

# Attachment A

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# VOLUNTEER PROGRAM HANDBOOK



*Revised April 2021*

## TABLE OF CONTENTS

|  |    |
|--|----|
| WELCOME                                      | 1  |
| MONTEREY COUNTY PARKS GOVERNANCE STRUCTURE   | 2  |
| COUNTY PARKS VOLUNTEER PROGRAM               | 3  |
| COUNTY PARK DESCRIPTIONS                     | 4  |
| Central Monterey/Salinas Area Parks          |    |
| North County Parks                           |    |
| South County Parks                           |    |
| VOLUNTEER PROGRAM OPPORTUNITIES              | 12 |
| Volunteer Position descriptions              | 12 |
| PARKS VOLUNTEER RESPONSIBILITIES             | 14 |
| PARKS VOLUNTEER BENEFITS                     | 15 |
| VOLUNTEER APPLICATION PROCESS                | 16 |
| Volunteer Application Packets                |    |
| Processing of Parks Volunteer Applications   |    |
| Conditional Acceptance & Applicant Screening |    |
| Final Acceptance to Parks Volunteer Program  |    |
| SERVICE AS A PARKS VOLUNTEER                 | 18 |
| Orientation                                  |    |
| Supervision                                  |    |
| Tenure                                       |    |
| Transfer Requests                            |    |
| Resignation                                  |    |
| COUNTY PARKS COMMITMENT TO ITS VOLUNTEERS    | 19 |
| CONCLUSION                                   | 20 |
| APPENDIX                                     | 21 |

## WELCOME!!

The Monterey County Department of Public Works, Facilities, & Parks (Parks) would like to take this opportunity to thank you for your interest in volunteering to make a positive difference in Monterey County Parks. The purpose of the Parks Volunteer Program is to provide our County Parks system with knowledgeable, responsible volunteers to assist in providing visitor services, administrative assistance, interpretive skills, grounds and trails maintenance, and habitat preservation to enhance the outdoor recreational experience of park users and promote and protect the viability of the parks' natural resources and historic sites.

Becoming a County Parks Volunteer may present an ideal opportunity for you or your group. The Parks Volunteer experience can offer:

- ♦ Individual training opportunities/work experience/internship to expand a résumé and develop new skills.
- ♦ Opportunities for groups to undertake projects and activities to benefit park resources and provide community service.
- ♦ Temporary lodging site for travelers with trailers/RVs in exchange for performing essential daily park services.
- ♦ Physical activity/outdoor adventure/social interaction.
- ♦ Solitude and relaxation while communing with nature.
- ♦ Satisfaction and civic pride from personal contributions to County Parks and the community.

Parks' goal is to provide its volunteers with a rewarding, meaningful experience that integrates individual service and talents with County Parks' needs. With that goal in mind, the Volunteer Handbook presents a brief overview of Parks Volunteer Program to heighten your interest in becoming a volunteer. Its complement, the Parks Volunteer Program website (<https://www.co.monterey.ca.us/government/departments-i-z/resource-management-agency-rma/parks>), serves as a full reference and ready tool providing pertinent information and forms to apply for each of the seven (7) volunteering positions as well as materials that will successfully introduce new volunteers to the Parks Volunteer Program to keep them informed and on point during their tenure as a volunteer. The website links share Parks organizational overview; guiding philosophy and practices; current policies and rules; information about the various County parks; training, reporting, and recordkeeping requirements; information regarding safety, vehicle use, and equipment/tool use; volunteer uniform; frequently asked questions (FAQ); on-line volunteer forms; and more. Periodic updates will keep information for volunteers complete and current.

