and providing formal performance appraisals.

8.6 LEAD VOLUNTEER

A park unit's lead volunteer may act as the Unit Volunteer Coordinator, provided the volunteer is under the direct supervision of a paid staff member and maintains close communication. Attending the Department's volunteer management training can be helpful to both the volunteer lead and the supervisor.



8.7 ANNUAL PROGRAM REPORTS

Volunteers in Parks (VIPP) District Activity Report

Each District Volunteer Coordinator shall submit an Annual Volunteer Program Report, which will include a district summation of his/her respective park's volunteer programs. The report should be submitted on the Volunteers In Parks Annual Program Activity Report (a copy is included in Appendix D) or on a computer-generated report of similar format. The report is due annually by February 1 to the Statewide VIPP Coordinator.

VIPP Statewide Activity Report

The Statewide Volunteer in Parks Program Coordinator will prepare an Annual VIPP Report. The calendar year report will include total volunteer hours (by category) submitted by each district, a narrative synopsis of the previous year's program highlights and challenges, and goals for the coming year.

CHAPTER 9

CAMP AND PARK HOSTS

9.1 CAMP AND PARK HOSTS

A Host is an individual or couple who reside in a recreational vehicle or trailer in a campground or designated park location on a limited term assignment and provide basic operational services and information to visitors. Hosts represent a specialized type of volunteer service. Refer to the Volunteers in Parks Program Camp and Park Host Handbook for complete policies and procedures governing the program.



As with all Department volunteers, Hosts work under a service agreement and duty statement and must receive orientation and training to perform their duties. Host duties vary per park location, so staff must develop a clear duty statement for each position.

Host Coordinator

The District Superintendent shall designate a Host Coordinator for parks with campground or park host sites. The Host Coordinator will oversee issues such as host recruitment and scheduling and will help coordinate daily campground operations. The Host Coordinator may also serve as the Sector or Unit Volunteer Coordinator.

Registration

Required Documents:

- State Park Volunteer Application (DPR 208H)
- Volunteer Service Agreement (DPR 208)
- Host Duty Statement
- Volunteer Confidential Information (DPR 208D)

- Essential Functions Health Questionnaire (STD 910)
- Pre-Employment Arrest/Conviction Disclosure Statement (DPR 883)
- Request for LIVE SCAN Service (BCII 8016)
- Government Agency Request for Driver License/Identification Card Information (INF 254)
- Authorization to Use Privately Owned Vehicle on State Business (STD 261)
- State Property Equipment Issue Record (DPR 175)
- Basic Driver Performance Test (DPR 347)
- Equipment Operators Qualification Card (DPR 161)
- Visual Media Consent (DPR 993)

Refer to Appendices B and C for sample forms. Copies of the forms are located on the Department Share Drive, with the exception of Request for LIVE SCAN Service (BCII 8016) and Government Agency Request for Driver License/Identification Card Information (INF 254), which are available from the Volunteers in Parks Program Coordinator.

The Host Coordinator shall not sign the Volunteer Service Agreement until all background checks are complete.

Time Limits

Host assignments are temporary and not meant to provide semi-permanent homes for individuals or couples in state parks. Hosts may serve a maximum of 6 months annually in any single park unit. If no other qualified applicants are available, the District Superintendent may extend the assignment on a month-by-month basis by an additional 2 months. District superintendents may establish a shorter period of time as a minimum, depending on campground needs. All personal property must be removed when a host vacates the site.

Vehicle Registration

A Host using a vehicle registered outside California is required to register the vehicle in



California if, during the registration period in question, the vehicle is located or operated in California for a greater amount of time than in any other individual state (California Vehicle Code §4000.4b–Appendix E). For example, if a Host’s RV has an Idaho registration that begins on January 1 and expires on December 31, and during that year the RV will be used for more than six months in California, the host must register the vehicle in California.

Hours of Service

Minimum service hours required for Hosts is 20 hours per week, although 25 -30 hours per week is recommended.

Hours worked by spouses may be combined to meet the 200-hour pass requirement for earning the VIPP Statewide Pass (DPR 208E). If additional hours are worked in other volunteer capacities, that time may be counted toward the total volunteer hours unless determined otherwise by the Volunteer Coordinator.

CHAPTER 10

PUBLIC SAFETY VOLUNTEERS

10.1 PATROL UNITS

Many state parks offer opportunities for volunteers who own horses, mountain bikes, personal watercraft or all-terrain vehicles/motorcycles to participate in trail safety patrols that augment regular state park ranger patrols. These long-term public safety volunteers provide information and assistance to park staff and visitors, help ensure compliance with park regulations, and if properly trained, may provide first aid and other emergency assistance. Mounted Assistance Unit (MAU) volunteers work under a standard service agreement and duty statement and must receive orientation and training to perform their duties. Because duties vary per park location, staff must develop a clear duty statement and training standards for each position.



Designated Department Representative

The District Superintendent shall designate a representative to oversee issues such as training, scheduling and reporting of patrol operations. The department representative may also serve as the Sector or Unit Volunteer Coordinator. The Department representative shall not sign the Volunteer Service Agreement until all background checks are complete.

EMS Training and Certification

As referenced in DOM1100, Emergency Medical Services (EMS), the Department's EMS program is authorized in accordance with the guidelines set forth by the Emergency Medical Services Authority (EMSA). The Department's policy is to ensure that quality



emergency medical aid services are available to park visitors. The District Superintendent holds responsibility for ensuring that rangers, lifeguards, firefighters/security officers, and other designated district employees maintain current EMS certifications, and determining which volunteer positions, if any, will be given EMS training to meet the district's needs.

