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I. DUTIES AND RESPONSIBILITIES

1. Duties

County Parks Trail Watch volunteers assist park staff in providing an enhanced public safety presence in County Parks. Working independently, Trail Watch volunteers act as the “eyes and ears” of park staff, providing valuable information for park visitors, and acting as a vital link in emergency medical response situations.

As a Trail Watch volunteer, you have a unique opportunity to provide a vital connection between the public and the park. Through your actions you can demonstrate correct park use and trail etiquette to educate new park users, and to build a fundamental bond with visitors that will last a lifetime.

General duties of a Trail Watch volunteer are as follows:

a. Conduct general or special patrols within a County Park(s), with emphasis on multi-use trails, in an “Observe, Report, and Educate” role.
   
   (1) Trail Watch volunteers have no law enforcement authority and the scope of their role is limited to observing and reporting violations.
   
   (a) Trail Watch volunteers identify potential hazards or emergencies and report suspicious activities to Park Ranger staff via a cell phone or a park radio.
   
   (b) Park Rangers are instructed to gain visitor compliance with park rules and regulations through information and education as opposed to immediately pursuing a law enforcement option. Similarly, Trail Watch volunteers may educate visitors about County Parks rules and regulations, and model safe trail use and etiquette.

b. Educate visitors about park resources, facilities, activities and programs.

c. Administer first aid, perform basic life support, and activate Emergency Medical System (EMS) as needed.

d. Provide Search and Rescue (SAR) support as directed.

e. Assist with special events.

f. Document all observations including hazardous conditions, unusual visitor activity or violations, wildlife interactions, or other notable incidents in your online SCC Volunteer patrol log.
2. Patrol Requirements
   a. To become a Trail Watch volunteer, you must complete the following:
      i. Live Scan© criminal background check.
      ii. 4-hour Trail Watch Academy including:
           County Parks Philosophy; patrol practices; visitor compliance; civil liabilities; and practice
           scenarios.
      iii. American Red Cross Adult and Pediatric First Aid/CPR/AED training or show current
           certification.
      iv. Fill out the Outside Employment/Incompatible Activity (OEIA) form via DocuSign.
      v. 1-hour online Sexual Harassment, Discrimination and Bullying Prevention training (SHP).
   b. To remain active each Trail Watch volunteer must:
      i. Log a minimum of 48 hours of volunteer service per year.
      ii. Annually fill out the OEIA form.
      iii. Renew the SHP online training every two years.
      iv. Maintain American Red Cross Adult and Pediatric First Aid/CPR/AED certification (renewal
          every 2 years).

II. PATROL PLANNING
1. We encourage you to perform your Trail Watch duties during peak park usage periods, such as
   holidays and weekends, but you may fulfill your hourly commitment any time during regular park
   hours. Identify park specific needs prior to your patrol by talking to park staff.

2. Notify the Park Ranger Volunteer Liaison or another designated staff member 12 hours prior to your
   patrol via an email or a voicemail at the Ranger Office.

3. In your message include a brief description of your patrol plan: the approximate time you will begin
   and end your patrol, and where you’ll be patrolling. Also include a phone number where you can be
   reached.

4. If you wish to use a park radio, notify Park Ranger staff at least 48 hours in advance. Each park has a
   limited number of available radios, and on occasion a radio may not be available. Cell phones may be
   used as an alternative to the park radios.

5. On all patrols carry your department-issued Trail Watch First Aid Kit (or your own kit, which must
   contain the authorized items listed below.)
TRAIL WATCH FIRST AID KIT

1 – Red Biohazard Plastic Bag  
1 – Roll, 1” Medical Tape
1 – Eye Shield  
1 – Reflective Shock Blanket
1 – Personal Protective Gown  
1 – Ice pack
2 – Pairs, Latex Exam Gloves  
1 – BLOOD STOPPER Dressing
1 – Antibacterial Skin Wipe Towelette  
5-10 – Band-Aids
1 – Pocket Mask or CPR Face Shield  
2 – Each, Gauze pads & Triangular Bandages
1 – Bottle, Antimicrobial Hand Cleaner  
1 – Notebook to write down incident details

a. To replace items used from your kit:
  i. Ask any Emergency Medical Services (EMS) personnel at the scene such as a Paramedic, Fire Fighter or Park Ranger to replace the used item from their supplies.
  ii. Request replacement items from the Volunteer Program Coordinator.

b. Remember that you can only provide treatment up to your current level of certification!

III. PATROL OPERATIONS

In performance of your general duties you should always be prepared to assist park staff with reporting and information gathering, EMS and victim care, risk management (reporting and/or removing hazards), crowd control, search and rescue (SAR) operations, or other tasks requested by park staff.