Ideally, every volunteer will derive a true sense of accomplishment and enjoyment while supporting Monterey County's park system. Thank you in advance for helping Parks provide a quality outdoor recreational opportunity for public enjoyment, enhancement, and preservation of our natural, cultural, and recreational resources. **Your contribution to our Parks system is needed and truly welcomed.**

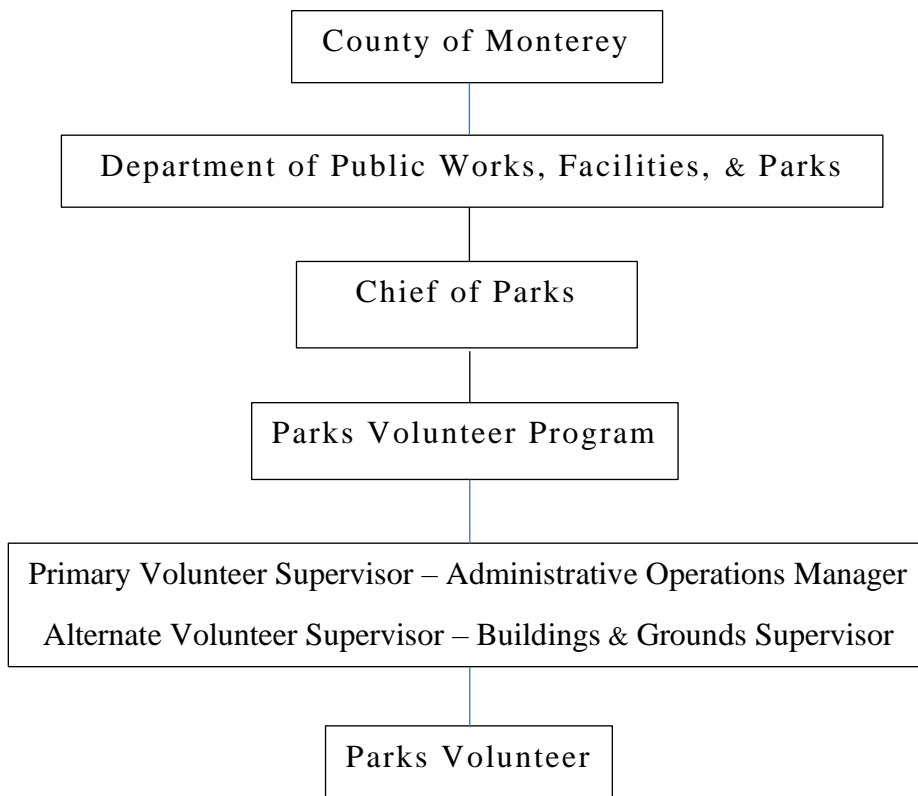
## MONTEREY COUNTY PARKS GOVERNANCE STRUCTURE

Located in beautiful Central California, Monterey County encompasses approximately 3,771 square miles of land and water. The County of Monterey, through its Department of Public Works, Facilities, & Parks-Parks Division (Parks), oversees the operation of County parks, lakes, campgrounds, historical museums, extensive miles of trails, and ecological and open space preserves, totaling 47.08 square miles.

The County of Monterey (Monterey County or County) is governed by a five-member Board of Supervisors. The Board of Supervisors establishes and directs the implementation of policies consistent with public needs and requirements of State and Federal law. The Board of Supervisors passes ordinances; reviews and adopts County budgets; and oversees all functions of the 27 County departments.

The Parks Commission and the Fish & Game Commission are advisory bodies appointed by the Board of Supervisors to advise on major policy decisions in their respective areas of interest. They provide citizen input and serve as a sounding board on various County Parks matters for the Board of Supervisors and for the Chief of Parks and Director/Assistant Director of Public Works, Facilities & Parks.

Parks operates under the Monterey County Code and policies established by the Board of Supervisors. These include, but are not limited to, Monterey County Fee Resolution Article V-Parks User Fees, Parks Facility Use Rules and Policies, Monterey County Code of Ordinances Chapter 14.12 County Parks, and Chapter 14.22 Houseboats.



## COUNTY PARKS VOLUNTEER PROGRAM

### **Monterey County invites you to become a County Parks Volunteer!**

Parks actively recruits volunteers, *individuals, couples, interns, and groups*, who enjoy the outdoors and/or wish to provide a public service benefitting County parks, park visitors, and the local community. The County, through Parks, operates several campgrounds, museums, and day-use parks (listed below), each offering a variety of volunteer opportunities.

### **Your services are needed as a Parks volunteer.**

All levels and types of expertise, skills, and talents are needed for assisting park visitors and County staff with park operations and resource preservation, from visitor reception or managing patron flow to interpreting at park venues to performing facilities maintenance, landscaping, and construction work. A range of volunteer opportunities exist from those requiring intense interaction with park patrons to others that involve no public interaction.

