Santa Clara County Parks and Recreation Department

Santa Clara County Parks supports equal access.
This publication can be made available in alternate form.
For information call: (408) 918-4930
www.parkhere.org
Volunteer Program
(408) 918-4930
298 Garden Hill Road
Los Gatos, CA 95032
volunteer@prk.sccgov.org
The mission of Santa Clara County Parks & Recreation Department is:
“*To provide, protect & preserve regional parklands for the enjoyment, education & inspiration of this and future generations.*”

The mission of Santa Clara County Parks Volunteer Program is:

“*To create opportunities for community service, in partnership with Park Staff, that support successful completion of projects and programs that protect park resources and provide visitors with safe, educational, and enjoyable experiences.*”
ACKNOWLEDGEMENTS

Sincere thanks are given to the State of California Department of Parks and Recreation for sharing these Program Guidelines with Santa Clara County Parks & Recreation Department.

A special acknowledgement to:

- **Robb Courtney, Director of Santa Clara County Parks**
- **Margo Cowan, Volunteers in Parks Program Coordinator, California State Parks**
- **Cecilia Delgado, Volunteer Program Assistant, Santa Clara County Parks**
- **Shirley Edwards, Attorney IV, County Counsel (CCO), County of Santa Clara**
- **Hank Ford, Insurance Technical Manager, Employee Services Agency**
- **Janet Hawks, Deputy Director of Santa Clara County Parks**
- **Melissa Hippard, Strategic Partnerships Manager, Santa Clara County Parks**
- **Ron Hori, Volunteer Photographer, Santa Clara County Parks**
- **Ann Laverty, Volunteer, Santa Clara County Parks**
- **Julia Long, Human Resources Analyst, Employee Services Agency**
- **Daniel McCulloch, Park Maintenance Worker, Santa Clara County Parks**
- **Albert Rubens, Claims Manager, ESA Liability/Property Claims Department**
- **Sara Shellenbarger, Interim Volunteer Program Manager, Santa Clara County Parks**
- **Patricia Vasquez, Office Specialist III, Volunteer Program, Santa Clara County Parks**
- **Garnetta Annable, Chere Bargar, Mike Boulland, Steve Crockett, Sam Drake, Janice Frazier, David Lane, Kitty Monahan, June Reynolds, Steven Schmidt, Jan Webb, Jack Wilson, and David Zittlow of the Volunteer Coordinating Council**
- **Jacqueline Dang, Wesley Turner, Vikesh Parmar, Level III Student Interns, Volunteer Program**

**All State of California Parks and Recreation staff who helped develop these guidelines**

The Volunteer Program also extends its appreciation to all members of the STAR Partnership Committee and field staff for their assistance in the production of this publication and its contents. The 2015 update of “Santa Clara County Parks & Recreation Volunteer Program Guidelines” was prepared by Gloria Gill, Program Manager at Santa Clara County Parks & Recreation Volunteer Program.

*Classifications and divisions reflect the positions held by these individuals at the time of publication*
USING THE VOLUNTEER PROGRAM GUIDELINES

This handbook is designed to assist Santa Clara County Park staff with the management of volunteers and volunteer events. Specifically, those who develop and implement volunteer programs in their parks should refer to these policies and procedures for guidance. To ensure expectations for all parties are consistent, volunteers are also responsible for being familiar with these guidelines.

The Volunteer Program Guidelines are divided into four sections:

**SECTION 1: Introduction** describes the Volunteer Program and places citizen involvement in park operations in historical, legal, qualitative and quantitative perspectives.

**SECTION 2: Managing a Volunteer Program** offers guidance and suggestions on establishing a program, including recruiting, selecting, training and acknowledging volunteers.

**SECTION 3: Program Policies** explains County Parks’ policies, guidelines and legal requirements for managing volunteer programs.

**SECTION 4: Appendices** contain samples of required and optional forms, and other reference materials that may be helpful to Volunteer Managers.
SANTA CLARA COUNTY PARKS & RECREATION VOLUNTEER PROGRAM GUIDELINES

CONTENTS

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Program Mission and Description</td>
<td>i</td>
</tr>
<tr>
<td>Acknowledgements</td>
<td>ii</td>
</tr>
<tr>
<td>Using the Volunteer Program Guidelines</td>
<td>iii</td>
</tr>
<tr>
<td>Table of Contents</td>
<td>iv</td>
</tr>
<tr>
<td>Santa Clara County Parks &amp; Recreation Volunteer Program</td>
<td>ix</td>
</tr>
</tbody>
</table>

SECTION 1: INTRODUCTION

Historical Background of Volunteer Service .............................................. 1
The Value of Volunteers ..................................................................................... 1
Diversity of Parks in Santa Clara County ........................................................... 2
Definitions and Terms.......................................................................................... 2
Volunteer Code of Conduct ................................................................................... 4
Recruitment Policy/Volunteer Eligibility ............................................................. 8
Volunteer Opportunities ..................................................................................... 9
Roles and Responsibilities of the Volunteer Program ........................................... 9

SECTION 2: MANAGING A VOLUNTEER PROGRAM

Chapter 1: Starting a Volunteer Program at your Park
1.1 Staff Support ......................................................................................................... 11
1.2 Needs Assessment .................................................................................................... 11
1.3 Volunteer Opportunity Descriptions ...................................................................... 12
1.4 Work Environment .................................................................................................. 12
1.5 Organizational and Reporting Structure ............................................................... 13
   Volunteer Program Manager .................................................................................. 13
   Volunteer Program Coordinator .......................................................................... 14
   Volunteer Program Office Specialist III ............................................................. 14
   Park Managers ....................................................................................................... 15
   Unit Volunteer Liaisons ......................................................................................... 15

Chapter 2: Recruitment
2.1 Finding the Right Volunteers .................................................................................. 17
2.2 Screening Volunteer Applicants ............................................................................. 19
2.3 The Assessment Process ....................................................................................... 20
   Preparing the Assessment Questions .................................................................... 20
Chapter 3: Registering Volunteers

3.1 Types and Eligibility of Volunteers .................................................................22
3.2 Designated County Parks Representative .........................................................26
3.3 Volunteer Application .......................................................................................26
3.4 Processing Confidential Information .................................................................26
3.5 ADA Compliance ............................................................................................27
3.6 Adult Volunteers ............................................................................................27
   Short-term Adult Volunteers ...........................................................................27
   Long-term Adult Volunteers ...........................................................................28
3.7 Minor Volunteers ...........................................................................................29
   Registration ......................................................................................................29
   Parental/Guardian Permission and/or Supervision ...........................................30
   Adults Volunteers Serving Alongside Minors ..................................................30
   Limitations .......................................................................................................31
3.8 Students ..........................................................................................................31
   Community Service ..........................................................................................32
   Extracurricular/Independent ..........................................................................32
   Student Interns .................................................................................................32
3.9 Groups of Volunteers .....................................................................................32
3.10 International Volunteers ................................................................................32
3.11 Active/Inactive Volunteers ............................................................................33
3.12 County Parks Employees and Family Members ............................................33
   County Parks Employees as Volunteers ..........................................................33
   Former County Parks Employees as Volunteers ..............................................33
   Family Members of County Parks Employees as Volunteers .........................34
3.13 Conditional Volunteer Appointments .............................................................34

Chapter 4: Managing Volunteers and Keeping the Program Running Smoothly

4.1 Staff Expectations .........................................................................................35
4.2 Orientation .....................................................................................................36
4.3 Training ..........................................................................................................37
4.4 Assessment and Review ................................................................................37
   Evaluation is a Two-way street ......................................................................38
4.5 Problem Solving .............................................................................................38
Chapter 5: Volunteer Opportunities and Programs

Opportunities
5.1 Trail Watch .................................................................40
5.2 Trail Crew .................................................................40
5.3 Trail Crew Lead ...........................................................41
5.4 Camp and Site Host ......................................................41
  Overview of Volunteer Tasks ...........................................41
  Requirements ...............................................................42
  Registration and Training ..............................................42
  Other Requirements ......................................................42
5.5 Visitor Services Hosts and Docents...............................43
  Visitor Center Hosts ......................................................43
  Interpretive Docents ......................................................44
  Outdoor Recreation Docents .........................................45
5.6 Volunteer Lead / Park Ambassador.................................45
5.7 Additional Opportunities .............................................46
  Land Steward/Maintenance Volunteer ............................46
  Natural Resource Monitor .............................................46
  Archives and Collections ............................................47

Programs
5.8 Adopt-A-Trail ............................................................47
5.9 Friends Groups ..........................................................48

Volunteer Projects
5.10 Major Volunteer Projects ............................................48

SECTION 3: PROGRAM POLICIES

Chapter 6: Background Checks
6.1 Criminal History ..........................................................50

Chapter 7: Injuries and Illnesses
7.1 Workers Compensation ...............................................51
7.2 Liability and Property Claims .......................................51

Chapter 8: Reimbursement
8.1 General Reimbursement Requests .................................52

Chapter 9: Use of Firearms, Vehicles and Equipment
9.1 Use of Firearms/Ammunition .......................................53
9.2 Use of County Vehicles .................................................................53
9.3 Use of Privately Owned Vehicles ..................................................54
9.4 Reporting Motor Vehicle Accidents ............................................54
9.5 Use of County Equipment ............................................................54
9.6 Use of Personal Property ..............................................................54
9.7 Safety .........................................................................................55

Chapter 10: Volunteer Uniforms
10.1 Basic Uniform ........................................................................56
10.2 Volunteer Patch .........................................................................56
10.3 Vests .......................................................................................57
10.4 Outerwear ...............................................................................57
10.5 Volunteer Hats ..........................................................................57

Chapter 11: Volunteer Recognition
11.1 Types of Volunteer Recognition ................................................58
11.2 Milestone Recognitions .............................................................58

Chapter 12: Volunteer Parking Passes
12.1 Complementary Park Passes .......................................................59
    Volunteer Day Pass ......................................................................59
    Temporary Volunteer Parking Pass .............................................59
    Venture Pass ...............................................................................59
12.2 Ordering and Issuing Volunteer Passes ........................................60
    Ordering Volunteer Passes .......................................................60
    Issuing Venture Passes to Volunteers ........................................60
12.3 Volunteer Use of Parking Passes ................................................60

Chapter 13: Separation Procedures and Dismissal
13.1 Separation ................................................................................61
13.2 Dismissal ..................................................................................61
13.3 Documentation and Records Retention ....................................61
13.4 Returning Uniforms and Volunteer Parking Passes ....................61
13.5 Exit Meeting ............................................................................61
SECTION 4: APPENDICES

Appendix A: General Information
1. History of the Santa Clara County Parks Volunteer Program
2. Santa Clara County Volunteer Policy (Coming Soon)
3. Tax Benefits of Volunteerism

Appendix B: Staff Resources
1. Request for County Driver Authorization
2. Authorization for Driver Record Release
3. Driver Responsibility Statement
4. Vehicle Accident/Incident Report
5. Supervisor’s Review of Employee’s Motor Vehicle Incident
6. Injury Accident Report Form
7. Volunteer Power Tool Training Record
8. Successful Volunteer Event Checklist
9. Long-Term Volunteer Position / Training Requirements
10. Volunteer Orientation Checklist
11. Volunteer Performance Evaluation
12. Volunteer Exit Meeting
13. Samaritan Use Guidelines and Training Resources

Appendix C: Volunteer Forms and Resources
1. Volunteer Application
2. Volunteer Event Release and Roster
3. Adult Long-Term Release and Waiver
4. Adult Short-Term Release and Waiver
5. Youth Volunteer Parental Release Form
7. Friends Group Guidelines
8. Camp Host Guidelines
9. Interpretive Docent Guidelines

Appendix D: Volunteer Opportunity Descriptions
VP 101 – Trail Watch
VP 102a – Trail Crew
VP 102b – Trail Crew Lead
VP 103 – Camp & Site Host
VP 104 – Interpretive Docent
VP 105a – Outdoor Recreation Docent
VP 105b – Paddle Program Volunteer
VP 106 – Visitor Center Host
VP 107 – Volunteer Lead / Park Ambassador
VP 108 – Land Steward/Maintenance Volunteer
VP 109 – Natural Resources Monitor
VP 110 – Archives and Collections
Santa Clara County Parks & Recreation Volunteer Program

The Santa Clara County Parks Volunteer Program aims to foster a spirit of citizen and voluntary action among business, industries and individual citizens in the community, as well as identify untapped human, technical, and material resources that can be mobilized for the public good through citizen initiative and voluntary action. The goal is to recruit, accept, and train volunteers who will augment, but not replace, staff.

In this light, all volunteers are required to adhere to Department guidelines and policies contained in this document and the appendices. No person shall undertake any action within any park property or identify him/herself as a volunteer of the Santa Clara County Parks & Recreation Department for any purpose without first successfully completing the County application/screening process to become a volunteer and in no circumstances without the prior approval from the appropriate:

- Senior Park Ranger
- Senior Park Maintenance Worker
- Supervisor
- Program Manager
- Deputy Director or Director

For these guidelines, the above list will be referred to as “Park Managers”.

The following chapters detail Volunteer Program guidelines as developed in accordance with County policies.
SECTION 1: INTRODUCTION

Historical Background of Volunteer Service
Santa Clara County Park Volunteers date back to 1924 when Stevens Creek County Park was established with the help of the community who gave their time and talents to help make Santa Clara County Parks a special place to visit.

The roots of organized volunteerism in Santa Clara County Parks can be traced to a group of dedicated citizens, who in 1978 helped create the Trails and Pathways Master Plan for Santa Clara County. This plan was developed to provide the people of Santa Clara County the opportunity to reach the County’s natural areas and recreational facilities without total dependency on the automobile.

A brief history of Santa Clara County Parks & Recreation Department Volunteer Program is found in Appendix A: General Information.

Today, volunteers are an integral part of Santa Clara County Parks & Recreation Department. Since its inception in 1990, the Volunteer Program has grown to an average of approximately 35,000 hours of service donated annually to a variety of projects and programs.

The Value of Volunteers
The reasons people volunteer for Santa Clara County Parks & Recreation Department are as numerous as the types of work they do. Some thrive on interacting with people, while others seek solitude in nature. 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 work entirely different from their everyday job. Whatever the reasons behind volunteering, a common motivation is the satisfaction of performing a needed job and doing it well. They want to see the change as much as be the change.

Enabling the community to be actively involved with Santa Clara County Parks Programs increases public support for County 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 or intermittent basis, or through long-term assignments. Volunteers come from a variety of backgrounds and often bring abilities and expertise that may not otherwise be available to County Parks.

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 with assistance from volunteer groups. In addition to providing large numbers of volunteers; groups have their own leadership and infrastructure, and often maintain their own worker’s compensation and liability insurance.

In 2016, hundreds of volunteers gave nearly 40,000 hours of their time, talents and energy to Santa Clara County Parks. Volunteers provided an equivalent value of over $1,130,000 in support of programs and projects in County Parks, based on Independent Sector’s volunteer hour equivalent of $28.46 per hour in 2016.¹ A chart highlighting the number of volunteers and the hours they contributed to County Parks since 2004 can be found in Appendix A: A History of the Santa Clara County Parks Volunteer Program. The commitment of time and service that volunteers give to Santa Clara County enriches the visitor experience and is a source of personal value to the volunteers themselves.

**Diversity of Parks in Santa Clara County**

Santa Clara County prides itself not only in that it has a great selection of parks, but that every park is unique and provides the visitor with an enjoyable and memorable experience. Below are the County Parks located in Santa Clara County²:

<table>
<thead>
<tr>
<th>Almaden-Quicksilver</th>
<th>Field Sports</th>
<th>Rancho San Antonio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alviso Marina</td>
<td>Hellyer</td>
<td>Sanborn</td>
</tr>
<tr>
<td>Anderson Lake</td>
<td>Joseph D. Grant</td>
<td>Santa Teresa</td>
</tr>
<tr>
<td>Calero</td>
<td>Lexington Reservoir</td>
<td>Stevens Creek</td>
</tr>
<tr>
<td>Chesbro Reservoir</td>
<td>Los Gatos Creek</td>
<td>Sunnyvale Baylands</td>
</tr>
<tr>
<td>Chitactac-Adams</td>
<td>Martial Cottle</td>
<td>Upper Stevens Creek</td>
</tr>
<tr>
<td>Coyote Creek Parkway</td>
<td>Motorcycle</td>
<td>Uvas Canyon/Reservoir</td>
</tr>
<tr>
<td>Coyote Lake-Harvey Bear Ranch</td>
<td>Mt. Madonna</td>
<td>Vasona Lake</td>
</tr>
<tr>
<td>Ed R. Levin</td>
<td>Penitencia Creek</td>
<td>Villa Montalvo</td>
</tr>
</tbody>
</table>

**Definition of a Santa Clara County Parks Volunteer**

A Santa Clara County Parks volunteer is an individual under the direction of County personnel who offers to perform work or services for the County of Santa Clara Parks and Recreation Department for civic, charitable, or humanitarian reasons, without promise, expectation, or receipt of any compensation for work performed or services rendered and who offers his or her services and work freely, without pressure or coercion, direct or implied, from the County of Santa Clara, or any of its employees, agents or representatives. Because volunteers cannot be paid or compensated for the volunteer work they perform, under no circumstances may a volunteer receive any alternative form of payment such as temporary housing, park use or other contributions.

¹ More information regarding National volunteer service statistics can be found at: [http://independentsector.org/volunteer_time](http://independentsector.org/volunteer_time)

² More information regarding specific parks can be found at: [http://www.sccgov.org/sites/parks/parkfinder/Pages/parkfinder.aspx](http://www.sccgov.org/sites/parks/parkfinder/Pages/parkfinder.aspx)
Volunteers are not considered County employees and do not have the same rights or benefits as County employees. The County of Santa Clara Volunteer Policy can be found in Appendix A: Santa Clara County Volunteer Policy.

Other Terms and Definitions Used Within These Guidelines:

- **Liaison** – A designated park employee that acts as a conduit of communication between the Volunteer Program office and the individual volunteer or volunteer group.

- **Park Manager** – Designated senior park employee. Includes Senior Park Rangers, Senior Park Maintenance Workers, Park Ranger Supervisors, Park Maintenance Supervisors, Program Managers, Deputy Directors or Director.

- **Program Manager** – the Program Manager serves as the County Parks Department administrator of the Volunteer Program.

- **Park staff** – Any paid park employee including permanent employees or extra help (seasonal) employees.

- **Park Unit Volunteer Program** – Park staff assigned to a park or to a program may establish projects, recognitions, trainings and/or enrichment opportunities for an assigned park or program utilizing volunteers to accomplish these projects or programs. Park staff will work in concert with the Volunteer Program office to manage recruitment, rosters, training criteria and other activities.

- **Project Lead** – A person who is one of the park staff, a volunteer, or a park partner that has responsibility over an individual approved volunteer project or project team.

- **Volunteer Program** – The Santa Clara County Parks Volunteer Program, provides support, guidance, expertise and training to park staff assigned to a park or program for volunteer recruitment, training, documentation, hours tracking, recognition and event logistics and support. The Volunteer Program establishes best practices and guidelines in working within individual park units and programs.

- **Volunteer Program Coordinator** -- The Volunteer Program Coordinator serves as a department-wide subject matter expert pertaining to volunteers. The Volunteer Program Coordinator has specialized knowledge of Parks and Recreation programs, services, facilities, rules, regulations, and governing legislation.

- **Volunteer Program Office Specialist** -- The Volunteer Program Office Specialist provides administrative support to the Volunteer Program.
Types of Volunteers:

**Long-term Volunteer** – A volunteer that serves in an ongoing capacity over time, such as an interpretive docent. Requires a volunteer to register as a volunteer, complete a Volunteer Release and Waiver and undergo a background check.

**Short-term Volunteer** – A volunteer that serves for a single event, such as Fantasy of Lights. Requires a volunteer to complete a Volunteer Release and Waiver.

**Volunteer Group** – A group of volunteers that serve under a singular identity such as a company or non-profit. All hours served are calculated as part of the group’s lifetime service hours.

**Volunteers Working with Children** – Volunteers who may have supervisory or disciplinary authority over a minor or direct contact with minors must be fingerprinted and pass the Live Scan© criminal background screening process. Volunteers teaching or training children in a classroom setting or handling food may also be required to be screened for tuberculosis.

Volunteer Code of Conduct

The following represents the Volunteer Code of Conduct or standards of conduct that all volunteers must abide by while performing tasks as volunteers:

1. **Professionalism:** Volunteers are expected to treat visitors and staff in a courteous, professional manner. Volunteers should make every effort to be well-informed and helpful, and never knowingly give false or misleading information to the public. Volunteers should direct all complaints and questions they cannot adequately answer to Park Staff. Certain complaints (e.g., child abuse or theft) must, in all instances, be immediately directed to Parks Staff.

2. **Behavior:** Drug and alcohol use is prohibited while on duty, and volunteers shall not be under the influence of drugs or alcohol under any circumstances while on duty.

3. **Punctuality:** It is essential for volunteers to arrive at their assignment on time and be ready to work. Volunteers should always communicate directly with park staff coordinating the program in advance to confirm their arrival time, meeting location, and ensure that necessary resources are available.

4. **Dependability:** Volunteers must complete all required training and fulfill time commitments so that a reliable schedule may be established. Volunteers should contact park staff if any unforeseen emergencies arise.

5. **Appearance:** It is necessary for volunteers to be neat and clean in appearance. Volunteers will be expected to wear a department-issued uniform and nametag when volunteering at a park site, if their volunteer opportunity description requires it or if directed to do so by a Park Manager.

6. **Authority:** Volunteers must be familiar with and obey all park policies, procedures, rules, regulations, and ordinances. Volunteers should document and report all witnessed violations of laws or park ordinances to a Park Ranger or other available park staff. For the volunteer’s safety, a volunteer should not get involved in any conflicts or questionable situations with park visitors.

7. **County Property:** County-owned vehicles, computers, tools, and other equipment are for official County business only. Some volunteers, depending on work locations and assignments, may be permitted to...
drive County vehicles or operate/utilize other County equipment after attending an official County training and providing necessary documentation. Operation of all power tools and vehicles requires specific training and authorization (see Section 9.2).

8. **Confidentiality:**
   Data Security and Ownership.
   a. **Definitions and Use.**

   “County Confidential Information”, as used here, means collectively and singularly all confidential or proprietary information and documentation of County, whether or not marked as such, including but is not limited to all of County’s attorney work product and County’s attorney-client information; all data, documents, communications and information potentially accessible by volunteer or provided to volunteer by or on behalf of County; all health or medical records pertaining to patients, persons and/or entities receiving County services including PHI as defined herein below (regardless of whether County provided these services directly); all County patient, customer, client and employee personally identifiable information (“PII”) (e.g., name, address, email, phone number, social security number, driver license number), and all County Intellectual Property (as defined herein below).

   County Confidential Information does not include: (i) information independently developed by a volunteer without the benefit, knowledge or use of any of the County Confidential Information; or (ii) information received from a third party not under a confidentiality obligation to County or to any of County’s agents, representatives, contractors or employees (“County Representatives”).

   “County Intellectual Property”, as used here, means, collectively and singularly, any information, programming, object code, security code or system, material, website, publication, source code, document, technology, metadata, data, device, or other asset of any kind that is or is treated by County as if it is County’s intellectual property, including but not limited to all copyrights, trade names, trade dress, domain names, patents, trade secrets, moral rights, termination rights, ownership rights, rights of authorship, goodwill, any other proprietary rights of County or information or materials relating thereto, and all rights necessary for any or all local, national, or worldwide development, manufacture, modification, enhancement, sale, licensing, use, reproduction, publication or display.

   “Protected Health Information” or “PHI”, as used here, has the same meaning provided by the Standards for Privacy of Individually Identifiable Health Information, 45 C.F.R. Part 160 and Subparts A and E of Part 164 (the “Privacy Standards”) as promulgated by the Department of Health and Human Services (“HHS”) pursuant to the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) (42 U.S.C. Section 1320d, et seq.), California Civil Code Section 56.20 et seq. and other applicable California laws (each and collectively, the “HIPAA Laws”). All PHI is County Confidential Information.

   b. **Use of County Confidential Information.**

   Volunteer shall not use, copy, sell, transfer, publish, disclose, display, or otherwise make any of the County Confidential Information available to any third party without the prior written consent of County. Volunteer shall hold the County Confidential Information in strict confidence and not disclose or use such County Confidential Information other than for the purposes contemplated or allowed by County in writing, and in no event less than a reasonable standard of care, including the utilization of security devices or procedures designed to prevent unauthorized access to such materials. Volunteer shall not attempt to circumvent any such security procedures and devices.

   c. **County Intellectual Property.**
By becoming a volunteer, a volunteer warrants, represents and agrees that (1) he/she has not and will not grant or give permission or license to use County Intellectual Property, nor allow others to do so, for advertising or for any purpose without County’s prior written consent; (2) County is and shall remain the sole and exclusive owner of all right, title and interest in and to County Intellectual Property, including the right to grant permission to use the County Intellectual Property; (3) volunteer’s use of the County Intellectual Property, and all goodwill associated with the County Intellectual Property, shall inure to the sole and exclusive benefit of County; and, (4) nothing in these Volunteer Guidelines or any related document shall be construed to give Volunteer any legal or beneficial ownership interest in or title to the County Intellectual Property. Notwithstanding the foregoing, in the event that a volunteer is deemed to own any rights in the County Intellectual Property, the volunteer (by agreeing to become a volunteer) permanently and unconditionally assigns all such rights to County. By agreeing to become a volunteer, a volunteer represents, warrants and agrees that he/she has not and shall not (i) change or modify the County Intellectual Property unless expressly directed to do so by an authorized representative of the County in connection with the specific performance of volunteer activities performed on behalf of the County, or (ii) create any design variation of the County Intellectual Property without the prior written consent of County; a volunteer SHALL NOT join any name, mark or logo with any of the County Intellectual Property so as to form a composite trade name or mark, without obtaining the prior written consent of County; a volunteer shall refrain from using any other name or mark that is confusingly similar to the County Intellectual Property; and, a volunteer will not directly or indirectly do anything to compromise the County Intellectual Property. A volunteer shall notify County immediately if he or she becomes aware of any actual, suspected or threatened infringement, misuse, imitation, dilution, misappropriation or other unauthorized use, access or conduct in derogation of the County Intellectual Property. County shall have the sole right to bring any action to remedy the foregoing, and volunteer shall cooperate with County in exercising such right. Any and all recoveries resulting from such actions initiated by County shall be retained by County. EXCEPT AS EXPRESSLY PROVIDED FOR HEREN, COUNTY DISCLAIMS ALL WARRANTIES REGARDING THE COUNTY INTELLECTUAL PROPERTY AND ANY OTHER INFORMATION OR ASSISTANCE PROVIDED INCLUDING WARRANTIES OF NON-INFRINGEMENT. IN NO EVENT SHALL COUNTY BE LIABLE TO ANY VOLUNTEERS OR OTHERS FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, COLLATERAL OR PUNITIVE DAMAGES OR LOST PROFITS OR FAILURE TO REALIZE EXPECTED SAVINGS OR OTHER COMMERCIAL OR ECONOMIC LOSS OF ANY KIND, ARISING FROM, OUT OF OR RELATED TO (1) COUNTY INTELLECTUAL PROPERTY OR THIRD PARTY INTELLECTUAL PROPERTY, (2) VOLUNTEER’S USE OF OR RELIANCE ON THE COUNTY INTELLECTUAL PROPERTY OR ANY THIRD PARTY INTELLECTUAL PROPERTY OR (3) ANY INFORMATION OR ASSISTANCE PROVIDED TO VOLUNTEER BY OR ON BEHALF OF COUNTY.

d. Notice of Health Insurance Portability and Accountability (HIPAA) and Patient Privacy Law Compliance.

While accessing County real or personal property, a volunteer may have direct or incidental access to “Protected Health Information” or “PHI” or contact with patients.
County will endeavor to implement reasonable safeguards to protect the PHI from any intentional or unintentional disclosure to third parties in violation of County privacy standards by implementing appropriate administrative, technical, and physical safeguards to protect the privacy of PHI, and will endeavor to implement appropriate administrative, technical and physical safeguards to limit incidental
disclosures of PHI, including disclosures to volunteer. However, volunteer shall not access, use or disclose any PHI and shall comply fully with all County administrative, technical and physical safeguards. In the event, however, PHI is disclosed to volunteer, either directly or indirectly and regardless of whether the disclosure is inadvertent or otherwise, volunteer will maintain the privacy and confidentiality of such PHI, will not remove the PHI from County property, and will immediately inform the County upon learning of any disclosure of PHI.

e. Third Party Intellectual Property.
By agreeing to become a volunteer, volunteer warrants, represents and agrees to save, defend, hold harmless and indemnify the County and the County Representatives from, for and against any and all claims, fees, losses, damages, injuries, fines, penalties, costs (including court costs and attorneys’ fees), charges, liability, and/or exposure, however caused, for or on account of any software, metadata, system, hardware, design, device, material, program, trademark, trade name, trade dress, copyright, patented or unpatented invention, process or article (collectively and each the “Third Party Intellectual Property”) manufactured, supplied, or provided by volunteer in relation to the volunteer services. If volunteer uses or relies upon any such Third Party Intellectual Property covered by, subject to or claimed to be the intellectual property of another, then, without exception, all litigation costs, attorney’s fees, royalties and other fees (including licensing, service and maintenance fees) owed or claimed for the use of such Third Party Intellectual Property shall be solely and exclusively paid by volunteer.

9. Live Scan®/Background Check: Depending on the opportunity type, a volunteer may be required to undergo a Live Scan® criminal background check by providing their fingerprints to Santa Clara County Sheriff’s Office at no cost to the volunteer. Criminal history background checks, including fingerprinting, are required for all ongoing volunteer opportunities where interaction with the public and/or children is part of the volunteer opportunity.

10. Limitations: Volunteers should not expect special privileges regarding park use or use of park facilities. Volunteers are not allowed to accept any gifts or gratuities or use County property or equipment for personal benefit. Recognition gifts issued by County Parks may be the exception, but no volunteer is assured receipt of any such recognition and County is under no obligation to provide any.

11. Resignation: If a situation arises resulting in a volunteer no longer being able to make his/her commitment, a written resignation letter is requested, and the volunteer is required to return all Park property (uniform items, books, etc.).

12. Minor Safety: Volunteers must follow the “Rule of 3” policy. At no time may an adult volunteer and a minor (a person under the age of 18 who is a park user, volunteer or program participant) be alone together. There must always be either an additional minor, or preferably, an additional adult (another volunteer or park staff). This is to ensure the safety and well-being of both minors and adults.

13. Failure to comply: Volunteers may be asked to perform other volunteer tasks related to the ongoing needs of County parks. Failure to comply with any requirements listed here, including violation of any Volunteer Program Guidelines, Park policies, or County policies may result in release from the Volunteer Program.