Registration

Required Documents:

- State Park Volunteer Application (DPR 208H)
- Volunteer Service Agreement (DPR 208)
- Duty Statement
- Volunteer Confidential Information (DPR 208D)
- Essential Functions Health Questionnaire (STD 910)
- Pre-Employment Arrest/Conviction Disclosure Statement (DPR 883)
- Request for LIVE SCAN Service (BCII 8016)
- Government Agency Request for Driver License/Identification Card Information (INF 254)
- Authorization to Use Privately Owned Vehicle on State Business (STD 261)
- State Property Equipment Issue Record (DPR 175)
- Basic Driver Performance Test (DPR 347)
- Equipment Operators Qualification Card (DPR 161)
- Visual Media Consent (DPR 993)



Refer to the Appendices B and C and to the Department Share (“N”) Drive and Intranet for sample forms. Contact the Volunteers in Parks Program Coordinator for copies of two forms not available on the Department Share (“N”) Drive:

1. Request for LIVE SCAN Service (BCII 8016)
2. Government Agency Request for Driver License/Identification Card Information (INF 254),

Recommended Training Requirements

A well-organized MAU training program should address the following topics:

1. Park rules, regulations and operations
2. Knowledge of park facilities, local ecology and trail etiquette
3. Cultural and natural history of the park
4. Uniforms and required personal safety equipment
5. First aid procedures and medical emergency response, if authorized
6. Proper use and maintenance of equipment
7. Accurate and timely reporting on visitor contacts/trail conditions/hazards
8. Proper radio communications operations and procedures

CHAPTER 11

BACKGROUND CHECKS

11.1 MEDICAL BACKGROUND

Essential Functions Health Questionnaire

A long-term volunteer prospect must complete the Essential Functions Health Questionnaire (STD 910) certifying he/she can perform the physical functions listed on the duty statement.

The designated Department representative shall process the form as a confidential document to be submitted directly to the Division/District/Sector Personnel Officer. A volunteer interested in serving at Department headquarters or district offices should submit the completed Essential Functions Health Questionnaire to the appropriate personnel officer.

Medical Condition and Physical Limitation

The Division/District/Sector Personnel Officer or headquarters' Personnel Officer will determine whether the described medical condition or limitation would impact the volunteer's ability to safely complete tasks identified in the duty statement. If the Personnel Officer determines that no significant risk exists, the prospective volunteer will be allowed to participate.

If the Personnel Officer determines (or is unable to determine) that the stated medical condition or limitation may reasonably impact the prospective volunteer's ability to complete the prescribed work in a safe manner, the Personnel Officer will forward the Health Questionnaire to the Workers' Compensation and Safety Program Officer at DPR headquarters. If additional review is needed, headquarters personnel will submit the Health Questionnaire along with a copy of the duty statement, to the State Medical Officer for determination.

A volunteer prospect who is awaiting determination on a health questionnaire shall not be allowed to begin volunteer service prior to receiving proper medical clearance.



If the District Administrative Officer deems it appropriate, the individual may begin the classroom elements of volunteer training while awaiting final medical clearance.

11.2 CRIMINAL HISTORY

Consistent with DAM 0215.3, a criminal history background check, including fingerprinting, is required prior to a volunteer performing any of the following activities:

- Serving as a Camp or Park Host
- Supervising or having exclusive control over minors (this is especially important for Junior Ranger programs, nature walks, museum tours, and other programs that are specifically focused toward participation by children)
- Having independent access to security systems, warehouses, master keys, locked offices, shops, interpretive collections, or expensive equipment
- Working with purchase documents or large sums of money (amount to be determined by the district superintendent)
- Having access to the California Law Enforcement Teletype System (CLETS) or other criminal justice records

Refer to Employment/Pre-Employment Criminal History Checks (DPR 883) in Appendix B, and in Appendix E for legal requirements and administrative procedures for conducting criminal history background checks. See Chapter 3, “Registering Volunteers” for information on processing confidential documents and approval of conditional appointments.

Contact the Personnel Services Division or the Law Enforcement and Emergency Services Division for further information.

Consent of Volunteer

A prospective volunteer must complete Volunteer Confidential Information (DPR 208D) if his/her duties require a background check. The prospect must also complete the Pre-Employment Arrest/Conviction Disclosure Statement (DPR 883), which the designated Division/District/Sector Personnel Officer shall process as a confidential document.

Payment of Fees

The volunteer must also complete the Request for Live Scan Service (BCII 8016). The district shall bear responsibility for adding the district billing code to the Request for Live Scan Service, and paying all fees (including reimbursing the volunteer for the local “rolling fee”) related to processing of the fingerprint scan by the Department of Justice.

CHAPTER 12

WORKERS' COMPENSATION INSURANCE AND TORT LIABILITY

No work is so important that it should be undertaken in an unsafe manner where injury may result. Besides the obvious pain, disruption and lost productivity, such incidents can result in costly workers' compensation claims. Further, unsafe actions of a volunteer causing injuries to another volunteer or a park visitor can result in tort claims filed against the volunteer and the Department. Understanding the California State Parks workers' compensation and tort liability policies is important to management of the Volunteers in Parks program.

12.1 WORKERS' COMPENSATION

Workers' compensation insurance is state-mandated compensation provided by employers to their employees for physical injuries and other medically related disabilities occurring within the course and scope of an employee's duties. Although volunteers are not considered state employees, long-term volunteers properly registered on an approved Volunteer Service Agreement (DPR 208) are generally covered under the workers' compensation insurance program. A properly trained mountain bike patrol volunteer, for example, who



falls and breaks an arm while performing his or her officially assigned duties, may be covered by the Department's workers' compensation program. Short-term volunteers (three days or fewer) waive coverage when they register.

12.2 TORT LIABILITY

Tort liability, as applied to volunteer management, is generally defined as an action by a volunteer—either short or long-term—that results in personal injury to another person or damage to property.

For example, if a volunteer, while performing officially assigned duties, accidentally leaves a shovel on a trail and a visitor subsequently trips over the shovel and breaks his leg, a lawsuit that the injured party brings against the volunteer may be defended and covered by the Department.

The Department's obligations regarding injury to a person or damage to property caused by the negligent or intentional acts or omissions of volunteers will be assessed on a case by case basis. In some cases, depending on the circumstances of the particular situation, the Department may be liable for the actions of a volunteer acting within the scope of his or her assigned duties.

12.3 LIABILITY QUESTIONS

Specific questions regarding volunteer workers' compensation and tort liability issues that cannot be answered by district administrative staff should be directed to the Legal and/or Personnel Office.

CHAPTER 13

RISK MANAGEMENT

“Contrary to common belief, risk management isn’t just about buying insurance ... And it isn’t just about avoiding lawsuits. It is about protecting and conserving your organization’s resources and providing goods and services sensibly.”

-- Melanie L. Herman, Nonprofit Risk Management Center

13.1 POLICIES

Risk management imposes constraints on certain types of volunteer work assignments. Volunteers must observe the same safety precautions as employees. Any use of volunteers in jobs considered hazardous for state employees (such as fire fighting) must be carefully evaluated.