Throughout the County, Parks needs volunteers seven days a week, year-round, in every capacity. Every effort is made to match volunteer skills, talents, preferences, and available time commitment to meet both individual and Parks' operational needs. It is also possible to become a virtual Parks Volunteer if you have a skill, trade, or area of expertise that could be engaged to develop and complete a project remotely. On an as-needed basis, Parks hopes to utilize the talents of virtual volunteers with expertise in calligraphy, graphics, cartography, photography, videography, administrative, project development, outreach, engineering, and more. Parks will post on its volunteer website available volunteering opportunities.

## COUNTY PARK DESCRIPTIONS

### HOURS OF OPERATION FOR MONTEREY COUNTY PARKS

Park operating hours are subject to change to reflect area conditions. Park hours of operation as of the printing of this handbook are provided below for informational purposes only. Visit the County Parks website for current hours of operation.

| <u>MONTH</u>      | <u>(a.m. Open)</u> | <u>(p.m. Close)</u> |
|-------------------|--------------------|---------------------|
| January/February  | 8                  | 5                   |
| March             | 8                  | 6                   |
| April             | 8                  | 7                   |
| May - August      | 8                  | 8                   |
| September         | 8                  | 7                   |
| October           | 8                  | 6:30                |
| November-December | 8                  | 5                   |

### *CENTRAL MONTEREY/SALINAS AREA PARKS*

#### **JACKS' PEAK PARK**



Jacks' Peak Park is a day-use park bordering the City of Monterey, off State Highway 68. The park offers unique venues for outdoor enthusiasts and is home to one of three natural stands of Monterey Pine forests remaining in the United States. There are approximately 8.5 miles of hiking trails, including some designated for equestrian use, winding through cathedral-like forests and rising to breathtaking ridgetop vistas; Jacks' Peak Park does not allow biking on the trails. A Skyline Self-Guided Nature Trail traverses the summit of Jacks' Peak and features fossils from the Miocene epoch. Visitors can also enjoy passive activities, including nature study, photography, or picnicking.



## TORO PARK



Toro County Park is a day-use park located between the cities of Salinas and Monterey, off State Highway 68. First opened to the public in 1971, Toro Park's 4,756 acres attracts thousands of visitors annually. The park's natural environment provides a home for numerous wildlife, including deer, turkey, wild pig, and coyote, and on rare occasion, a mountain lion or golden eagle. A youth overnight area is available for organized groups.

Toro Park's pastoral setting makes it an ideal choice for family outings. It also has much to offer outdoor enthusiasts. Park facilities include a large open turf area, barbecue areas for individual or group use, playgrounds, horseshoe pits, volleyball court, and over 20 miles of hiking trails, many designated for mountain bike use.

## FORMER FORT ORD TRAVEL CAMP



The Former Fort Ord Travel Camp is located at the intersection of Watkins Gate Road and West Camp Street, adjacent to the East Garrison subdivision and Fort Ord National Monument. The facility encompasses 145 acres of open space with rolling chaparral hills, grassland meadows, and oak woodlands. Deer, bobcats, songbirds, and wetland species, such as the California tiger salamander, all call the area their home. An occasional mountain lion or black bear may make appearances from time to time.

Many biking and hiking trails traverse the Travel Camp property. The property is mainly accessed for mountain bike races, running events, and overnight base camp for various service groups that provide ecological rehabilitation work, such as the Sierra Club, on both County open space property and the Fort Ord National Monument.

## **NORTH COUNTY PARKS**

### **ROYAL OAKS PARK**



Located in North Monterey County, Royal Oaks Park was established in 1966. It is the oldest park in the Monterey County Parks system. This 122-acre day-use facility is situated in a small valley studded with Coast Live Oaks.

Royal Oaks' country setting makes it an ideal place for family outings. Royal Oaks Park has much to offer outdoor enthusiasts. Park facilities include a softball field, playground equipment, horseshoe pit, and basketball, volleyball, and tennis courts, plus miles of hiking trails. A youth overnight area is available for organized groups.