14. Samaritan Software: Reference to “Samaritan” or “Samaritan Software” in these Volunteer Guidelines means the County’s volunteer management software system known as Samaritan Technologies™. This
Recruitment Policy and Volunteer Eligibility

**No Discrimination:** Volunteer recruitment adheres to County Parks’ Equal Opportunity Employment Policy and the County Volunteer Policy. Generally, what this means is that Santa Clara County Parks will provide a discrimination-free work place by recruiting and retaining qualified volunteers without regard to: race, color, creed, national origin, ethnicity, ancestry, sex, marital status, disability, religious or political affiliation, age, gender identity or sexual orientation, among other things.

**Volunteer Selection:** The County is under no obligation to accept all volunteer services offered to the County, nor is County under any obligation to continue to use any volunteer services currently provided. If a volunteer is asked to assist the County, then the volunteer will be given a specific, identified task and the volunteer will be expected to be ready, willing and able to perform the task safely and adequately. Supportive interaction and communication among volunteers, and between staff and volunteers, contribute to a healthy and active volunteer program.

In summary, these criteria determine the volunteer eligibility:

- Volunteers are recruited and placed without regard to race, color, creed, national origin, ethnicity, ancestry, sex, marital status, disability, religious or political affiliation, age, gender identity or sexual orientation.
- Volunteers must be able to physically perform their accepted assignment(s) safely and adequately.
- Volunteers must be United States citizens, have a Permanent Resident Card or a permanent worker visa.
- Volunteers in the following core opportunities must be 18 years or older due to the responsibilities of the opportunity:
  - Docents and Visitor Center Hosts
  - Trail Watch
  - Camp and Site Host
  - Trail Crew and Trail Crew Lead
  - Volunteer Lead / Park Ambassador
  - Land Steward / Maintenance
  - Natural Resource Monitors
  - Archives and Collections

Minors may participate in most other volunteer events and programs at the discretion of a Park Manager or their designee, if the volunteer policies pertaining to minors are followed and the minor holds the necessary skills to perform the volunteer services contemplated.

- The Fair Labor Standards Act prohibits County Park employees from volunteering to do the same activities that they are normally paid to do. County Park employees may, however, perform activities not significantly related to their paid positions.
- Volunteer assignments must be outside the full scope of regular County employee duties. Volunteers may support and assist staff with their responsibilities.
Section 1: Introduction

- Volunteers are subject to the same standards of conduct expected of paid employees under the Santa Clara County Board Policy 3.32: Code of Ethical Conduct.

Volunteer Opportunities
Santa Clara County Volunteers perform a variety of tasks that assist staff and enhance services. Traditionally, volunteers are associated with an individual park or program unit, providing a variety of visitor-related services under the guidance of park staff. Volunteers may assist with many activities throughout the County Parks system, including:
- Visitor services such as camp hosting or hosting visitor centers
- Educational programs for school and community groups
- Trail Watch patrols
- Trail construction and maintenance
- Land stewardship and park beautification projects
- Native plant and wildlife enhancements or monitoring
- Marketing
- Recreation classes
- Other support services
- Special event support
- Parks advocacy
- And much, much more!

Roles and Responsibilities of the Volunteer Program
The County Parks Volunteer Program is responsible for many tasks, including establishing Volunteer Program guidelines and assisting department staff in implementing the guidelines. Along with training staff in volunteer management, the Volunteer Program helps park staff recruit, train, retain, coach, discipline, and recognize volunteers. The Volunteer Program also acts as the primary contact for Volunteer Liaisons and provides a way for staff and volunteers to keep track of hours donated, and projects completed. The Volunteer Program also administers the online volunteer management software system called Samaritan Technologies™, used throughout these guidelines as “Samaritan” or “Samaritan Software”. This software program is the system adopted by Santa Clara County beginning in 2017 to use as a volunteer management tool for Santa Clara County Parks.
SECTION 2: MANAGING A VOLUNTEER PROGRAM

Chapter 1: Starting a Volunteer Program at Your Park

This chapter offers practical advice and guidance on how Park Units can create, organize and maintain a Volunteer Program and explains the organizational and reporting structure within County Parks, as it relates to Volunteer Management.

The role of the Department’s Volunteer Program is to organize and support the Department’s efforts to recruit, train, equip, recognize and manage volunteers. It is the administrative umbrella and foundational support for the department’s efforts to administer volunteer donations of time and skills. As such it sets administrative policy for the Department by working in concert with executive management and park staff, the office of county counsel and existing volunteers. It provides expertise regarding the coordination, supervision and recognition of volunteers, and it is equipped with a budget to support various park or program needs such as issuance of uniform items, coordination of background checks on potential volunteers, and tracking and distribution of recognition items, such as park passes, benchmark awards, and the like.

The Volunteer Program’s goals are to provide the Department with supplemental labor and to ensure that local citizens and park visitors can engage with our parks and programs to gain a deeper understanding of the Department’s mission, vision, goals, and objectives.

The role of park staff is to work with the Volunteer Program as they administer park and program initiatives. While the Volunteer Program provides the framework for the supervision and management of volunteer staff; park staff are tasked with determining the volunteer needs of a park or program; communicating those needs to the Volunteer Program and initiating and implementing an onsite volunteer program.

To this end, each Park Manager (or designee) overseeing a Park Unit Volunteer or Program is expected to assign a staff person, or existing lead park volunteer, to act as the liaison between the Park Unit Volunteer Program and the Volunteer Program. This ensures there is a single point of contact between the two programs thus improving coordination and communication and placing a high priority on supporting volunteers both in the field and through administrative efforts.
1.1 Staff Support

Support from park staff in all park functions – visitor services, maintenance, operations and administration – is essential to the success of a well-managed and cost-effective Park Unit Volunteer Program.

Park Managers have the role of encouraging park staff to be aware of the associated demands and great potential of a successful Park Unit Volunteer Program.

Park staff assigned to each park unit is responsible for:

- Improving public service
- Protecting resources
- Increasing public awareness of the importance of County Parks to society, the economy, and the environment.

Park staff should define their needs and then recruit volunteers based on their needs. Park staff should make the volunteers feel welcomed and help ensure resources are available for volunteers to complete their assigned tasks. Park staff members should also have an active role in thanking and recognizing volunteers for their contributions to Parks.

1.2 Needs Assessment

A needs assessment is an analysis of park needs, how volunteers can serve a park, and what types of volunteer skills are needed. When conducting a needs assessment for a park or program, all park staff should be included. A needs assessment can be part of an ongoing evaluation of a Park Unit Volunteer Program. A well-managed Park Unit Volunteer Program has the potential to increase the effectiveness of public services, as well as to foresee unanticipated demands upon staff time and funding.

Park staff should work with Park Managers to improve upon the Park Unit’s Collaborative Park Management Plan processes to identify appropriate volunteer tasks, roles, and projects within their assigned park or program and collaborate with park staff, volunteer program staff and other park program leads to facilitate recruitment, training and deployment of volunteers to fulfill those identified needs.

Volunteer Program staff can help other park staff assigned to a park or program develop and analyze a needs assessment if one is desired.
1.3 Volunteer Opportunity Descriptions

Volunteer opportunity descriptions are an important next step in clarifying volunteer responsibilities and requirements and manage expectations for both volunteers and staff. Park Managers or their designee shall develop clear and concise volunteer opportunity descriptions for each volunteer opportunity or function. The volunteer opportunity descriptions must outline specific volunteer responsibilities, performance standards, and supervisory chain of command. All volunteer opportunity descriptions must be reviewed by the Program Manager prior to publishing and/or recruitment. Volunteer Program staff can assist in providing volunteer opportunity descriptions for use by Park Managers and other park staff.

A well-written volunteer opportunity description should include the following items:

1. Title
2. Purpose
3. Duties/Responsibilities
4. Skills/Qualifications
5. Time commitment
6. Training
7. Who the volunteer directly reports to
8. How the volunteer can benefit
9. How the project or position will benefit the park and/or the community

A standard volunteer opportunity description may be written when several volunteers are needed for a specific opportunity. For example, a standard volunteer opportunity description could be used to detail the responsibilities, the supervisory chain of command, and the performance standards for Trail Watch at all parks within a region, if the volunteer tasks and standards are the same at each park. It is important to remember that volunteers are not intended to replace or fill in for County employee positions or do the work normally performed by County employees.

Existing volunteer opportunity descriptions are included in Appendix D.

1.4 Work Environment

A positive work environment helps create a feeling of cooperation and mutual respect between volunteers and park staff. County park staff can 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. Park staff should share and rotate monotonous assignments among volunteers, so individuals won’t become bored with their tasks.

Provide information about, if possible, the following amenities for volunteers:

1. Break room (which may be shared with staff) including access to a First Aid Station for personal use while performing volunteer duties
2. Place where volunteers can store valuables such as purses and jackets
3. Parking spaces
4. Best practices for working park events or at park facilities
5. Emergency protocols and safety practices

1.5 Organizational and Reporting Structure

The organization and management of volunteers is a shared responsibility. Overall policy and guidelines are developed and maintained under the guidance of the Program Manager. The diversity of Volunteer Programs, along with unit-wide geographic locations, requires management and supervision of volunteers at the park level and throughout the Department.

VOLUNTEER PROGRAM MANAGER

The Program Manager serves as the County Parks Department administrator of the Volunteer Program.

The Program Manager is responsible for:

• Planning, organizing, and directing the County Volunteer Program;
• Establishing program priorities and developing strategies to achieve objectives;
• Formulating and implementing policies, plans and procedures for carrying out functions of the program;
• Providing assistance and guidance to advisory and planning boards, commissions, task forces and other special groups as required;
• Determining budgetary requirements to maintain the program;
• Selecting and hiring staff and ensuring the orientation, training and development of program staff;
• Leading from the front, by being visible to field/program staff and providing hands-on, active participation in park/program events.

---

2 Some volunteers might feel uncomfortable asking for such conveniences, so it is better to provide information about these services during initial orientation.
VOLUNTEER PROGRAM COORDINATOR
The Volunteer Program Coordinator serves as a department-wide subject matter expert pertaining to volunteers. The Volunteer Program Coordinator has specialized knowledge of Parks and Recreation programs, services, facilities, rules, regulations, and governing legislation.

The Volunteer Program Coordinator is responsible for:

- Department-wide recruitment of core volunteers, camp hosts, one-time park event volunteers, scouts, and higher education interns
- Intake of volunteer applications, recommendation of placement to park unit liaisons for meeting and interviewing, training and recognition of volunteers for projects and programs;
- Formal processing of volunteers with additional training needs and prerequisite requirements once approved and confirmed by field staff
- Coordinating volunteer roles and responsibilities for Department-wide events such as dedications, festivals, groundbreakings and fund-raisers;
- Defining volunteer expectations in advance and providing hands-on assistance to encourage, support, supplement and track all volunteers and their volunteer tasks in support of volunteer events and programs;
- Providing training for volunteers and ensuring training meets the current needs of the program and park staff;
- Maintaining accurate dates, records and files of County Parks volunteers;
- Planning and organizing the annual volunteer recognition event

VOLUNTEER PROGRAM OFFICE SPECIALIST III
The Volunteer Program Office Specialist provides administrative support to the Volunteer Program.

The Office Specialist is responsible for:

- Providing volunteers and park staff with information by searching for and extracting data, giving explanations on policies or procedures, composing routine letters, and responding to inquiries via electronic mail;
- Assisting volunteers and staff regarding events, meeting locations and logistics;
- Preparing a variety of correspondence, memoranda, resolutions, minutes of meetings or hearings;
• Performing a variety of clerical tasks, including copying and assembling materials, collecting and distributing mail, answering phones, taking messages, and other related tasks;
• Maintaining a database for tracking hours served and preserving volunteer records;
• Procuring goods for the program and coordinating billing, accounts payable and inventory; and maintaining records of such.

PARK MANAGERS
For these guidelines, Park Manager refers to Senior Park Rangers, Senior Park Maintenance Workers, Supervisors, Program Managers, Deputy Director or Director. Volunteers shall undertake no actions within any park property or identify themselves as representatives of the Santa Clara County Parks & Recreation Department without prior approval from the appropriate Park Manager.

The Park Manager is responsible for:
• Planning, directing and overseeing regional and Park Unit Volunteer Programs;
• Coordinating Park Unit Volunteer Program activities, including recruitment, screening, and required training of volunteers;
• Performing supervisory-specific jobs such as coaching, mentoring and/or disciplining volunteers;
• Informing the Program Manager of all program activities, relevant problems and volunteer issues.
• Designating the Park Unit Volunteer Liaison to manage and supervise volunteer projects and activities at the regional/park levels, and specify the volunteer tasks for each opportunity.
• Approving proposed volunteer opportunity descriptions.

PARK UNIT VOLUNTEER LIAISONS
As delegated by Park Managers, Park Unit Volunteer Liaisons often have the lead responsibility for volunteer recruitment, orientation, training, scheduling, data entry, record keeping, performance evaluation and recognition within their unit or program.

The Park Unit Volunteer Liaison is responsible for:
• Maintaining a close working relationship with the Volunteer Program Coordinator;
• Meeting, screening, placing, and orienting new volunteers;
• Periodic review of volunteer performance;
• Ensuring that all volunteers complete the required administrative forms;
• Preparing volunteer opportunity descriptions for approval by a Park Manager;
• Ensuring volunteers understand the importance of self-reporting their hours in Samaritan;
• Regularly monitoring and approving volunteer log book hours entries in Samaritan;
• Providing daily and/or periodic recognition of individual one-time and ongoing volunteers;
• Maintaining volunteer records and statistics to be reported to the Volunteer Program Coordinator annually or as required.
Chapter 2: Recruitment

Volunteers are an asset to the County. The knowledge, skills and abilities volunteers possess aid in providing more diverse experiences to County Park visitors. In some cases, volunteers offer specialized skills that provide County Parks a unique way to connect with the communities of Santa Clara County. In turn, County Parks receives support and exposure from a wide array of constituencies. Volunteers are a “force multiplier” in a variety of ways.

2.1 Finding the Right Volunteers

It is recommended to delay recruitment until the preliminary structure of the Park Unit Volunteer Program is completed, including the following:

- Volunteer opportunity descriptions are prepared
- Volunteer facilities and assignments are designated
- Program supplies are obtained
- Training needs are identified

Once park staff begin recruiting, they should be patient and persistent, particularly in the initial stages. As time goes on, the volunteers themselves will spread the word and become some of the park unit’s best resources. There are many effective methods to use in recruiting new volunteers. Which method(s) to use will depend on a variety of factors, including the type of volunteer(s) needed, the age and skills required, the location of the opportunity and the type of media used to recruit.

**The most effective way to recruit volunteers is by simply asking them through personal contact. Nationwide, the number one reason people do not volunteer? “No one asked me.”

Other ways to reach a great number of people include:

- Local community volunteer centers, which specialize in locating and placing volunteers
- Community club meetings
- Social or community gatherings and professional societies
- Senior citizen groups
- Local high schools and colleges
- Local conferences and fairs
- Social media (use of social media requires compliance with the County’s social media policy)

---

Section 2: Managing a Volunteer Program

Chapter 2: Recruitment

- Internet sites such as Volunteer Match, Volunteer Centers of America, Hands On Network, Take Pride in America, All for Good, United We Stand, Serve.gov, etc. (please involve Human Resources and/or Office of County Counsel, regarding use of these sites). If any of these entities require signature on any terms or conditions of use, please coordinate with the Office of County Counsel before signing anything.

- Media outlets, including local talk shows, public service announcements in newsletters, local newspapers and radio/TV stations, etc. (please involve Office of Public Relations regarding use of these media outlets).

- Volunteer programs run by private businesses, industries, or state and federal agencies (certain requirements may apply). If any of these entities require signature on any terms or conditions of use, please coordinate with the Office of County Counsel before signing anything.

It's important to consider what specific tasks potential volunteers need to complete and recruitment efforts should be based on these needs for the park or program to find the most appropriate individuals. What will make the service or program stand out from similar services or programs offered by others?

In general, retirees, the self-employed and stay-at-home parents have the most flexible schedules and highest degree of availability; however, everyone is a potential volunteer. If there is a need for tasks which a volunteer can complete at home (e.g. writing a park newsletter) virtually anyone can volunteer.

Students and youth are excellent volunteers. Clubs, student unions, college websites and social networks, college newspapers, and job placement centers are great resources to find volunteers. 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. If any website, organization or social media site require agreement to any terms, conditions or requirements or require a signature, please coordinate with the Office of County Counsel before agreeing to any such terms. These terms and conditions create contractual relationships that need to be reviewed and approved by the Office of County Counsel first.
The Santa Clara County Parks & Recreation Volunteer Program is available to provide park staff with guidance or training in the best practices of volunteer recruitment upon request. The Volunteer Program also has funds to recruit new volunteers including paying to publish recruitment notices in large-scale publications.

In all communication with prospective volunteers, make sure to include a specific contact person, telephone number, and internet and/or email address.

Note: General information about volunteer opportunities in Santa Clara County Parks, including a schedule of current volunteer events and opportunities, can be found on the Volunteer tab via the County Parks' home page www.parkhere.org. The Parks Volunteer Program can assist by publishing volunteer opportunities for park units and programs on the Parks website.

2.2 Screening Volunteer Applicants

The following section can be used as a reference tool by Park Managers and/or Liaisons when selecting volunteers. The first step in becoming a volunteer is to register online at https://scc.samaritan.com. If online registration is unavailable a person may also submit a Volunteer Application (Appendix C). The Volunteer Application will help the park staff to obtain information on a volunteer so that the best use can be made of the volunteer’s experience and talents. Screening and placement of volunteers are essential to program success. The County strives to find appropriate placements for individuals interested in volunteering as long as the placement meets the needs of the individual and the Department. Park staff must screen all potential volunteers properly to ensure that their impact is positive for Santa Clara County Parks and the public. This includes communicating volunteer responsibilities upfront to the volunteer to manage volunteer expectations. The County Parks Volunteer Application provides the basic data needed to begin the process of assessing and selecting volunteers. The County Parks Volunteer Application is integrated into the Volunteer Program’s online software management system, known as Samaritan. Samaritan is the primary portal for volunteer recruitment, sign-ups, hours tracking, and all other aspects of volunteer management. Additional information and training tools on the use of Samaritan Software are included in Appendix B.

Note: It is County policy that screening shall not be based on the applicant’s race, color, creed, national origin, ethnicity, ancestry, sex, marital status, disability, gender identity, religious or political affiliation, age, or sexual orientation. For more information visit the Equal Opportunity Division website at: https://connect.sccgov.org/sites/esa/
2.3 The Assessment Process

The objective of the assessment process is to match the volunteer’s interests and skills to the needs of the Park Unit or program. The assessor must plan very carefully to conduct a meeting that elicits the information needed to judge each candidate’s qualifications for specific assignments. Every meeting has the following stages:

Preparing the Assessment Questions

When developing questions, consider 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 group over any other group?
2. Is the information being requested really needed to evaluate the applicant’s competence or qualifications for a specific assignment?

Assessment 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 assessment.

Pre-Assessment

Before the meeting, take time to review the questions that will be asked, the volunteer opportunity description, and the potential volunteer’s application form. Remember to relax. Give the volunteer an opportunity to review the volunteer opportunity description. Choose a location for the meeting that is comfortable and free from interruptions. Remember, this is just a conversation designed to get to know the potential volunteer and place them in an appropriate assignment.

Opening the Meeting

Make every attempt to establish rapport with the volunteer and make him or her feel at ease. Welcome the volunteer, introduce everyone present, and provide a brief overview of the Park Unit Volunteer Program and the volunteer opportunity they are interested in.
Conducting the Meeting
A critical issue is listening to what the candidate has to say. Allow the volunteer to answer questions free from interruption. This is a two-way meeting. Invite questions, comments, and concerns so both parties will have the information needed to decide whether the volunteer is right for the opportunity and the opportunity is right for the volunteer. Be sure to ask the same questions of all volunteers who sign up for a specific opportunity. Additional questions may be asked of specific individuals to clarify or amplify a point. Give the potential volunteer a chance to ask questions and make sure he/she is comfortable with and willing to perform the assignment(s).

Closing the Meeting
Being concise and upbeat is an important part of closing the meeting. 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 the 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, meeting, and reference check processes. Placement must be done with the consensus of both the volunteer and the supervisor. Also included in the placement of a volunteer is registering them in Samaritan Software or having them complete the Volunteer Application, processing their background check/Live Scan®, park orientation and other required training for the position, and issuance of uniforms or other supplies necessary to complete tasks. These are specified within each individual volunteer position description and in the volunteer opportunity description in Samaritan. Registration of accepted volunteers is talked about in greater detail in Chapter 3: Registering Volunteers.

Notification
Be sure to follow up with prospects who were not selected for volunteer opportunities. If possible and appropriate, find another volunteer opportunity for them to consider. For assistance with obtaining resources such as providing alternate service opportunities or a sample regret letter, staff may contact park staff at the Parks Volunteer Program office.
3.1 Types and Eligibility of Volunteers

The charts listed on the following pages provide an outline of specifications and procedures for the following categories of volunteers engaged by Santa Clara County Parks.

- Short-term volunteers
- Long-term volunteers
- Active Volunteer
- Inactive Volunteer
- Minor
- Emancipated Minor
- Student Intern
- Group Volunteers
- Camp and Site Hosts
- County Employees
- Former County Employees
- Family Members of County Employees

<table>
<thead>
<tr>
<th>Volunteer Status</th>
<th>Definition</th>
<th>Registration/Management</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short-term Volunteer</td>
<td>Volunteers who serve intermittently at single-day events and without a lasting commitment, such as Trail Days, Park Beautification Days and Special Events.</td>
<td>Short-term volunteer is registered through Samaritan and must complete an online Volunteer Release and Waiver.</td>
<td>Alternate option if volunteer arrives to an event without already completing the online Volunteer Release and Waiver through Samaritan is to have them register as a volunteer through Samaritan from a mobile device such as a Smart Phone or tablet and have them complete a hard-copy Volunteer Release and Waiver form which is then forwarded to the Volunteer Program Office. An interview and criminal background check may be required if children will be supervised or managed by the volunteer.</td>
</tr>
<tr>
<td>Volunteer Status</td>
<td>Definition</td>
<td>Registration/Management</td>
<td>Additional Information</td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Long-term Volunteer</td>
<td>Volunteers who want to serve on an ongoing basis rather than on an individual event or project basis per year. The average commitment is 20-50 hours or 6-12 months, depending on the role. They are opportunity-based and will be registered as an active volunteer in Samaritan.</td>
<td>Long-term volunteer is registered through Samaritan and must complete an online Volunteer Release and Waiver. Volunteer must be interviewed by the opportunity coordinator and complete a Live Scan background check, and any required training upon placement into the position.</td>
<td>Additional trainings may be offered or required upon placement depending on the requirements and benefits of the individual position description. An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed.</td>
</tr>
<tr>
<td>Active Volunteer</td>
<td>Has met the minimum requirements for active status, as determined by the volunteer opportunity description or Park Unit.</td>
<td>Designated unit liaison or park representative shall be responsible for approving volunteer status and approving volunteer hours entries in online logbooks in Samaritan and ensuring that individuals are recording their hours.</td>
<td>Generally, 4 – 8 hours per month is a reasonable minimum time commitment, however, park managers will establish their own requirements based on the Park Unit Volunteer Program and these guidelines. Hourly requirement also depends on the volunteer role and availability.</td>
</tr>
<tr>
<td>Inactive Volunteer</td>
<td>A volunteer who has not met the minimum requirements for active status, including hours worked or training needed. Volunteers will be placed on inactive status following two full years of no excused absence of activity.</td>
<td>If return to active status is approved, all registration documents shall be reviewed and updated as needed. Reorientation or training may also be necessary.</td>
<td>Return to active status is not guaranteed in future.</td>
</tr>
<tr>
<td>Minor Volunteer</td>
<td>Must be between the ages of 12 and 18. Except for emancipated minors, a parental release is required. 15 and younger requires parent or guardian accompanying while performing volunteer duties. Minors aged 11 and</td>
<td>Minors may serve as volunteers provided a Youth Volunteer Release and Waiver Form has been signed by the youth and by the volunteer’s parent or guardian.</td>
<td>The number of hours minors may work during the school year is based upon age. Age 12 &amp; 13: Only during holidays, school vacations and weekends. 8 hours per day/40 hours per week. Only between 7:00am and 7:00pm.</td>
</tr>
<tr>
<td>Volunteer Status</td>
<td>Definition</td>
<td>Registration/Management</td>
<td>Additional Information</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>under cannot volunteer. However, a</td>
<td>provided the parent or legal guardian are present at all times and assume full responsibility for the safety and welfare of said children. Participation by youth under the age of 9 may be considered on a case by case basis.</td>
<td>Age 14 &amp; 15: 3 hours per school day (after school hours); 18 hours per week OR 8 hours per day/40 hours per week on non-school days. Only between 7:00am and 7:00pm.</td>
<td>Age 16 &amp; 17: 4 hours per school day (after school hours); 8 hours per day/40 hours per week on non-school days. Only between 5:00am and 10:00pm (except where local curfews apply). Potentially hazardous work is prohibited (e.g. operating a motor vehicle, working on railroad equipment, on or around machinery, or with hazardous chemicals).</td>
</tr>
<tr>
<td>parent or legal guardian who is a</td>
<td></td>
<td>An Emancipated Minor Volunteer is registered and processed as an adult volunteer.</td>
<td>An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed.</td>
</tr>
<tr>
<td>registered volunteer performing approved volunteer services may be accompanied by their children who are between the ages of 9 and 11,</td>
<td></td>
<td>An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed.</td>
<td>An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed.</td>
</tr>
<tr>
<td>Emancipated Minor Volunteer</td>
<td>Under the age of 18 and has entered into a valid marriage, whether the marriage has been dissolved or not; or on active duty with the US armed forces; or has received a declaration of emancipation of California Family Code 7122.</td>
<td>Volunteers must complete the International Volunteer section on the online Volunteer Application.</td>
<td>Volunteers are required to have a current and valid work visa to volunteer at Santa Clara County Parks. A person with only a non-immigrant visa, including a visitor visa or student visa, do not qualify as a Santa Clara County volunteer. An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed.</td>
</tr>
<tr>
<td>International Volunteer</td>
<td>Adult or student volunteers who are citizens of countries other than the United States.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer Status</td>
<td>Definition</td>
<td>Registration/Management</td>
<td>Additional Information</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Student Interns</td>
<td>High school or college students. Internships often directly align with academic studies.</td>
<td>Paid interns are managed as seasonal employees.</td>
<td>Additional paperwork may be required, depending on the student and/or university requirements.</td>
</tr>
<tr>
<td>Group Volunteers</td>
<td>Formal or informal groups who volunteer together</td>
<td>A group must apply using the online Volunteer Release and Waiver and designate their group affiliation in their personal profile.</td>
<td>An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed.</td>
</tr>
<tr>
<td>Camp and Site Hosts</td>
<td>Volunteers who reside temporarily in a designated campsite while assisting Park staff in providing services to park visitors.</td>
<td>Hosts must register through Samaritan and must complete an online Volunteer Release and Waiver.</td>
<td>Hosts will be subject to an interview and criminal background checks, including Live Scan® fingerprinting. This position requires a minimum amount of service hours to maintain placement.</td>
</tr>
<tr>
<td>County Employees</td>
<td>County employees may volunteer their services for work not related to their paid employment. Volunteer services cannot occur during normal work hours. No compensation will be offered or provided for such services.</td>
<td>Volunteer assignments must be outside the scope of regular County employee duties. The Program Manager shall determine whether to accept volunteer services of a County employee.</td>
<td>An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed. May be required to fill out additional forms before volunteering for any activities (e.g. County Outside Employment/Incompatible Activity Form). The employee should confirm with his/her management and with Human Resources Department.</td>
</tr>
<tr>
<td>Former County Employees</td>
<td>Former employees may provide volunteer services under specific conditions established by the County. See Section 3.11 for more detail.</td>
<td>The Program Manager shall determine whether to accept volunteer services of a former employee.</td>
<td>See section 3.11 for more details. An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed.</td>
</tr>
<tr>
<td>Family Members of County Employees</td>
<td>Family members of employees may perform volunteer services for the County provided they follow established guidelines.</td>
<td>A County Parks employee should not sign the Volunteer Agreement nor direct the work of their immediate family members.</td>
<td>An interview and criminal background check may be necessary depending upon the type of volunteer tasks performed.</td>
</tr>
</tbody>
</table>
3.2 Designated County Parks Representative

Park Managers or their designees (i.e. Unit Volunteer Liaison) – must register applicants prior to service. Proper screening, meeting, and placement of volunteers are essential program elements.

3.3 Volunteer Application

The online Volunteer Application process and online Volunteer Release and Waiver are the standard registration documents used for long-term volunteers. It addresses the following issues:

- It must be mutually acceptable and may be cancelled at any time by the volunteer or by the County, with or without cause.
- All volunteer workers shall be informed that they are NOT covered by the County’s workers’ compensation benefits. However, if a volunteer worker is injured while performing authorized volunteer duties and the volunteer worker does not have sufficient insurance to cover medical costs for treatment of such an injury, the volunteer worker may be eligible for limited medical cost reimbursement provided by the County of up to a limit of $5,000. Upon being notified that a volunteer worker has been injured while performing volunteer-related duties, the department must notify the Employee Services Agency (ESA), Liability and Property Claims Department.6
- Tort liability issues are to be referred immediately to the Office of County Counsel.
- Intellectual property created by a volunteer while acting as a County volunteer will belong to the County, including all photographs, digital imaging and art work.

It is not necessary to complete the Volunteer Application and Volunteer Release and Waiver annually; however, information on the volunteer’s online profile in Samaritan shall be kept current. Any long-term volunteer must notify the Volunteer Program office within 30 days of any changes to their volunteer status, driving status (if they hold a County Driver’s permit) or with any updates to their mailing address, telephone number or other contact information.

3.4 Processing Confidential Information

Confidential information may include a person’s date of birth, driver’s license or identification number, phone number, address, email, education, or similar information that is sensitive in nature.

Personal information collected by the County from volunteer applicants is subject to County Ordinance Code, Board Policy, the California Public Records Act and other applicable state and federal laws. In general, certain personal information may be considered confidential and may be protected to the same extent as similar information contained in County personnel records for employees and job applicants, unless disclosure or other handling is required by the applicable laws.

---

Access to confidential information, including, where applicable, personal information of volunteers, is based on a need to know basis and in accordance with an employee’s job function. If you are unsure of what you should do with such information, please work with your supervisor for direction on how best to proceed.

3.5 ADA Compliance

The Santa Clara County Parks and Recreation Department works continuously to develop accessible and inclusive facilities, programs and services in compliance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”). The Department will not discriminate against qualified individuals with disabilities based on inaccessibility to services, programs or activities. The Department will make reasonable modifications to policies and programs to ensure that people with a disability have an equal opportunity to enjoy our programs, services and activities.

If an accommodation is needed because of a disability, please contact the Program Manager at (408) 918-4930 or (408) 993-8287 (TDD), to discuss your request.

3.6 Adult Volunteers

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

They may serve in either a short-term or long-term capacity.