In accordance with DOM 0908.3.5.11, the following risk management policies shall apply:

- Volunteers may provide public information, observation, and reporting services; serving as “eyes and ears” for park staff.
- Volunteers may administer first aid services to visitors, staff, or other volunteers in order to meet the District’s needs (DOM 1100, Emergency Medical Services):



- o The District Superintendent shall determine public safety functions for which Department volunteers will be given state-mandated Emergency Medical Services (EMS) training, and at what levels.
- o Duty statements must specifically include administering first aid.
- o The division or district must provide adequate first-aid training and proper equipment and communicable disease protection to all staff and volunteers.
- Volunteers shall not:
 - o perform physical law enforcement or security activities,
 - o be assigned duties that place them in life-threatening situations, or
 - o be assigned duties they do not feel comfortable completing or do not willingly agree to perform.

13.2 STRATEGIES

The reduction of on-the-job, accident-related injuries to volunteers is the responsibility of all Department employees and volunteers. The following risk management strategies should be incorporated into the Volunteers in Parks Program:

- Proper supervision: Both a legal requirement and a good management tool, effective supervision helps ensure that the volunteer program continues to meet its goals.
- Ongoing training: Initial and ongoing training is mandatory to help ensure all volunteers are familiar with safe work practices. For volunteers involved in more specialized or potentially hazardous work—such as operating power tools—advanced training must be completed and proper records maintained.
- Sign-in procedures: Provide adequate documentation as to when volunteers are on duty.
- Safety equipment: Require safety equipment and proper use by each volunteer.
- Ongoing analysis: Investigate all accidents and injuries to determine what factors, conditions or practices contributed to the incident. Proper and timely action must be taken to prevent or reduce the risk of reoccurrence.

Refer to DAM 1200: Employee Safety for additional safety related policies.

13.3 PROCEDURES FOR REPORTING ACCIDENTS

Report all accidents and injuries within 48 hours of the incident. Use Accident Report (Other than Motor Vehicle) (STD 268) found in Appendix C to investigate and thoroughly describe the circumstances, including injured party information, property damage/loss information, and witness information.

The designated Department personnel officer shall submit the original document, including photos or diagrams, to:

**Office of the Attorney General, Tort Unit,
P. O. Box 944255
Sacramento, CA 94244-2550**

Submit one copy to:

**Office of Risk and Insurance Management (ORIM)
707 Third Street, First Floor
West Sacramento, CA 95605**

Retain one copy for Department records. Accident Report (Other than Motor Vehicle) (STD 268) is a confidential document, and under no circumstances should information be given to anyone except authorized State of California officials.

Refer to Chapter 15, "Use of Firearms, Vehicles, and Equipment, Travel Expense Claims, and Volunteers in State Housing" regarding procedures for reporting accidents involving motor vehicles.

CHAPTER 14

INTELLECTUAL PROPERTY AND SOCIAL MEDIA**14.1 INTELLECTUAL PROPERTY**

“Intellectual property” is a generic term referring to patents, trademarks, copyrights, trade secrets, and any other tangible personal property produced through the intellectual efforts of its creator or creators. The rights related to intellectual property exist in and of themselves, apart from the actual creation. That is, while a person may physically own a painting, musical recording, photographic print, etc., the intellectual property rights of that material remain with its creator, unless those rights were explicitly assigned, given, or sold by the creator to another party.

Department Rights and Policy

Generally, the Department owns the intellectual property rights to works created by its employees, volunteers, contractors, and cooperating associations within the scope of their employment, agreement, or contract. Artwork, logos, publications, and educational program materials are among the diverse range of affected works. A product is considered a work made “for hire” and the copyright is owned by the Department, unless a separate written agreement states otherwise.

It is the policy of the Department to:

- Protect intellectual property rights by properly documenting, and when appropriate, formally registering, intellectual property created or acquired by the Department.
- Protect intellectual property against unauthorized or inappropriate use, whether intentional or unintentional, by individuals or organizations, to the extent practicable.
- Obtain ownership or appropriate license rights to intellectual property created between the Department and third parties pursuant to contracts.
- Avoid infringing on intellectual property rights owned by others.
- Require that any person or entity using copyrighted material obtained from the Department take full responsibility for avoiding infringement resulting from that use.

Refer to DOM 0907, Intellectual Property, found in Appendix E.

The Volunteer Service Agreement (DPR 208) clearly delineates the Department's ownership of copyright for works created by a volunteer within the scope of his/her assigned duties. If the agreement needs to be amended to address specific circumstances, contact the statewide VIPP Program Coordinator. Revisions must be approved by the Chief, Interpretation and Education Division.

Volunteers seeking to retain rights to intellectual property created on their own time, using their own equipment, and requiring no special access to locations, resources, or facilities, must follow all rules and regulations required of any member of the general public. Volunteers may license material for use by the Department through a written license agreement (DPR 992A), in accordance with DOM 0907.

Copyright for Original Work Created Jointly

The copyright for original works of authorship created using the joint resources of a cooperating association and the Department may be owned by the Department, the cooperating association, or both. Sole ownership by the Department is preferable. Standard default language protecting the Department's intellectual property rights is included in all cooperating association contracts. Any changes to the cooperating association standard contract language in relation to intellectual property rights must be approved by the Department's Legal Office.

Visual Media Consent (DPR 993)

Whenever a recognizable likeness of members of the public, concessionaires, or volunteers appears in any publication, website, video, etc., Department personnel shall obtain a completed Visual Media Consent Form (DPR 993) from the individual(s).

Electronic Media

Intellectual property resources displayed on a website or in any other electronic medium are subject to the same licensing requirements as other forms of intellectual property.

Department Logo

Use of the Department logo is restricted to Department publications and activities, unless otherwise agreed. The logo may be used on volunteer clothing provided such use is consistent with Department policy as outlined in DOM 0907.

The logo shall not be used in a manner determined by the Department in its sole discretion to be misleading, defamatory, infringing, libelous, disparaging, obscene, or otherwise objectionable. The components of the logo may not be altered or used separately.

Refer to DOM 0907 (Appendix E) and the Department's Intellectual Property Handbook for the full text of the Department's intellectual property policy.