The following guidelines apply to your general duties as a Trail Watch volunteer.

1. Gaining Compliance with Park Rules and Regulations

The Trail Watch volunteer should familiarize themselves with the park rules and regulations. If, in the course of your duties you observe a visitor in violation of these rules, you may:

a. Identify yourself as a County Parks Trail Watch Volunteer.

b. Educate the visitor in a constructive manner about the nature of the violation and the importance of obeying park rules and/or why that rule is in place (i.e. for the protection of the person, the person’s property and/or the park resources).
c. Ask for their help in preserving and protecting the park through compliance. Please remember that most visitors break rules out of ignorance and are unaware of the damage that may result from their actions. Creating awareness in a positive manner encourages future compliance.

d. Never put yourself in physical danger, and never threaten a park visitor.

e. If a visitor becomes verbally abusive or angry, do not pursue the matter: separate yourself from the visitor and notify a Park Ranger or another staff member.

f. When in doubt, trust your instincts and do not approach a park visitor. Report suspicious behavior to park staff.

2. Incident Response

As a Trail Watch volunteer, you may encounter a variety of situations that require some type of a response. We ask that you follow several guidelines when you encounter these scenarios.

a. Always know your location.

b. If the situation can be easily remedied, simply do so (i.e. move a small fallen tree limb blocking a trail).

c. If you cannot resolve the situation, contact park staff.

d. When necessary, keep visitors away from the scene (by verbal means only, do not attempt to use physical restraint).

e. When necessary, collect pertinent information such as names, contact information, scene description, and location. Then pass along to park staff.

f. Responding park staff will assume authority of the scene.

You may encounter potentially dangerous circumstances, including:

- Injured or ill persons, including staff or personal injuries
- Wildland fires or fires in undesignated areas
- Visitors in violation of park rules
- Missing persons
- Injured animal (consider any injured animal as a dangerous animal)
- Drunk or troublesome visitors
- Hazardous waste (NEVER touch under any circumstances)
- Poachers or persons carrying a weapon (DO NOT approach; leave the scene immediately, note the location, description of the subject and any associated vehicles, and contact a Park Ranger).
3. Medical Emergencies
   a. First and always, carefully survey the scene.
   b. Use your cell phone or park radio to notify the Park Ranger or County Communications. Do not transmit personal information over the radio. You may also ask a bystander for help.
   c. When reporting an emergency be sure to state the nature of the emergency; the exact location of the patient including the nearest cross-street, trail or landmark; how much time has passed since the injury occurred; the patient’s gender and approximate age; and signs and symptoms (i.e., “head laceration”, “loss of consciousness”, “complains of right ankle pain”, “difficulty breathing”).
   d. Remain calm, courteous and professional.
   e. Tactfully ask for the name, address, and phone number of the patient (s) and witness(es). Write down the information. Make note of any factor that may have caused the injury.
   f. Do not enter into a dispute over the cause of the accident.
   g. Do not reprimand anyone at the scene.
   h. Do not speculate out loud as to the cause of the accident.
   i. Do not offer to pay for medical expenses.
   j. Do not admit responsibility.
   k. Do not mention insurance.
   l. Do not discuss the accident with anyone other than responding park staff.

4. Job Related Injuries
   Most injuries can be avoided by following safety measures listed in these guidelines, but if you are injured while volunteering please do the following:
   a. Report your injury immediately to park staff.
   b. Qualified park staff will administer necessary first aid or activate EMS.
   c. If necessary, go to an appropriate care facility, based on your personal medical insurance guidelines and requirements. Note: The County does not provide Worker’s compensation to volunteers, as they are not considered County employees.
   d. Your supervisor (i.e., Park Ranger) will complete an accident report form. Volunteers properly registered and approved may be reimbursed for up to $5,000.00 for any out-of-pocket expenses stemming from a volunteer-related injury.
5. Reporting Hazards or Park Maintenance Issues

If you notice a maintenance problem or a potential hazard, contact or leave a note for park staff as soon as possible. Explain in detail the nature of the problem. If the problem is urgent call the nearest park staff person by phone or radio.

Do NOT under any circumstances endanger the safety of yourself or any visitor by entering an unsafe area.

6. Lost and Found Items

a. A volunteer who finds an item in the park is encouraged to turn that item over to park staff. If a park visitor gives you a found item, turn the item over to park staff. A volunteer should not, under any circumstances, retain a found item.

b. Attach the following information to the item and give it to park staff: name, address and phone number of the person who found the item, a description of the item and the date and location where the item was found. If you found an item yourself, write down your own name along with the additional information before giving the item to park staff.

c. If a visitor reports a lost item, write down the person’s name, address, phone number, the date, where they think they lost the item and a VERY accurate description of the item. Advise the visitor to check with a Park Ranger and provide them with the office phone number if they wish to follow up.