**Short-Term Adult Volunteers**

Short-term adult volunteers serve intermittently at single-day events and without a lasting commitment, such as Trail Days, Park Beautification Days and Special Events. These volunteers must register online through the Samaritan Software system, including completion of a signed Parks Short Term Volunteer Release and Waiver Form. (Appendix C)

For adult volunteers that have appropriately completed their online registration in Samaritan Software prior to the event (as indicated on the roster as having been completed or waiver status OK):

- Check volunteer’s name on the event roster indicating they are present

For adult volunteers that have NOT completed their online registration in Samaritan Software prior to the event:

- Have the adult register from a mobile device such as a laptop computer, tablet or smart phone and complete the necessary documentation in Samaritan’s eRecruiter. This includes registering as a participant and completing the electronic Parks Short Term Volunteer Release and Waiver Form via the integrated DocuSign feature

If internet access is unavailable or the adult volunteer is otherwise unable to register online, do the following
Have the adult volunteer complete a hard-copy of the Volunteer Event Release and Roster Form in the field.

Project lead should instruct the volunteer to read the release completely, and provide their name, signature and contact information.

Address questions from participants.

Forward all documentation to the Volunteer Program Office immediately following the event.

Long-Term Adult Volunteers

Long-term volunteers serve on an ongoing basis with a lasting commitment, typically lasting a minimum of 20-50 hours or 6-12 months, depending on the role. They are opportunity-based and must complete a Volunteer Application and Parks Long Term Volunteer Release and Waiver. A criminal history/Live Scan check is required for most long-term volunteer positions and or positions where a volunteer works with minors or handles County funds.

Long-term volunteers are not limited to one park or one program, if they fulfill the minimum responsibilities as described in their volunteer position description. Scheduling and other details of shared service should be arranged cooperatively between units or programs and the volunteer.

County Parks adheres to the County-wide Volunteer Policy (Appendix A). Per County policy, additional training may be required depending on the opportunity; see Chapter 5 for opportunity-based trainings.

The following procedures shall be used to register long-term individual volunteers:

1. The volunteer shall be referred to the County Parks website; Samaritan online; and/or the Volunteer Program Office to obtain and electronically complete a Volunteer Application and Volunteer Release and Waiver (Appendix C) to serve in a long-term volunteer opportunity.

2. Once the volunteer has completed their online application, they will be vetted by the Volunteer Program Office and/or opportunity coordinator for referral and/or placement into a desired opportunity. The volunteer will then meet with the Park Unit Manager or Liaison for an initial interview.

3. Once a volunteer is placed in a long-term opportunity their assigned roles and responsibilities may additionally require a background check, driver’s authorization (if needed), and/or other County training as required. If applicable, the volunteer will receive further instructions from the Volunteer Program Office to complete their background check or County driver’s training. Refer to Chapter 6, “Background Checks.”

4. The volunteer may immediately begin training/shadowing/orientation as directed by their Park Manager or Liaison.
3.7 Minor Volunteers

Minors are defined as individuals under the age of 18, except for emancipated minors who register and serve as adult volunteers. They may register and become volunteers if they provide written consent from a parent or guardian. County must comply with all applicable requirements of child labor laws. Santa Clara County Parks and Recreation reserves the right to accept or deny any minor volunteer’s application based on:

1) Program/operation needs,
2) The applicant’s maturity and knowledge,
3) The applicant’s demonstrated interest in County programs, and
4) The availability of adult supervision.

Minor volunteers must be assigned an adult supervisor. Arrangements for this supervision must be approved by Santa Clara County Parks and Recreation. Both short-term and long-term minor volunteers are registered in the same manner as adult volunteers except that, for minors, a signature of a parent or legal guardian is required on the Parks Youth Volunteer Parental Release Form.

Registration

Both short-term and long-term minor volunteers are registered by electronically completing a Parks Youth Volunteer Parental Release Form signed by their parent or legal guardian via the Samaritan system’s integrated DocuSign feature.

- Note: Each minor must be registered separately, even if they are siblings.

For minors under the age of 13, parental consent must be given prior to them registering in Samaritan. These individuals will need to be processed directly through the Volunteer Program office or complete a hard copy of the appropriate Waiver and Release form in person signed by the parent or guardian.

For minor volunteers that have appropriately completed their online registration in Samaritan Software prior to the event (as indicated on the roster as having been completed or waiver status OK):

- Place a check mark next to the volunteer’s name on the event roster indicating they are present
- Have the minor register from a mobile device such as a laptop computer, tablet or smart phone and complete the necessary documentation in Samaritan’s eRecruiter. This includes registering as a participant and having their parent or guardian complete the electronic Parks Youth Volunteer Parental Release Form via the integrated DocuSign feature

If internet access is unavailable or the minor volunteer and/or parent or legal guardian is otherwise unable to register online, do the following:
Have the minor volunteer and his/her parent or legal guardian complete a hard-copy of the Parks Youth Volunteer Parental Release Form in the field. Check appropriate ID’s/documentation to confirm the status of the parent or legal guardian.

Instruct the volunteer to fill out the top section completely, read the Agreement, Waiver and Release of Claims section, and have his/her parent or legal guardian initial sections 2 and 5 and sign and date the bottom of the form.

Address questions from the minor volunteer and his/her parent or legal guardian.

Forward all documentation to the Volunteer Program Office immediately following the event.

See Section 3.9: “Groups of Volunteers” for more details on registering volunteer groups.

Parental/Guardian Permission and/or Supervision

The Park Managers shall determine minimum age requirements for specific tasks, hours of service and when a parent or guardian presence is required. Unless otherwise established by Park Managers, volunteers aged 15 and under must be accompanied and supervised by a parent or legal guardian. A Park Manager or Unit Volunteer Liaison must approve the placement of a Youth Volunteer into an opportunity.

Adult supervision must be provided throughout the time in which a minor volunteer is performing his/her service. It is recommended that the adult supervisor be a Park staff member or experienced docent/volunteer. Park staff and docent/volunteers grasp the County’s mission, policies and procedures and have the skills and training needed to respond to any issues that may arise during the minor volunteer’s time of service. Depending on the nature of the event and age of the minor, the parent or legal guardian may need to remain on site to ensure adequate supervision.

In the case of organized groups of minor volunteers (i.e. school groups, service organizations, Boy/Girl Scouts, etc.), supervision typically includes Park staff as well as any chaperones accompanying the group. However, parents, family members, or other designated adults are encouraged to accompany their minor volunteers to County Park events.

Adult Volunteers Serving Alongside Minors

A “Rule of 3” policy must be followed for minor volunteers. At no time may a park staff member or adult volunteer and a minor volunteer be alone together. There must always be either an additional minor, or preferably, an additional adult (volunteer or staff). This is to ensure the safety and well-being of both minors and adults.

Anyone who is considered a “mandated reporter” as defined in section 11165.7 of the California Penal Code is required to report suspected child abuse. A mandated reporter includes, but is not limited to:

- an administrator of a public or private day camp;
- an administrator or employee of a public or private youth center, youth recreation program, or youth organization;
- an instructional aide; or,
• an employee of a public or private organization whose duties require direct contact and supervision of children.

However, volunteers of public or private organizations whose duties require direct contact with and supervision of children ARE NOT “mandated reporters” but are encouraged to obtain training in the identification and reporting of child abuse and neglect and are further encouraged to report known or suspected instances of child abuse or neglect to an agency specified in Section 11165.9 of the Penal Code.

Furthermore, in accordance with Section 11166 of the California Penal Code, the County cannot utilize the services of any volunteer who has been convicted for any of the following: A violation or attempted violation of Section 220, 261.5, 262, 273a, 273d, or 273.5 of the Penal Code, or a sex offense listed in Section 290 of the Penal Code, except for the offense specified in subdivision (d) of Section 243.4 of the Penal Code.

Volunteers whose services are for a school, preschool or day care operation should be screened for tuberculosis, depending on the individual site and/or program needs.

Note: Background checks (i.e. Live Scan© screenings) may also be required for volunteers. For more information on background checks, view Chapter 6: Background Checks.

Limitations
Minors may not participate in activities that may require a background check. This list of activities includes but is not limited to:

• Camp and Site Host, Visitor Center Host, Interpretive Docent, or Park Lead.
• Positions requiring supervision or exclusive control over other minors.
• Having independent access to security systems, warehouses, master keys, locked offices, gift shops, interpretive collections or expensive equipment.
• Working with purchase documents or large sums of money.
• Handling or operating firearms

3.8 Students

Students from primary through higher education are among the many individuals who volunteer in Santa Clara County Parks. The reasons for volunteering and length of service may vary, but in every case, student volunteers are a valuable source of support for County Parks.
Community Service
High school students are often 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.). County Parks offers many opportunities for students to complete their community service hours, including Park Beautification Days, Trail Days, Creek Cleanups, and special events like Fantasy of Lights and the like. 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 park or cause. For management of groups refer to Section 3.8, “Groups of Volunteers.”

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

Paid student interns are managed as seasonal employees, not as volunteers.7

3.9 Groups of Volunteers

Group team building projects can vary widely, but could involve something like graffiti removal projects, Park Beautification Days, and planting or invasive plant removal projects. Volunteer groups may participate in scheduled service opportunities or they may contact the Parks Volunteer Program to arrange a service project for their group. When registering in the online Samaritan system, the designated Group leader will register as the primary contact and all participating members will sign up as individuals with an affiliation for that group in their individual Samaritan profile.

3.10 International Volunteers

International volunteers are required to have a current and valid work visa to volunteer for County Parks.

Once accepted into the County Parks Volunteer Program, International volunteers are governed by the same policies and procedures as other volunteers.

---

7 Student Internship Program - For Managers - Employee Services Agency - County of Santa Clara
3.11 Active and Inactive Status

Each Park Unit will establish formal standards for the minimum number of hours that a volunteer must work to remain on active long-term status. In most cases, 6 to 8 hours per month is an acceptable minimum time requirement.

Once a standard for active status is determined, the designated County Parks representative will inform each volunteer of the minimum time requirement during the initial meeting process, and will include the requirement in the volunteer opportunity description as well. Setting a minimum time up front is important as it establishes the expectation for the commitment required by volunteers. The greater understanding volunteers have of the requirements expected of them, the longer County Parks can expect to retain them.

The County Parks Volunteer Program, at the request of the Unit Volunteer Liaison or Park Manager, 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. A volunteer may also request to be placed on inactive status. The volunteer is responsible for communicating their leave to their Unit Volunteer Liaison or Park Manager and the Parks Volunteer Program. Please see Chapter 13 for more information on volunteer separation. When a volunteer requests a return to active status, he/she may be required to attend a refresher training and update records. Any volunteer who does not report to a Park Unit for over 2 years from the last recorded date of service will be placed on inactive status. Any change in status is subject to review by the Volunteer Program.

3.12 County Park Employees and Family Members

County Park Employees as Volunteers
County Park employees may volunteer their services, but are prohibited from participating in duties they are paid to perform within the scope of their employment. The County Volunteer Policy states that volunteer assignments must be outside the scope of regular County Park employee duties. Volunteer work shall not occur during employee work hours.

Former County Park Employees as Volunteers
A former County Park 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 County for at least one full pay period.
3. The former employee shall not, to the extent possible, be assigned to volunteer tasks that they previously performed or could have performed while employed by the County.
4. No County employee, supervisor or manager shall coerce or pressure any former employee to provide volunteer services. Staff who accept volunteer services from a former employee shall inform the former employee that the County may not provide preferential treatment in any decisions.
5. Volunteers, whether former employees or new hires, shall cease providing volunteer services one full pay period prior to commencement of permanent employment with the County.
Family Members of County Parks Employees as Volunteers

Family members of employees may perform volunteer services for County Parks, provided they follow all established County Parks guidelines and other County policies and requirements. County Park employees shall not act as designated representatives in signing the Volunteer Application and Volunteer Agreement for volunteer services to be provided by their family members, shall not oversee or be involved in the screening of such volunteers (including background checks and Live Scan) and may not supervise members of their own families.

3.13 Conditional Volunteer Appointments

Processing of criminal history checks may take from less than one week to one month to complete. Training may begin immediately pending clearance.

The Chief Park Ranger will notify the volunteer program office once a volunteer has cleared their background check. The volunteer program office will then notify the Park Manager, the Unit Volunteer Liaison and the individual volunteer when they have received their clearance and are approved to begin duties as a solo volunteer. The Park Manager or Unit Volunteer Liaison shall inform the volunteer that if their background check is not approved, the volunteer’s service to the County will not be approved and will immediately cease.

If a background check is to be done, the designated County Parks representative shall not approve the volunteer's placement in an opportunity until the prospective background checks are complete.

For more information on background checks, view Chapter 6: Background Checks.
Chapter 4: Managing Volunteers and Keeping the Program Running Smoothly

4.1 Staff Expectations

During volunteer events and while supervising volunteers, staff act as the face of the Department. It is important for staff managing volunteers and volunteer events to meet the following general expectations (the 5 “Ps”):

- **Be Prepared.** Have meaningful tasks planned and materials ready (paperwork, park literature, supplies/tools, gloves, water, etc.). Have a backup plan in place in case resources or conditions change.
- **Be Prompt.** Respond to volunteer inquiries at your park in a timely manner. At events, arrive early to set up. Volunteers are eager to help.
- **Be Present.** Check-in with volunteers frequently to make sure they are safe, on target, have necessary resources, and are having fun.
- **Be Professional.** Set a good example and commit to safety. Make sure volunteers can identify potential hazards, have the appropriate personal protective equipment (PPE) and tools and are performing their work safely.
- **Be Positive.** Volunteers will pick up on your demeanor and enthusiasm. It’s contagious!
- **Be Pleased.** Thank your volunteers often.

Volunteer Management Training is offered by the Volunteer Program periodically. To register for a training, or suggest a volunteer training topic, please contact the Parks Volunteer Program.

For Events

A great resource on volunteer management at events is the Successful Volunteer Event Checklist, located in Appendix B. A summary is below.

**At the beginning of the event:**

1. Ensure volunteers are registered and have completed their Event Release and Waiver in Samaritan via an event roster; along with appropriate paperwork to handle in the field if not
2. Give a welcome and introduction to the project
3. Provide appropriate service learning
4. Address safety concerns
5. Cover any natural resource areas of concern
6. Demonstrate skills/ provide training
7. Distribute materials/tools
8. Send volunteers to their assignment
During the event:

a) Manage by walking about
b) Answer questions
c) Be available
d) Allow volunteers to self-correct where applicable

While it is understood that it may not be possible for staff to work alongside volunteers for the entirety of the event, it is crucial that staff check-in frequently with volunteers during the event. Staff need to ensure the project is being completed safely, correctly and that volunteers understand what they’re doing and why. Staff may encourage and educate volunteers to keep them engaged. It may work best to rotate the tasks when volunteers are losing interest. When staff must leave the event, they should ensure volunteers know how to reach staff in the event of an emergency or question and should give the volunteers an estimated time of return.

At the end of the event:

a) Thank volunteers
b) Recap project accomplishments
c) Collect materials/tools

4.2 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 work. Instead, orientation should address the “where,” “what,” “when,” “why,” and “how” for 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. Ideally, the orientation should be used to:

- Introduce Santa Clara County Parks and its mission; the history of the organization, and its programs and services
- Welcome a volunteer to the park and introduce them to park staff and other volunteers and co-workers
- Provide a detailed outline of the volunteer’s assignment
- Perform an orientation and/or tour of the facilities or park location where the volunteers will be working
- Acknowledge volunteer performance standards and the organization’s philosophy on volunteerism
- Familiarize volunteer with ADA policies and with accessible facilities and features of the park
• Inform the volunteer how to report injuries or accidents to their supervisors and/or respond to emergencies.

The orientation should be completed between the volunteer and their supervisor. The County Parks Orientation Checklist (Appendix B) should be completed and sent to the volunteer program office where it can be kept in the volunteer’s file.

4.3 Training

Taking time to train volunteers is an important investment. A well-trained volunteer results in greater program efficiency and increased satisfaction. In addition, a well-trained volunteer can assist Park staff efficiently and effectively. A little training time upfront pays huge dividends down the road. Research shows that organizations interested in increasing retention of volunteers should focus on providing training and professional development.

Volunteer training is an ongoing process consisting of initial onsite training and periodic refresher training.

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 task-specific as possible;
- Be realistic about what can be accomplished 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.

Volunteer training at County Parks may be given by Park Managers, Unit Volunteer Liaisons, or the Parks Volunteer Program.

4.4 Assessment and Review

It is helpful for volunteers to know when they are successful or need improvement in completing their assignments. Evaluations of volunteers can be used to address concerns and to reward accomplishments during a volunteer’s term of service.

Periodic review of volunteer performance provides vital two-way communication between volunteers and their supervisor(s). Frequent, informal evaluations furnish volunteers with feedback on the quality of their work and provide opportunities for open communication between staff and volunteers. 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 Unit Volunteer Liaison should conduct informal evaluations with new volunteers after the first four to six weeks and at least annually after that. These evaluations can be used as a reference for identifying needed training for current and future volunteers and assignments. Unit Volunteer Liaisons should give a written copy of all evaluations to the volunteer and provide a copy to the volunteer program office. A sample of a volunteer performance evaluation can be found in Appendix B.

The following policies shall apply to evaluation of volunteers:

- Park Managers should develop a plan for assigning responsibility for and the frequency of evaluating volunteers using the Volunteer Performance Evaluation form (Appendix B) and the volunteer’s opportunity description as criteria. Volunteers shall have the opportunity to do a self-evaluation as well.
- A copy of all Evaluation Forms should be kept with the unit or program level and at the Volunteer Program office.

Evaluation is a two-way street

Volunteers shall have opportunities to evaluate the program; they can tell what is good and what needs to be improved—things the program 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 meeting or through a survey).

4.5 Problem Solving

The Unit Volunteer Liaison 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 discontinue use of a volunteer. Before discontinuing the use of a volunteer, approval from the Maintenance or Park Ranger Supervisor is required. The Volunteer Program staff can provide guidance in this process where necessary.

4.6 Recognition and Motivation

While volunteers receive no financial gain for their work, their satisfaction comes from feeling accomplished, productive and recognized. Volunteer recognition is a strong motivational tool that helps increase volunteer productivity and retention rates. There are many ways to motivate volunteers. The following is a partial list of actions park units or programs may want to incorporate into their volunteer programs:
- Give positive feedback to volunteers about their work, and show how their work helps County Parks achieve its goals.
- Provide opportunities for volunteers to give feedback about the park and program. Solicit volunteers’ ideas by using a suggestion box and follow their advice where appropriate.
- Have an open-door policy with volunteers and/or schedule monthly “office hours” where volunteers know they can have access to their park staff representatives. Invite them to drop by and chat, air concerns, or discuss their work.
- Give volunteers opportunities for increased responsibilities (in other words, leadership opportunities within the organization).
- Invite volunteers to non-confidential staff meetings and encourage them to actively participate.
Chapter 5: Volunteer Opportunities and Programs

Opportunities

5.1 Trail Watch

Trail Watch volunteers provide a uniformed presence on park trails with the goal to increase trail safety, by patrolling trails on foot, bike, horseback or off-highway vehicles. These long-term Trail Watch volunteers provide information and assistance to park staff and visitors, help ensure compliance with park regulations, and once properly trained, may provide first aid and emergency assistance. They also report unsafe conditions on the trails directly to park staff.

Requirements include:
- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan©/background check
- Trail Watch Academy (offered by Volunteer Program)
- Radio Operations (either by park unit staff or as part of TW Academy)
- 1st Aid/CPR Training (offered by Volunteer Program)
- Sexual Harassment Prevention Training (online class through Learning Development)
- Park Site/Program Orientation Training (provided by unit/program staff)
- Department-issued designated uniform

See Appendix C for a copy of the Trail Watch Guidelines
See Appendix D for a copy of the Trail Watch Volunteer Description

5.2 Trail Crew

Trail Crew volunteers assist County Parks by building, maintaining, repairing and restoring trails at various parks. Trail days are scheduled throughout the year; however, Trail Crew Volunteers may also work independently on the trails.

Requirements include:
- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan ©/background check
- Basic Trails Maintenance training (by Trails Specialist staff)
- Sexual Harassment Prevention Training (online class through Learning Development)
- Park Site/Program Orientation Training (provided by unit/program staff)
- Department-issued designated uniform
See Appendix D for a copy of the Trail Crew Volunteer Description

5.3 Trail Crew Lead

Volunteers looking to become highly skilled trail crew members should consider becoming Trail Crew Lead Volunteers. Trail Crew Leads are provided with in-depth trail-building and maintenance training to assist park staff with major trail projects. Trail Crew Leads may also oversee Adopt-a-Trail groups and Trail Day events.

Requirements include:
- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan ©/background check
- Basic Trails Maintenance training (by Trails Specialist staff)
- Trail Crew Lead training (by Trails Specialist staff)
- Sexual Harassment Prevention Training (online class through Learning Development)
- Park Site/Program Orientation Training (provided by unit/program staff)
- Department-issued designated uniform

See Appendix D for a copy of the Trail Crew Lead Volunteer Description

5.4 Camp and Site Hosts

**Overview of Volunteer Tasks**

Camp and Site Hosts work under a specific Volunteer Agreement and follow specific volunteer opportunity descriptions. They must also pass a Live Scan© screening and complete a Camp and Site Host agreement. Orientation and training is provided by the Senior Park Ranger and Senior Maintenance Worker, who oversee Camp and Site Host volunteers. Hosts receive a host site or camp site with all available amenities in exchange for volunteer service.

Hosts are recruited to be visible representatives of County Parks at campgrounds, day-use areas, and other County Parks sites that may require additional human presence and supervision. Volunteer tasks include providing information and assistance to park visitors, conducting campground checks, performing basic maintenance tasks, and assisting with interpretive programs and visitor center staffing. Hosts must also be able to activate emergency medical response and may assist park staff in the event of an emergency. Hosts must not perform any law enforcement duties.
Each park has unique facilities, features and needs and therefore Host tasks at each park may vary slightly. Prior to assignment, prospective hosts will meet with park unit staff to ensure hosts can meet expectations.

Requirements
Hosts agree to provide a minimum of 20 hours per week of volunteer service. Additional service hours may be desirable for sites that have a greater need or for site hosts that have two occupants willing to contribute service hours. Most sites require that hosts commit to 6 to 12 months of service, but shorter appointments may be available. Camp and Site Hosts wishing to serve Santa Clara County Parks for more than 12 consecutive months must rotate to another park site. (Exceptions may be granted with approval from Park Supervisors.)

Hosts must track their volunteer hours each week within their Samaritan profile as directed by the Senior Park Ranger or Senior Park Maintenance Worker. All hours entered into their volunteer profile in Samaritan must be approved by park staff.

Hosts must possess and maintain a valid and current State-issued Class A driver’s license, current vehicle registration, and current vehicle insurance that meets the minimum insurance requirements set forth by the State of California. Additional insurance and vehicle requirements may apply, as solely determined by County.

Registration and Training Requirements
Hosts must follow the same registration steps as long-term volunteers. They must also be familiar and comply with the Camp and Site Host Manual as well as the Camp and Site Host volunteer opportunity description. The following are additional registration and training requirements for camp and site hosts:

- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan ©/background check
- Sexual Harassment Prevention Training (online class through Learning Development)
- County Driver’s Training (provided by Volunteer Program for campground parks only)
- Park Site/Program Orientation Training (provided by unit/program staff)
- Department-issued designated uniform

Hosts must complete the following training within 4 months of placement:

- Adult and Pediatric First Aid/CPR/AED Certification (provided by Volunteer Program office)

Hosts may also complete these optional trainings:

- Radio Operations (either by park unit staff or as part of TW Academy)
- Informal Interpretation Training (provided by Interpretive and Volunteer Program staff)

Other Requirements May Apply
Camp and Site Hosts may be required to sign additional agreements before volunteering and must be over the age of 18 years.
Hosts are prohibited from conducting any non-park related business or solicitation of business within the park.

For full requirements of Camp and Site Hosts, a copy of the Camp and Site Host Manual may be found on the County’s website.

See Appendix C for a copy of the Camp & Site Host Guidelines
See Appendix D for a copy of the Camp & Site Host Volunteer Description

5.5 Visitor Services Hosts and Docents

Visitor Services Hosts and Docents are volunteers who assist park staff in providing a variety of visitor services and developing and conducting educational and recreational programs in County Parks. Hosts and Docents work in parks, facilities and visitor centers to help explore and interpret the cultural, natural, and recreational resources within the County Park system and provide materials and information to enhance the visitor’s experience. Individuals who participate in host and docent programs receive the opportunity for additional training related to customer service and interpretive techniques to help them provide outstanding visitor experiences to the park visitors they encounter. To that foundation, the docent is encouraged to add his or her unique, individual approach and experiences. One of the more rewarding aspects of being a visitor services host or docent is the opportunity for ongoing education and enrichment opportunities. Visitor Services Hosts and Docents are overseen by the appropriate program or park staff as specified in the volunteer opportunity description. Because the volunteer may be working around or near children, Santa Clara County Parks may require fingerprinting (Live Scan©) and/or Tb testing depending on the nature of the volunteer tasks.

The following are several examples of Host and Docent opportunities:

**Visitor Center Hosts:** Visitor Center Hosts work directly with park staff to provide services to the public looking for information about trails, wildlife, history, scenic places, fishing locations, group reservations, etc. Visitor Center Hosts help assist visitors during the hours the facility is open to the public and maintain Visitor Center exhibits and amenities. Visitor Center Hosts may assist park staff with school groups, group tours, campfire programs, hikes, special events, special projects, and more.

Requirements include:

- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan ©/background check
- Sexual Harassment Prevention Training (online class through Learning Development)
- Park Site/Program Orientation Training (provided by unit/program staff)
- Informal Interpretation Training (provided by Interpretive and Volunteer Program staff)
Interpretive Docents: Interpretive Docents assist park staff in providing more formal interpretive programming to the public and offer educational experiences and information about the nature, history and culture of Santa Clara County Parks. They may be involved with school field trips, public programs, special events and visitor center operations.

Requirements include:
- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan ©/background check
- Sexual Harassment Prevention Training (online class through Learning Development)
- Park Site/Program Orientation Training (provided by unit/program staff)
- Informal Interpretation Training (provided by Interpretive and Volunteer Program staff)
- Formal Interpretation Training (provided by Interpretive and Volunteer Program staff)
- Department-issued designated uniform

See Appendix D for a copy of the Interpretive Docent Volunteer Description

To view the Interpretive Docent Guidelines, please view:

Interpretive Docents can volunteer with the following County Parks programs and interpretive sites:

Casa Grande/New Almaden Quicksilver Mining Museum: Dedicated to the history, geology and mining communities of New Almaden, a visit to Casa Grande provides a glimpse of life in Santa Clara County 150 years ago. Docents may assist with school tours, public tours, hiking tours, special events, activities, archives and miscellaneous projects.

Santa Teresa’s Historic Bernal Ranch: Docents volunteering at Santa Teresa’s Bernal-Gulnac-Joice Ranch help with many special events at the ranch, including Wash Days, Old Time Games, and movie nights.

Chitactac-Adams Heritage County Park: This scenic four-acre park features the beautiful Uvas Creek and unique insights to the Ohlone Native American culture before the arrival of the Spanish. Docents help lead activities and tours for school groups and assist staff with special events.

Martial Cottle Park: This newest County Park highlights the area’s farming heritage with over 180-acres of organically farmed land, and visitor center exhibits that illustrate our agricultural heritage as the “Valley of the Heart’s Delight.” Docents may assist with school tours, public tours, special events, and special projects.
Paddle Program: Paddle Program Docents assist staff in leading groups of participants on a leisurely two-hour night-time paddle while interpreting the cultural and natural history of a park under the light of the full moon. Docents must be able to maneuver a paddle craft, teach paddling techniques to participants, and maintain group cohesiveness. Specialized paddle training and certification is required.

Outdoor Recreation Docents: Outdoor Recreation Docents provide opportunities to learn and develop outdoor recreation skills, cultivate memorable experiences that promote an enjoyment of the outdoors and foster good health and wellness. Examples of outdoor recreation activities provided by Outdoor Recreation Docents include:

- Geocaching: Docents lead adventures using GPS coordinates and technology to find hidden objects throughout parks.
- Family-friendly walks and hikes: Docents lead families of all ages on walks and hikes to explore and experience the great outdoors. Examples include moonlight hikes, bird-watching, nature walks, and wildflower hikes.
- Health and fitness classes: Docents provide various classes that help build skills and improve fitness levels. Examples include Hula Hoop Fitness and Yoga in the Park.
- Kayaking and Rowing: Docents teach basic kayaking and rowing skills and techniques and provide information about these popular water sports.
- Outdoor Photography: Docents provide tips and techniques for taking outdoor photos and demonstrate various cameras and photography accessories.
- South Bay Fishing in the City: In a structured youth fishing clinic for ages 5-15, Docents teach children to fish and give them the skills and tools they need to fish on their own.

Requirements include:

- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan ©/background check
- Sexual Harassment Prevention Training (online class through Learning Development)
- Park Site/Program Orientation Training (provided by unit/program staff)
- Department-issued designated uniform

5.6 Volunteer Lead / Park Ambassador

The prestigious opportunity of Volunteer Park Lead is for volunteers who want to take on additional responsibilities in the County Parks Volunteer Program. Volunteer Park Leads work under the direction and supervision of park staff and the Parks Volunteer Program to provide lead support at volunteer events in areas related to volunteer registration, event record keeping, documentation, roll call and other assignments as directed by park staff. Park Leads can be assigned to specific park locations or events. Fingerprinting for this opportunity is required. Additional training may also be required for certain roles and responsibilities as determined by Park Managers and/or the Volunteer Program.
Requirements include:

- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan ©/background check
- Sexual Harassment Prevention Training (online class through Learning Development)
- Park Site/Program Orientation Training (provided by unit/program staff)
- Department-issued designated uniform

See Appendix D for a copy of the Volunteer Lead / Park Ambassador Position Description

5.7 Additional Opportunities

**Land Steward/Maintenance Volunteer:** Maintenance Volunteers serve the Maintenance Division and work under the direction of Senior Park Maintenance Workers and Park Maintenance Supervisors to help keep Santa Clara County Parks safe and beautiful. This service opportunity is a great way for individuals to stay active, learn new skills, and contribute to the parks’ longevity.

Maintenance Volunteers may assist with park cleanup, simple repairs or other projects. Service hours and schedule are flexible.

Requirements include:

- Minimum age of 18
- Interview (with park unit/program staff)
- Live Scan ©/background check
- Sexual Harassment Prevention Training (online class through Learning Development)
- Park Site Orientation Training (provided by unit/program staff)
- May complete County Driver’s Training (provided by Volunteer Program)
- Department-issued designated uniform

See Appendix D for additional Volunteer Position Descriptions

**Natural Resource Monitor:** Volunteers under the direction and supervision of Park Rangers and or Natural Resource Management Coordinators or their staff. Natural Resource Monitor Volunteers provide general assistance in monitoring various natural resources in County Parks. Service hours are flexible and will be discussed with the Senior Park Maintenance Worker.