14.2 SOCIAL MEDIA

“Social Media,” as defined in the Department’s Social Media Handbook, are the various forms of communication such as text, photos, and video posted to social Internet sites. Social media allows for interaction among individuals, groups and organizations in and around the content on popular Web sites, including Twitter, Facebook, YouTube, Flickr, Wikipedia, blogs and similar sites currently in existence (or yet to be invented).

“User” is defined as anyone actively posting text, photos, or video on social media sites. Forester Research discovered that four out of five online Americans are active in creating, participating in or reading some form of social content at least once a month (DN 2010-03: Social Media).

Volunteers and Other Department Representatives

In the new environment of instantaneous and far-reaching communication it is critical that California State Parks volunteers, as other Department representatives, maintain a consistent image and conduct themselves online in the same professional manner they do in person. Statements should be avoided that can be interpreted as official positions, comments, or offers of the Department when, in fact, they are personal opinions (DAM 1603). At California State Parks, with regard to social media, “users” are “individuals who have the written approval from a unit manager or superintendent to represent their park, division, office or other unit to the public and who are well informed of the statewide and Departmental social media policies and procedures.” (Social Media Handbook) The Department’s social media policies however, apply to and should be followed by all employees, volunteers, interns, and retired annuitants.

Department policy for Social Media is to:

1. Communicate to current and prospective park visitors a unified and consistent messaging that maintains the Department’s brand image on social media and social networking pages online.
2. Incorporate the identified messages and conduct outlined in the Social Media Handbook into park social media communications.
3. Protect the Department’s messaging and brand image against unauthorized use, whether intentional or unintentional, by individuals or organizations, to the extent practicable.
4. Contractors, including Cooperating Associations and Concessionaires, are not permitted to utilize social media sites as official representatives of California State Parks or any unit within California State Parks.

Refer to Departmental Notice 2010-03: Social Media in Appendix E, and the Department’s Social Media Handbook for additional information.

CHAPTER 15

USE OF FIREARMS, VEHICLES AND EQUIPMENT



15.1 FIREARMS AND AMMUNITION

Volunteers are not authorized to handle contemporary firearms and/or ammunition while serving as volunteers. This policy does not apply to a volunteer's use of antique firearms, replicas of antique firearms, or black powder (DOM 0908.3.5.12).

Refer to DOM Section 0904.9 on use of historic weapons.

15.2 USE OF STATE VEHICLES

Volunteers may operate state motor vehicles and equipment on state business when authorized by Division Chiefs, District Superintendents, Sector Superintendents, or their designees (District or Unit Volunteer Coordinators), with an approved duty statement outlining specific vehicle and equipment use. Volunteers are subject to the same legal and administrative requirements as Department employees regarding drug testing. (DAM 1265: Vehicle Operation Policies and Procedures, found in Appendix E.)

Prior to a volunteer operating a state motor vehicle or driving a private vehicle on official state business, the District Superintendent or designee must:

1. Verify that the volunteer is at least 18 years old and has a valid driver's license.
2. (For California residents) conduct a driving record check through the California Department of Motor Vehicles. Use the Government Agency Request for Driver License/Identification Record Information (INF 254, Appendix C).
3. (For out of state residents and international volunteers) follow procedures for seasonal employees: a copy of the employee's/volunteer's Driver Record from his/her home jurisdiction is required each year to ensure the employee/volunteer's driving record and license are valid and in good standing. (Refer to DAM 1260 and 1265.1 in Appendix E).
4. Complete Authorization to Use Privately Owned Vehicles on State Business (STD 261, Appendix C) and submit to the designated administrative officer.
5. Brief each volunteer on proper vehicle operation, maintenance and safety, including seat belt use and accident-reporting requirements.
6. Administer a driver's test, which must be passed for each type of vehicle to be operated. Volunteers will not operate a vehicle on State business before the District Superintendent/Sector Superintendent determines that they have a good driving record and have successfully met qualification requirements for certification under the Department's Driver Testing Program (DAM 1265.1).
7. Require that each volunteer maintain a current Equipment Operators Qualification Card (DPR 161, Appendix B) for any vehicle or special equipment (chainsaws, power tools, tire changing equipment, etc.) to be operated.
8. Prohibit a volunteer from operating law enforcement or emergency vehicles unless the vehicle is clearly marked "out of service."

15.3 USE OF PRIVATELY OWNED VEHICLES

Volunteers may use their privately owned vehicles on state business if authorized by the district superintendent or his or her designee. A valid driver's license is required if driving on state business. The District Superintendent (or the Division/Section Chief) must approve An Authorization to Use Privately Owned Vehicles on State Business (STD 261) prior to the use of any privately owned vehicle by a volunteer (DAM 1265.8).

15.4 PRIVATE VEHICLE INSURANCE LIABILITY

Under California Vehicle Code (CVC §17151) the driver of a vehicle has the primary liability for accidents arising out of maintenance or use of that vehicle. Private vehicle accidents must be reported to the volunteer driver's insurance company. The driver's insurance company is obligated to provide defense and indemnification for claims, up

to the limits prescribed in CVC §17150 and §17151 (as referenced in Appendix E). State liability, if any, is secondary.

15.5 PROCEDURES FOR REPORTING MOTOR VEHICLE ACCIDENTS

All motor vehicle accidents involving a state-owned vehicle or any motor vehicle being used on authorized state business must be reported within 48 hours utilizing a Report of Vehicle Accident (STD 270). The completed Report of Vehicle Accident (STD 270) and four copies must be signed by the operator, approved by the district



superintendent/manager or designee, and submitted to the driver's insurance company and to the Department of General Services, Office of Risk and Insurance Management (ORIM), 707 Third Street, First Floor, West Sacramento, CA 95605, (916) 376-5300.

Accidents resulting in any injury to persons, or involving serious damage to the property of others, must be reported immediately by telephone (916) 376-5302 or fax (916) 376-5277 to the Office of Risk and Insurance Management:

The Report of Vehicle Accident (STD 270) is a confidential document and shall not be released to other parties without consent of the Office of Risk and Insurance Management.

The Office of Risk and Insurance Management administers the state motor vehicle liability self-insurance program.