## MANZANITA PARK



Manzanita Park sports fields are operated by the North County Youth Recreation Association while the County manages the surrounding trails. Manzanita County Park Trails consist of approximately 7 miles of a moderately trafficked trails, including a year-round accessible loop that feature distant views of coastal chaparral and beautiful wildflowers. Dogs and horses are allowed on the trails.

The public may enter this Prunedale park from sunrise to sunset to enjoy the numerous hiking trails surrounding the park. Entry to the sports facilities by the public is limited when events are scheduled by the North County Youth Recreation Association. Information on NCYRA's scheduled activities may be found at <https://www.ncyra.org/>.

## **SOUTH COUNTY PARKS**

### **SAN LORENZO PARK**



San Lorenzo Park is a picturesque park nestled along the Salinas River in the foothills of the Santa Lucia Mountains just outside of King City off Highway 101. The park offers a perfect blend of old and new with its immaculate day-use facilities that include picnic areas, a gazebo, playgrounds, volleyball court, open turf areas, and a walking trail along the banks of the Salinas River. Individual and group barbecue areas are available as well as a large community meeting room. San Lorenzo Park is the perfect haven for weary travelers offering a shaded campground with 99 overnight campsites and amenities.

The Monterey County Agricultural and Rural Life Museum (MCARLM) is located within the Park. Its interpretive period is the last quarter of the 19<sup>th</sup> century through World War II. The collections are principally agricultural-related implements, house museum furnishings, and historic objects related to specific local history. The museum complex has seven buildings: The Exhibit Barn, Olson Blacksmith Shop, Tractor and Harvester Shed, and the History of Irrigation Museum, plus the Spreckels House (1898), La Gloria Schoolhouse (1887), and the King City Train Depot (1903).

The Avenue of Honor Memorial situated within the Park honors local fallen soldiers from all branches of the United States Military.

## LAKE NACIMIENTO



Lake Nacimiento Park is located near California's Central Coast, situated in the Santa Lucia Mountains midway between Los Angeles and San Francisco. Lake Nacimiento has 18 miles of water for visitors to enjoy boating, water skiing, and fishing. Land activities in its expansive oak and pine forests, include hiking, camping, lodging, wildlife viewing, and more. Fully furnished lodging accommodations suitable for individuals and large groups are available as well as overnight camping.

**Lake Nacimiento Park is operated by the County of Monterey through a third-party contractor. Accordingly, the County Parks Volunteer Program does not place volunteers at this facility.**

## LAKE SAN ANTONIO – NORTH SHORE & SOUTH SHORE



Lake San Antonio Park is Monterey County's premier freshwater recreation area and features North Shore and South Shore park facilities. Located on the Lake San Antonio River just 20 miles inland from California's beautiful Central Coast and midway between Los Angeles and San Francisco, Lake San Antonio offers year-round activities including picnicking, overnight camping, fishing, hiking, swimming, boating, and waterskiing.



Lake San Antonio offers exceptional overnight camping under shady oak trees in Central California. For campers, Lake San Antonio has tent, partial, and full hookup RV sites, all located in beautiful settings abundant with amazing wildlife. Lodges at South Shore are fully furnished and spacious. The Lake is famous for its great fishing, including plentiful striped bass, largemouth and smallmouth bass, crappie, catfish, and bluegill, providing great sport for the avid angler.





## PARKS VOLUNTEER PROGRAM OPPORTUNITIES

Parks' Volunteers, though not County employees, are vital to Parks overall operations. Volunteers supplement services provided by PWFP-Parks staff. Volunteers may serve in many positions and capacities, for varying time commitments, at or in support of various parks throughout the County park system. Volunteers are not utilized in lieu of or to displace County employees. Volunteers serve to expand and enhance the existing workforce. As elite representatives of Monterey County and County Parks, all volunteers are subject to full compliance with all Parks facility use rules and policies and applicable County codes, ordinances, policies, and procedures.

### VOLUNTEER POSITION DESCRIPTIONS

The Parks Volunteer Program offers the following seven volunteer positions:

#### GENERAL VOLUNTEER

General Volunteers perform a variety of assignments and activities in County parks on a regularly scheduled or intermittent capacity based on their availability. Typically, assignments are confined to daytime hours, seven days of the week, including holidays. Due to the investment Parks makes in new volunteers, prospective volunteers are encouraged to make a reasonable minimum service commitment. At times, Parks volunteers may be requested to assist with nighttime activities/special events. A range of opportunities exist for working directly with park patrons, either in conjunction with other volunteers or independently. Duties may include: grounds/buildings maintenance and improvements; gardening and weed abatement; trail maintenance and habitat enhancement; general clean-up; and entry gate operations.