Requirements include:

- Must apply and register as a long-term volunteer
- Must be 18 years of age or older
- Must participate in an informal interview
- Must submit and successfully pass a Live Scan fingerprinting background check
• Must Complete Sexual Harassment Training Online
• Attend orientation and complete any required training courses
• Department-issued designated uniform

**Archives and Collections:** Volunteers under the direction and supervision of park staff in maintaining archival and artifact collections and databases. Objective is to properly care for historical collections held by County Parks, so they are available for research and exhibit for this and future generations.

Requirements include:
• Must apply and register as a long-term volunteer
• Must participate in an informal interview
• Must be 18 years of age or older
• Must Complete Sexual Harassment Training Online
• Must submit and successfully pass a Live Scan fingerprinting background check
• Ability to properly handle collections and archives items
• Ability to perform repetitive tasks while detail oriented
• Ability to take direction and follow instructions
• Attend orientation and complete any required training courses
• Department-issued designated uniform

This is not a full list of opportunities available to County Park volunteers. Other types of long-term volunteer opportunities may be found online. To view a full list of opportunities or specific volunteer opportunity descriptions, please visit [www.parkhere.org](http://www.parkhere.org) or [scc.samaritan.com](http://scc.samaritan.com)

**Programs:**

**5.8 Adopt-A-Trail**

Adopt-a-Trail Volunteers, after completing appropriate training, will take care of a trail, or section of a trail, within a County Park. Volunteers can adopt a trail either individually or as a group. If in a group, the group must designate a Group Liaison to County Parks who is responsible for ensuring all members are registered in Samaritan and entering their service hours. Adopt-a-Trail volunteers are responsible for many tasks, including brushing/pruning, litter/debris removal, routine trail tread/damage repair and major trail problem reporting. Participants who agree to adopt-a-trail for one year will have their commitment announced via the posting of an Adopt-A-Trail sign at the nearest trailhead entrance information board.

See Appendix C for a copy of the Adopt-A-Trial Guidelines
5.9 Friends Group Volunteers

Friends Group volunteers are individuals who want to volunteer as an organized group.

Friends Groups are organized groups that assist the Parks and Recreation Department in protecting, enhancing, maintaining and restoring County Parks through Parks staff-approved activities that promote community and/or volunteer involvement and park preservation.

All Friends Group volunteers must register as volunteers according to Chapter 3, either as short-term or long-term volunteers. It is not required for County Parks volunteers to be members of a Friends group.

See Appendix C for a copy of the Friends Group Guidelines

VOLUNTEER PROJECTS:

5.10 Major Volunteer Projects

Santa Clara County Parks welcomes volunteers who wish to dedicate their time and/or resources to making improvements in County Parks. Eagle Scouts and Friends Group volunteers have made many lasting contributions throughout the park system, including construction and installation of outdoor museums, interpretive signs, park benches, bat houses and much more.

The steps to request a major volunteer project proposal within Santa Clara County Parks are as follows:

- Volunteer should first work with park staff at the unit of their choice to identify the type and scope of potential project elements and determine availability of resources for its successful completion
- Volunteer must submit a “Propose a Project” request after registering as a volunteer in Samaritan’s online recruiter (eRecruiter)
- Volunteer should attach any maps, drawings, photos, cost estimates, or other supporting documentation to the project proposal
- Park Managers will make initial determination of the project’s viability, and if viability is determined, will provide the necessary approval in Samaritan’s online coordinator (eCoordinator). If Park Managers determine the project is not viable, they will contact the volunteer and offer them guidance on what the project is lacking and/or why it is not viable and offer suggestions on how to remedy. If this is not possible, the project will be denied
- If project viability is determined, Park Managers will route additional approval requests to the appropriate Department staff
- Park Managers will follow up with any restrictions, comments or requirements from the additional approvers and once again determine the viability of the project
- Park Managers will inform the volunteer of project status (approved, modified or rejected).
• Park Managers and the volunteer will help ensure all hours related to the project are reported to the Volunteer Program
SECTION 3: PROGRAM POLICIES

CHAPTER 6: Background Checks

6.1 Criminal History

Volunteers assigned to an opportunity that has or may have supervisory or disciplinary authority over a minor or direct contact with minors must be fingerprinted and pass the Live Scan© process and may additionally be required to be screened for tuberculosis.

If Live Scan© is required, the Volunteer Program will provide the volunteer with the necessary instructions to complete the process. No fees will be incurred by volunteers making an appointment for Live Scan© Services with the Santa Clara County Sheriff’s Office.

Criminal history background checks, including fingerprinting, are required for all volunteer opportunities where interaction with the general public and/or children is part of the volunteer opportunity.
Chapter 7: Injuries and Illnesses

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 expenses.

Volunteers must report all accidents and injuries to their volunteer supervisor immediately, or, where otherwise appropriate, within 24 hours after the incident occurs. The supervisor must report the accident or injuries to the Volunteer Program Coordinator, and fill out the Accident Report Form 1673 (Appendix B) with the volunteer. Next, the supervisor must send the form to ESA and a copy to the Volunteer Program office.

7.1 Workers’ Compensation

The County does not provide Worker’s compensation to volunteers, as they are not considered County employees. Volunteers properly registered and approved may be reimbursed up to $5,000.00 toward medical bills if no personal medical coverage is available.

For more information on the Volunteer Workers' Limited Medical Cost Reimbursement Policy, go to: https://connect.sccgov.org/sites/policies/policypages/Pages/Volunteer-Workers-Limited-Medical-Cost-Reimbursement.aspx or contact the volunteer program office or ESA.

7.2 Liability and Property Claims

Volunteers with questions about filing a claim, insurance coverage or requesting reimbursement of medical expenses should be directed to the Volunteer Program Coordinator, who may then refer the volunteer to ESA.
Chapter 8: Reimbursement

8.1 General Reimbursement Requests

Reimbursement for volunteer expenses directly incurred in performing work at County parks, where such expenses have been authorized in advance by the Volunteer Program Coordinator or Park Manager, may, at the discretion of the County, be reimbursed provided such expenditures and requests comply with County’s travel and reimbursement policies, as applicable.
Chapter 9: Use of Firearms, Vehicles and Equipment

9.1 Firearms and Ammunition

Volunteers are not authorized to possess, carry, or handle any type of firearm, weapon or personal protective items like Mace or Pepper spray while on duty, with two exceptions:

1) Volunteers who work at the Field Sports Park; and have the approval of the Range Master and who otherwise qualify to possess, carry and handle a firearm in accordance with all applicable local, state and federal laws, and Park policies.

2) For any Interpretive Programs that might involve the use of or presentation of replica or antique weapons or black powder provided he/she qualifies to possess, carry and handle a firearm in accordance with all applicable local, state and federal laws, and Park policies.

9.2 Use of County Vehicles

Volunteers may operate County motor vehicles and equipment on County business when authorized by Supervisors/Managers/Unit Volunteer Liaisons. Volunteers are subject to the same legal and administrative requirements as County employees and must obtain a County Driver’s Authorization prior to operating a County vehicle.

The following is the process for a volunteer to receive their County Driver’s Authorization:

i. Park Manager identifies the need for a Volunteer to drive.

ii. Park Manager has the volunteer submit the following forms and complete all requisite training

1. Request for County Driver Authorization – Form 6049
3. Driver’s Responsibility Form – Form 6648 (only if volunteer intends to use personal vehicle while on official County Business).

iii. Volunteer Program office asks the volunteer to provide:

- Current DMV print out
- Copy of driver’s license

iv. The Volunteer completes the online training course through the County’s online training portal or schedules an appointment with the Volunteer Program to complete the video training in person. To schedule in-person training, the volunteer should contact the Parks Volunteer Program Monday through Friday, from 8 a.m. to 5 p.m., by phone (408) 918-4930 or email volunteer@prk.sccgov.org

v. Completion certification is kept in the Volunteer’s online training record in Samaritan and a copy sent to ESA.

For more information regarding the Use of County Vehicles or the Comprehensive Vehicle Policy – Board Policy 3.52, please access the link below from a County computer or by requesting it from County staff:
For more information regarding the County Driver Permit Policy, please access the link below from a County computer or by requesting it from County staff:

9.3 Use of Privately Owned Vehicles

Volunteers may use their privately-owned vehicles on County business if authorized in advance by the Department designee. A valid California driver’s license is required if driving on official County business along with proof of insurance. Private vehicles are not allowed on trails or in areas designated for County Park vehicles unless expressly approved by Park Managers.

9.4 Reporting Motor Vehicle Accidents

All motor vehicle accidents involving a County-owned vehicle, or any motor vehicle being used on authorized County business must be reported immediately, following the same protocols as employees. Refer to Appendix B to find a copy of the Vehicle Accident/Incident Report.

9.5 Use of County Equipment

The use of power equipment by volunteers is restricted to those individuals who are assessed and authorized by qualified park staff in the proper use of that specific equipment, and where certification or training is required, such requirements must be met first. Volunteers must demonstrate, to the satisfaction of the Park Manager, proficiency in the safe operation and care of the equipment or machinery and a thorough understanding of all applicable safety measures. This authorization must be submitted by the authorizing park staff person and tracked in the volunteer’s training record in their Samaritan profile using the equipment training record found in Appendix B. Volunteers must be age 18 or older to operate any power equipment.

Volunteers shall be provided appropriate training and personal protective equipment prior to the use of any piece of power equipment or to drive any County vehicles.

9.6 Use of Personal Property

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

Volunteers shall not borrow County equipment for personal use. Such unauthorized use of County-owned equipment may result in a volunteer’s dismissal and criminal charges.
9.7 Safety

These safety protocols apply to both volunteers and staff. Other safety and health standards may apply. Prevention is key.

- Safe work practices and potential hazard identification must be addressed prior to commencing any assignment.
- All volunteers must be properly trained prior to commencing any assignment.
- All work-related injuries/illnesses must be immediately documented and analyzed per County, Cal-OSHA and USA-OSHA policy.
- Qualified staff will document the training and use of motor vehicles or power equipment by volunteers. (See Record of Volunteer Training Form in Appendix B.)
- Minors are not authorized to use any motor vehicles or power equipment.
Chapter 10: Volunteer Uniforms

As representatives of Santa Clara County Parks & Recreation, volunteers are responsible for presenting a favorable image to visitors. All long-term volunteers will be issued an official uniform and will be expected to wear a volunteer uniform whenever they are on duty, so they may be easily recognized as official Santa Clara County Park representatives.

10.1 Basic Uniform

Long-term volunteers will be issued an official County Parks volunteer name tag and polo shirt, docent vest, or T-shirt with the volunteer logo or patch. Park Managers may approve uniform pants or shorts if required by the volunteer opportunity. Alternative acceptable bottoms include pants, shorts or skirts that are khaki, dark green, black or denim in good condition. Volunteers may additionally choose to wear a solid color white, tan, dark green or black long-sleeve shirt under their volunteer T-shirt when the weather is cool to provide additional layering. Volunteers may also wear bucket hats or ball caps with the County logo and Volunteer insignia on it and/or attach a volunteer patch to other personal outerwear items as approved in advance by Park Managers so that they may still be recognizable to the public while wearing personal rain or inclement weather protection.

10.2 Volunteer Patch

The approved volunteer patch will be sewn onto any volunteer polo shirts or docent vests issued to long-term volunteers. It is similar in design to the official Santa Clara County Parks & Recreation Department uniform shoulder patch, with the addition of the word “VOLUNTEER” at the bottom of the patch.

Individual patches may be requested by volunteers and distributed at the discretion of the Parks Volunteer Program.
10.3 Vests

Long-term volunteers, including Interpretive Docents, Outdoor Recreation Docents and Visitor Center Hosts may wear a volunteer vest designated by their program or unit. Vests may be worn as an alternative to the official volunteer polo shirt.

10.4 Outerwear

Outerwear pieces such as fleece vests or windbreakers bearing the volunteer patch may be available at each Park Unit for volunteers to wear while on duty. They must be returned to the Park Unit’s office at the end of the volunteer’s shift. Volunteers may purchase their own fleece vest or windbreaker with the volunteer patch by contacting the Parks Volunteer Program or may receive outerwear uniform items as part of the recognition program (see Chapter 11).

10.5 Volunteer Hats

Upon request, long-term volunteers will be issued either a baseball cap or a bucket hat to be worn as a uniform item. They bear the County Parks logo and identify the wearer as a volunteer.
CHAPTER 11: Volunteer Recognition

Santa Clara County Parks is grateful for the contributions all volunteers make in our community, and meaningful recognition is a vital element to retaining valuable volunteers and to ensuring quality programs.

11.1 Types of Volunteer Recognition

- **Annual Recognition Event**: Volunteers who maintain active status and contribute minimum hours are invited to the Annual Volunteer Recognition Event.
- **Annual Recognition Item**: Volunteers who attend the Annual Recognition Event may, at County’s discretion, receive a recognition item in acknowledgement and appreciation of their contributions.
- **Parking Passes**: Volunteers who donate more than 100 volunteer service hours in a calendar year may, at County’s discretion, receive an annual Venture Pass issued by the Volunteer Program. See “Ch. 12: Volunteer Parking Passes” for details.

11.2 Milestone Recognitions

The volunteer program may, at the County’s discretion, provide recognition awards, benchmark service pins, certificates of achievement and/or special thank-you gifts annually to volunteers when they meet a new cumulative milestone for lifetime hours served. Park staff should help make sure that all volunteers are recognized for their achievements. Awards and recognition items are subject to available funding.

The cumulative hours benchmarks for lifetime service are:

<table>
<thead>
<tr>
<th>Lifetime Hours Benchmarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 hours</td>
</tr>
<tr>
<td>100 hours</td>
</tr>
<tr>
<td>200 hours</td>
</tr>
<tr>
<td>250 hours</td>
</tr>
<tr>
<td>500 hours</td>
</tr>
<tr>
<td>1000 hours</td>
</tr>
<tr>
<td>1500 hours</td>
</tr>
<tr>
<td>2000 hours</td>
</tr>
<tr>
<td>2500 hours</td>
</tr>
<tr>
<td>3000 hours</td>
</tr>
<tr>
<td>3500 hours</td>
</tr>
<tr>
<td>4000 hours</td>
</tr>
<tr>
<td>4500 hours</td>
</tr>
<tr>
<td>5000 hours</td>
</tr>
</tbody>
</table>

*Benchmarks continue upward in increments of 500 hours*
Chapter 12: Volunteer Parking Passes

12.1 Complementary Park Passes


Volunteer Day Pass

Day passes may be given to short-term volunteers upon request as a way of ensuring free and convenient access into the County Park when and where they are volunteering. The pass allows the volunteer free day-use access.

Temporary Volunteer Parking Pass

Temporary Parking Passes (pictured at right) may be issued to long-term volunteers as a way of ensuring free and convenient access into the County Park where they are volunteering. The pass may be made available to all volunteers who meet the minimum work requirements for maintaining active volunteer status, as established by the volunteer opportunity description. The pass allows the volunteer free-use access for the duration of their volunteer assignment up to a full year in the park where they are stationed. The pass must be surrendered if the volunteer becomes inactive.

Venture Pass

For volunteers who contribute a minimum of 100 hours in a calendar year (January 1 through December 31) a County Parks day-use Venture Pass may, at the County’s discretion, be awarded the following year to thank them for their work and to encourage their further exploration of the County Park system. Service time cannot be accrued over different years and hours must be reported by January 15th for the preceding year. The annual Venture Pass is valid for one calendar year from the date of issuance. The pass allows the volunteer day-use access to all County Parks and are not transferrable.

No awards or other recognition shall be given in advance of hours or services contributed.

When a volunteer becomes inactive, they must return their Temporary Volunteer Parking Pass. An inactive volunteer’s Venture Pass earned for the previous year’s work will remain valid through the current calendar year and shall be retained by the volunteer.
12.2 Ordering and Issuing Volunteer Passes

Ordering Day and Temporary Volunteer Passes
Day Passes and Temporary Parking Passes must be documented and accounted for. Day and Temporary Volunteer Parking Passes are ordered and issued by the County Parks Volunteer Program Coordinator. For auditing purposes, the County Parks Volunteer Program shall maintain a list of volunteers who are issued Day and Temporary Volunteer Parking Passes in their volunteer profile. Volunteer Day Passes and Temporary Volunteer Parking Passes will be issued upon request.

Issuing Venture Passes to Volunteers
The County Parks Volunteer Program may issue an annual Santa Clara County Parks Venture Pass to volunteers that have accumulated at least 100 service hours during the previous calendar year and which have been recorded in their online logbook by January 15th of the current calendar year. Unit and/or program staff is responsible for verifying volunteer hours and confirming records with the Volunteer Program before January 15th. Only one 100-hour County Parks Venture Pass may be issued per calendar year even if the volunteer’s total hours worked for the year exceeds 100 hours.

12.3 Volunteer Use of Parking Passes

Volunteer passes are not transferable. When a volunteer presents his or her pass upon entering any County Park Unit, a valid form of identification may be requested by the kiosk attendant. In those County Park Units with unstaffed kiosks, the pass should be displayed in plain view on the vehicle’s dashboard.
Chapter 13: Separation Procedures and Documentation

13.1 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 noted in the volunteer’s Samaritan profile.

13.2 Dismissal

Either County Parks or the volunteer may terminate the volunteer relationship at any time and without cause. County Parks 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 Park Managers to determine whether a specific volunteer or volunteer group is appropriate for the needs and requirements of County Parks. If necessary, staff may terminate an agreement if the volunteer repeatedly fails to fulfill his or her responsibilities as specified in their opportunity description or if he/she is not performing satisfactorily. Dismissing a volunteer is not done lightly and requires the approval of the Park Ranger or Maintenance Supervisor. The Volunteer Program must be included in the discussion prior to a volunteer being released for service and the volunteer status updated upon termination in their Samaritan profile. Parks staff shall not discriminate in any decision to end a volunteer relationship or to discontinue the use of any volunteer services.

13.3 Documentation and Records Retention

Upon notification, the Park Manager or Unit Volunteer Liaison will complete the separation in the volunteer’s profile in Samaritan to document the separation. The volunteer records and any related documentation must be retained indefinitely following a volunteer’s separation. It is the Park Manager and/or Unit Volunteer Liaison’s responsibility to notify the Volunteer Program upon the separation of a volunteer.

If the volunteer intends to use his or her work experience as a means of qualifying for a job either in or outside Santa Clara County Parks, the volunteer
may request, and the supervisor may provide, a letter verifying the type of work performed. A copy of this letter should be kept in the volunteer’s Samaritan profile.

13.4 Returning Uniforms and Volunteer Parking Passes

A volunteer must return their Temporary Volunteer Parking Pass and uniform items upon separation.

13.5 Exit Meeting

An exit meeting can be helpful to both the volunteer and Volunteer Program when an individual ends their service. (See Appendix B for suggested Exit Interview form.)
SECTION 4: APPENDICES

Appendix A: General Information
1. History of the Santa Clara County Parks Volunteer Program
2. Santa Clara County Volunteer Policy (Coming Soon)
3. Tax Benefits of Volunteerism

Appendix B: Staff Resources
1. Request for County Driver Authorization
2. Authorization for Driver Record Release
3. Driver Responsibility Statement
4. Vehicle Accident/Incident Report
5. Supervisor’s Review of Employee’s Motor Vehicle Accident
6. Injury Accident Report Form
7. Volunteer Power Tool Training Record
8. Successful Volunteer Event Checklist
9. Long-Term Volunteer Position/Training Requirements Matrix
10. Volunteer Orientation Checklist
11. Volunteer Performance Evaluation
12. Volunteer Exit Interview
13. Samaritan Use Guidelines and Training Resources

Appendix C: Volunteer Forms and Resources
1. Volunteer Application
2. Volunteer Event Release and Roster
3. Adult Long-Term Release and Waiver
4. Adult Short-Term Release and Waiver
5. Youth Volunteer Parental Release Form
7. Friends Group Guidelines
8. Camp Host Guidelines
9. Interpretive Docent Guidelines

Appendix D: Volunteer Opportunity Descriptions
VP 101 – Trail Watch
VP 102a – Trail Crew
VP 102b – Trail Crew Lead
VP 103 – Camp & Site Host
VP 104 – Interpretive Docent
VP 105a – Outdoor Recreation Docent
VP 105b – Paddle Program Volunteer
VP 106 – Visitor Center Host
VP 107 – Volunteer Lead / Park Ambassador
VP 108 – Land Steward / Maintenance Volunteer
VP 109 – Natural Resources Monitor
VP 110 – Archives and Collections
Appendix A: General Information

History of the Santa Clara County Parks Volunteer Program

Beginnings

The roots of organized volunteerism in Santa Clara County Parks can be traced to a group of dedicated citizens. In 1978 the Trails and Pathways Master Plan for Santa Clara County was developed to provide the people of Santa Clara County the opportunity to reach the County’s natural areas and recreational facilities without total dependency on the automobile. Local equestrians, many who were members of the San Martin Horseman’s Association, participated in the trails planning process.

Joan Throgmorton, a longtime member of the Horseman’s Association, recalls several group members were inspired to begin an organized volunteer program in County Parks by visits to other parks across the region and nationwide. “We realized that if they can do this in other places, why can’t we here?” Joan said.

As a result, the Santa Clara County Department of Parks and Recreation Equestrian Volunteers were formally organized and in 1983 Supervising Park Ranger Milan Wasick, a staunch advocate of the mounted patrol concept, coordinated the program’s initiation at Mt. Madonna Park.

Martial Cottle Program Manager Eric Goodrich was a seasonal Park Ranger at Mt. Madonna Park when the program began. “At the time, equestrians were charged to ride either daily for $2, or on an annual pass for $20. The volunteers did not have to pay (fees) and we issued them maps, and blue vests with our round (department) patch and a rocker patch identifying them as volunteers. I vividly recall Chere Barger, Marilyn Orlando and Joan Throgmorton patrolling on a regular basis.”

The New Almaden Quicksilver County Park Association (NAQCPA) also began at about this same time and continue to play a vital role to this day. This was the first Friends Group at County Parks.

Regional Park Manager Ray Garcia was a huge proponent of parks volunteers, and Ray implemented a formal, department wide program in 1990, relying on interns, an extra help employee and assistance from field staff. In 1993, while Senior Ranger at Hellyer-Santa Teresa County Park, Eric Goodrich met Mike and Dorene Boulland, a local couple who were passionate about their regional parks. Eric assisted the Boulland’s in forming the Friends of Santa Teresa County Park. “We did a lot of trail work back then, including building the Rocky Ridge and Fortini Trails,” Eric said. Today, the Friends of Santa Teresa remain one of the program’s most active Friends Groups.

In 1993, Senior Park Ranger Chris Crockett began to serve as Volunteer Coordinator, and in 1995 Chris assumed the role as the Department’s first fulltime Volunteer Coordinator. Chris developed and launched the Trail Watch Program in 1994, and in 1995 the department began its long-standing participation with South Bay Fishing in the City. In partnership with the California Department of Fish & Game, the City of San Jose, and local Rotary International clubs, this hugely successful program teaches fishing to urban children largely with the assistance of dedicated County Parks volunteers.
The Volunteer Program continued to branch out to include larger events, including California Coastal Cleanup Day beginning in 1996, and National River Cleanup Day in 1998. Both events continue to thrive in Santa Clara County, and the Volunteer Program plays a key role in these efforts both as a co-sponsor and as a host for cleanup sites.

Under the leadership of Chief Park Rangers Bill Ventura and Matt Anderson, with Volunteer Coordinators Crockett, John Heenan, Sabine Sander, Heidi McFarland and John George, the program continued its expansion into the 21st Century. As existing programs grew, and new programs and events were added, volunteers were increasingly recognized department-wide as an invaluable resource to help keep County Parks a clean, safe and friendly environment.

Gloria Gill became the first Volunteer Program Manager in 2008, and with Gloria’s guidance the program expanded its presence into the local business community, increased recruitment for Friends Groups and the Adopt-a-Trail program, and added a variety of regularly scheduled events such as cleanup days, non-native plant species mitigation, and trail building and maintenance. In 2012, the Volunteer Program began a partnership with AmeriCorps NCCC and in 2013 teamed up with the Probation department to provide skill building and community service through the Teaching Adolescents Skills in the Community Program (TASC).

Volunteers now serve an average of about 40,000 hours per year for County Parks – an equivalent to about 24 fulltime workers – assisting park staff to achieve goals that might otherwise be compromised or unrealized. Today volunteers are involved with all aspects of County Parks including trail operations, natural resources, maintenance, visitor centers, museums, interpretation and outdoor recreation.

The chart below highlights the numbers of volunteers and the hours they contributed to County Parks over the past 10 years.

**Santa Clara County Parks Volunteers, Year 2004 – 2016**

<table>
<thead>
<tr>
<th>Calendar Year</th>
<th>Total Volunteers / Groups</th>
<th>Hours Contributed</th>
<th>CA Independent Sector Value</th>
<th>Economic Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>Unknown</td>
<td>32,286</td>
<td>$19.74</td>
<td>$637,325.64</td>
</tr>
<tr>
<td>2005</td>
<td>Unknown</td>
<td>34,337</td>
<td>$20.36</td>
<td>$699,101.32</td>
</tr>
<tr>
<td>2006</td>
<td>Unknown</td>
<td>38,039</td>
<td>$21.14</td>
<td>$804,144.46</td>
</tr>
<tr>
<td>2007</td>
<td>Unknown</td>
<td>33,714</td>
<td>$21.96</td>
<td>$804,144.46</td>
</tr>
<tr>
<td>2008</td>
<td>2,445</td>
<td>34,271</td>
<td>$22.62</td>
<td>$775,210.02</td>
</tr>
<tr>
<td>2009</td>
<td>1,961</td>
<td>51,099</td>
<td>$23.42</td>
<td>$1,196,738.58</td>
</tr>
<tr>
<td>2010</td>
<td>1,298</td>
<td>48,164</td>
<td>$24.18</td>
<td>$1,164,605.52</td>
</tr>
<tr>
<td>2011</td>
<td>775</td>
<td>63,838</td>
<td>$24.75</td>
<td>$1,579,990.50</td>
</tr>
<tr>
<td>2012</td>
<td>435</td>
<td>77,317</td>
<td>$26.01</td>
<td>$2,011,015.17</td>
</tr>
</tbody>
</table>
### Section 4: Appendices

**Appendix A: General Information**

<table>
<thead>
<tr>
<th>Year</th>
<th>Volunteers</th>
<th>Hours Worked</th>
<th>Average Hourly Rate</th>
<th>Total Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>493</td>
<td>94,201</td>
<td>$26.34</td>
<td>$2,481,254.34</td>
</tr>
<tr>
<td>2014</td>
<td>311</td>
<td>65,491</td>
<td>$26.87</td>
<td>$1,759,743.17</td>
</tr>
<tr>
<td>2015</td>
<td>271</td>
<td>35,196</td>
<td>$27.59</td>
<td>$971,057.64</td>
</tr>
<tr>
<td>2016</td>
<td>260</td>
<td>39,733</td>
<td>$28.46</td>
<td>$1,130,801.18</td>
</tr>
</tbody>
</table>

Notes on above data:
2008 – Transition to new Volunteer Reporter Software database
2017 – Transition to Samaritan Software database
Santa Clara County Volunteer Policy (Coming Soon)
Tax Benefits of Volunteerism

Those added expenses that go along with donating your time and services as a volunteer for County Parks might be deductible when filing your taxes, if you keep a good written record. Generally, out-of-pocket expenses accumulated while serving as a volunteer with a “qualified organization,” such as a government agency or a non-profit organization, can be deducted as charitable contributions. The amounts must not be reimbursed, and the expenses incurred must be directly the result of the services given. They cannot be personal, living, or family expenses. Although we value your time and efforts, the monetary value of your time and services is not a deductible charitable contribution. The following is a summary of charitable contributions, as stated in IRS Publication 526, that may be deducted on your next tax return (Note: This summary was prepared by park staff for informational purposes only. This information should be discussed with a qualified tax preparer, CPA, or attorney to evaluate its applicability to every individual’s case):

*Uniforms:* The cost and upkeep of uniforms not suitable for everyday use and that must be worn while performing donated services can be deducted.

*Car Expenses:* Out-of-pocket expenses (the cost of gas and oil) directly related to the use of your car in giving services to a charitable organization may be deducted. If you don’t want to deduct your actual expenses, you can use a standard mileage rate for the given tax year to figure your contribution. Parking fees and tolls may also be deducted. Reliable written records of your car expenses are a must!

*Travel Expenses:* Travel expenses incurred while you are away from home performing services for a charitable organization can be deducted if there is not significant element of personal pleasure, recreation, or vacation in the travel. Travel expenses include the cost of air, rail, bus, car, taxi, lodging, and meals.

*Conventions:* As a chosen representative at a convention given by a qualified organization, you may deduct actual unreimbursed expenses, of a reasonable amount, for transportation, meals, and lodging for yourself.

For a more complete discussion regarding charitable deductions, contact the IRS:
  Free Publications and Forms: 1-800-tax-form (1-800-829-3676)

The three publications used to develop this summary are available free of charge from the IRS:
  *Your Federal Income Tax*, Publication 17
  *Charitable Contributions*, Publication 526
  *Instructions for Form 8283: Non-cash Charitable Contributions*
Appendix B: Staff Resources

Request for County Driver Authorization

County of Santa Clara
Request For County Driver Authorization

<table>
<thead>
<tr>
<th>Applicant’s Name (Last, First, MI)</th>
<th>Employee ID Number</th>
<th>Date of Birth</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Applicant Status:</th>
<th>Permanent</th>
<th>Temporary</th>
<th>Volunteer</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>California Driver License Number</th>
<th>Expiration Date</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Dept. Budget Unit</th>
<th>Department Address</th>
</tr>
</thead>
</table>

I request consent to obtain a County Driver Authorization.

I will maintain a valid California Driver License.
I will notify my department immediately if my California Driver License is suspended, revoked or placed on probation.
I understand my statement will be checked with the Department of Motor Vehicles.
I understand falsification of any statements may result in disciplinary action.

I have read and understand the above requirements.
I have also read and understand County Policy 706, Safe Driving Program and County Policy 706.1, Vehicle Use - County Driver Authorization

<table>
<thead>
<tr>
<th>Signature of Applicant</th>
<th>Date</th>
</tr>
</thead>
</table>

Approval

I approve this applicant’s request to obtain a County Driver Authorization.

<table>
<thead>
<tr>
<th>Department Head or designee Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Department Driver Training Coordinator

<table>
<thead>
<tr>
<th>Valid California Driver License?</th>
<th>Yes</th>
<th>No</th>
<th>Expiration Date:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Employee Entered Into DMV Employer Full Program?</th>
<th>Yes</th>
<th>Entry Date:</th>
</tr>
</thead>
</table>

Department/Agency - Maintain copy with employee driver training records
Authorization for Driver Record Release

EMPLOYEE PULL NOTICE PROGRAM

AUTHORIZATION FOR
RELEASE OF DRIVER RECORD INFORMATION

I, ________________________________, California Driver License Number: ________________________________, hereby authorize the California Department of Motor Vehicles (DMV) to disclose or otherwise make available, my driving record, to my employer: ________________________________.