7. Search and Rescue and Missing Persons Operations

As a Trail Watch volunteer, you may be the first official contact for the reporting party (RP) in a missing or a lost person scenario, or you may be asked by park staff to assist in a SAR operation. When approached by a person reporting a missing or lost person (the Subject) in the park follow these guidelines:

a. Contact a Park Ranger or County Communications immediately. Follow their instructions; it’s likely they will ask you to remain at your current location until they arrive, and to keep the reporting party there with you.

b. Once you have initiated a response it is important that you keep the reporting party with you until the Park Ranger arrives. First get the RP’s contact information, especially their name and phone numbers. If the RP can provide the same information for the missing person, record that as well. This information may prove vital if the RP insists on leaving the scene before help arrives.

c. Continue to collect information from the RP, including:
   i. How long has the Subject been missing?
ii. When and where was the Subject last seen? Have the RP be as specific as possible with this information.

iii. Obtain descriptors for the Subject. Get a full name, age, height and weight (you may have to settle for approximations). One rule of thumb when asking for descriptors is to work from head to toe, for example: color of eyes and hair color and length; any facial hair; wearing a hat and description of hat; shirt style and color; pants or shorts style and color; footwear; any other distinguishing features. Write these down for the next responder.

iv. Ask if the Subject has any at risk factors such as a medical condition.

d. It is likely the RP will be asked these same questions and more by the responding Park Ranger, so don’t push for any answers or draw your own conclusions when recording their information.

8. Special Events

Trail Watch volunteers are often requested to assist at large special events in parks. Under the direction of a Park Ranger your primary duties are to assist with parking, traffic, and crowd control, and to provide leadership to other volunteers.

9. Natural Resource Management

Grazing Program: County Parks contracts with cattle grazers to help manage our many acres of grasslands. One primary goal is to help reduce the spread of non-native weeds and grasses. Use caution when walking through areas with cattle especially when calves are present. Dogs must also be leashed as they can be perceived as a threat.

Inclement Weather Trail Closures: 3-TYPES: Temporary, Seasonal or Construction. Temporary – due to wet trail conditions following a rain event. Seasonal – longer duration during the rainy season where soil type and/or geography prohibits proper drainage. Construction – Winter season closure following new construction.

IV. COMPLETING YOUR PATROL

1. Trail Watch volunteers are responsible for completing an online Trail Watch Log via SCC Volunteer for each patrol.

2. Return the issued items such as the radio to park staff.
V. TRAIL WATCH VOLUNTEER ATTIRE

1. Trail Watch volunteers must wear a Department issued T-shirt or vest and name tag. Ball caps and wide brimmed bucket hats are additionally available as optional uniform items.

2. Initial items are issued at no charge by the Volunteer Program Office. Volunteers must maintain their attire in a clean and non-worn condition. Lost or damaged items will be replaced at no charge to volunteers if loss or damage is not recurrent or due to negligence. Uniform items may be replaced on a periodic basis free of charge due to normal wear and tear.

3. All uniform items shall be returned to the Volunteer Program when the volunteer leaves the program.

VI. CONTACT INFORMATION

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<thead>
<tr>
<th>Park Location(s)</th>
<th>Park Ranger Liaison</th>
<th>Contact Phone</th>
</tr>
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<tbody>
<tr>
<td>Almaden Quicksilver/Calero</td>
<td>Webster, Sadie</td>
<td>408-535-4070</td>
</tr>
<tr>
<td>Anderson Lake/Coyote Creek Trail-South</td>
<td>Clayton, Vanessa</td>
<td>408-918-7980</td>
</tr>
<tr>
<td>Coyote Lake Harvey Bear Ranch</td>
<td>Weaver, Blake</td>
<td>408-842-7800</td>
</tr>
<tr>
<td>Ed Levin/Alviso Marina/Penitencia Creek</td>
<td>D’Amore, John</td>
<td>408-262-6980</td>
</tr>
<tr>
<td>Field Sports</td>
<td>Lueddeke, Ryan</td>
<td>408-463-0652</td>
</tr>
<tr>
<td>Hellyer/Santa Teresa/Coyote Creek Parkway-North</td>
<td>Suarez, Ruben</td>
<td>408-918-3349</td>
</tr>
<tr>
<td>Joseph D. Grant</td>
<td>Pappanastos, Lisa</td>
<td>408-274-6121</td>
</tr>
<tr>
<td>Martial Cottle</td>
<td>Sander, Sabine</td>
<td>408-535-4060</td>
</tr>
<tr>
<td>Motorcycle</td>
<td>Fisher, Adam</td>
<td>408-226-5223</td>
</tr>
<tr>
<td>Mt. Madonna/Chitactac Adams</td>
<td>Waltemeyer, Jacob</td>
<td>408-842-2341</td>
</tr>
<tr>
<td>Sanborn/Stevens Creek</td>
<td>Biafore, Brent</td>
<td>408-867-9959</td>
</tr>
<tr>
<td>Uvas Canyon/Uvas Reservoir/Chesbro Reservoir</td>
<td>Waltemeyer, Jacob</td>
<td>408-779-9232</td>
</tr>
<tr>
<td>Vasona/ Los Gatos Creek/Villa Montalvo/Lexington Reservoir</td>
<td>Bramham, Jackson</td>
<td>408-356-2729</td>
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</table>