Contact: **Claims Information**

Toll Free: **(800) 900-3634**

Fax: **(916) 376-5277**

CALNET: **480-5302**

To contact the claims unit by email or to notify ORIM of an accident or claim, use: claims@dgs.ca.gov

Refer to State Administrative Manual, Section 2455, for detailed information on reporting an accident.

15.6 USE OF STATE EQUIPMENT

Each volunteer must maintain a current Equipment Operators Qualification Card (DPR 161) for operating special equipment such as chain saws, power tools, tire changing equipment, etc. Volunteers must demonstrate, to the satisfaction of the Volunteer Coordinator or qualified employee, proficiency in the safe operation of the equipment or machinery and a thorough understanding of all applicable safety measures. Volunteers must be age 18 or older to operate equipment capable of causing serious bodily harm.

15.7 USE OF PERSONAL PROPERTY

Volunteers should be discouraged from using personal property or equipment while conducting state business. Should any personal property such as vehicles, computers, binoculars, cameras, flashlights, or bicycles, be lost, damaged or stolen while being used on state business, the state cannot be held liable.

Volunteers shall not borrow state equipment for personal use. Such unauthorized use of state-owned equipment may result in a volunteer's termination.

CHAPTER 16
**TRAVEL EXPENSE
 CLAIMS AND STATE
 HOUSING**

16.1 TRAVEL EXPENSE CLAIMS

Volunteers are responsible for any personal costs incurred through their service to the Department. However, the Division Chief, District Superintendent, Sector Superintendent, or designee may authorize the Department's reimbursement to volunteers of approved travel-related expenses. Reimbursement limits for meals and lodging for volunteers are the same as for paid state employees.

Volunteers shall be reimbursed for travel expenses under the following conditions:

1. The designated Department representative shall list travel as a specific duty on the volunteer's duty statement and shall pre-approve travel assignments.
2. The volunteer shall complete and have on file an approved Oath of Allegiance (STD 689, Appendix C).
3. The volunteer shall complete and submit an approved Travel Expense Claim (STD 262, Appendix C). Note: Use "paper" version of STD 262 instead of an electronic version from California Automated Travel Expense Reimbursement System (CalATERS).



**16.2 STATE HOUSING
 AND FACILITIES**

Active Department volunteers may be lodged in state housing/facilities, under the same policies that apply to seasonal employees, as indicated in DOM 2200: Department Housing and DOM Memo 129: Length of Occupancy (both in Appendix E).

CHAPTER 17

VOLUNTEER UNIFORMS

As representatives of the Department, volunteers are responsible for presenting a favorable image to visitors. The primary consideration regarding uniforms is that volunteers working in public contact situations are easily recognized as official California State Parks representatives. However, the diversity of duties performed by volunteers and the variety of geographic locations and weather conditions do not allow for a single style of authorized uniform to be worn.

Districts are encouraged to develop district-wide dress codes that will guide volunteers in selecting and wearing clothing that is clean, in good repair, and appropriate. The District Superintendent may authorize the wearing or display of specially designed individual park unit patches, name badges and hour bars for use by volunteers. While volunteers may not wear the standard California State Parks uniform, ranger Stetsons or badges (or facsimiles), several officially sanctioned Departmental insignia and uniform accessories are available for wear when approved by the District Superintendent. For information about the availability and cost of these uniform items, contact the Volunteers in Parks Program Coordinator.

17.1 VOLUNTEER PATCH

The approved volunteer patch is available from the Volunteers in Parks Program Coordinator. It is similar in design to the official California State Parks uniform shoulder patch, with the addition of the word "VOLUNTEER" at the bottom of the patch. It is preferable for patches to be sewn centered and 3/4-inch below the shoulder seam on both sleeves. If only one volunteer patch is to be worn, it should be worn on the left sleeve.

For sleeveless vests, the patch should be sewn on the left breast pocket (or in the approximate area of the garment where a breast pocket would normally be located.) The District Superintendent must approve other locations for the patch.



17.2 VOLUNTEER NAME BADGE

Encourage volunteers to wear official plastic name badges. A name badge is especially important for docents wearing period costumes where the volunteer patch is not appropriate. One exception to wearing a name badge is during living history programs, when such historically inaccurate adornment may appear inappropriate. District Superintendents may also authorize volunteers to wear the standard name badges worn by seasonal and permanent staff.



17.3 VOLUNTEER AND CAMP HOST CAPS AND VISORS

VIPP visors and baseball-style caps may be worn as uniform items. They are made of khaki colored canvas and embroidered with the Department logo and the word "Volunteer" or "Host."



17.4 OPTIONAL UNIFORM ATTIRE PROVIDED BY DISTRICT OR VOLUNTEER

DPR does not have standard uniform clothing for volunteers. Many park units choose to use a multi-purpose khaki-colored vest and/or a standard polo shirt, either of which may be embroidered or silk-screened with the Department logo.

Polo shirts may be purchased from a variety of vendors provided they have an approved license agreement with the Department. A list of approved vendors is available on the Department intranet: <http://isearch.parks.ca.gov/fssdb/>.

The poly-cotton blend vest has multiple pockets and snap-closures. Prison Industries—a DPR approved vendor—manufactures and sells the vest. For current pricing and to order, contact Prison Industries at (916) 358-2727 and ask for the “Fish and Game Vest—Khaki Twill,” order #4887.

Important: Use of the Department logo on clothing or for any other purpose must be in full compliance with Department policies governing logo use (refer to DOM 907.8 and 907.8.1: Department Logo Policy and Specific Logo Use Policies, Appendix E)



17.5 PERIOD ATTIRE

Each park unit that interprets history has a unique interpretive period. Volunteers shall conform to the park's established guidelines regarding period dress. Period attire that allows the public to recognize a volunteer's official capacity should be worn without the volunteer patch. If appropriate, a volunteer nametag may be worn on the outside of period clothing.

CHAPTER 18

VOLUNTEER RECOGNITION

Meaningful recognition is a vital element to retaining valuable volunteers and to help ensure quality programs while reducing the need for ongoing recruitment and training. Refer to Chapter 6: “Rewarding Achievement,” for more information about volunteer recognition.

In order to receive the privileges of being a volunteer (such as park passes), a minimum number of hours, determined by the district, must be served. (DOM 0908.3.5.16: VIPP Passes Policy in Appendix E)

18.1 COMPLIMENTARY PARK PASSES

California State Parks offers two types of complimentary park passes for active volunteers in the Volunteers in Parks Program: the VIPP District Pass (DPR 208F) and the VIPP Statewide Pass (DPR 208E).