I understand that my employer may enroll me in the Employer Pull Notice (EPN) program to receive a driver record report at least once every twelve (12) months or when any subsequent conviction, failure to appear, accident, driver's license suspension, revocation, or any other action is taken against my driving privilege during my employment.

I am not driving in a capacity that requires mandatory enrollment in the EPN program pursuant to California Vehicle Code (CVC) Section 1808.1(k). I understand that enrollment in the EPN program is in an effort to promote driver safety, and that my driver license report will be released to my employer to determine my eligibility as a licensed driver for my employment.

EXECUTED AT: ________________________
DATE: ________________________
SIGNATURE OF EMPLOYEE: ________________________
COUNTY: ________________________
STATE: ________________________

I, ________________________________, AUTHORIZED REPRESENTATIVE, of ________________________________, COMPANY NAME: ________________________________, do hereby certify under penalty of perjury under the laws in the State of California, that I am an authorized representative of this company, that the information entered on this document is true and correct, to the best of my knowledge and that I am requesting driver record information on the above individual to verify the information as provided by said individual. This record is to be used by this employer in the normal course of business and as a legitimate business need to verify information relating to a driving position not mandated pursuant to CVC Section 1808.1. The information received will not be used for any unlawful purpose. I understand that if I have provided false information, I may be subject to prosecution for perjury (Penal Code Section 118) and false representation (CVC Section 1808.45). These are punishable by a fine not exceeding five thousand dollars ($5,000) or by imprisonment in the county jail not exceeding one year, or both fine and imprisonment. I understand and acknowledge that any failure to maintain confidentiality is both civilly and criminally punishable pursuant to CVC Sections 1808.45 and 1808.46.

EXECUTED AT: ________________________
DATE: ________________________
SIGNATURE AND TITLE OF AUTHORIZED REPRESENTATIVE: ________________________
COUNTY: ________________________
STATE: ________________________

To obtain a driver record on a prospective employee you may submit an INF 1119 form. To add this driver to the EPN Program you must submit the applicable forms: INF 1100, INF 1102, INF 1103, INF 1103A form. You may obtain forms at our website at www.dmv.ca.gov/otherServices, or by calling 916-657-6346.

THIS FORM MUST BE COMPLETED AND RETAINED AT THE EMPLOYER'S PRINCIPLE PLACE OF BUSINESS AND MADE AVAILABLE UPON REQUEST TO DMV STAFF.

DO NOT RETURN THIS FORM TO DMV.

INF 1101 (NEW 3/2003) WWW
Driver Responsibility Statement

County of Santa Clara

DRIVER RESPONSIBILITY STATEMENT

Applicant's Name (Last, First, Ml)  Employee Number  Agency and Department

I request authorization to drive a private automobile on County business.

I understand:

Issuance of a County Driver Authorization is contingent on possession of a valid California Driver License. Driving on behalf of the County in a County-owned or private automobile is not permitted unless both the County driver authorization and California driver license are current.

When driving a private vehicle on County business, I will maintain in full force and effect valid vehicle insurance and provide evidence of such to the County by either insurance identification card or declarations page.

I have read and understand the above requirements.
I have also read and understand County policy 706.2, Vehicle Use - Business Use of Private Vehicles, on using private vehicles for County business.

Signature of Applicant  Date

Department Head or Designee Approval

I approve this applicant's request to drive a private automobile on County business.

Department Head Signature or designee  Date

Valid County Driver Authorization? Yes ___ No ____  County Driver Authorization Expiration Date ________
Valid California Driver License? Yes ___ No ____  Valid Auto Insurance? Yes ___ No ____
Effective Date or Approval Date ________  Disapproval Date ________

Department/Agency - Maintain copy with employee driver training records

6448 Rev 06/01/2012  DRP Form 6448-RS

Section 4: Appendices
Appendix B: Staff Resources
# County Vehicle Accident Report

**SANTA CLARA COUNTY - VEHICLE ACCIDENT INCIDENT REPORT**

**PLEASE PRINT - Fill out immediately**

<table>
<thead>
<tr>
<th>NAME OF EMPLOYEE</th>
<th>VIN #</th>
<th>MODEL/TYPE</th>
<th>YEAR</th>
<th>LICENSE NO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**DRIVER'S LICENSE NUMBER:**

<table>
<thead>
<tr>
<th>TYPE OF VEHICLE ASSIGNMENT:</th>
<th>DEPARTMENTAL</th>
<th>PERMANENTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PRIVATE VEHICLE MAKE:**

<table>
<thead>
<tr>
<th>NAME</th>
<th>MODEL/TYPE</th>
<th>STREET NUMBER AND NAME</th>
<th>CITY</th>
<th>STATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PRESENT LOCATION OF VEHICLE:** In Operation

**INJURY TO OTHER VEHICLE(s):**

<table>
<thead>
<tr>
<th>S/P</th>
<th>INJURED VEHICLE(s)</th>
<th>INJURED VEHICLE(s) PROPERTY DAMAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**INJURED PERSONS:**

<table>
<thead>
<tr>
<th>NAME</th>
<th>COUNTY EMPLOYEE</th>
<th>OTHER</th>
<th>BIRTH DATE</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SERIOUS INJURY:**

**DESCRIPTION OF INJURY:**

**SUPERVISOR:**

<table>
<thead>
<tr>
<th>NAME</th>
<th>COUNTY EMPLOYEE</th>
<th>OTHER</th>
<th>BIRTH DATE</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SUPERVISOR:** Review this report with employees to determine completeness. Keep a copy for your department and forward the original to the County Insurance/Claims Division. List employee's Budget Unit #, Cost Ctr. #, and Employee ID#.

---

**Section 4: Appendices**

**Appendix B: Staff Resources**
### Section 4: Appendices
Appendix B: Staff Resources
Supervisor’s Review of Employee’s Motor Vehicle Incident

<table>
<thead>
<tr>
<th>☐ County Vehicle</th>
<th>☐ Personal Vehicle</th>
</tr>
</thead>
</table>

**SUPERVISOR’S REVIEW OF EMPLOYEE’S MOTOR VEHICLE INCIDENT**

SUPERVISOR, PLEASE NOTE: this is not designed to find fault or blame. Rather, it is an analysis to gather facts, determine causes, and develop corrective action to control or eliminate preventable accidents. Use this form to conduct your review. Forward completed review, in accordance with your department’s procedures, to ESA Insurance as soon as possible. If you have any questions regarding these procedures, call ESA Insurance at 408-441-4340.

**DRIVER DATA**

<table>
<thead>
<tr>
<th>NAME OF DRIVER (LAST, FIRST)</th>
<th>DATE OF ACCIDENT</th>
<th>ESA INSURANCE CLAIM NO.</th>
</tr>
</thead>
</table>

**AGENCY/DEPARTMENT**

DIVISION, SECTION, ETC (do not abbreviate)

**DAYS(S) ATTENDED: COUNTY DRIVER TRAINING:**

<table>
<thead>
<tr>
<th>☐ NEVER</th>
<th>☐ VIDEO</th>
<th>☐ LECTURE</th>
<th>☐ BEHIND THE WHEEL</th>
<th>☐ OTHER (describe)</th>
<th>DATE(S):</th>
</tr>
</thead>
</table>

**DRIVING FREQUENCY:**

<table>
<thead>
<tr>
<th>☐ RARELY</th>
<th>☐ OCCASIONALLY</th>
</tr>
</thead>
</table>

**HOURS ON JOB PRIOR TO ACCIDENT**

**LENGTH OF EXPERIENCE DRIVER INCIDENT VEHICLE**

**VEHICLE DATA**

<table>
<thead>
<tr>
<th>County Vehicle Number</th>
<th>Vehicle License Number</th>
<th>Year and Model</th>
</tr>
</thead>
</table>

**CONTRIBUTING FACTORS (Check All That Apply)**

| ☐ Failure to Observe (i.e. backing, striking fixed objects, etc.) | ☐ Backing (Unsafe, ill-advised) |
| ⬜ Failure to Secure (doors, taillights, load) | ☐ Mechanical Defect Unreported |
| ☐ Failure to Wait for Move to be Safely Made | ☐ Failure to Use/Provide Spotter |
| ☐ Following Too Closely (insufficient time to stop) | ☐ Inadequate Supervision |
| ☐ Lack of Foresight (i.e. check clearance) | ☐ Assigned to Vehicle without Adequate Training |
| ☐ Improper Parking/Lane Change/Turn | ☐ No Policy/Procedure |
| ☐ Inadequate Training/Familiality w/Vehicle | ☐ Wrong Vehicle for Job |
| ☐ Disregard of Safety Rules/Procedures | ☐ No Warnings Posted |
| ☐ Failure to Use, Adjust Mirrors/Seatbelts | ☐ Hazards Not Previously Identified |
| ☐ Failure to Allow for Weather Conditions | ☐ Damaged While Properly Performing Task |
| ☐ Failure to Stop/Yield | ☐ Vehicle Parked |
| ☐ Too Fast for Conditions | ☐ Reckless Driving |
| ☐ Excessive/Unsafe Speed | ☐ Driving while Distracted (i.e. texting, eating, phone) |
| ☐ Inattention to Driving | ☐ Other (Describe Below) |
| ☐ Asleep at the Wheel | |

**CORRECTIVE MEASURES (Check All That Apply)**

| ☐ None | ☐ Review Facts of Accident With Driver |
| ☐ Complete County Driver Training Course | ☐ Examination of Driver to Determine Ability to Drive |
| ☐ Video Lecture | ☐ Suspension From All Driving Duties |
| ☐ Correct Driving Practices Observation (By Third Party) | ☐ Disciplinary Action in Accordance with Guidelines |
| ☐ Institute Policies/procedures to Avoid Recurrence | ☐ Other (describe below) |

**SUPERVISOR’S NAME (print):**

**SUPERVISOR’S SIGNATURE:**

<table>
<thead>
<tr>
<th>☐ PHONE NUMBER</th>
<th>DATE</th>
</tr>
</thead>
</table>

**FINAL REVIEW BY AGENCY/DEPARTMENT HEAD (signature):**

DISTRIBUTION: ESA INSURANCE DEPARTMENT EMPLOYEE

Revised 5/8/2015 by Parks and Recreation Department
Accident Report Form

Santa Clara County

ACCIDENT REPORT FORM
(Not to be used for Workers' Comp.)

Confidential Attorney-Client Communication

Date of accident: __________________________ Time: __________________________

Name of individual involved: __________________________ Date of birth/age: __________________________

Home address: __________________________ Phone: __________________________

Business address: __________________________ Phone: __________________________

Occupation: __________________________

Contact person: __________________________ Relationship: __________________________

Address: __________________________ Phone: __________________________

Accident location: __________________________

Conditions at accident site (wet, dry, icy, etc.): __________________________

Describe accident in your own words. Use back of page if necessary:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Extent of injury and/or damages:

________________________________________________________________________

________________________________________________________________________

Is individual insured? [ ] Yes [ ] No Insurance company: __________________________

Medical attention required? [ ] Yes [ ] No

If "Yes," name of medical facility:

Name of County employee notified of accident:

Date and time of notification:

WITNESSES:

Name __________________________ Address __________________________ Phone: __________________________

( )

( )

( )

Name of County employee completing form: __________________________

Today's Date: __________________________

County Department: __________________________ Work phone: __________________________

Send to: ESA Insurance
2310 N. First Street, Suite 203
San Jose, CA 95131
OR FAX: (408) 441-4341

1673 REV 01/06
For questions, call ESA Insurance at (408) 441-4340
**Volunteer Power Tool Training Record**

This training record is to document a volunteer's instruction by an appropriately trained park employee on the proper safety protocols, personal protective equipment, operation, and proper care of all types of power equipment. Each tool should be documented separately on this form and noted in the volunteer's training record in Samaritan.

**VOLUNTEER NAME:**

<table>
<thead>
<tr>
<th>Name of Tool / Equipment</th>
<th>Date</th>
<th>Volunteer initials</th>
<th>Instructor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Compressor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power Drill</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drill Press</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Pumper</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Generator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grinder</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>String line Trimmer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DR Trimmer/Mower</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backpack Blower</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walk behind Mowers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power Sander</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circular Saw</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cut-off Saw</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compound Miter Saw</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reciprocating saw</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Volunteers are not permitted to operate power pruners or chain saws due to the additional training and certification required.*
## Successful Volunteer Event Checklist

### AT THE BEGINNING OF THE EVENT

- [ ] Arrive at the meeting place at least 20 minutes in advance of the start time. Set up a check-in area, unload and stage tools. Review your work plan; have a backup plan in mind if significantly more or fewer volunteers arrive than anticipated, or if other conditions may alter your original plan. Communicate changes with any support staff at the event.

- [ ] As volunteers arrive, make sure each has a valid Waiver completed through the online Samaritan DocuSign process. If they haven’t already done this, have them either signup electronically via a Smart Phone or Tablet or complete a paper copy of the Volunteer Release and Waiver Form. Don’t hesitate to greet them and answer questions as they arrive and check in.
  - [ ] Check that minors have valid Youth Volunteer Parental Release Forms in Samaritan or if not, have minor and parent register electronically or complete paper copies.

- [ ] Give your Introduction Talk:
  - [ ] Introduce self and any other staff, describe to volunteers the goals and the tasks at hand. Explicitly state that volunteers who do not sign in or minors who do not submit a Youth Volunteer Parental Release Form may not participate in the event.
  - [ ] Tool Safety Talk: If necessary, pick a tool and briefly demonstrate how to use it. Review common safety practices such as: stay 10 feet apart, tell someone before you pass them, etc. Remind volunteers to wear appropriate clothing or equipment (e.g., gloves, shoes, pants, etc.)

- [ ] Potential Hazard Talk: Identify potential hazards, e.g., poison oak, bees or yellow jackets, ticks, rattlesnakes, steep and/or slippery terrain, speeding cyclists on trails.

- [ ] Review common sense preventative measures such as using sunscreen or poison oak blocking lotion, staying hydrated, remaining cool or warm enough, or to take rest breaks.

- [ ] Invite anyone with a physical limitation or an at-risk health condition (heart problem, epilepsy, diabetic, etc.) to let you know in private before the work begins.

- [ ] Distribute supplies, such as tools and gloves, sun or poison oak block (if necessary); distribute water or tell volunteers what time to return to the meeting location for a break.

- [ ] Send volunteers to their assignment. If you have extra help, break into groups.

### DURING THE EVENT

- [ ] “Manage by walking about,” keep track of your volunteers’ progress and be aware where they are.

### AT THE END OF THE EVENT

- [ ] Collect tools and supplies. **Make sure all volunteers are accounted for.**

- [ ] Review the day’s accomplishments with the group. Thank them for coming and inform them of any upcoming volunteer events.
## Long-Term Volunteer Position Requirements

<table>
<thead>
<tr>
<th>Position Code</th>
<th>Position Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VP 101</td>
<td>Trail Watch</td>
</tr>
<tr>
<td>VP 102</td>
<td>Trail Crew</td>
</tr>
<tr>
<td>VP 103</td>
<td>Camp and Site Host</td>
</tr>
<tr>
<td>VP 105b</td>
<td>Interpretive Docent</td>
</tr>
<tr>
<td>VP 105a</td>
<td>Outdoor Recreation</td>
</tr>
<tr>
<td>VP 105i</td>
<td>Lead Site Host</td>
</tr>
<tr>
<td>VP 105</td>
<td>Trail Crew Lead</td>
</tr>
<tr>
<td>VP 106</td>
<td>Paddle Program</td>
</tr>
<tr>
<td>VP 106a</td>
<td>Visitor Center Host</td>
</tr>
<tr>
<td>VP 106b</td>
<td>Volunteer</td>
</tr>
<tr>
<td>VP 107</td>
<td>Ambassador</td>
</tr>
<tr>
<td>VP 107b</td>
<td>Park Lead / Park</td>
</tr>
<tr>
<td>VP 108</td>
<td>Volunteer</td>
</tr>
<tr>
<td>VP 108a</td>
<td>Leadership</td>
</tr>
<tr>
<td>VP 108b</td>
<td>Monitor</td>
</tr>
<tr>
<td>VP 109</td>
<td>Natural Resources</td>
</tr>
<tr>
<td>VP 110</td>
<td>Archives and Collections</td>
</tr>
</tbody>
</table>

### Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Required</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered in Samaritan</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Completed Waiver</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Live Scan</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Minimum Age</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>SCC Parks Program / Unit Orient</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>SCC Sexual Harass. Training</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>County Driver</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>First Aid / CPR</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Trail Watch Acad.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Radio Ops</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Basic Trails Maint.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Trail Crew Lead</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Interp – Informal</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Interp – Formal</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Computer Use Agreement</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Uniform Requirements Office</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

### Notes
- X = Required
- C = Optional
- Within 4 months of appointment
- Some positions may be conditional and can be either full or part-time.
## Volunteer Orientation Checklist

**Volunteer Orientation Checklist**

<table>
<thead>
<tr>
<th>Volunteer</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park Unit</td>
<td>Volunteer Position</td>
</tr>
</tbody>
</table>

- Confirm Online Registration, Waiver Form, and onboarding status/placement completed in Samaritan (provide assistance to volunteer if not)
- Discuss Volunteer’s opportunity description, including expectations and essential functions related to the assignment
- Discuss Volunteer’s schedule, including lunch and break times
- Present Overview of History, Philosophy, and Mission of Santa Clara County Parks (use Department marketing materials whenever possible)
- Explain general functions and purpose of the park unit and unit staff
- Introduce Park Unit Plans as appropriate, including the Collaborative Park Management Plan, Interpretive Plan, Natural Resources Plan, etc.
- Review Volunteer Code of Conduct and Conflict of Interest Policies
- Ensure volunteer has completed requirements such as Live Scan and Sexual Harassment Prevention Training – follow up and provide assistance on finalizing if not yet completed
- Discuss guidelines for filing discrimination/harassment complaints (Equal Opportunity Department)
- Review Unit Safety Procedures, discuss Safety, Injury & Illness Prevention, Cal/OSHA Reporting Requirements, Personal Protective Equipment
- Inform the volunteer how to report injuries or accidents to their supervisors
- Review appearance standards (grooming, uniforms, etc.)
- Introduce Volunteer to Park Unit Staff
- Provide tour of the unit facilities
- Provide initial job-specific training
- Explain unit practices and procedures (obtaining supplies, vehicle/equipment operation, telephone and computer use, etc.) as applicable
- List all County property issued (keys, uniforms, books, etc.) on Volunteer Application and Service Agreement
- Ensure that Volunteer knows whom to contact when he or she has additional questions

<table>
<thead>
<tr>
<th>Supervisor/Lead Staff Completing Checklist</th>
<th>Date</th>
</tr>
</thead>
</table>

(Attached scanned copy to Volunteer’s Samaritan Training File)
### Volunteer Performance Evaluation

#### Performance Evaluation

Periodic volunteer evaluations are an important tool in determining the effectiveness of a volunteer’s performance, the supervision of individual volunteers, and the overall volunteer training program.

<table>
<thead>
<tr>
<th>A. General Overview</th>
<th>Needs Improvement</th>
<th>Superior</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Relationships with County Parks staff</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2) Relationships with other volunteers</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3) Relationships with park visitors</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>4) Meeting work hour commitments</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>5) Individual initiative</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>6) Ability to handle difficult situations</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Evaluation of specific duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
</tr>
<tr>
<td>2)</td>
</tr>
<tr>
<td>3)</td>
</tr>
<tr>
<td>4)</td>
</tr>
<tr>
<td>5)</td>
</tr>
</tbody>
</table>

#### Supervisor’s comments for all “Needs Improvement” and “Superior” ratings

#### D. Supervisor/lead person’s general comments:

#### E. Volunteer’s comments:

Volunteer’s signature ___________________________ Date ____________

County Parks Supervisor’s signature ___________________________ Date ____________
## Volunteer Exit Interview

### Exit Interview

Managing a volunteer program is very challenging. One of the most difficult program management tasks is retaining long-term volunteers. In order to help us in our ongoing assessment of the County Parks Volunteer Program’s strengths and weaknesses, we ask that you answer the following questions. Please be truthful and forthcoming in your remarks; they will remain confidential and the information will be used only for our future management evaluations of the County Parks Volunteer Program.

<table>
<thead>
<tr>
<th>Name</th>
<th>Park Unit</th>
<th>Date</th>
</tr>
</thead>
</table>

**For how long were you a volunteer?**

**What kinds of volunteer position(s) did you hold?**

**Did you find that your initial and ongoing training was adequate for your position? If not, please explain:**

**What did you like most about being a volunteer?**

**What do you feel are the strengths of the Volunteer Program?**

**In what ways can our Volunteer Program be improved?**

**Overall, how would you rate your enjoyment in being a Volunteer? (1 = very poor, 10 = excellent)**

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
</table>

**Would you ever consider returning as a Volunteer, and why or why not?**

**Would you consider being “on call” for future special events?**

Thank you for all your time and thoughtfulness!
Samaritan Use Guidelines and Training Resources

All Samaritan training resources are available on Parks Connect on the Volunteer Program page...

**Buildings Grids and Filters**

**Using Logbooks and Running Reports**

**Building New Opportunities and Schedule Slots**

**Registering in eRecruiter and Searching for Opportunities**

**Building a New Email Inside eCoordinator**

**Building Prerequisites and Attaching Surveys**

Please contact the Volunteer Program Office staff for additional support with Samaritan Software
# Santa Clara County Parks Volunteer Application

(Long-term volunteers only)

<table>
<thead>
<tr>
<th>Name (First, MI, Last)</th>
<th>Home Address</th>
<th>City/State/Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone #</td>
<td>Alternate Phone #</td>
<td>Email Address</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Month</td>
<td>Day</td>
</tr>
<tr>
<td>Current Occupation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Emergency Notification:** In case of accident, serious illnesses, or an emergency, list the name of whom you wish to be notified

| Emergency Contact | Home Address | Telephone # |

Have you ever served as a County Parks Volunteer?  ☐ Yes  ☐ No  
If yes, please list positions or events and approximate dates:

Volunteer position you are seeking | Park preference, if known

Why are you interested in becoming a County Park Volunteer?

List any previous educational and employment experiences or special skills and interests that may contribute to Santa Clara County Parks

List two people not related to you who know your Work Quality

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


Do you have any existing physical or mental limitations that would affect your ability to volunteer and where you are assigned?  ☐ Yes  ☐ No
If yes, please describe accommodations needed:

**DOCUMENTATION (International Volunteers Only)**

All documentation for entry and temporary visitation to the United States must be in order prior to commencing volunteer service with Santa Clara County Parks.

<table>
<thead>
<tr>
<th>Country of Citizenship</th>
<th>Country of Residence</th>
<th>Do you currently have a Visa to the U.S?  ☐ Yes  ☐ No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>If yes, please list dates and visa type(s):</td>
</tr>
</tbody>
</table>
I hereby volunteer my services as a County Parks Volunteer for the job duties attached. I hereby certify that all statements made on this application are true and complete. In consideration for being allowed to participate as a volunteer for the County of Santa Clara and/or being permitted to enter and use Park facilities, “I/we” (which as referenced herein collectively and individually means me, my group or organization and my minor child or children and on behalf of each of them in my capacity as a legal representative, agent, parent, trustee or guardian) hereby certify, warrant, acknowledge, declare, agree and represent that:

1. **Consent:** I/we voluntarily applied and agree to participate and assist in County programs and activities as a volunteer, and I/we am/are legally competent to and capable of agreement to all the terms and conditions contained herein and legally competent and capable of entering into and signing any forms or agreements requested of me/us, on my/our own behalf and on behalf of those I/we represent (including my group, organization, child or children) without any requisite authority or approval first having been obtained from, through or by any other person, trust or entity.

2. **Release, Waiver, Assumption of Risk:** I/we specifically acknowledge that I/we am/are engaging in County activities or programs as a volunteer, at my/our own request and risk, and not as a Santa Clara County employee, agent or contractor, nor will I make any such claim that I/we am/are a Santa Clara County employee, agent or contractor. I/we acknowledge, accept and understand that the risks, hazards and dangers associated with my/our volunteering may be caused by unforeseen events or circumstances; known risks, hazards or other dangers; adverse weather or difficult or extreme terrain; or, by the action, inaction or negligence of other people or by me/us.

I/WWE HAVE CAREFULLY READ THESE TERMS, CONDITIONS, RELEASE, WAIVER OF CLAIMS AND ASSUMPTION OF ALL RISKS (THE “TERMS”) AND FULLY UNDERSTAND ITS CONTENTS WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE. I/WWE HEREBY CERTIFY AND AGREE THAT I/WWE ACCEPT AND ASSUME THESE RISKS (INCLUDING BUT NOT LIMITED TO THE RISK OF DEATH, DISABILITY, DISMEMBERMENT, PARALYSIS, INJURY AND PROPERTY DAMAGE) AND DO SO OF MY/OUR OWN FREE WILL AND WITHOUT INDUCEMENT, FORCE OR THREAT.

PLEASE INITIAL: { } PARTICIPANT { } PARENT/LEGAL GUARDIAN

3. In consideration for my/our being permitted to participate in County programs or activities as a volunteer, I/we hereby certify, declare, represent, warrant and acknowledge, on behalf of myself/ourselves and my/our representatives, assignees, guardians, executors, heirs, next of kin and legal representatives, that I/we desire to and do hereby COVENANT NOT TO SUE, AND FOREVER RELEASE, WAIVE AND DISCHARGE ALL CLAIMS AGAINST, the County of Santa Clara and the County of Santa Clara’s affiliated organizations, officers, employees, agents and representatives (collectively, the “Released Parties”) from and for any and all financial and other responsibility and liability for any and all personal injury (including death), losses, property damage, other injuries, damages, costs or expenses (the “Claims”) I/we or others may or do incur or suffer as a result of my/our involvement in any County programs or activities as a volunteer, even when resulting from the negligence, the actions or inactions of the County of Santa Clara or any of the Released Parties. This release does not apply to Claims that are directly caused by the sole gross negligence or willful misconduct of the County of Santa Clara or the directly caused by the sole gross negligence or willful misconduct of any of the Released Parties.

4. I/we fully understand, accept and acknowledge that I may have rights under California Civil Code § 1542 which reads as follows:
   - A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.

5. I/we certify, declare, represent, acknowledge and agree that I expressly waive any and all rights conferred under Civil Code section 1542, as well as any similar law of any local, state or territory of the United States.

PLEASE INITIAL: { } PARTICIPANT { } PARENT/LEGAL GUARDIAN

6. **Indemnity:** Excluding any Liabilities that are directly caused by the sole gross negligence or willful misconduct of County of Santa Clara or any of the Released Parties, I/we shall indemnify, defend, save and hold harmless County of Santa Clara and each of the Released Parties from, for and against any and all Claims, causes of action, risks, lawsuits, losses, allegations, injuries, illness, death, damages and liabilities (including but not limited to litigation costs and attorneys’ fees) (collectively, the “Liabilities”) occasioned by, relating to, or resulting from, wholly or in part, directly or indirectly my/our acts or omissions, and/or the acts or omissions of my agents, assigns, representatives, guardians, employees, contractors, guests, invitees or other persons.

7. **Binding Effect:** It is understood and agreed that the Terms are binding on me/us and my/our HEIRS, TRUSTEES, GUARDIANS, NEXT OF KIN, PERSONAL REPRESENTATIVES, RELATIVES, SPOUSE AND ASSIGNS and are intended to be as broad and inclusive as is permitted by the laws of the State of California and that if any portion of these Terms are held invalid, I/we agree, accept and understand that the balance shall, notwithstanding, continue in full legal force and effect.

8. **Complete Understanding:** I/we certify, affirm and acknowledge that, under penalty of perjury, I/we have read, understand and agree to be bound by these terms and conditions.
9. **Relationship:** Nothing I/we do as a volunteer shall be deemed or construed to render, nor does it render, the County of Santa Clara and me/us as joint venturers, representatives, partners, agents, a joint enterprise, employer-employee, landlord-tenant, or lender-borrower. I/we will not under any circumstances represent or hold myself/ourselves out as employees, agents or representatives of the County of Santa Clara.

10. **Criminal History:** I/we have no criminal convictions, am/are not currently under indictment or prosecution for any offense, and am/are not wanted for questioning or arrest by any law enforcement or government agency; and, I/we am/are of sufficient physical and mental condition to engage in the activities and programs requested of me/us as a volunteer.

   I/we hereby consent to and authorize the administration of all emergency medical treatment deemed necessary by county staff, or its agents and general medical services rendered, or assisted by county staff for the person(s) named in this instrument.

11. **Background Check:** I/we hereby authorize representatives of the Santa Clara County or its agents to perform a background check on me/us.

12. **Consequences of Not Providing All or Any Part of the Requested Information:** Placement as a County Park Volunteer will not be possible.

13. **Disclosure of All Health Conditions:** I/we have disclosed all potential health and physical conditions that have the potential to impact my ability to perform the volunteer services, and will disclose any new potential health and physical conditions that have the potential to impact my/our ability to perform prior to engaging in any volunteer services. I/we will refrain from performing such volunteer activities if there is the potential that it might impact my health or physical condition.

14. **No Harassment; No Discrimination:** The County of Santa Clara has a zero-tolerance policy with regard to harassment and discrimination in the workplace. Employees, volunteers, vendors, visitors and others are protected from, and shall refrain from engaging in sexual harassment, harassment and retaliation of any kind, and discrimination related to civil rights protections. I/we acknowledge, agree and understand that I/we shall abide by the standards set forth in these Terms; local, state and federal laws; and, County policies relating to sexual harassment, harassment and discrimination. For more information regarding the County’s policies please refer to the policies on Sexual Harassment, the County Policy against Discrimination, Harassment and Retaliation, or visit the Equal Opportunity Division website at [https://www.sccgov.org/sites/esa/departments_and_programs/equal_opportunity/Pages/eod.aspx](https://www.sccgov.org/sites/esa/departments_and_programs/equal_opportunity/Pages/eod.aspx) or call them directly at (408) 299-5865.

15. **Policies and Regulations:** I/we agree to comply with all the Terms, and all County policies, regulations, directives and instructions, and to conduct myself/ourselves in a professional manner, consistent with the same standards as established for County employees.

16. **No Compensation:** I/we understand that I/we will not be compensated for any work performed as a volunteer, other than for reimbursement of pre-approved necessary and allowable expenses authorized in accordance with County rules and procedures.

17. **Rights, Titles, and Interest:** I/we understand and agree that all rights, title and interest, including copyright, in and to all materials, documents, creative work, art, photographs, data, programming and other information, created by me/us as a volunteer belong to the County upon creation and shall continue in the County’s exclusive ownership in perpetuity.

18. **Worker’s Compensation:** I/we understand and acknowledge that the County does not provide insurance coverage or worker’s compensation for the volunteer activities encompassed by this agreement. As a volunteer, I/we will not be eligible for workers compensation benefits, but may be eligible for up to $5,000 in excess medical coverage provided by the County for certain activities or programs as determined by County.