#### TRAIL VOLUNTEER

Trail Volunteers serve primarily in open space areas and park preserves and on trails. Trail Volunteers work in the parks seven days a week, including holidays, based on their availability. A Trail Volunteer may assist patrons with information about the park's resources and policies; aid in the maintenance of trails and open areas; improve habitat; remove trash, debris, and overgrown brush/vegetation; assist Parks staff with documenting observed hazards, violations, or patron behavior; record wildlife sightings and/or identify wildlife. Trail Volunteers work on foot, bicycle, 4-wheeler, vehicle, or horseback and may use their own transportation means upon approval.

#### GROUP VOLUNTEER

Limitless volunteer opportunities exist for local organizations, corporations, and civic groups to complete a day or multiple days of activities or to undertake a special project. Parks staff is available to assist with coordinating group volunteer activities or suggesting/selecting/developing special projects. Typically, Group Volunteer activities enhance a park through targeted cleanups, habitat restoration, trail building, invasive plant removal, and/or native vegetation and tree planting. A day bonding with group members providing a vital service at a County park can prove a very rewarding experience.

#### PARK DOCENT

Docent comes from a Latin word *docere*, meaning "teach." Park Docents lend their specific knowledge and expertise to lead hikes and tours and/or to provide interpretive programs for park visitors. Docents make educational presentations, work with school tours, assist with special events, and participate in ongoing research and development projects. Docents enrich the park visitor's experience by sharing historical/biological/zoological/geological information and answering questions about specific park features and flora/fauna.



### STUDENT/INTERN VOLUNTEER

Students or Interns are welcomed as Parks volunteers to fulfill required community work, school curriculum requirements, or to gain work experience. The Parks Volunteer program may offer enterprising interns a venue to complete special projects that support their school/career objectives. Students seeking to complete community service hour requirements can perform essential duties such as trail maintenance, tree/vegetation planting, or trash and debris collection. Parks is open to considering unique projects that could benefit a park and satisfy an individual curriculum requirement.

### VIRTUAL VOLUNTEER

Virtual volunteering offers increased access to those individuals who wish to contribute to the Parks Volunteer Program without requiring travel or physical presence at a park – it brings the park to them via computer, telephone, or craft. Virtual volunteering offers short- and long-term opportunities and can even accommodate micro-volunteering for those who only have snippets of time to contribute. Virtual volunteering is a new concept for the Parks Volunteer Program and is open to the imagination and resourcefulness of prospective volunteers. Parks will post virtual volunteering opportunities on the Parks website and would like to hear what you could virtually offer the parks system. Virtual volunteering assignments could involve advocacy, interpretive, artistic, IT, archivist, recruitment or technical work or research, writing, translation, or administrative skills. By way of example, a virtual volunteer could see in a picture of a park something that could be improved and work with Parks management to cause it to happen. This could be as simple as seeing an old metal garbage can that detracts from the natural park setting and virtually working with Parks staff to design and construct a rustic wood housing from spare materials the volunteer has or gathers, so the garbage can blend with the natural surroundings. Other skilled virtual volunteers might assist making interpretive displays or educational or training videos or assist with recruiting volunteers or providing administrative support for a special event. Please consider the skills or talents you might offer as a virtual volunteer that could benefit the County Parks system.