VIPP District Passes (DPR 208F)

District passes are awarded to volunteers as a way of ensuring free and convenient access into the state park where they are volunteering, and encouraging them to spend more time learning about other parks in their district. The annual district pass may be made available at the district level to all volunteers who meet the minimum work requirements for maintaining active volunteer status, as established by the district superintendent. The pass allows the volunteer free day-use access to all of the district’s state park units for the current calendar year.



VIPP Statewide Pass (DPR 208E)

For volunteers who contribute at least 200 hours of their time each year, a statewide day-use pass is awarded as a way to thank them for their work and to encourage their further exploration of the state park system. Service time cannot be accrued over different years. The annual statewide pass is valid for one calendar year. The pass allows the volunteer day-use access to all state park units, with the exception of Hearst Castle and other units as determined by management.

18.2 ORDERING AND ISSUING VIPP PASSES

Ordering VIPP Passes

VIPP passes are accountable documents that require documentation for each pass distributed. VIPP passes are ordered by and issued to the person in the district responsible for accountable documents. For auditing purposes, the District Volunteer Coordinator shall maintain a list of volunteers who are issued VIPP passes using the Record of Passes Issued (DPR 308A, Appendix B). For VIPP passes ordered but not used, Departmental Notice 96-26, found in Appendix E, specifies the required procedures for end-of-the year accounting and disposal.

To order passes, send a completed and signed Accountable Documents Requisition (DPR 145) to the statewide Volunteer Programs Coordinator in the Interpretation and Education Division. While VIPP Passes may be ordered at any time during the year it is recommended they be requested in early December for distribution to volunteers by January. (See Appendix B for sample forms.)

Issuing District and Statewide Passes to Volunteers

Before issuing a pass to a volunteer, the district representative must type or legibly print the volunteer's name on the pass. If possible, the issuance of 200-hour statewide passes should be combined with a volunteer-recognition ceremony or festive event. If the pass is mailed to the volunteer, it is a good practice to enclose a brief, personal note expressing the Department's appreciation for the volunteer's efforts

Issuing 200-Hour Passes during Current Mid-Year

Once a volunteer has worked 200 or more qualifying hours in a calendar year, he/she may be issued a statewide pass. Only one 200-hour statewide pass may be issued per calendar year even if the volunteer's total hours worked for the year exceeds 200 hours. If the 200 hours is accrued at the end of the current calendar year, the volunteer will be issued a 200-hour statewide pass effective January of the following year.

18.3 VOLUNTEER USE OF DISTRICT AND STATEWIDE PASSES

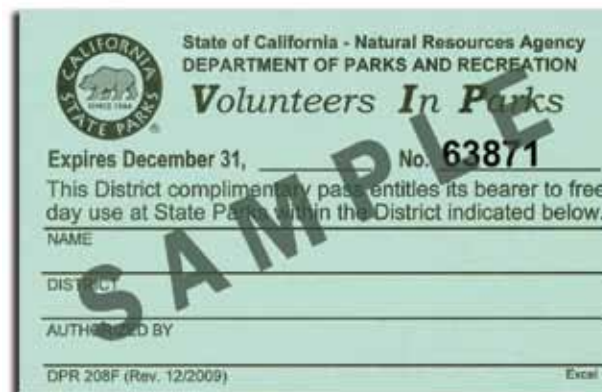
Volunteer passes are not transferable. When a volunteer presents his or her pass upon entering any state park unit, a valid form of identification should also be shown to the kiosk attendant. In those state park units with unstaffed kiosks or “iron rangers,” the pass should be displayed in plain view on the vehicle’s dashboard. In this situation, it is not necessary to display an ID on the dashboard or to leave it at the kiosk.

Inactive volunteers do not enjoy privileges or benefits beyond those of regular state park visitors. District passes should be turned in upon separation. However, an inactive volunteer’s 200-hour statewide pass earned for the previous year’s work will remain valid through the current calendar year and shall be retained by the volunteer.

VIPP Statewide Pass (DPR 208E)



VIPP District Pass (DPR 208F)



18.4 VOLUNTEER RECOGNITION

The Department has several awards available for recognizing volunteers and the valuable services they perform. Award Nomination forms are found in Appendix B.

Award Title:	POPPY AWARD	VOLUNTEER MEDALLION for SUPERIOR ACHIEVEMENT	DIRECTOR'S SPECIAL COMMENDATION	UNIVERSAL ACCESS AWARD	DISTRICT & UNIT AWARDS
Eligibility	All Department Volunteers	All Department volunteers or teams of volunteers	All Department employees and teams (include names of all members). Also can be presented to other governmental agencies, organizations, or businesses that made outstanding contributions to the Department mission.	Department employees, teams, volunteers. Also Department partners such as nonprofit organizations and concessions	Department volunteers or teams of volunteers
Nomination	Any Department employee	Any Department employee or volunteer.	Submit the nomination using Director's Special Commendation Award Nomination (DPR 967A) to the Department Recognition Coordinator. All nominations are confidential.	Any Department employee. Submit nominations to the Department's Human Rights Office	Any Department employee or volunteer.

Award Title:	POPPY AWARD	VOLUNTEER MEDALLION for SUPERIOR ACHIEVEMENT	DIRECTOR'S SPECIAL COMMENDATION	UNIVERSAL ACCESS AWARD	DISTRICT & UNIT AWARDS
Criteria	Any individual volunteer who contributes significantly to the betterment of California State Parks.	Significant contribution toward the mission and goals of the Department and worthy of recognition by the California State Parks Director. Generally, volunteer efforts should be recognized first at district/division/section level or with Poppy Award, prior to nomination for the Medallion.	An individual or a team that makes a significant contribution toward accomplishment of the mission and goals of the Department. Efforts recognized by this certificate stand far above the norm, are substantial in impact, and worthy of recognition at the director's level.	1. Outstanding achievements completed within the last two years, which benefit people with disabilities and increase opportunities for universal access. 2. Reflects the mission & goals of the Self-Evaluation and Transition Plans for Accessibility, and follows the CSP Accessibility Guidelines.	Districts are encouraged to develop personalized district or park unit awards to honor individual and team efforts.
Selection	Nominator prepares application form for review and recommendation by the District Volunteer Coordinator, the Superintendent, and for approval by the Volunteer Programs Coordinator.	Nominator prepares application to be reviewed by the District Volunteer Coordinator and signed by the District Superintendent. District Volunteer Coordinator forwards the nomination to the statewide Volunteer Programs Coordinator.	Review board called as needed by chair of recognition committee comprising appropriate division chief; or statewide recognition committee may recommend that the director's annual award nomination(s) be alternatively considered for this recognition.	Nominations are reviewed by the California State Parks Disabled Advisory Committee, Managers of the Human Rights Office, and the Accessibility Section. Concurrence by the Director of California State Parks.	Nominator prepares application form for review and recommendation by the District Volunteer Coordinator, the Superintendent, and for approval by the Volunteer Programs Coordinator.