19. **Termination:** I/we understand and accept that County may terminate my/our volunteer services at any time and for any or no reason without notice. I/we may also terminate my/our volunteer services at any time with advance written notice to County.

20. **Photographic Release:** I/we grant to Santa Clara County the perpetual, unlimited, royalty-free, non-revocable right to use all photographic, digital and electronic images and video or audio recordings of me/us/my child that are made by Santa Clara County or its representatives during my/our/my child’s service with Santa Clara County, including royalties, proceeds or other benefits from use of the photographs or recordings.
21. **Licensure/Certification:** The volunteer services I/we am/are providing may involve an activity that requires licensure/certification under California Law. If licensure or certification is required then I/we must provide a copy of my/our license/certification to the County, and represent and demonstrate to the County that my/our license/certification is current and will remain current until completion of the activity or program.

22. **Waste:** I/we will conduct all and all activities so as to avoid and prevent waste, nuisance or unreasonable annoyance to the County of Santa Clara, to County property, to other park visitors or users or to neighboring properties.

23. **No Alcohol; No Smoking:** I/we understand and accept that the sale, distribution, promotion, advertising or use of any type of alcohol is strictly prohibited and I/we will comply with this standard while in, on or around County property or facilities. I/we will not smoke on, in or around County property or facilities.

24. **Obey All Laws; Professionalism:** I/we will obey all laws, codes, ordinances, policies, procedures and guidelines, and all other local, state and federal laws. I/we will conduct myself/others in a professional, courteous and respectful manner.

25. **Jurisdiction; Venue:** I/we acknowledge and agree that these Terms shall be construed and enforced in accordance with the laws of the State of California and proper venue for legal action regarding these Terms or any of my/our volunteer activities or services shall be in the County of Santa Clara, State of California.

26. **PARENT OR GUARDIAN OF MINOR VOLUNTEERS:** (A minor is anyone under the age of 18, other than an emancipated minor): I/we have fully read these Terms and fully understand its content. Furthermore, the significance of these Terms have been EXPLAINED TO THE MINOR.

I/we certify that I/we have custody or am/are the legal guardian(s) of one or more minors who are volunteering with the County and that my/our minor child or children are physically and mentally able and capable to participate as a volunteer for the County. In the event my/our minor(s) require or requires medical treatment, I/we authorize the County to provide and/or authorize medical treatment. I/we expect that County staff will contact me/us at the last known address provided by me/us to County Parks and Recreation Department in the event emergency medical treatment is required for said minor(s), but this contact is not necessary to administer emergency aid.

27. **VOLUNTEER CLEARANCE VERIFICATION AND COMPLIANCE WITH THE CHILD ABUSE AND NEGLECT REPORTING ACT:** I/we understand and acknowledge that my/our activities may involve interaction with or occur in or around minors or other vulnerable populations and as such I/we acknowledge, agree and accept that at any time deemed appropriate by the County of Santa Clara, I/we may be asked to leave County property or facilities, in which case I/we will fully comply and do so promptly. I/we represent, warrant, acknowledge, covenant and agree to comply with all of the following:

- If a volunteer provides services involving minors, works with minors, or has supervisory or disciplinary authority over minors, then County will conduct a criminal background check of the volunteer through the database of the California Department of Justice as well as an FBI criminal database background check.

- All such volunteers shall also comply with the provisions of the Child Abuse and Neglect Reporting Act, California Penal Code Section 11164 et. seq. Additionally, as a volunteer I/we certify under penalty of perjury, to comply with all of the following:
  - I/we shall not at any time be in any position with supervisory or disciplinary authority over minors, if I/we have been convicted of any offense identified in California Public Resources Code Section 5164 (copy attached). 5164 is Parks specific. Need a copy and/or link
  - If I/we have any supervisory or disciplinary authority over a minor or minors, I am at least 18 years of age or older.
  - If I/we have supervisory or disciplinary authority over a minor or minors, before starting any such work or activity, I/we shall (1) first complete and pass an appropriate background check, including fingerprints and (2) actively seek and obtain annual updates on these requirements, including the obligation to report suspected child abuse.
  - If I/we may have contact with children or may provide food concessionaire services or other licensed concessionaire services, I/we shall first comply with the TB testing requirements set forth in Section 5163 of the California Public Resources Code and shall provide the County evidence verifying that I/we have a negative TB skin test reading less than 2 (two) years old (if newly hired) or within 4 (four) years (if current volunteer) of the start of volunteer services or activities, and every 4 years thereafter.
I/we have a positive TB skin test reading, I/we will obtain a physician’s medical clearance prior to providing volunteer services or activities. County will keep on file each "Certificate" of clearance for the persons described above. “Certificate” means a document signed by a licensed examining physician and surgeon or a notice from a public health agency or unit of the tuberculosis association which indicates freedom from active tuberculosis.

Section 5163 is Parks specific

- As a volunteer working in or around minors, I/we understand that if services are rendered on a school site, there may be additional requirements that may apply including without limitation, requirements under the California Education Code.
- As a volunteer working in or around minors, I/we acknowledge that it is my/our sole responsibility to comply with all applicable laws, regulations and licensing requirements that apply to me/us.

**Voluntary Participation:** I hereby certify that the statements on this form are true and correct. Depending on the nature of volunteer activities, fingerprinting and/or background check may be required.

<table>
<thead>
<tr>
<th>Applicant’s Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**AGREEMENT BY COUNTY PARKS AND RECREATION (OFFICE USE ONLY)**

The County accepts this offer and agrees, while this agreement is in effect, to provide technical guidance and such materials and supplies, equipment, and facilities as are needed and are available to accomplish this project, except as may be specified in an attachment.

This agreement was
- [ ] Completed On (Day/Month/Year) ____________
- [ ] Terminated On (Day/Month/Year) ____________ Termination Notes: ____________________________
- [ ] Separated On (Day/Month/Year) ____________ Separation Notes: ____________________________

Volunteer Position
- [ ] Job Specs attached

Work Location

Date Volunteer will begin work

Volunteer Supervisor’s Signature

Date
Volunteer Event Release and Roster

Volunteer Event Release and Roster

<table>
<thead>
<tr>
<th>Event and Activity</th>
<th>Event Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Event Hours</td>
</tr>
<tr>
<td>Location</td>
<td>Total Volunteers</td>
</tr>
</tbody>
</table>

**AGREEMENT, WAIVER AND RELEASE OF CLAIMS**

I hereby volunteer my services as a County Parks Volunteer for the opportunities attached. I hereby certify that all statements made on this application are true and complete. In consideration for being allowed to participate as a volunteer for the County of Santa Clara and/or being permitted to enter and use Park facilities, "/we" (which as referenced herein collectively and individually means me, my group or organization and my minor child or children and on behalf of each of them in my capacity as a legal representative, agent, parent, trustee or guardian) hereby certify, warrant, acknowledge, declare, agree and represent that:

1. **Consent:** I voluntarily applied and agree to participate and assist in County programs and activities as a volunteer, and I am legally competent to and capable of agreement to all the terms and conditions contained herein and legally competent and capable of entering into and signing any forms or agreements requested of me on my own behalf and on behalf of those I represent (including my group, organization, child or children) without any requisite authority or approval first having been obtained from, through or by any other person, trust or entity.

2. **Release, Waiver, Assumption of Risk:** I specifically acknowledge that I am engaging in County activities or programs as a volunteer, at my own request and risk, and not as a Santa Clara County employee, agent or contractor, nor will I make any such claim that I am a Santa Clara County employee, agent or contractor. I acknowledge, accept and understand that the risks, hazards and dangers associated with my volunteering may be caused by unforeseen events or circumstances; known risks, hazards or other dangers; adverse weather or difficult or extreme terrain; or, by the action, inaction or negligence of other people or by me.

I HAVE CAREFULLY READ THESE TERMS, CONDITIONS, RELEASE, WAIVER OF CLAIMS AND ASSUMPTION OF ALL RISKS (THE "TERMS") AND FULLY UNDERSTAND ITS CONTENTS WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE. I HEREBY CERTIFY AND AGREE THAT I ACCEPT AND ASSUME THESE RISKS (INCLUDING BUT NOT LIMITED TO THE RISK OF DEATH, DISABILITY, DISMEMBERMENT, PARALYSIS, INJURY AND PROPERTY DAMAGE) AND DO SO OF MY OWN FREE WILL AND WITHOUT INDUCEMENT, FORCE OR THREAT.

3. In consideration for my being permitted to participate in County programs or activities as a volunteer, I hereby certify, declare, represent, warrant and acknowledge, on behalf of myself and my representatives, assigns, guardians, executors, heirs, next of kin and legal representatives, that I desire to and do hereby COVENANT NOT TO SUE, AND FOREVER RELEASE, WAIVE AND DISCHARGE ALL CLAIMS AGAINST the County of Santa Clara and the County of Santa Clara’s affiliated organizations, officers, employees, agents and representatives (collectively, the “Released Parties”) from and for any and all financial and other responsibility and liability for any and all personal injury (including death), losses, property damage, other injuries, damages, costs or expenses (the “Claims”) I or others may or do incur or suffer as a result of my involvement in any County programs or activities as a volunteer, even when resulting from the negligence, the actions or inactions of the County of Santa Clara or any of the Released Parties. This release does not apply to Claims that are directly caused by the sole gross negligence or willful misconduct of the County of Santa Clara or the directly caused by the sole gross negligence or willful misconduct of any of the Released Parties.

4. I fully understand, accept and acknowledge that I may have rights under California Civil Code § 1542 which reads as follows:

   - A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.

5. I certify, declare, represent, acknowledge and agree that I expressly waive any and all rights conferred under Civil Code section 1542, as well as any similar law of any local, state or territory of the United States.

6. **Indemnity:** Excluding any Liabilities that are directly caused by the sole gross negligence or willful misconduct of County of Santa Clara or any of the Released Parties, I shall indemnify, defend, save and hold harmless County of Santa Clara and each of the Released Parties from, for and against any and all Claims, causes of action, risks, lawsuits, losses, allegations, injuries, illness, death, damages and liabilities (including but not limited to litigation costs and attorneys’ fees) (collectively, the “Liabilities”) occasioned by, relating to, or resulting from, wholly or in part, directly or indirectly my acts or omissions, and/or the acts or omissions of my agents, assigns, representatives, guardians, employees, contractors, guests, invitees or other persons.

7. **Binding Effect:** It is understood and agreed that the Terms are binding on me and my HEIRS, TRUSTEES, GUARDIANS, NEXT OF KIN, PERSONAL REPRESENTATIVES, RELATIVES, SPOUSE and ASSIGNS and are intended to be as broad and inclusive as is permitted by the laws of the State of California and that if any portion of these Terms are held invalid, I agree, accept and understand that the balance shall, notwithstanding, continue in full legal force and effect.

8. **Complete Understanding:** I certify, affirm and acknowledge that, under penalty of perjury, I have read, understand and agree to be

---

Section 4: Appendices
Appendix D: Volunteer Forms and Resources
bound by these terms and conditions.

9. **Relationship:** Nothing I do as a volunteer shall be deemed or construed to render, nor does it render, the County of Santa Clara and me as joint ventures, representatives, partners, agents, a joint enterprise, employer-employee, landlord-tenant, or lender-borrower. I will not under any circumstances represent or hold myself out as employees, agents or representatives of the County of Santa Clara.

10. **Criminal History, Health:** I have no criminal convictions, am not currently under indictment or prosecution for any offense, and am not wanted for questioning or arrest by any law enforcement or government agency; and, I am of sufficient physical and mental condition to engage in the activities and programs requested of me as a volunteer.

   I hereby consent to and authorize the administration of all emergency medical treatment deemed necessary by county staff, or its agents and general medical services rendered, or assisted by county staff for the person(s) named in this instrument.

11. **Background Check:** I hereby authorize representatives of the Santa Clara County or its agents to perform a background check on me.

12. **Consequences of Not Providing All or Any Part of the Requested Information:** Placement as a County Park Volunteer will not be possible.

13. **Disclosure of All Health Conditions:** I have disclosed all potential health and physical conditions that have the potential to impact my ability to perform the volunteer services, and will disclose any new potential health and physical conditions that have the potential to impact my ability to perform prior to engaging in any volunteer services. I will refrain from performing such volunteer activities if there is the potential that it might impact my health or physical condition.

14. **No Harassment; No Discrimination:** The County of Santa Clara has a zero tolerance policy with regard to harassment and discrimination in the workplace. Employees, volunteers, vendors, visitors and others are protected from and shall refrain from engaging in sexual harassment, harassment and retaliation of any kind, and discrimination related to civil rights protections. I acknowledge, agree and understand that I shall abide by the standards set forth in these Terms; local, state and federal laws; and, County policies relating to sexual harassment, harassment and discrimination. For more information regarding the County’s policies please refer to the policies on Sexual Harassment, the County Policy against Discrimination, Harassment and Retaliation, or visit the Equal Opportunity Division website at https://www.sccgov.org/sites/esa/departments_and_programs/equal_opportunity/Pages/eod.aspx or call them directly at (408) 299-5865.

15. **Policies and Regulations:** I agree to comply with all the Terms, and all County policies, regulations, directives and instructions, and to conduct myself in a professional manner, consistent with the same standards as established for County employees.

16. **No Compensation:** I understand that I will not be compensated for any work performed as a volunteer, other than for reimbursement of pre-approved necessary and allowable expenses authorized in accordance with County rules and procedures.

17. **Rights, Titles, and Interest:** I understand and agree that all rights, title and interest, including copyright, in and to any and all materials, documents, creative work, art, photographs, data, programming and other information, created by me as a volunteer belong to the County upon creation and shall continue in the County’s exclusive ownership in perpetuity.

18. **Worker’s Compensation:** I understand and acknowledge that the County does not provide insurance coverage or worker’s compensation for the volunteer activities encompassed by this agreement. As a volunteer, I will not be eligible for workers compensation benefits, but may be eligible for up to $5,000 in excess medical coverage provided by the County for certain activities or programs as determined by County.

19. **Termination:** I understand and accept that County may terminate my volunteer services at any time and for any or no reason without notice. I may also terminate my volunteer services at any time with advance written notice to County.

20. **Photographic Release:** I grant to Santa Clara County the perpetual, unlimited, royalty-free, non-revocable right to use any and all photographic, digital and electronic images and video or audio recordings of me/my child that are made by Santa Clara County or its representatives during my/my child’s service with Santa Clara County, including royalties, proceeds or other benefits from use of the photographs or recordings.

21. **License/Certification:** The volunteer services I am providing may involve an activity that requires licensure/certification under California Law. If licensure or certification is required then in order to be involved in such activity or program, I must provide a copy of my license/certification to the County, and represent and demonstrate to the County that my license/certification is current and will remain current until completion of the activity or program.

22. **Waste:** I will conduct any and all activities so as to avoid and prevent waste, nuisance or unreasonable annoyance to the County of Santa Clara, to County property, to other park visitors or users or to neighboring properties.

23. **No Alcohol; No Smoking:** I understand and accept that the sale, distribution, promotion, advertising or use of any type of alcohol is strictly prohibited and I will comply with this standard while in, on or around County property or facilities. I will not smoke on, in or around County property or facilities.

24. **Obey All Laws; Professionalism:** I will obey all laws at all times, including but not limited to County ordinances, policies, procedures and guidelines, and all other local, state and federal laws. I will at all times conduct myself in a professional, courteous and respectful manner.

25. **Jurisdiction; Venue:** I acknowledge and agree that these Terms shall be construed and enforced in accordance with the laws of the
State of California and proper venue for legal action regarding these Terms or any of my volunteer activities or services shall be in the County of Santa Clara, State of California.

26. **PARENT OR GUARDIAN OF MINOR VOLUNTEERS** (A minor is anyone under the age of 18, other than an emancipated minor): I have fully read these Terms and fully understand its content. Furthermore, the significance of these Terms have been EXPLAINED TO THE MINOR.

I certify that I have custody or am the legal guardian(s) of one or more minors who are volunteering with the County and that my minor child or children are physically and mentally able and capable to participate as a volunteer for the County. In the event my minor(s) require or requires medical treatment, I authorize the County to provide and/or authorize medical treatment. I expect that County staff will contact me at the last known address provided by me to County Parks and Recreation Department in the event emergency medical treatment is required for said minor(s), but this contact is not necessary to administer emergency aid.

27. **VOLUNTEER CLEARANCE VERIFICATION AND COMPLIANCE WITH THE CHILD ABUSE AND NEGLECT REPORTING ACT**: I understand and acknowledge that my activities may involve interaction with or occur in or around minors or other vulnerable populations and as such I acknowledge, agree and accept that at any time deemed appropriate by the County of Santa Clara, I may be asked to leave County property or facilities, in which case I will fully comply and do so promptly. I represent, warrant, acknowledge, covenant and agree to comply with all of the following:

- If a volunteer provides services involving minors, works with minors, or has supervisory or disciplinary authority over minors, then County will conduct a criminal background check of the volunteer through the database of the California Department of Justice as well as an FBI criminal database background check.

- All such volunteers shall also comply with the provisions of the Child Abuse and Neglect Reporting Act, California Penal Code Section 11164 et. seq. Additionally, as a volunteer I certify under penalty of perjury, to comply with all of the following:
  - I shall not at any time be in any position with supervisory or disciplinary authority over minors, if I have been convicted of any offense identified in California Public Resources Code Section 5164.
  - If I have any supervisory or disciplinary authority over a minor or minors, I am at least 18 years of age or older.
  - If I have supervisory or disciplinary authority over a minor or minors, before starting any such work or activity, I shall (1) first complete and pass an appropriate background check, including fingerprints and (2) actively seek and obtain annual updates on these requirements, including the obligation to report suspected child abuse.
  - If I may have contact with children or may provide food concessionaire services or other licensed concessionaire services, I shall first comply with the TB testing requirements set forth in Section 5163 of the California Public Resources Code and shall provide the County evidence verifying that I have a negative TB skin test reading less than 2 (two) years old (if newly hired) or within 4 (four) years (if current volunteer) of the start of volunteer services or activities, and every 4 years thereafter. If I have a positive TB skin test reading, I will obtain a physician’s medical clearance prior to providing volunteer services or activities. County will keep on file each "Certificate" of clearance for the persons described above. “Certificate” means a document signed by a licensed examining physician and surgeon or a notice from a public health agency or unit of the tuberculosis association which indicates freedom from active tuberculosis.
  - As a volunteer working in or around minors, I understand that if services are rendered on a school site, there may be additional requirements that may apply including without limitation, requirements under the California Education Code.

As a volunteer working in or around minors, I acknowledge that it is my sole responsibility to comply with all applicable laws, regulations and licensing requirements that apply to me.

**PERSONS UNDER 18 YEARS OF AGE MAY NOT SIGN THIS FORM.**
**NOTE:** Must attach any Youth Volunteer Parental Release Forms for Youth participating in this event and include them in the totals on front page

<table>
<thead>
<tr>
<th>Total Hours Served</th>
<th>Name</th>
<th>Signature</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email (Optional)</td>
<td>Emergency Contact</td>
<td>Telephone #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Hours Served</th>
<th>Name</th>
<th>Signature</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email (Optional)</td>
<td>Emergency Contact</td>
<td>Telephone #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Hours Served</th>
<th>Name</th>
<th>Signature</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email (Optional)</td>
<td>Emergency Contact</td>
<td>Telephone #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Hours Served</th>
<th>Name</th>
<th>Signature</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email (Optional)</td>
<td>Emergency Contact</td>
<td>Telephone #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Hours Served</th>
<th>Name</th>
<th>Signature</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email (Optional)</td>
<td>Emergency Contact</td>
<td>Telephone #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Hours Served</th>
<th>Name</th>
<th>Signature</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email (Optional)</td>
<td>Emergency Contact</td>
<td>Telephone #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Hours Served</th>
<th>Name</th>
<th>Signature</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email (Optional)</td>
<td>Emergency Contact</td>
<td>Telephone #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Hours Served</th>
<th>Name</th>
<th>Signature</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email (Optional)</td>
<td>Emergency Contact</td>
<td>Telephone #</td>
</tr>
</tbody>
</table>
Adult Long-Term Release and Waiver (DocuSign Only)

Santa Clara County Parks Releases & Waivers
(Long-term Adult Volunteers only)

Applicant’s Name (First, MI, Last)

Position

I hereby volunteer my services as a County Parks Volunteer for the opportunities attached. I hereby certify that all statements made on this application are true and complete. In consideration for being allowed to participate as a volunteer for the County of Santa Clara and/or being permitted to enter and use Park facilities, “YOU” (which as referenced herein collectively and individually means me, my group or organization and my minor child or children and on behalf of each of them in my capacity as a legal representative, agent, parent, trustee or guardian) hereby certify, warrant, acknowledge, declare, agree and represent that:

1. Consent: I voluntarily applied and agree to participate and assist in County programs and activities as a volunteer, and I am legally competent to and capable of agreement to all the terms and conditions contained herein and legally competent and capable of entering into and signing any forms or agreements requested of me on my own behalf and on behalf of those I represent (including my group, organization, child or children) without any requisite authority or approval first having been obtained from, through or by any other person, trust or entity.

2. Release, Waiver, Assumption of Risk: I specifically acknowledge that I am engaging in County activities or programs as a volunteer, at my own request and risk, and not as a Santa Clara County employee, agent or contractor, nor will I make any such claim that I am a Santa Clara County employee, agent or contractor. I acknowledge, accept and understand that the risks, hazards and dangers associated with my volunteering may be caused by unforeseen events or circumstances; known risks, hazards or other dangers; adverse weather or difficult or extreme terrain; or, by the action, inaction or negligence of other people or by me.

I HAVE CAREFULLY READ THESE TERMS, CONDITIONS, RELEASE, WAIVER OF CLAIMS AND ASSUMPTION OF ALL RISKS (THE “TERMS”) AND FULLY UNDERSTAND ITS CONTENTS WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE. I HEREBY CERTIFY AND AGREE THAT I ACCEPT AND ASSUME THESE RISKS (INCLUDING BUT NOT LIMITED TO THE RISK OF DEATH, DISABILITY, DISMEMBERMENT, PARALYSIS, INJURY AND PROPERTY DAMAGE) AND DO SO OF MY OWN FREE WILL AND WITHOUT INDUCEMENT, FORCE OR THREAT.

PLEASE INITIAL: [ ] PARTICIPANT

3. In consideration for my being permitted to participate in County programs or activities as a volunteer, I hereby certify, declare, represent, warrant and acknowledge, on behalf of myself and my representatives, assignees, guardians, executors, heirs, next of kin and legal representatives, that I desire to and do hereby COVENANT NOT TO SUE, AND FOREVER RELEASE, WAIVE AND DISCHARGE ALL CLAIMS AGAINST, the County of Santa Clara and the County of Santa Clara’s affiliated organizations, officers, employees, agents and representatives (collectively, the “Released Parties”) from and for any and all financial and other responsibility and liability for any and all personal injury (including death), losses, property damage, other injuries, damages, costs or expenses (the “Claims”) I or others may or do incur or suffer as a result of my involvement in any County programs or activities as a volunteer, even when resulting from the negligence, the actions or inactions of the County of Santa Clara or any of the Released Parties. This release does not apply to Claims that are directly caused by the sole gross negligence or willful misconduct of the County of Santa Clara or the directly caused by the sole gross negligence or willful misconduct of any of the Released Parties.

4. I fully understand, accept and acknowledge that I may have rights under California Civil Code § 1542 which reads as follows:

   • A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.

5. I certify, declare, represent, acknowledge and agree that I expressly waive any and all rights conferred under Civil Code section 1542, as well as any similar law of any local, state or territory of the United States.

PLEASE INITIAL: [ ] PARTICIPANT

6. Indemnity: Excluding any Liabilities that are directly caused by the sole gross negligence or willful misconduct of County of Santa Clara Parks...
Santa Clara or any of the Released Parties, I shall indemnify, defend, save and hold harmless County of Santa Clara and each of the Released Parties from, for and against any and all Claims, causes of action, risks, lawsuits, losses, allegations, injuries, illness, death, damages and liabilities (including but not limited to litigation costs and attorneys’ fees) (collectively, the “Liabilities”) occasioned by, relating to, or resulting from, wholly or in part, directly or indirectly my acts or omissions, and/or the acts or omissions of my agents, assigns, representatives, guardians, employees, contractors, guests, invitees or other persons.

7. **Binding Effect:** It is understood and agreed that the Terms are binding on me and my HEIRS, TRUSTEES, GUARDIANS, NEXT OF KIN, PERSONAL REPRESENTATIVES, RELATIVES, SPOUSE and Assigns and are intended to be as broad and inclusive as is permitted by the laws of the State of California and that if any portion of these Terms are held invalid, I agree, accept and understand that the balance shall, notwithstanding, continue in full legal force and effect.

8. **Complete Understanding:** I certify, affirm and acknowledge that, under penalty of perjury, I have read, understand and agree to be bound by these terms and conditions.

9. **Relationship:** Nothing I do as a volunteer shall be deemed or construed to render, nor does it render, the County of Santa Clara and me as joint ventures, representatives, partners, agents, a joint enterprise, employer-employee, landlord-tenant, or lender-borrower. I will not under any circumstances represent or hold myself out as employees, agents or representatives of the County of Santa Clara.

10. **Criminal History, Health:** I have no criminal convictions, am not currently under indictment or prosecution for any offense, and am not wanted for questioning or arrest by any law enforcement or government agency; and, I am of sufficient physical and mental condition to engage in the activities and programs requested of me as a volunteer. I hereby consent to and authorize the administration of all emergency medical treatment deemed necessary by county staff, or its agents and general medical services rendered, or assisted by county staff for the person(s) named in this instrument.

11. **Background Check:** I hereby authorize representatives of the Santa Clara County or its agents to perform a background check on me/us.

12. **Consequences of Not Providing All or Any Part of the Requested Information:** Placement as a County Park Volunteer will not be possible.

13. **Disclosure of All Health Conditions:** I have disclosed all potential health and physical conditions that have the potential to impact my ability to perform the volunteer services, and will disclose any new potential health and physical conditions that have the potential to impact my ability to perform prior to engaging in any volunteer services. I will refrain from performing such volunteer activities if there is the potential that it might impact my health or physical condition.

14. **No Harassment; No Discrimination:** The County of Santa Clara has a zero tolerance policy with regard to harassment and discrimination in the workplace. Employees, volunteers, vendors, visitors and others are protected from and shall refrain from engaging in sexual harassment, harassment and retaliation of any kind, and discrimination related to civil rights protections. I acknowledge, agree and understand that I shall abide by the standards set forth in these Terms; local, state and federal laws; and, County policies relating to sexual harassment, harassment and discrimination. For more information regarding the County’s policies please refer to the policies on Sexual Harassment, the County Policy against Discrimination, Harassment and Retaliation, or visit the Equal Opportunity Division website at https://www.sccgov.org/sites/esa/departments_and_programs/equal_opportunity/Pages/eod.aspx or call them directly at (408) 299-5865.

15. **Policies and Regulations:** I agree to comply with all the Terms, and all County policies, regulations, directives and instructions, and to conduct myself in a professional manner, consistent with the same standards as established for County employees.

16. **No Compensation:** I understand that I will not be compensated for any work performed as a volunteer, other than for reimbursement of pre-approved necessary and allowable expenses authorized in accordance with County rules and procedures.

17. **Rights, Titles, and Interest:** I understand and agree that all rights, title and interest, including copyright, in and to any and all materials, documents, creative work, art, photographs, data, programming and other information, created by me as a
18. **Worker’s Compensation:** I understand and acknowledge that the County does not provide insurance coverage or worker’s compensation for the volunteer activities encompassed by this agreement. As a volunteer, I will not be eligible for workers compensation benefits, but may be eligible for up to $5,000 in excess medical coverage provided by the County for certain activities or programs as determined by County.

19. **Termination:** I understand and accept that County may terminate my volunteer services at any time and for any or no reason without notice. I may also terminate my volunteer services at any time with advance written notice to County.

20. **Photographic Release:** I grant to Santa Clara County the perpetual, unlimited, royalty-free, non-revocable right to use any and all photographic, digital and electronic images and video or audio recordings of me/my child that are made by Santa Clara County or its representatives during my/my child’s service with Santa Clara County, including royalties, proceeds or other benefits from use of the photographs or recordings.

21. **Licensure/Certification:** The volunteer services I am providing may involve an activity that requires licensure/certification under California Law. If licensure or certification is required then in order to be involved in such activity or program, I must provide a copy of my license/certification to the County, and represent and demonstrate to the County that my license/certification is current and will remain current until completion of the activity or program.

22. **Waste:** I will conduct any and all activities so as to avoid and prevent waste, nuisance or unreasonable annoyance to the County of Santa Clara, to County property, to other park visitors or users or to neighboring properties.

23. **No Alcohol: No Smoking:** I understand and accept that the sale, distribution, promotion, advertising or use of any type of alcohol is strictly prohibited and I will comply with this standard while in, on or around County property or facilities. I will not smoke on, in or around County property or facilities.

24. **Obey All Laws; Professionalism:** I will obey all laws at all times, including but not limited to County ordinances, policies, procedures and guidelines, and all other local, state and federal laws. I will at all times conduct myself in a professional, courteous and respectful manner.

25. **Jurisdiction; Venue:** I acknowledge and agree that these Terms shall be construed and enforced in accordance with the laws of the State of California and proper venue for legal action regarding these Terms or any of my volunteer activities or services shall be in the County of Santa Clara, State of California.

26. **Volunteer Clearance Verification and Compliance with the Child Abuse and Neglect Reporting Act:** I understand and acknowledge that my activities may involve interaction with or occur in or around minors or other vulnerable populations and as such I acknowledge, agree and accept that at any time deemed appropriate by the County of Santa Clara, I may be asked to leave County property or facilities, in which case I will fully comply and do so promptly. I represent, warrant, acknowledge, covenant and agree to comply with all of the following:

- If a volunteer provides services involving minors, works with minors, or has supervisory or disciplinary authority over minors, then County will conduct a criminal background check of the volunteer through the database of the California Department of Justice as well as an FBI criminal database background check.

- All such volunteers shall also comply with the provisions of the Child Abuse and Neglect Reporting Act, California Penal Code Section 11164 et. seq. Additionally, as a volunteer I certify under penalty of perjury, to comply with all of the following:
  - I shall not at any time be in any position with supervisory or disciplinary authority over minors, if I have been convicted of any offense identified in California Public Resources Code Section 5164
  - If I have any supervisory or disciplinary authority over a minor or minors, I am at least 18 years of age or older.
  - If I have supervisory or disciplinary authority over a minor or minors, before starting any such work or activity, I shall (1) first complete and pass an appropriate background check, including fingerprints and (2) actively seek and obtain annual updates on these requirements, including the obligation to report suspected child abuse.
  - If I may have contact with children or may provide food concessionaire services or other licensed

---

**Santa Clara County Parks & Recreation Volunteer Program Guidelines**

**Section 4: Appendices**

**Appendix D: Volunteer Forms and Resources**
concessionaire services, I shall first comply with the TB testing requirements set forth in Section 5163 of the California Public Resources Code and shall provide the County evidence verifying that I have a negative TB skin test reading less than 2 (two) years old (if newly hired) or within 4 (four) years (if current volunteer) of the start of volunteer services or activities, and every 4 years thereafter. If I have a positive TB skin test reading, I will obtain a physician’s medical clearance prior to providing volunteer services or activities. County will keep on file each “Certificate” of clearance for the persons described above. “Certificate” means a document signed by a licensed examining physician and surgeon or a notice from a public health agency or unit of the tuberculosis association which indicates freedom from active tuberculosis.