Park staff email addresses: firstname.lastname@prk.sccgov.org; The above list is subject to change as staff are reassigned. Current contact information can be found on your volunteer dashboard under the specific park opportunity.

Parks and Recreation Department’s Administrative Office: 408-355-2200 (Mon-Fri 8am-5pm)
Parks and Recreation Volunteer Office: 408-918-4930 (Mon-Fri 8am-5pm) or volunteer@prk.sccgov.org
County Communications (Emergency Dispatch): 911 or 408-299-2311 (non-emergency)
**VII. COUNTY PARK RULES**

Thousands of people visit Santa Clara County's regional parks each year. We ask that visitors preserve the natural beauty of our parklands and ensure everyone’s safety by complying with the following rules. Trail Watch volunteers need to familiarize themselves with these rules to educate park visitors and ask for compliance based on the guidelines outlined in this manual. A more comprehensive and detailed list of rules and regulations is included in the County’s Ordinance Code, enforced by Park Rangers.

<table>
<thead>
<tr>
<th>RULE OR ORDINANCE</th>
<th>BRIEF DESCRIPTION</th>
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<tbody>
<tr>
<td>PARK HOURS</td>
<td>Park hours are between 8am till sunset daily. Trail use hours are sunrise to sunset.</td>
</tr>
<tr>
<td>ALCOHOL</td>
<td>Permitted in picnic areas and prohibited in parking lots and playgrounds.</td>
</tr>
<tr>
<td>BIKES</td>
<td>Permitted on trails with signs that allow the activity. Motorized bikes are not allowed. A helmet must be worn by anyone on a dirt trail. If on a paved path helmets are required for persons under the age of 18.</td>
</tr>
<tr>
<td>DOGS/PETS</td>
<td>Allowed on most trails but prohibited in Historic Areas and playgrounds. Dogs shall be controlled by a physical leash, which is not more than six feet in length. Must pick up after your pet and dispose of the waste in a trash receptacle. Off-leash dog facilities are located at Ed Levin, Hellyer, and Los Gatos Creek County Parks.</td>
</tr>
<tr>
<td>FIRES</td>
<td>Permitted in designated barbecue or campground fire rings only. No fires on open ground and no wood gathering. Observe additional fire restrictions during high risk fire conditions when fires or camp stoves may be additionally restricted or prohibited.</td>
</tr>
<tr>
<td>FISHING</td>
<td>License required for all persons over 15 years old. Creeks have special restrictions. All state Fish and Wildlife laws apply.</td>
</tr>
<tr>
<td>PLANTS &amp; WILDLIFE</td>
<td>Collection of plant specimens and feeding of birds or animals is not permitted.</td>
</tr>
<tr>
<td>REMOTE CONTROLLED DEVICES</td>
<td>Drones or any other radio-controlled devices are prohibited from being used in a Park unless otherwise posted or arranged through a special use permit.</td>
</tr>
<tr>
<td>SMOKING</td>
<td>Smoking is prohibited in all County Parks and on all trails.</td>
</tr>
<tr>
<td>SWIMMING</td>
<td>Prohibited in all lakes, streams, and reservoirs.</td>
</tr>
<tr>
<td>TRAIL CLOSURES</td>
<td>All dirt trails are subject to seasonal or temporary closure due to poor trail conditions.</td>
</tr>
<tr>
<td>VEHICLES</td>
<td>Observe posted speed limits and regulatory signs. Stay on designated roadways and in designated areas.</td>
</tr>
<tr>
<td>WEAPONS</td>
<td>Firearms, air guns, paintball guns, spears, archery equipment, or other weapons are prohibited in parks unless at a park that has a specific area dedicated for that use. Mt. Madonna, Santa Teresa, and Stevens Creek County Parks offer designated archery ranges and Field Sports Park provide a shooting range for use of firearms.</td>
</tr>
</tbody>
</table>