Award Title:	POPPY AWARD	VOLUNTEER MEDALLION for SUPERIOR ACHIEVEMENT	DIRECTOR'S SPECIAL COMMENDATION	UNIVERSAL ACCESS AWARD	DISTRICT & UNIT AWARDS
Description	An 8-1/2"x11" certificate with gold embossed lettering and pale orange poppies include the volunteer's name, a short description of their contributions, and a signature block for the District/Sector Superintendent or Division Chief.	A personalized certificate signed by the Director and two brass medallions are encased in a matted frame.	Framed certificate	Certificate and Blue Wave style clear crystal award.	Parchment certificate designed by district or unit staff and signed by the District or Sector Superintendent.
Presentation	Framed and matted, matted alone or placed inside a presentation folder.	This award is presented by the Deputy Director for Park Operations or other Deputy Director or Superintendent, as appropriate.	This award is presented by the Director, Deputy Director for Park Operations or other Deputy Director, as appropriate.	The award is presented by the Director of California State Parks in the work location of the recipient(s).	Framed and matted, matted alone or placed inside a presentation folder.
Processing Time	Please allow at least 2-weeks' lead time to process Poppy Award.	Please allow at least 3-weeks' lead time to process the Volunteer Medallion.	Nominations can be submitted at any time during the year.	Nominations are accepted in May and June, and the final award is typically presented in October to coincide with National Disability Awareness Month.	Specified by the District Volunteer Coordinator or Superintendent.

CHAPTER 19

FUNDING SOURCES FOR VOLUNTEER PROGRAMS

19.1 VOLUNTEER ENHANCEMENT PROGRAM

The Volunteer Enhancement Program (VEP) has been an invaluable source of financial support for minor capital outlay projects to enhance the Department's volunteer programs and expand the interpretive and educational opportunities within state parks. With dedicated funding from the sale of general obligation bonds such as Proposition 84, VEP funds may be used for interpretation, restoration and rehabilitation of the State Park System including Host sites, visitor centers, and other visitor-serving resources.



When funds are available, the VEP Coordinator in the Interpretation and Education Division will access the Park Infrastructure Database (PID) to review projects for eligibility. The district must enter all projects that need funding into the PID in order to be considered. Each district has a VEP coordinator to disseminate VEP information to the district. VEP Coordinators also monitor, track and report VEP expenditures to the Interpretation and Education Division. Depending on district needs the VEP Coordinator's role can be assigned to the Administrative Officer, Maintenance Chief, Interpretive Specialist, Volunteer Coordinator, or another position.

19.2 COOPERATING ASSOCIATIONS

Cooperating associations are federally recognized nonprofit corporations established to provide financial aid for the interpretive and educational activities of the state park unit(s) for which they were formed. Cooperating associations provide vital support to volunteer programs by funding a variety of items, such as interpretive aids/materials, costumes, and equipment. Many associations also provide funding/support for training, special events and interpretive programs.

19.3 CALIFORNIA STATE PARKS FOUNDATION (CSPF)

California State Parks Foundation supports and raises funds for a wide range of capital projects, environmental education programs and natural and cultural resource protection grants. Collaborative funding supports projects such as Earth Day Restoration and Cleanup and the Park Champions Program, a pilot program of quarterly work days in state parks. CSPF also supports state park programs such as Junior Rangers, Junior Lifeguards, Litter Getters, and FamCamp.

Capital projects include wetlands restoration at Candlestick Point SRA; restoration of the historic lighthouse at Pigeon Point Light Station SHP, and the restoration of Vikingsholm at Emerald Bay SP.

19.4 RANGER LANE VOLUNTEER FUND

The California State Parks Foundation administers the Ranger Lane Volunteer Fund (named for the late Ambassador L.W. “Bill” Lane, Jr., a Foundation trustee and honorary member of California State Parks Ranger Association). The fund specifically supports state park projects and programs that involve the efforts of volunteers. State parks staff, volunteers and cooperating associations can apply with the approval of the District Superintendent. Projects must benefit the Department’s volunteer programs.

To apply for a grant from the Ranger Lane Volunteer Fund, prospective grantees submit an on-line application within specified deadlines. The application, schedule of deadlines, and other relevant information are found on the California State Parks Foundation website: <http://www.calparks.org/programs/competitive-grant/>.

CHAPTER 20

COOPERATING ASSOCIATIONS AND DEPARTMENT VOLUNTEERS

Policies and procedures for the Cooperating Associations Program are available via the Program's page on the State Parks website: http://www.parks.ca.gov/?page_id=22338. The program is managed separately by the Cooperating Associations Program Manager.

The separation of the Volunteers in Parks and Cooperating Associations programs occurred as a result of the 1989 Department Task Force evaluation. The Task Force reviewed each program to resolve a number of issues regarding risk management, liability, program responsibility and governance. These issues drew the attention of legislators, attorneys, auditors and control agencies after serious problems became matters of public discussion. California State Parks policy is to manage the Volunteer Program and the Cooperating Associations Program separately to maintain clear, appropriate and legal individual roles and responsibilities.

20.1 COOPERATING ASSOCIATION LIAISON

Department policy requires that District Superintendents assign the duties of Volunteer Program Coordinator and the Cooperating Association Liaison (CAL) to two different staff



members. This helps reduce confusion about organizational roles and responsibilities, and ensures a legal and clear administrative separation between cooperating associations and volunteers. The District Superintendent must approve exceptions to this policy. Operational needs and staffing levels may create temporary conditions for exceptions, but they are to be considered provisional and must be corrected as soon as possible.