- As a volunteer working in or around minors, I understand that if services are rendered on a school site, there may be additional requirements that may apply including without limitation, requirements under the California Education Code.

- As a volunteer working in or around minors, I acknowledge that it is my sole responsibility to comply with all applicable laws, regulations and licensing requirements that apply to me.

Voluntary Participation: I hereby certify that the statements on this form are true and correct. Depending on the nature of volunteer activities, fingerprinting and/or background check may be required. This form is valid for one year from signing by the Applicant.

<table>
<thead>
<tr>
<th>Applicant’s Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Volunteer Program 298 Bernal Rd, San Jose, CA 95119 (408) 918-4930 Fax: (408) 918-4939
Submit to: volunteer@prk.sccgov.org
### Santa Clara County Parks Volunteer Event Release

(Short-term adult volunteers only)

<table>
<thead>
<tr>
<th>Event or Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date(s)</td>
</tr>
<tr>
<td>Location</td>
</tr>
</tbody>
</table>

**AGREEMENT, WAIVER AND RELEASE OF CLAIMS**

I hereby volunteer my services as a County Parks Volunteer for the job duties attached. I hereby certify that all statements made on this application are true and complete. In consideration for being allowed to participate as a volunteer for the County of Santa Clara and/or being permitted to enter and use Park facilities, "I/we" (which as referenced herein collectively and individually means me, my group or organization and my minor child or children and on behalf of each of them in my capacity as a legal representative, agent, parent, trustee or guardian/herby certify, warrant, acknowledge, declare, agree and represent that:

1. **Consent:** I voluntarily applied and agree to participate and assist in County programs and activities as a volunteer, and I am legally competent to and capable of agreement to all the terms and conditions contained herein and legally competent and capable of entering into and signing any forms or agreements requested of me, on my own behalf and on behalf of those I represent (including my group, organization, child or children) without any requisite authority or approval first having been obtained from, through or by any other person, trust or entity.

2. **Release, Waiver, Assumption of Risk:** I specifically acknowledge that I am engaging in County activities or programs as a volunteer, at my own request and risk, and not as a Santa Clara County employee, agent or contractor, nor will I make any such claim that I am a Santa Clara County employee, agent or contractor. I acknowledge, accept and understand that the risks, hazards and dangers associated with my volunteering may be caused by unforeseen events or circumstances, known risks, hazards or other dangers, adverse weather or difficult or extreme terrain; or, by the action, inaction or negligence of other people or by me.

   **I HAVE CAREFULLY READ THESE TERMS, CONDITIONS, RELEASE, WAIVER OF CLAIMS AND ASSUMPTION OF ALL RISKS (THE "TERMS") AND FULLY UNDERSTAND ITS CONTENTS WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE. I HEREBY CERTIFY AND AGREE THAT I ACCEPT AND ASSUME THESE RISKS (INCLUDING BUT NOT LIMITED TO THE RISK OF DEATH, DISABILITY, DISMEMBERMENT, PARALYSIS, INJURY AND PROPERTY DAMAGE) AND DO SO OF MY OWN FREE WILL AND WITHOUT INDUCEMENT, FORCE OR THREAT.**

3. In consideration for my being permitted to participate in County programs or activities as a volunteer, I hereby certify, declare, represent, warrant and acknowledge, on behalf of myself and my representatives, assignees, guardians, executors, heirs, next of kin and legal representatives, that I desire to and do hereby COVENANT NOT TO SUE, AND FOREVER RELEASE, WAIVE AND DISCHARGE ALL CLAIMS AGAINST, the County of Santa Clara and the County of Santa Clara’s affiliated organizations, officers, employees, agents and representatives (collectively, the "Released Parties") from and for any and all financial and other responsibility and liability for any and all personal injury (including death), losses, property damage, other injuries, damages, costs or expenses (the "Claims") I or others may or do incur or suffer as a result of my involvement in any County programs or activities as a volunteer, even when resulting from the negligence, the actions or inactions of the County of Santa Clara or any of the Released Parties. This release does not apply to Claims that are directly caused by the sole gross negligence or willful misconduct of the County of Santa Clara or the directly caused by the sole gross negligence or willful misconduct of any of the Released Parties.

4. I fully understand, accept and acknowledge that I may have rights under California Civil Code § 1542 which reads as follows:
   - A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.

5. **I certify, declare, represent, acknowledge and agree that I expressly waive any and all rights conferred under Civil Code section 1542, as well as any similar law of any local, state or territory of the United States.**

6. **Indemnity:** Excluding any liabilities that are directly caused by the sole gross negligence or willful misconduct of County of Santa Clara or any of the Released Parties, I shall indemnify, defend, save and hold harmless County of Santa Clara and each of the Released Parties from, for and against any and all Claims, causes of action, risks, lawsuits, losses, allegations, injuries, illness, death, damages and liabilities (including but not limited to litigation costs and attorneys' fees) (collectively, the "Liabilities") occasioned by, relating to, or resulting from, wholly or in part, directly or indirectly my/our acts or omissions, and/or the acts or omissions of my agents, assigns, representatives, guardians, employees, contractors, guests, invitees or other persons.

7. **Binding Effect:** It is understood and agreed that the Terms are binding on me and my HEIRS, TRUSTEES, GUARDIANS, NEXT OF KIN, PERSONAL REPRESENTATIVES, RELATIVES, SPOUSE AND ASSIGNS and are intended to be as broad and inclusive as is permitted by the

Volunteer Program 298 Bernal Rd, San Jose, CA 95119 (408) 918-4930 Fax: (408) 918-4939

Submit to: volunteer@prk.sccgov.org

---

**Section 4: Appendices**

**Appendix D: Volunteer Forms and Resources**
8. **Complete Understanding:** I certify, affirm and acknowledge that, under penalty of perjury, I have read, understand and agree to be bound by these terms and conditions.

9. **Relationship:** Nothing I do as a volunteer shall be deemed or construed to render, nor does it render, the County of Santa Clara and me as joint ventures, representatives, partners, agents, a joint enterprise, employer-employee, landlord-tenant, or lender-borrower. I will not understand any circumstances represent or hold myself out as employees, agents or representatives of the County of Santa Clara.

10. **Criminal History, Health:** I have no criminal convictions, am not currently under indictment or prosecution for any offense, and am not wanted for questioning or arrest by any law enforcement or government agency; and, I am of sufficient physical and mental condition to engage in the activities and programs requested of me as a volunteer.

11. **Background Check:** I hereby authorize representatives of the Santa Clara County or its agents to perform a background check on me.

12. **CONSEQUENCES OF NOT PROVIDING ALL OR ANY PART OF THE REQUESTED INFORMATION:** Placement as a County Park Volunteer will not be possible.

13. **Disclosure of All Health Conditions:** I have disclosed all potential health and physical conditions that have the potential to impact my ability to perform the volunteer services, and will disclose any new potential health and physical conditions that have the potential to impact my ability to perform prior to engaging in any volunteer services. I will refrain from performing such volunteer activities if there is the potential that it might impact my health or physical condition.

14. **No Harassment; No Discrimination:** The County of Santa Clara has a zero tolerance policy with regard to harassment and discrimination in the workplace. Employees, volunteers, vendors, visitors and others are protected from and shall refrain from engaging in sexual harassment, harassment and retaliation of any kind, and discrimination related to civil rights protections. I acknowledge, agree and understand that I shall abide by the standards set forth in these Terms; local, state and federal laws; and, County policies relating to sexual harassment, harassment and discrimination. For more information regarding the County’s policies please refer to the policies on Sexual Harassment, the County Policy against Discrimination, Harassment and Retaliation, or visit the Equal Opportunity Division website at https://www.sccgov.org/sites/esa/departments_and_programs/equal_opportunity/Pages/eod.aspx or call them directly at (408) 299-5865.

15. **Policies and Regulations:** I agree to comply with all the Terms, and all County policies, regulations, directives and instructions, and conduct myself in a professional manner, consistent with the same standards as established for County employees.

16. **No Compensation:** I understand that I will not be compensated for any work performed as a volunteer, other than for reimbursement of pre-approved necessary and allowable expenses authorized in accordance with County rules and procedures.

17. **Rights, Titles, and Interest:** I understand and agree that all rights, title and interest, including copyright, in and to any and all materials, documents, creative work, art, photographs, data, programming and other information, created by me as a volunteer belong to the County upon creation and shall continue in the County’s exclusive ownership in perpetuity.

18. **Worker’s Compensation:** I understand and acknowledge that the County does not provide insurance coverage for worker’s compensation for the volunteer activities encompassed by this agreement. As a volunteer, I will not be eligible for workers compensation benefits, but may be eligible for up to $5,000 in excess medical coverage provided by the County for certain activities or programs as determined by County.

19. **Termination:** I understand and accept that County may terminate my volunteer services at any time and for any or no reason without notice. I may also terminate my volunteer services at any time with advance written notice to County.

20. **Photographic Release:** I grant to Santa Clara County the perpetual, unlimited, royalty-free, non-revocable right to use any and all photographic, digital and electronic images and video or audio recordings of me/my child that are made by Santa Clara County or its representatives during my/my child’s service with Santa Clara County, including royalties, proceeds or other benefits from use of the photographs or recordings.

21. **Licensure/Certification:** The volunteer services I am providing may involve an activity that requires licensure/certification under California Law. If licensure or certification is required then in order to be involved in such activity or program, I must provide a copy of my license/certification to the County, and represent and demonstrate to the County that my license/certification is current and will remain current until completion of the activity or program.

22. **Waste:** I will conduct any and all activities so as to avoid and prevent waste, nuisance or unreasonable annoyance to the County of Volunteer Program

---

**Section 4: Appendices**
**Appendix D: Volunteer Forms and Resources**
Santa Clara County Parks & Recreation Volunteer Program Guidelines

Section 4: Appendices
Appendix D: Volunteer Forms and Resources

23. **No Alcohol, No Smoking:** I understand and accept that the sale, distribution, promotion, advertising or use of any type of alcohol is strictly prohibited and I will comply with this standard while in, on or around County property or facilities. I will not smoke on, in or around County property or facilities.

24. **Obey All Laws; Professionalism:** I will obey all laws at all times, including but not limited to County ordinances, policies, procedures and guidelines, and all other local, state and federal laws. I will at all times conduct myself in a professional, courteous and respectful manner.

25. **Jurisdiction; Venue:** I acknowledge and agree that these Terms shall be construed and enforced in accordance with the laws of the State of California and proper venue for legal action regarding these Terms or any of my volunteer activities or services shall be in the County of Santa Clara, State of California.

26. **Volunteer Clearance Verification and Compliance with the Child Abuse and Neglect Reporting Act:** I understand and acknowledge that my activities may involve interaction with or occur in or around minors or other vulnerable populations and as such I acknowledge, agree and accept that at any time deemed appropriate by the County of Santa Clara, I may be asked to leave County property or facilities, in which case I will fully comply and do so promptly. I represent, warrant, acknowledge, covenant and agree to comply with all of the following:

- If a volunteer provides services involving minors, works with minors, or has supervisory or disciplinary authority over minors, then County will conduct a criminal background check of the volunteer through the database of the California Department of Justice as well as an FBI criminal database background check.
- All such volunteers shall also comply with the provisions of the Child Abuse and Neglect Reporting Act, California Penal Code Section 11164 et. seq. Additionally, as a volunteer I certify under penalty of perjury, to comply with all of the following:
  - I shall not at any time be in any position with supervisory or disciplinary authority over minors, if I have been convicted of any offense identified in California Public Resources Code Section 5164.
  - If I have any supervisory or disciplinary authority over a minor or minors, I am at least 18 years of age or older.
  - If I have supervisory or disciplinary authority over a minor or minors, before starting any such work or activity, I shall (1) first complete and pass an appropriate background check, including fingerprints and (2) actively seek and obtain annual updates on these requirements, including the obligation to report suspected child abuse.
  - If I may have contact with children or may provide food concessionaire services or other licensed concessionaire services, I shall first comply with the TB testing requirements set forth in Section 5163 of the California Public Resources Code and shall provide the County evidence verifying that I have a negative TB skin test reading less than 2 (two) years old (if newly hired) or within 4 (four) years (if current volunteer) of the start of volunteer services or activities, and every 4 years thereafter. If I have a positive TB skin test reading, I will obtain a physician's medical clearance prior to providing volunteer services or activities. County will keep on file each "Certificate" of clearance for the persons described above. "Certificate" means a form signed by a licensed examining physician and surgeon or a notice from a public health agency or unit of the tuberculosis association which indicates freedom from active tuberculosis.
  - As a volunteer working in or around minors, I understand that if services are rendered on a school site, there may be additional requirements that may apply including without limitation, requirements under the California Education Code.

As a volunteer working in or around minors, I acknowledge that it is my sole responsibility to comply with all applicable laws, regulations and licensing requirements that apply to me.

**PERSONS UNDER 18 YEARS OF AGE MAY NOT SIGN THIS FORM.**

| Voluntary Participation: I hereby certify that the statements on this form are true and correct. Depending on the nature of volunteer activities, fingerprinting and/or background check may be required. This form is valid for one year from signing by the Applicant. |
| Applicant's Signature | Date |

Volunteer Program 298 Bernal Rd, San Jose, CA 95119  (408) 918-4930  Fax: (408) 918-4939
Submit to: volunteer@prk.sccgov.org
Youth Volunteer Parental Release Form

Youth Volunteer Parental Release Form

Minors are defined as individuals under the age of 18. They may register and become volunteers if they provide written consent from a parent or guardian. Santa Clara County Parks and Recreation reserves the right to accept or deny any minor volunteer’s application based on:

1) Program/operation needs,
2) The applicant’s maturity and knowledge,
3) The applicant’s demonstrated interest in County programs, and
4) The availability of adult supervision.

Minor volunteers must be assigned an adult supervisor. Arrangements for this supervision must be approved by Santa Clara County Parks and Recreation.

Check One:

☐ Long-term Volunteer: Serves on an ongoing basis with a lasting commitment. As part of the application process, prospective long-term underage volunteers are required to complete a Volunteer Application, complete an interview with staff and complete any necessary requirements for the position they are serving under; after having this Parental Release Form signed by their legal parent or guardian.

☐ Short-term Volunteer: Serves intermittently at single-day events and without a lasting commitment. Requires a Youth Parental Release and Waiver Form to be complete by their legal parent or guardian.

<table>
<thead>
<tr>
<th>Volunteer Name (minor)</th>
<th>Name of Parent or Legal Guardian</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Address</td>
<td>City/State/ Zip Code</td>
</tr>
<tr>
<td>Parent’s Telephone #</td>
<td>Parent’s Email Address</td>
</tr>
<tr>
<td>Activity/Project</td>
<td>Date(s) of Activity/Project</td>
</tr>
<tr>
<td>Location</td>
<td>Total Hours served for this Activity/ Project</td>
</tr>
</tbody>
</table>

Emergency Notification: In case of accident, serious illnesses, or an emergency list the name of whom you wish to be notified

<table>
<thead>
<tr>
<th>Emergency Contact</th>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The designated Santa Clara County Parks Volunteer Supervisor ☐ accepts or ☐ denies the volunteer services of the minor listed above.
AGREEMENT, WAIVER, AND RELEASE OF CLAIMS

I hereby volunteer my services as a County Parks Volunteer for the opportunities attached. I hereby certify that all statements made on this application are true and complete. In consideration for being allowed to participate as a volunteer for the County of Santa Clara and/or being permitted to enter and use Park facilities, “/we” (which as referenced herein collectively and individually means me, my group or organization and my minor child or children and on behalf of each of them in my capacity as a legal representative, agent, parent, trustee or guardian) hereby certify, warrant, acknowledge, declare, agree and represent that:

1. Consent: I voluntarily apply and agree to participate and assist in County programs and activities as a volunteer, and I am legally competent to and capable of agreement to all the terms and conditions contained herein and legally competent and capable of entering into and signing any forms or agreements requested of me on my own behalf and on behalf of those I represent (including my group, organization, child or children) without any requisite authority or approval first having been obtained from, through or by any other person, trust or entity.

2. Release, Waiver, Assumption of Risk: I specifically acknowledge that I am engaging in County activities or programs as a volunteer, at my own request and risk, and not as a Santa Clara County employee, agent or contractor, nor will I make any such claim that I am a Santa Clara County employee, agent or contractor. I acknowledge, accept and understand that the risks, hazards and dangers associated with my volunteering may be caused by unforeseen events or circumstances; known risks, hazards or other dangers; adverse weather or difficult or extreme terrain; or, by the action, inaction or negligence of other people or by me.

I HAVE CAREFULLY READ THESE TERMS, CONDITIONS, RELEASE, WAIVER OF CLAIMS AND ASSUMPTION OF ALL RISKS (THE “TERMS”) AND FULLY UNDERSTAND ITS CONTENTS WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE. I HEREBY CERTIFY AND AGREE THAT I ACCEPT AND ASSUME THESE RISKS (INCLUDING BUT NOT LIMITED TO THE RISK OF DEATH, DISABILITY, DISMEMBERMENT, PARALYSIS, INJURY AND PROPERTY DAMAGE) AND DO SO OF MY OWN FREE WILL AND WITHOUT INDUCEMENT, FORCE OR THREAT.

PLEASE INITIAL: { } PARTICIPANT { } PARENT/LEGAL GUARDIAN

3. In consideration for my being permitted to participate in County programs or activities as a volunteer, I hereby certify, declare, represent, warrant and acknowledge, on behalf of myself and my representatives, assignees, guardians, executors, heirs, next of kin and legal representatives, that I desire to and do hereby COVENANT NOT TO SUE, AND FOREVER RELEASE, WAIVE AND DISCHARGE ALL CLAIMS AGAINST, the County of Santa Clara and the County of Santa Clara’s affiliated organizations, officers, employees, agents and representatives (collectively, the “Released Parties”) from and for any and all financial and other responsibility and liability for any and all personal injury (including death), losses, property damage, other injuries, damages, costs or expenses (the “Claims”) I or others may or do incur or suffer as a result of my involvement in any County programs or activities as a volunteer, even when resulting from the negligence, the actions or inactions of the County of Santa Clara or any of the Released Parties. This release does not apply to Claims that are directly caused by the sole gross negligence or willful misconduct of the County of Santa Clara or the directly caused by the sole gross negligence or willful misconduct of any of the Released Parties.

4. I fully understand, accept and acknowledge that I may have rights under California Civil Code § 1542 which reads as follows:

- A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.

5. I certify, declare, represent and acknowledge that I expressly waive any and all rights conferred under Civil Code section 1542, as well as any similar law of any local, state or territory of the United States.

PLEASE INITIAL: { } PARTICIPANT { } PARENT/LEGAL GUARDIAN

6. Indemnity: Excluding any Liabilities that are directly caused by the sole gross negligence or willful misconduct of County of Santa Clara or any of the Released Parties, I shall indemnify, defend, save and hold harmless County of Santa Clara and each of the Released Parties from, for and against any and all Claims, causes of action, risks, lawsuits, losses, allegations, injuries, illness, death, damages and liabilities (including but not limited to litigation costs and attorneys’ fees) (collectively, the “Liabilities”) occasioned by, relating to, or resulting from, wholly or in part, directly or indirectly my acts or omissions, and/or the acts or omissions of my agents, assign, representatives, guardians, employees, contractors, guests, invitees or other persons.

7. Binding Effect: It is understood and agreed that the Terms are binding on me and my HEIRS, TRUSTEES, GUARDIANS, NEXT OF KIN, PERSONAL REPRESENTATIVES, RELATIVES, SPOUSE and ASSIGNS and are intended to be as broad and inclusive as is permitted by the laws of the State of California and that if any portion of these Terms are held invalid, I agree, accept and understand that the balance shall, notwithstanding, continue in full legal force and effect.

8. Complete Understanding: I certify, affirm and acknowledge that, under penalty of perjury, I have read, understand
and agree to be bound by these terms and conditions.

9. Relationship: Nothing I do as a volunteer shall be deemed or construed to render, nor does it render, the County of Santa Clara and me as joint venturers, representatives, partners, agents, a joint enterprise, employer-employee, landlord-tenant, or lender-borrower. I will not under any circumstances represent or hold myself out as employees, agents or representatives of the County of Santa Clara.

10. Criminal History, Health: I have no criminal convictions, am not currently under indictment or prosecution for any offense, and am not wanted for questioning or arrest by any law enforcement or government agency; and, I am of sufficient physical and mental condition to engage in the activities and programs requested of me as a volunteer. I hereby consent to and authorize the administration of all emergency medical treatment deemed necessary by county staff, or its agents and general medical services rendered, or assisted by county staff for the person(s) named in this instrument.

11. Background Check: I hereby authorize representatives of the Santa Clara County or its agents to perform a background check on me.

12. CONSEQUENCES OF NOT PROVIDING ALL OR ANY PART OF THE REQUESTED INFORMATION: Placement as a County Park Volunteer will not be possible.

13. Disclosure of All Health Conditions: I have disclosed all potential health and physical conditions that have the potential to impact my ability to perform the volunteer services, and will disclose any new potential health and physical conditions that have the potential to impact my ability to perform prior to engaging in any volunteer services. I will refrain from performing such volunteer activities if there is the potential that it might impact my health or physical condition.

14. No Harassment; No Discrimination: The County of Santa Clara has a zero tolerance policy with regard to harassment and discrimination in the workplace. Employees, volunteers, vendors, visitors and others are protected from and shall refrain from engaging in sexual harassment, harassment and retaliation of any kind, and discrimination related to civil rights protections. I acknowledge, agree and understand that I shall abide by the standards set forth in these Terms; local, state and federal laws; and, County policies relating to sexual harassment, harassment and discrimination. For more information regarding the County’s policies please refer to the policies on Sexual Harassment, the County Policy against Discrimination, Harassment and Retaliation, or visit the Equal Opportunity Division website at https://www.sccgov.org/sites/essa/departments_and_programs/equal_opportunity/Pages/eod.aspx or call them directly at (408) 299-5865.

15. Policies and Regulations: I agree to comply with all the Terms, and all County policies, regulations, directives and instructions, and to conduct myself in a professional manner, consistent with the same standards as established for County employees.

16. No Compensation: I understand that I will not be compensated for any work performed as a volunteer, other than for reimbursement of pre-approved necessary and allowable expenses authorized in accordance with County rules and procedures.

17. Rights, Titles, and Interest: I understand and agree that all rights, title and interest, including copyright, in and to any and all materials, documents, creative work, art, photographs, data, programming and other information, created by me as a volunteer belong to the County upon creation and shall continue in the County’s exclusive ownership in perpetuity.

18. Worker’s Compensation: I understand and acknowledge that the County does not provide insurance coverage or worker’s compensation for the volunteer activities encompassed by this agreement. As a volunteer, I will not be eligible for workers compensation benefits, but may be eligible for up to $5,000 in excess medical coverage provided by the County for certain activities or programs as determined by County.

19. Termination: I understand and accept that County may terminate my volunteer services at any time and for any or no reason without notice. I may also terminate my volunteer services at any time with advance written notice to County.

20. Photographic Release: I grant to Santa Clara County the perpetual, unlimited, royalty-free, non-revocable right to use any and all photographic, digital and electronic images and video or audio recordings of me/my child that are made by Santa Clara County or its representatives during my/my child’s service with Santa Clara County, including royalties, proceeds or other benefits from use of the photographs or recordings.

21. License/Certification: The volunteer services I am providing may involve an activity that requires
licensure/certification under California Law. If licensure or certification is required then in order to be involved in such activity or program, I must provide a copy of my license/certification to the County, and represent and demonstrate to the County that my license/certification is current and will remain current until completion of the activity or program.

22. **Waste:** I will conduct any and all activities so as to avoid and prevent waste, nuisance or unreasonable annoyance to the County of Santa Clara, to County property, to other park visitors or users or to neighboring properties.

23. **No Alcohol; No Smoking:** I understand and accept that the sale, distribution, promotion, advertising or use of any type of alcohol is strictly prohibited and I will comply with this standard while in, on or around County property or facilities. I will not smoke on, in or around County property or facilities.

24. **Obey All Laws; Professionalism:** I will obey all laws at all times, including but not limited to County ordinances, policies, procedures and guidelines, and all other local, state and federal laws. I will at all times conduct myself in a professional, courteous and respectful manner.

25. **Jurisdiction; Venue:** I acknowledge and agree that these Terms shall be construed and enforced in accordance with the laws of the State of California and proper venue for legal action regarding these Terms or any of my volunteer activities or services shall be in the County of Santa Clara, State of California.

26. **PARENT OR GUARDIAN OF MINOR VOLUNTEERS** (A minor is anyone under the age of 18, other than an emancipated minor): I have fully read these Terms and fully understand its content. Furthermore, the significance of these Terms have been EXPLAINED TO THE MINOR.

I certify that I have custody or am the legal guardian(s) of one or more minors who are volunteering with the County and that my minor child or children are physically and mentally able and capable to participate as a volunteer for the County. In the event my minor(s) require or requires medical treatment, I authorize the County to provide and/or authorize medical treatment. I expect that County staff will contact me at the last known address provided by me to County Parks and Recreation Department in the event emergency medical treatment is required for said minor(s), but this contact is not necessary to administer emergency aid.

______, a minor, has my permission to participate in Santa Clara County Parks and Recreation volunteer activities. I have read and agree to the requirements stated above.

PARENT OR LEGAL GUARDIAN SIGNATURE

DATE

Alternate supervisor: Please note Youth volunteer age 15 and under must have a parent, legal guardian or an authorized accountable adult accompany, be responsible for and supervise the Youth volunteer(s). All adults, other than the parent or legal guardian, who have been designated below to accompany a Youth volunteer(s) must be granted by the parent or legal guardian the full authority to supervise, discipline and be accountable for all actions and inactions of such Youth volunteers. Please identify here the person or persons who the parent or legal guardian have authorized to accompany, supervise and be accountable for the Youth volunteer(s) identified in this form and for whom you (as legal guardian or parent) acknowledge, agree and accept full liability and accountability:

<table>
<thead>
<tr>
<th>Name of Authorized Adult Supervisor</th>
<th>Relationship</th>
<th>Parent or Legal Guardians’s Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Adopt-A-Trail Guidelines

ADOPT-A-TRAIL GUIDELINES
Santa Clara County Parks & Recreation Department

Written & Edited by the
Volunteer Coordinating Council

ROLE
Our first trails were wild game, hunting paths or old logging and/or mining roads. Native Americans, explorers, and pioneers later used these paths, keeping them open with simple tools. Many of these paths became trails once they were included in parks. Today more and more hikers, bicyclists, and equestrians use our park trails. At the same time resources for maintenance and development of trails have decreased. This has resulted in deterioration of trails in many parks. To reverse this trend the Santa Clara County Parks & Recreation Department, and its Volunteer Coordinating Council, developed the “Adopt-a-Trail Program.”

Adopt-a-Trail is designed to recruit, train, and support volunteer individuals and groups assigned to a trail, or section of trail, within Santa Clara County Parks. Adopt-a-Trail is based on the following basic guidelines:

- An Adopt-a-Trail group consists of one or more volunteers. Each group must designate a Group Liaison to the Department.
- Each group is responsible to periodically inspect their chosen trail, remove litter and debris and report any problems or unsafe conditions in accordance with Department policies, procedures and standards.
- Each group shall coordinate with Parks Staff to define and implement a work plan for light trail maintenance which may include basic brushing/pruning. A group may also work on routine tread/drainage clearing, but only with Staff approval and under the direct supervision of Parks Staff or a Trail Crew Lead volunteer.
- A group shall only work to its level of training. The program is set up, in this way, for interested trail users to become stewards of our County Parks, and to ensure that Adopt-a-Trail groups remain safe, enjoy the day and leave minimal environmental impact on our parks.

PROGRAM APPLICATION/ORIENTATION/TRAINING
Candidate Adopt-a-Trail groups first submit an Adopt-a-Trail Application/Service Agreement (Form V30) to the Parks Volunteer Program. Once the application is accepted, the Department recommends the Group Liaison or a designated member successfully complete the Department’s Trail Crew Lead training, which covers member registration, park orientation, trail maintenance standards/roles/techniques, tool safety, and reporting procedures. A Volunteer Application (Form V10) for each member must be completed and attached to the Service Agreement.

A group member who successfully completes the Trail Crew Lead training will receive a copy of the Department’s guidelines for Trail Crew Lead, Adopt-a-Trail and general Volunteer Program Guidelines, which outline work requirements, incentives, benefits, forms and standards of conduct. The liaison is then responsible to register and provide orientation to their Adopt-a-Trail group. All group members must be registered, receive orientation by the liaison, and sign a voluntary release prior to the commencement of work.

If a Group Liaison changes the Volunteer Coordinator must be notified immediately, and the designated replacement must complete any required training to continue Group work activities and events.
WORK REQUIREMENTS

A group must fulfill an annual 20 hour minimum service requirement. Work hours are at the discretion of the adopting group but must occur during regular park hours (8:00 AM – Sunset). Work tasks are limited to the scope defined within the guidelines defined in this document. Special projects must pass through a separate review process.

The minimum age requirement for Adopt-a-Trail volunteers is 10 years of age. Volunteers under age 16 (minors) must have adult supervision when working, with a ratio of one adult supervising no more than five. Volunteers under age 18 must have parental consent. The Group Liaison is responsible for ensuring all departmental documentation and work requirements are met.

AGREEMENT RENEWAL AND REPORTING REQUIREMENTS

Adopt-a-Trail Application/Service Agreement renewals will be reviewed by Parks Staff on a calendar year, annual basis. Renewal agreements are due in November of the year prior to its effective date. The Group Liaison for each Adopt-a-Trail group will schedule an informational briefing with Park Staff and to arrange for equipment/supply provisions for each planned workday.

The Group Liaison is responsible for reporting the type of work activity and the hours worked for each workday to the Volunteer Coordinator. The group liaison will record workday hours on the Individual Volunteer Activity Report form supplied by the Volunteer Program.

RELEASE OF LIABILITY

ADOPT-A-TRAIL GROUP REPRESENTATIVES: By signing the Service Agreement, the Group’s Representatives affirm that they are jointly and severally liable for performing the Group responsibilities under the Service Agreement, in particular making sure that all Adopt-A-Trail participants execute appropriate waivers prior to each event and completing a Volunteer Application (Form V-10). If one of the Representatives signing the Service Agreement will not be at the event, they will designate a Group Representative who will act as the Representative for the event in the list of approved activities above.