### VOLUNTEER PARK HOST

A Volunteer Park Host (Host) lives in a park for a temporary period and works a stipulated number of hours providing park operational services and duties in exchange for a recreational vehicle site with utilities. A Host position has a minimum commitment of ninety (90) days. A Host provides a minimum of twenty-four (24) hours per week to reside temporarily in the park or a minimum of thirty (30) hours per week if there are two volunteers residing in the same site. Hosts can arrange approval for the performance distribution of the 30 hours of weekly services with the Parks Administrative Operations Manager (AOM). The Park's AOM is the primary supervisor of the Host. The AOM will ensure the Host is provided an orientation to the park facility; receives required park identification card and uniform; assigns duties and schedules work hours; determines training needs; and arranges appropriate supervisory support including the designation of an alternate supervisor. Host assigned duties vary by park and may include, but are not limited to: opening and closing the park, entry gate operation, greeting visitors, providing directions, fielding questions from patrons, cleaning/restocking restrooms, performing litter patrols, grounds and equipment maintenance, and/or maintaining park records, visitation statistics, and perform quagga/zebra mussel inspections. Daily duties may vary based on park needs. Incumbents must at the beginning of their tenure quickly acquire a comprehensive understanding of Park operations and rules sufficient to perform required Host duties and explain park rules to patrons/ visitors. A Host serves only to advise on park rules and has no enforcement responsibilities whatsoever.

## PARKS VOLUNTEER RESPONSIBILITIES

Volunteers shall actively perform their duties to the best of their ability and strictly adhere to and follow all rules, policies, and procedures of County Parks and the County of Monterey.

### **All Parks Volunteers are responsible for:**

- Completing the volunteer application fully and accurately.
- Conducting themselves in a professional, courteous, and responsible manner to reflect positively on the County of Monterey and Parks.
- Reporting to every volunteer assignment free from the influence of any drugs or alcohol, properly attired, and ready to serve and give full attention to completing the day's assignment to the best of their ability.
- Limiting performance of volunteer tasks/assignments to only those that volunteer is physically capable of doing and trained and competent to undertake safely, including the operation of specialty equipment/vehicles.
- Seeking assistance from supervisor whenever needing help, guidance, or specific training for any task.
- Providing advance notice to the volunteer supervisor if unable to report for a scheduled shift.
- Completing all required orientations and trainings and staying informed on all Park rules, County policies, safety, and accident reporting procedures.
- Wearing the County Parks uniform or identification badge only when "on duty."
- Referring all difficult situations to designated Parks staff and never personally attempting any enforcement activities.
- Referring all media inquiries regarding Parks matters to designated Parks/County staff and never engaging in any public commentary.
- Reporting immediately all injuries, accidents, or issues related to the park, other volunteers, or County staff to the designated supervisor/manager.
- Thinking safety first when completing any activity, including wearing proper attire/footwear.
- Completing daily all required documentation of work hours and duties performed on time log.
- Limiting eating, telephone calls or texting, and smoking to designated breaktimes and designated areas.
- Refraining from sharing confidential information encountered in performance of volunteer duties.
- Abstaining from proselytizing, sharing political or personal opinions with Park patrons, soliciting/distributing literature, promoting/endorsing selected private companies/restaurants over others.
- Keeping personal information current with the Parks Volunteer Program office, including changes to personal status (health, arrests/criminal matters, driver's license status, and personal/emergency contacts) that may affect volunteer standing.
- Providing constructive feedback to improve the Volunteer program and/or address facility issues/needs.
- Enjoying the park surroundings and appreciating your contributions and value as a Parks volunteer.

## PARKS VOLUNTEER BENEFITS

*Volunteer – An individual or group who, without compensation or expectation of compensation, performs a task or service at the direction of and on behalf of an agency.*

*Merriam Webster*

Volunteers provide services to Parks without charge and are not permitted to accept any form of gratuity or gift from park patrons or others. By virtue of the definition of a volunteer, volunteer benefits are mostly intangible rewards, such as a sense of pride related to involvement with a good cause, fulfillment associated with contributing to a higher good, personal satisfaction from achieving defined goals and objectives, or enjoyment and/or enrichment from interaction with park visitors.

Parks is indebted to its elite corps of altruistic volunteers and applauds their service. Annually, Parks recognizes volunteers with certificates of appreciation. A feature soon to be introduced at each park to recognize volunteers is a centrally located display board featuring the park's volunteer of the year, listing the names of volunteers achieving significant service hour milestones, and pictures of volunteers at work in the park. This feature, spotlighting volunteers at each park, will underscore the value volunteers bring to the County park system and surrounding community and recognize their efforts and special accomplishments. The Monterey County Board of Supervisors also recognizes county volunteers annually during National Volunteer Month.