20.2 COOPERATING ASSOCIATION MEMBERS AND VOLUNTEERS

Cooperating association members may serve as volunteers to the association and may be considered employees of the cooperating association for purposes of workers' compensation insurance. Because of liability and workers' compensation issues, a clear distinction must be made between Department volunteers and cooperating association volunteers.

20.3 COOPERATING ASSOCIATION MEMBERS AS DEPARTMENT VOLUNTEERS

Cooperating association members may sign up and serve as Department volunteers using the registration procedures established by the district, including completion and approval of the Volunteer Service Agreement (DPR 208) and a written duty statement. However, Department volunteers do not need to be members of a cooperating association or any other support organization.

20.4 COMPLIMENTARY PARK PASSES

Day Use Pass (DPR 903A)

Complimentary passes for free day use (DPR 903A) may be awarded by District or Sector Superintendents as a method of acknowledging board members of recognized cooperating associations who have served for one year or more. Passes may be restricted to one unit or expanded to the entire state, and are valid for one year. For more information, consult the Cooperating Associations Program Manager, Interpretation and Education Division at (916) 654-5397. (Refer to Departmental Notice 97-42, Complimentary Passes in Appendix E.)

VIPP Statewide Pass (DPR 208E)

Hours worked as a volunteer or employee of a cooperating association may not be counted toward the 200 hours of Department volunteer time required to earn a VIPP Statewide Pass (DPR 208E). Only those hours worked directly as a Department volunteer under the Volunteer Service Agreement (DPR 208) and duty statement may accrue for purposes of earning the statewide pass.

APPENDIX A: GENERAL INFORMATION

“A State Park System is Born”

“Special Considerations in Engaging Students as Volunteers”

Duty Statements (Samples)

Campground Host
 Docent
 Mountain Bike Patrol
 Trail Maintenance Volunteer
 VIPP Program Assistant

Resource Information

Organizations
 Publications
 Books
 Periodicals
 Online Resources

Tax Benefits of Volunteerism

APPENDIX B: DEPARTMENTAL (DPR) FORMS

DPR 139	Supply Order
DPR 145	Accountable Documents Requisition and/or Inventory
DPR 161	Equipment Operator Qualifications Card (Order from DPR Warehouse using DPR 139)
DPR 175	Employee State Property/Equipment Issue Record
DPR 183	Project Evaluation
DPR 208	Volunteer Service Agreement
DPR 208B	Volunteer Group Services Agreement
DPR 208C	Parental/Guardian Permission for Juvenile Volunteers
DPR 208CC	Parental/Guardian Permission for Juvenile Volunteers (Co-Sponsored Events)
DPR 208D	Volunteer Confidential Information
DPR 208E	Volunteers In Parks–Statewide Pass
DPR 208F	Volunteers In Parks–District Pass
DPR 208G	Special Project or Activity Sign-In
DPR 208GG	Special Project or Activity Sign-in (Co-Sponsored)
DPR 208H	State Parks Volunteer Application
DPR 208I	Volunteer Medallion Nomination
DPR 208J	Poppy Award Nomination
DPR 208K	Volunteer Service Agreement Checklist

DPR 308A	Record of Passes Issued
DPR 593	Use of Criminal Justice Information
DPR 615	Employee's/Volunteer's Notice of Pre-Designated Physician
DPR 883	Pre-Employment Arrest/Conviction Disclosure Statement
DPR 954	Self Identification and Certification
DPR 967A	Director's Special Commendation Award
DPR 993	Visual Media Consent
DPR	Universal Access Award Information
DPR	Universal Access Award Nomination

APPENDIX C: STANDARD (STD) FORMS

STD 204	Payee Data Record (with Supplemental Form DPR 88)
STD 261	Authorization to Use a Privately Owned Vehicle on State Business
STD 262A	Travel Expense Claim
STD 268	Accident Report (Other than Motor Vehicle)
STD 270	Vehicle Accident Report
STD 689	Oath of Allegiance
STD 910	Essential Functions Health Questionnaire
INF 254	Government Agency Request for Driver License/Identification Record Information
BC II 8016	Request for Live Scan Service

APPENDIX D: VOLUNTEER IN PARKS PROGRAM (VIP) FORMS

VIP	Annual Program Activity Report
VIP	Orientation Checklist
VIP	Performance Evaluation
VIP	Exit Interview
VIP	Poppy and Volunteer Medallion Awards (sample language)
VIP	Volunteer Medallion (sample language)
VIP	International Volunteer Application

APPENDIX E: LEGAL/ADMINISTRATIVE REFERENCES AND DEPARTMENT POLICIES

State Laws

Government Codes §31110 through §31119.5: CA State Government Volunteers Act
California Department of Industrial Relations: Child Labor
California Family Code 7002, 7122: Emancipation of Minors Law
California Labor Code §1720.4: Public Works
California Vehicle Code §4000.4: Registration Required: Primary Use
California Vehicle Code §17150, §17151: Liability of Private Owners
State Administrative Manual (SAM) §2420: Motor Vehicle Liability

Self-Insurance Program

State Administrative Manual (SAM) §2455: Motor Vehicle Accident Reporting and Investigation

For complete text of legislation and administrative policies and procedures, refer to www.dpa.ca.gov/general/publications/manuals/flsa9402.shtm and www.leginfo.ca.gov.

Department Policies

Department Administrative Manual (DAM) 0215.3: Employment/Pre-Employment Criminal History Checks

Department Administrative Manual (DAM) 0250.10: Nepotism Policy

Department Administrative Manual (DAM) §1260: Employee Vehicle Accident Prevention

Department Administrative Manual (DAM) §1265: Vehicle Operation Policies and Procedures

Departmental Notice 96-26: Receipts, Tickets and Passes Accountability

Departmental Notice 97-42: Complimentary Passes

Departmental Notice 2002-08: Equal Employment Opportunity Policy

Departmental Notice 2010-03: Social Media

Department Operations Manual (DOM) 0907: Intellectual Property

Department Operations Manual (DOM) 0908.3-908.4: Volunteers in California State Parks

Department Operations Manual (DOM) 2200: Department Housing &

DOM Memo 129: Camp and Park Host Length of Occupancy

Department employees may access departmental manuals and notices on the Department share drive (N) or Intranet.