# **PARKS VOLUNTEER APPLICATION PROCESS**

## **APPLICATION PACKETS**

To apply for any of the volunteering opportunities within Monterey County Parks, please visit the Volunteer Program website (<https://www.co.monterey.ca.us/government/departments-i-z/resource-management-agency-rma/parks>) for detailed information regarding available opportunities and position-specific application packets. Unique virtual volunteering opportunities will be posted on the website as needed and you may contact us at any time if you have a virtual volunteering idea/project in mind. The website provides pertinent information regarding the acceptance, minimum time commitment, and vetting process for individual volunteers; liability and indemnification waiver and release agreement; materials to successfully introduce new members to the Volunteer Program, including an organizational overview; guiding philosophy and practices; park rules and applicable policies and procedures; orientation, training, and safety requirements; responsibilities, comportment, and expectations for volunteers; information regarding volunteer uniforms, vehicle use, time recording, and annual volunteer appreciation activities; and more. Alternately, if you do not have access to the Parks website, please contact telephone (831)755-4895 and ask to speak with the Parks' Management Analyst to express your interest in the Parks Volunteer Program and request an application packet, and/or additional information about the program. Also, Parks staff is available to assist student interns and groups with developing special short- and long-term activities and projects to benefit the County parks.

Prospective General Volunteers willing to contribute their time should submit their completed Volunteer Application packet to [parks@co.monterey.ca.us](mailto:parks@co.monterey.ca.us). Minors (under the age of 18) must also provide a parental/legal guardian release form with their application packet. Please visit the Parks Volunteer Program website for complete information and to download an application form and other documents necessary to apply for the various volunteering opportunities.

## **PROCESSING OF PARKS VOLUNTEER APPLICATIONS**

The overall application process may take three to six weeks. The Parks Volunteer Program Administrative Operations Manager will review applications to verify an applicant's qualifications for a position. Staff may contact the individual volunteer candidate to schedule an interview to fully assess their skills and qualifications as they relate to the volunteer position.

## **CONDITIONAL ACCEPTANCE AND APPLICANT SCREENING**

County Parks Volunteers have a tradition of being exceptional, civic-minded individuals. In the interest of the safety and well-being of park patrons and park employees, upon conditional acceptance of an applicant, the County Human Resources Department (HR) conducts a general criminal background and reference check, including fingerprinting, for all volunteers that provide direct public service before final acceptance to the Parks Volunteer Program. Criminal offenses that disqualify an individual from any volunteer service activities include: a) All Felony Offenses, b) All Sex Offenses, and c) All Violent Offenses or offenses involving a weapon. HR will advise Parks if an applicant is cleared to serve as a volunteer. Applicants will be notified when the applicant screening/review process is complete.

#### PARK HOST VOLUNTEER BENEFIT DETERMINATION

Volunteers who receive a benefit for volunteering (such as a trailer site) must complete Form I-9 (Employment Eligibility Verification). Parks offers trailer sites at no charge to its Hosts for services performed. This is considered *remuneration*, defined in the Employer's Handbook for Form I-9 as: *Anything of value given in exchange for labor or services rendered by an employee, including food and lodging*. Please visit the Parks Volunteer Program website for additional information regarding this federal benefit determination and required documentation.

#### FINAL ACCEPTANCE TO PARKS VOLUNTEER PROGRAM

Parks accepts the service of all volunteers with the understanding that such service must be of mutual benefit. Final acceptance and placement of a volunteer is contingent upon the results of the background check and, if applicable, a California Department of Motor Vehicles report, and submittal of all required paperwork, including a liability and indemnification waiver and release agreement.

Successful applicants that are offered a volunteer position are placed in accordance with their training, interests, and abilities as well as County Parks' needs. Every effort is made to accommodate a volunteer's preferences whenever possible.

## **SERVICE AS A PARKS VOLUNTEER**

### **ORIENTATION**

Each new volunteer will receive an orientation and basic introduction to the park and pertinent training for the volunteer assignment from Parks supervisory staff. Initially, new volunteers will work with experienced staff until they complete basic training for the position. The Parks Volunteer website provides information and materials to successfully introduce new members to the Volunteer Program, including an organizational overview; guiding philosophy and practices; park rules and applicable policies and procedures; orientation, training, and safety requirements; volunteer supervision and evaluation; responsibilities, comportment, and expectations for volunteers; information regarding volunteer uniforms, vehicle use, time recording, and more.

### **SUPERVISION**

The supervisor of Parks volunteers is the Parks AOM. As the direct supervisor of volunteers, the area AOM approves volunteers for participation in the volunteer program, establishes the work schedule, assigns duties, determines and provides for appropriate training for volunteers, monitors and evaluates performance, and issues uniforms. Assigned duties may vary based on daily park needs. The area AOM is responsible to ensure all volunteers are provided an orientation to the park facility and receive basic training and adequate supervisory support while performing volunteer duties. The designated Alternate Supervisor for Parks volunteers is the Buildings & Grounds Supervisor. Every volunteer will be apprised of their assigned supervisor when they report for a scheduled shift.

### **TENURE AS A PARKS VOLUNTEER**

As previously stated, Parks accepts the service of all volunteers with the understanding that such service must be of mutual benefit. An individual's ability to serve as a volunteer may be terminated by Parks, at its sole discretion, at any time, and for any reason without showing cause to the volunteer. Dismissal of a volunteer, though rare, can result if a volunteer is found unreliable, irresponsible, disruptive or exhibits inappropriate behavior, or fails to adhere to applicable policies, rules, and procedures. The Parks Volunteer Program strictly adheres to all County policies.

### **VOLUNTEER TRANSFER REQUESTS**

Volunteers wishing to transfer to a different assignment or park should submit a transfer request for consideration and approval. All transfers are subject to approval of County Parks. The transfer request form is available on the Parks Volunteer Program website in the forms section.

### **VOLUNTEER RESIGNATION**

Volunteers planning to resign from the Parks Volunteer Program are asked to provide advance written notice. The volunteer resignation form is available on the Parks Volunteer Program website in the forms section.

## COUNTY PARKS' COMMITMENT TO ITS VOLUNTEERS

Volunteers are valuable supplements to County Parks staff. As such, volunteers shall be extended meaningful, productive assignments, treated fairly, assisted through effective supervision, provided an opportunity for full involvement and participation as a volunteer, and recognized for service provided to Parks.

### **The Parks Volunteer Program is committed to:**

- Giving due consideration to applicant requests regarding park and position assignments, however, placement, though ideally for mutual benefit of both parties, is the sole decision of County Parks.
- Providing equal opportunities to all volunteers providing service with the County as set forth in Monterey County's Nondiscrimination Policy #P-160.
- Providing a positive, worthwhile volunteering experience, offering, to the extent possible, a variety of opportunities/flexible schedule.
- Offering students/interns/scouts opportunities to earn education/service hours for clubs/scholarships/awards and/or to build a résumé.
- Treating all volunteers with dignity and respect.
- Appreciating and recognizing the value, efforts, and time commitment of all volunteers.
- Providing quality training and effective supervision.
- Keeping safety as the highest priority for volunteers, staff, and park patrons to ensure safe working conditions and environment.
- Accepting constructive feedback from volunteers.

## CONCLUSION

Parks hopes that this County Parks Volunteer Program Handbook provides sufficient introduction to our Volunteer Program to entice you to offer your expertise, time, and energy as a volunteer.

The Parks Volunteer Program website (<https://www.co.monterey.ca.us/government/departments-i-z/resource-management-agency-rma/parks>) contains additional information designed to serve as a guiding framework for finding a park and volunteer opportunity best suited to you. It also provides application packets to apply to become a volunteer. During your tenure as a volunteer, the website offers easy access to essential materials and references to support your volunteer activities.

Parks Volunteers have proved to be an invaluable resource, bringing unique skills, experience, enthusiasm, and ideas to our organization. Please join us in supporting the County Parks system. Thank you in advance for continuing the esteemed legacy as a parks volunteer.

***We look forward to seeing you in the parks!***



## APPENDIX

Please visit the County Parks Volunteer website for current information of Volunteer Program.  
(<https://www.co.monterey.ca.us/government/departments-i-z/resource-management-agency-rma/parks>)  
*In the web version of this Handbook, an alphabetical listing of all materials available on the website.*

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