The Group Representative assigned to the event will oversee the project or event and will ensure all participants follow County guidelines, policies, procedures and stay within authorized areas.


TOOLS

All Adopt-a-Trail group members should provide their own gloves, and safety goggles/glasses. However, the department may loan gloves and safety glasses, if available. The Department will provide all other needed tools for each workday. Adopt-a-Trail groups are responsible for providing their own refreshments, including water.

INCENTIVES

(1) Offered periodic enrichment training on more advanced trail maintenance, repair, and building skills. In addition, volunteers can also apply to attend advanced training for the “Trail Crew Lead” volunteer program.

(2) Have a sign placed at the park entrances where their trail is located. This sign will recognize which trails they have adopted. Parks Staff will install the sign after the completion of the minimum requirement of 20 hours has been met. If the Group’s Service Agreement is not renewed the sign will be removed.

(3) Receive the County Park Volunteer newsletter.

(4) Receive invitations to all Department volunteer recognition, enrichment and social activities.

(5) Receive one t-shirt per individual, which identifies them on-site as Adopt-a-Trail volunteers.
Friends Group Guidelines

SANTA CLARA COUNTY PARKS

SANTA CLARA COUNTY PARKS AND RECREATION DEPARTMENT
FRIENDS OF PARKS PROGRAM OVERVIEW

Interested in starting a “Friends of” Group for your favorite Park?

Santa Clara County Parks Department with the support of the Volunteer Coordinating Council (VCC) endorses this program to promote groups for all of our County Parks.

It is the goal of County Parks to establish a long-term partnership with all Friends Groups in working together to maximize our efforts in the beautification of County Parks.

Your first step is to contact the County Parks Volunteer Program Manager and discuss the vision for your organization and develop a partnership. You then must complete the “New Friends of Parks Application” including a list of the activities, events or projects your group would like to conduct. Submit your completed application to the Volunteer Program Manager; the appropriate County Park Staff will also review the application. Once the application and list of events are approved by park staff, the application is presented to the VCC for review.

Once your application is approved your group may begin activities within the park as designated on your application. You will be asked to complete the “Monthly Activity Report” form. Use this report any group activities in the park, including the volunteers, the project and the number of hours volunteered.

Thereafter, on a yearly basis in November, you are required to submit an “Annual Renewal Agreement”, which will include a list of your proposed activities, events, and/or projects. The Annual Renewal Agreement and listed activities must be reviewed and approved by the appropriate County Parks Staff. Upon staff approval the Annual Renewal Application will be presented to the VCC for review.

About our existing County Parks Friends Groups

Each County Park has its own unique characteristics, including historical, natural and recreational opportunities. Here is what some of our Friends Groups have accomplished within their respective park:

New Almaden Quicksilver County Park Association preserves the history of mining operations and three communities that were active during the mercury-mining era. The Group has adopted several trails in Almaden Quicksilver Park and members volunteer regularly at the Museum, and provide history tours in the park and surrounding community.

Friends of Chitactac Adams Park gives tours to school children, help restore the shelters, remove graffiti and plan yearly functions around the Native American Culture.

Friends of Metcalf Motorcycle Park helps maintain the off road trails, provides lessons to learners, helps with organizing large events at the park, and helped to bring back the motorcycle Trail Watch program.

Friends of Ed Levin, Society for Creative Anachronisms (SCA), assists with restoration and maintenance projects to improve areas for special events and control invasive plant populations.

Friends of Grant Ranch provides Star Parties, give history talks and tours, and promote the park in general.

Friends of Grant Rose Garden maintains the rose garden in Joseph D. Grant County Park, and as well performs other improvement projects around the Grant Historic House.

Friends of Santa Teresa Park has adopted a park trail, works on events at the Joice-Bernal Ranch, supports the master planning in the park and encourages neighborhood participation.

Friends of Disc Golf at Hellyer & LaRaza helps maintain the Frisbee Golf courses, provides free lessons to the community and solicits increasing local involvement in this ever-growing sport.
ROLE
The Friends of Parks program is designed for park users who want to organize a group to assist the Santa Clara County Parks and Recreation Department in protecting, enhancing, maintaining and restoring County Parks through activities that promote community and/or volunteer involvement, educational enrichment, and park preservation through outreach with the surrounding community and communication with park staff. The goal of this program is to increase community involvement in our parks, programs and preservation efforts.

REQUIREMENTS
To achieve and maintain an “active” status, new and existing Friends Groups must complete the following forms and submit to the Volunteer Program Manager as scheduled:

• **New Friends Group Application** (for new groups only)
• **Friends of County Parks New Volunteer Release** (list all group members with your initial group application, and have new members sign this release form as they join).
• **Friends of County Parks Annual Renewal Agreement** Park Staff will review annual activities and events proposed for the following year.
• **Friends Activities Report Form** must be submitted on a monthly basis outlining the names, activities, dates, and number of volunteer hours associated with a project.

Friends Groups must communicate all activities and work directly with Park Staff and the Volunteer Program Manager in planning and organizing their events.

Each year in November, existing Friends of County Parks must complete and submit the Annual Renewal Agreement form to the Volunteer Program; the form is then routed to staff at the appropriate park to review the renewal request. Upon staff’s approval, the Annual Renewal Application will be presented to the Volunteer Coordinating Council (VCC) for review.

INCENTIVES
A Friends Group may produce a notice to be placed at bulletin board(s) in their Park. This notice will inform the public of the Friends Group’s purpose, meeting times, location of the meetings and a contact person. The group is responsible to maintain the current information and replace the notice as needed. The notice should be submitted to the Volunteer Program Office for review and distribution to park staff for posting.

All members will receive the County Park Newsletter and an invitation to the Volunteer Recognition Dinner and other social events.

All members, when working on an approved Park event, will have their parking fee waived.

All members are eligible to receive a Park Volunteer t-shirt and hat upon request, as well as other recognition awards for services/hours provided.

TRANSPORTATION
Some group members may be eligible to obtain a County Driver’s Permit. The Parks Department may provide the use of a for transportation to an activity within the Park. The Group representative will provide sufficient notification to the Volunteer Program Manager to schedule use of the van. The Park’s Maintenance Lead and Senior Ranger must also approve use of the van in the Park prior to the event.

REPORTING OF VOLUNTEER HOURS:
Hours related to activities and events listed on the “Annual Renewal Agreement” must be submitted to the Volunteer Program on the “Monthly Activity Report Form.” All hours related to other volunteer programs or events (ie: Trail Watch, Volunteer Crew Leader, Docent, Camp Host, Trail Days) should not be reported on the “Friends of Parks Activity Report Form”; these hours should be reported according to the specific program guidelines. When in doubt, please contract the Volunteer Program office.
I. CAMP AND SITE HOST

Overview of Duties
As with all long-term volunteers, Camp and Site Hosts work under a specific service agreement and follow specific job specs. They must also pass a Live Scan screening and complete a Camp and Site Host agreement. Orientation and training is provided. The Senior Park Ranger and Senior Maintenance Worker oversee Camp and Site Host volunteers. Hosts receive a full-utility campsites in exchange for volunteer service.

Hosts are recruited to be visible representatives of County Parks at campgrounds, day-use areas, and other County Parks sites that may require additional human presence and supervision. They are volunteers who temporarily reside on site, performing volunteer service that enhances the safe, educational, and enjoyable experience of park visitors. Duties include providing information and assistance to park visitors, conducting campground checks, performing basic maintenance tasks, and assisting with interpretive programs and visitor center staffing. Hosts must also be able to activate emergency medical response and may assist Park staff in the event of an emergency. Hosts must not perform any law enforcement duties.

Each park has unique facilities, features, and needs and therefore Host duties vary slightly. Prior to assignment, prospective hosts will meet with park unit staff to ensure hosts can meet expectations.

Below are the County Parks with Camp and Site Host Placements:
- Alviso Marina
- Chitactac Adams
- Coyote Lake
- J.D. Grant
- Martial Cottle
- Mt. Madonna
- Sanborn
- Uvas Canyon

Service Requirements
Hosts agree to provide a minimum of 20 hours per person per week of volunteer service. Most sites require that hosts commit to 6 to 12 months of service, but shorter appointments may be available. The length of service must not exceed what is specified in the camp and site Host agreement. Camp and Site Hosts wishing to serve Santa Clara County Parks for more than 12 consecutive months must rotate to another park site. (Exceptions may be granted with approval from Park Supervisors.)

Hosts must complete a weekly Camp and Site Host Log as directed by the Senior Park Ranger or Senior Park Maintenance Worker.

Hosts must possess and maintain a valid and current State-issued vehicle driver’s license, current vehicle registration with the proper Department of Motor Vehicles, current vehicle insurance that meets the minimum insurance requirements set forth by the State of California and eligibility for issuance of a County Driver Permit.
Registration and Training Requirements
Hosts must follow the same registration steps as long-term volunteers. They must also complete and follow all provisions of the Camp and Site Host Agreement and possess and be familiar with the Camp and Site Host Manual as well as the Camp and Site Host Job Specifications.

Hosts must complete the following training within 4 months of placement:
- Radio Training (conducted at Park with Park Unit Staff or as part of the Trail Watch Academy)
- Adult and Pediatric First Aid/CPR/AED Certification (coordinated through the Parks Volunteer Program office)

Camp and Site Host Agreement
A Camp and Site Host Agreement must be approved and signed by the Host, members of the resident household over 18 years of age and the Senior Park Ranger and Senior Maintenance Worker prior to hosts conducting any service. The agreement outlines the hosts’ duties, defines the term of service, lists occupants, and records any Parks property issued to hosts. Any changes to the agreement must be in writing and signed by all parties.

Camp and Site Hosts may not perform duties or reside on site free of charge without a current agreement. Upon expiration of the agreement, camp and site hosts will be charged for park and campsite use if housing has not been vacated and a new agreement is not signed and in place.

Occupancy
The resident household may include the Host’s spouse, dependent children, or other adults residing with the resident volunteer. The total site occupancy may not exceed 3 people. Hosts may have guests stay for up to 3 days without prior approval from the Park Seniors. Guests staying 3 to 14 days must be approved by the Park Manager. Overnight guests staying in the resident household are limited to 14 consecutive days. All adults residing in the resident household for more than 14 days must register and become a volunteer. Hosts must obtain approval from Park Seniors prior to any change in approved occupants and shall revise the agreement to reflect any such change within 10 days of approval.

Occupyants are expected to be considerate of other park visitors and campers including monitoring noise levels (radios, televisions, gatherings, etc.) to ensure that fellow residents and park visitors are not disturbed. Hosts are responsible for ensuring that all members of their resident household obey all laws in the residence areas and in the park. Failure to comply may result in the cancellation of the agreements and disciplinary actions up to and including dismissal of the Host.

Hosts are prohibited from conducting any non-park business within the park.

Resident Pets
Hosts may have a maximum of 4 pets. Pets are prohibited from roaming outside the confines of the housing unit or designated yard areas and all leash rules must be obeyed. No vicious animals or nuisance pets may be kept in the volunteer residence areas or Host sites. Pets larger than 20 lbs. must be approved by Park Staff. Pets must not be leashed to the trailer or left unattended.

No livestock (horses, cows, sheep, goats, pigs, chickens, etc.) is permitted in park residence areas without written permission.

Host Sites
Hosts may only have one RV and two separate vehicles on site, and the site must be kept clean and presentable. Only outdoor furniture may be used outside. No additional site amenities (fences,
enclosures, sheds, etc.) may be erected without prior Chief Ranger approval. A storage area may be provided to the Camp and Site Host.

Reimbursements
In lieu of direct reimbursement for expenses, Hosts will be provided with a complimentary and temporary license to use one recreational site, and associated water, electrical, and garbage services, which shall be limited to reasonable and normal use.

In order to respond to emergencies, telecommunications access is crucial. At sites where cellphone coverage is unavailable, camp and site hosts may be reimbursed a flat rate for the monthly cost of local telephone service.

II. CAMP HOST INTRODUCTION
Volunteers are integral to Santa Clara County Parks and Recreation Department and act in many different roles. Our volunteer Camp Hosts are a great asset to the Department, and as well offers a rewarding opportunity for qualified candidates.

Camp Host Mission
The mission of the Camp Host is to provide services in partnership with Park Staff, and provide a presence in campgrounds and parks that enhance the safe, educational, and enjoyable experienced of park visitors.

III. HANDLING SITUATIONS INSIDE THE PARK
Visitor Contacts
The Camp Host provides a readily available, hospitable presence for park visitors. Typical tasks include providing information about fees and park features, available sites, hand out maps and brochures, sell fire wood or charcoal briquettes, and answer other questions visitors may have.

At no time is a Camp Host to engage in any type of law enforcement. Engagement in law enforcement activities by a Camp Host is grounds for immediate dismissal. All problems law enforcement related should be reported to the on duty Park Ranger, County Communications, or 911. Note: Several parks have on site, resident park ranger or maintenance staff.

Medical Emergencies
- If you receive a report of a serious medical emergency or encounter one yourself, walk/run or drive to the nearest phone and call 911 to notify EMS, and then notify the on duty Park Ranger or County Communications. If you are on scene, tell the 911 operator and the operator will ask you relevant questions.
- With emergencies that occur after park hours, you may need to guide in arriving EMS personnel. If necessary, leave the scene and go to the park entrance to meet EMS.
- As a volunteer, involve yourself in the situation only to the extent to which you are trained and are confident of your role.
- Be courteous, calm and act in a business like manner.
- Inspect the scene carefully.
- Tactfully ask for the names, addresses, and phone numbers of the victim(s) and witness(es). If another volunteer is available, ask him/her to complete accident forms and gather information. Note any factors that may have caused the accident.
• Do not enter into a dispute with claimant over the cause of the accident.
• Do not reprimand anyone at the scene.
• Do not speculate out loud about the cause of, or responsibility for the accident.
• Do not offer to pay for medical expenses.
• Do not admit responsibility.
• Do not mention insurance.
• Do not discuss the accident with anyone who is not Parks Staff, now or later.

Potential Crime Scenes:
If you encounter a potential crime scene, immediately notify the on duty Park Ranger or County Communications. Then if safe, protect the scene of the crime from and disturbance.

Reporting Maintenance Problems:
If you notice a maintenance problem or a potential maintenance problem, contact or leave a note for Park Staff. Explain in detail the exact nature of the problem. If the problem requires immediate attention call the nearest staff member by phone.

Found Items and Lost Items:
A visitor who finds an item in the park is encouraged to turn the item over to Park Staff. Accepting found items from visitors is considered one of the Camp Host’s duties. The Camp Host is then responsible to turn over any found item to Park Staff. A Camp Host should not, under any circumstances, retain an item.

Attach the following information to the item and give it to Park Staff: name, address, phone # of individual who found the item, description of the item, the date, and the location item was found. If you find an item yourself, write down your own name and the remaining information listed above, attach the information to the item and give it to Park Staff. If you get a report of a lost item, write down the person’s name, addresses, phone number, the date, where they think they lost the item and an accurate description of the item.

The best way to document lost and found items is to use the department form for these items. Park Staff should provide you the forms.

Advise the visitor to check with a Park Ranger if possible before leaving the area, and provide the visitor the park office phone number.

General Park Rules & Regulations:
• Park gates are opened at 8:00 a.m. and trails are open at sunrise. All parks are closed to non-campers at sunset.
• For the visitor’s safety, motorists and bicyclists must observe posted speed limits. Vehicles are allowed only on designated roadways and parking areas.
• Dogs and other pets are allowed on leash in designated areas of parks. Please check with the Park Staff or the signage posted at your park.
• Garbage and litter must be placed in receptacles.
• Fires are allowed in designated areas only.
• Firearms, air guns or bows and arrows are prohibited except on ranges established for target practice.
Additional information regarding park rules and regulations may be obtained from Park Staff. Information regarding reservations may be obtained by calling (408) 355-2201, Monday through Friday, 8:30 a.m. to 4:00 p.m.

IV. PARK ORIENTATION
Camp Hosts will receive an orientation from Park Staff. During orientation staff may issue items to the Camp Host. It is the responsibility of the Camp Host to return these items at the conclusion of his/her stay at the park.

V. CAMP HOST LOGS
Camp Hosts are required to complete a weekly duty log. Use this log to list any services you have performed by date and time. The Volunteer Program Staff will provide these logs when you begin your assignment. Turn in your logs to Park Staff at the end of each month and staff will forward your logs to the Volunteer Program so you may receive credit for your hours served.

VI. CAMP HOST AGREEMENT
All provisions of the Camp Host Agreement must be followed. Camp Hosts must sign this agreement prior to beginning their assignment.
### VII. PARKS AND COUNTY COMMUNICATIONS PHONE NUMBERS

(All Numbers are Area Code 408)

<table>
<thead>
<tr>
<th>Position</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOLUNTEER PROGRAM MANAGER</td>
<td>918-4932</td>
</tr>
<tr>
<td>VOLUNTEER PROGRAM COORDINATOR</td>
<td>918-4940</td>
</tr>
<tr>
<td>VOLUNTEER PROGRAM MAIN LINE</td>
<td>918-4930</td>
</tr>
<tr>
<td>COUNTY COMMUNICATIONS (Control 12)</td>
<td>299-2311</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PARK PHONE NUMBERS</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALMADEN QUICKSILVER (Museum)</td>
<td>918-7770</td>
</tr>
<tr>
<td>ALVISO MARINA (Ed Levin)</td>
<td>262-6980</td>
</tr>
<tr>
<td>ANDERSON LAKE</td>
<td>779-3634</td>
</tr>
<tr>
<td>CALERO</td>
<td>268-3883</td>
</tr>
<tr>
<td>CHESBRO RESERVOIR (Uvas Canyon)</td>
<td>779-9232</td>
</tr>
<tr>
<td>COYOTE-HELLYER</td>
<td>225-0225</td>
</tr>
<tr>
<td>COYOTE LAKE</td>
<td>842-7800</td>
</tr>
<tr>
<td>FIELD SPORTS PARK</td>
<td>463-0652</td>
</tr>
<tr>
<td>GRANT</td>
<td>274-6121</td>
</tr>
<tr>
<td>ED LEVIN</td>
<td>262-6980</td>
</tr>
<tr>
<td>LEXINGTON RESERVOIR (Vasona)</td>
<td>356-2729</td>
</tr>
<tr>
<td>LOS GATOS CREEK (Vasona)</td>
<td>356-2729</td>
</tr>
<tr>
<td>MOTORCYCLE PARK</td>
<td>226-5223</td>
</tr>
<tr>
<td>MT. MADONNA</td>
<td>842-2341</td>
</tr>
<tr>
<td>PENITENCIA CREEK (Ed Levin)</td>
<td>262-6980</td>
</tr>
<tr>
<td>RANCHO SAN ANTONIO (Stevens Creek)</td>
<td>N/A</td>
</tr>
<tr>
<td>SANBORN-SKYLINE</td>
<td>867-9959</td>
</tr>
<tr>
<td>SANTA TERESA (Calero)</td>
<td>268-3883</td>
</tr>
<tr>
<td>STEVENS CREEK</td>
<td>867-3654</td>
</tr>
<tr>
<td>UPPER STEVENS CREEK (Sanborn)</td>
<td>867-9959</td>
</tr>
<tr>
<td>UVAS CANYON</td>
<td>779-9232</td>
</tr>
<tr>
<td>UVAS RESERVOIR (Uvas Canyon)</td>
<td>779-9232</td>
</tr>
<tr>
<td>VASONA</td>
<td>356-2729</td>
</tr>
</tbody>
</table>
Interpretive Docent Guidelines

Santa Clara County Department of Parks and Recreation
298 Garden Hill Drive, Los Gatos, CA 95032

Volunteer Program Office (408) 918-4930
Interpretive Program Office (408) 918-7770
TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section &amp; Subject</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Introduction and Role</td>
<td>2</td>
</tr>
<tr>
<td>2. Duties and Requirements</td>
<td>2</td>
</tr>
<tr>
<td>3. Orientation and Training</td>
<td>3</td>
</tr>
<tr>
<td>4. Expectations of a Docent</td>
<td>4</td>
</tr>
<tr>
<td>5. Incentives</td>
<td>6</td>
</tr>
<tr>
<td>6. Docent Uniforms</td>
<td>7</td>
</tr>
<tr>
<td>7. Interpretive Sites and Programs</td>
<td>8</td>
</tr>
<tr>
<td>8. Emergency Procedures &amp; Reporting Incidents</td>
<td>9</td>
</tr>
<tr>
<td>9. General Park Information</td>
<td>10</td>
</tr>
</tbody>
</table>
1. INTRODUCTION AND ROLE

An Interpretive Docent is a trained volunteer that works under the direction and supervision of park staff to provide quality learning experiences for visitors at parks, visitor centers, historic sites and interpretive facilities.

The Interpretive Docent Program is designed to meet the needs of volunteers who wish to assist the Santa Clara County Parks and Recreation Department in its mission to “provide, protect and preserve regional parklands for the enjoyment, education and inspiration of this and future generations”. The Docent Program offers opportunities for volunteers to expand their knowledge of Santa Clara County’s natural, cultural and historic resources, and to enrich the lives of many by communicating the value of those resources to park visitors and local communities.

While serving as an Interpretive Docent is rewarding, it is also a challenging position that requires skills, commitment and dedication. These guidelines provide an overview of the Interpretive Docent Program and communicate what a volunteer should understand before becoming an Interpretive Docent.

2. DUTIES AND REQUIREMENTS

Under the direction of park staff, Interpretive Docents may:

- Conduct interpretive programs and assist with interpretive projects and/or activities related to the natural, historic and cultural significance of park resources.
- Assist staff with functions such as greeting visitors, maintaining exhibits, handling interpretive artifacts and teaching resources, and general maintenance and upkeep of interpretive facilities.
- Provide information, answer questions, and assist park visitors, as needed.

REQUIREMENTS

To become a County Park Interpretive Docent, each applicant will:

- Register as a volunteer with Santa Clara County Parks
- Participate in an informal interview by park staff.
- Submit to fingerprinting as part of the initial screening process.
- Attend and complete necessary certification standard on interpretive training as provided by the County in interpretive standards and techniques.
- Agree to wear a Department issued uniform (see Docent Uniforms, Section 6).
- Agree to follow Department Volunteer Guidelines and Interpretive Docent Guidelines.
- Attend and/or complete additional trainings or prerequisites as established by the County.

To remain active, each Interpretive Docent will:

- Volunteer a minimum of 48 hours per year.
- Attend at least one annual Docent enrichment program.
3. ORIENTATION AND TRAINING

All Interpretive Docent applicants will be expected to complete a comprehensive orientation, training and evaluation process prior to becoming an Interpretive Docent with the County Parks Volunteer Program.

**Interpretive Docent Orientation Workshop (8-12 hours of training that covers):**
- Introduction and overview of Santa Clara County Parks System
- General rules and regulations of parks and facilities
- Volunteer Program Guidelines and Docent Program Guidelines
- Overview of Interpretive Sites, Facilities and Programs
- Basic introduction of the principles of interpretation
- General interpretive standards for programs, activities and audiences
- Evaluation and feedback process

**Site-Specific Training (length of training will depend on site):**
Docent trainees will receive site-specific training for the parks, sites and facilities in which they will be volunteering. Docsents will be provided with Docent Guides and other resource materials, and will be encouraged to “shadow” at least two interpretive programs given by existing Interpretive Docsents and/or park staff before conducting activities or programs independently. Visiting other agencies and attending other Docent-led or staff-led hikes, tours and educational programs is highly encouraged.

If a Docent wishes to volunteer at more than one park or interpretive facility, site-specific training and evaluation will need to be completed for each. It is at the discretion of the staff at a park site to waive portions of the training on an individual basis depending on the volunteer’s prior background, education and experience. Volunteers with extensive training, experience or knowledge related to a specific topic may even be asked to lead an enrichment training or assist staff with a component of Docent training for a site. For example, a volunteer with a background in geology may be requested to provide training for Docsents at the New Almaden Quicksilver Mining Museum.

**Evaluation Process:**
Part of the training process is for a Docent to attend at least two staff-led or Docent-led programs and complete an evaluation of those programs before attempting to lead a program on his/her own. Once a Docent feels comfortable enough to lead a program, he/she will undergo an evaluation by park staff, complete a self-evaluation, and review both with site staff. The purpose of this is to build confidence and consistency, not to judge or criticize. Programs by park staff and Docsents will also be continually evaluated by visitors through the Park Program Evaluation feedback process. It is expected that Docsents and staff will provide visitors with the customer comment cards after each program.
On-going Training:
To remain “active”, Interpretive Docents must also participate in annual enrichment training opportunities. Park staff will offer at least two enrichment trainings every year. Some may be on site, while others may be in the field or at another agency or facility. Interpretive Docents are encouraged to participate in at least one enrichment training every year to stay active, involved, and keep up with new information and trends in the interpretive field. Park staff will strive to offer a variety of experiences to Docents that are both fun and enriching for everyone. Examples of past enrichment trainings include tours of East Bay Regional Park’s Black Diamond Mines and Vasco Caves, visits to various State Park facilities, and demonstrations by local California Native Americans.

Santa Clara County Parks also offers in-house trainings that Docents may be eligible to attend such as American Red Cross-Lay Responder (CPR/1st Aid), Certified Interpretive Guide (CIG) training, Drivers Training (for obtaining a County Driver’s License) and Park Radio Use training.

4. Expectations of a docent

Docents are volunteers who represent the Santa Clara County Parks & Recreation Department. Docents are expected to conduct themselves in a manner that reflects pride in self and in the Parks Department. Like park staff, Docents must adhere to certain rules, procedures, and expectations. Docents who show an unwillingness to conform to the following expectations will be asked to leave the program.

Scheduling: All Docent assignments or programs should be scheduled in advance for reasons of clear communication, safety, liability, and to minimize scheduling conflicts. If a Docent is not scheduled to work, but would like to assist, he/she must contact park staff in advance. All Docent-led programs are to be reviewed and coordinated with park staff well in advance to avoid conflicts with the Parks Master Calendar.

Punctuality: It is essential for Docents to be punctual for interpretive programs, activities, events and assignments. Preparation and set up times will vary depending on the needs of the specific activity. Always communicate directly with the staff coordinating the program in advance to confirm your arrival time, meeting location, and ensure that necessary resources are available.

Dependability: Docents must attend all required training programs. If a Docent misses more than two hours of required training, he/she will be asked to repeat the required training the next time it is offered. Docents must also fulfill time commitments so that a reliable schedule may be established. If an unforeseen emergency arises and a Docent is unable to participate in a scheduled program, he/she must try to find a replacement from the Docent roster. If the Docent is unable to find a replacement, he/she should call and inform park staff at least one day in advance. If a Docent becomes ill and cannot fulfill an assignment, he/she should contact park staff as early as possible.
**Appearance:** When serving as a Docent it is necessary to be neat and clean in appearance. Docents will wear a Department issued uniform and name tag when volunteering at a park site and working at public programs and events.

**Attitude:** A pleasant and professional attitude is extremely important. A primary responsibility of a Docent is to ensure that all park visitors have a pleasant, enjoyable and safe experience. The public expects and deserves to be treated in a courteous and professional manner. If a visitor comes to a Docent with a complaint, the Docent should try to help with the complaint or direct the visitor to the appropriate park staff.

**Professionalism:** Docents should make every effort to be well-informed and helpful, but never knowingly give false or misleading information to the public. If unsure, do not be afraid to say so. Always answer only with information that is known to be accurate. If you are unsure of how to respond to a visitor’s question, write down the question and the contact information of the inquisitor. Let visitors know that their questions will be considered and responded to in a timely manner.

Do not discuss private views on politics, religion, relationships, advice, or Department practices with park visitors, staff, or volunteers, or in the presence of park visitors. Public criticism of the Parks Department, staff or policies is unacceptable while serving as a volunteer. If there is something you disagree with, please discuss it with the appropriate park staff or Volunteer Program staff.

When connecting with visitors, please remember that:

- Like staff, Docents are also representatives of the Parks Department. They should conduct themselves professionally with the public, other Docents and park staff.
- Park visitors are guests and should be treated as such.
- Park visitors are dependent on staff and Docents for a better understanding of the cultural, historic and natural resources of the park they are visiting.
- Park visitors are not an interruption of our work, but a purpose of it. Please remember to kindly welcome them to our parks and interpretive sites.
- Park visitors are deserving of the most courteous, professional, and attentive treatment that can be provided by staff and Docents.

**Behavior:** It is a Docent’s responsibility to treat park visitors, fellow volunteers and park staff with courtesy and respect, to obey all lawful orders, to report to the park on time and ready for his/her assignment, and to remain alert while volunteering. Immoral conduct, the illegal use of drugs, reporting to work with alcohol on the breath, being drunk or drinking alcohol on duty, or committing a crime are all expressly prohibited and will result in dismissal from the program. It is not appropriate to listen to personal music, chat on a cell phone, have personal visitors, gossip, or perform other such activities in view of the public. Keep private visiting to a minimum when the public is present.
Authority: All Docents should be familiar with general park rules and ordinances. Using their best judgment, Docents may inform park visitors about park ordinances, but should never act in an authoritative manner or communicate a “do not” or “no” message. Only Park Rangers, Sheriff Deputies or other law enforcement officers have the authority to enforce laws and park ordinances. Docents should document and report all witnessed violations of laws or park ordinances to a Park Ranger or other available park staff. All Docents and park volunteers are also expected to personally comply with all park rules and regulations. Remember, for your safety, do not get involved in any conflicts or questionable situations with park visitors.

County Property: County-owned vehicles, computers, tools and other equipment are for official County Parks business only. Some Docents, depending on work locations and assignments, may be permitted to drive County vehicles or operate/utilize other County equipment after attending required County training and providing necessary documentation. Operation of all power tools requires specific training and authorization. Please see the County Parks Volunteer Guidelines for more information.

Confidentiality: Docents may, on occasion, become aware of information that is confidential or not for public distribution. Confidential information includes such things as injuries, accident reports, disciplinary actions, employee grievances, personnel matters, budget proposals, and proposed policy changes. If you are questioned about these matters by the public or another volunteer, please do not discuss the issues and politely refer the questioner to the appropriate park staff.

Limitations: Docents should not expect special privileges or favors regarding park use or use of park facilities. The use of County property or equipment for personal benefit, or the acceptance of any gifts or gratuities resulting from participation in the Docent program is not permitted. Recognition gifts issued by the County Parks are an exception.

Resignation: If an unforeseen family, medical or personal situation arises resulting in a Docent no longer being able to make his/her commitment as a Docent, a written resignation is requested and the return of issued Park property (uniform items, books, etc.) is required. A Docent that takes more than six consecutive months off will be considered “inactive” and will be removed from the program unless other arrangements are approved by park staff. Docents may reactivate their status at the discretion of the County and may be required to repeat any necessary trainings.
5. INCENTIVES

Santa Clara County Park Interpretive Docents will benefit greatly from being involved in this unique volunteer experience. Docents can touch the lives of many people in our community and learn a great deal about the cultural and natural history of our diverse and beautiful County Parks. To show appreciation for their time and services, the following incentives are offered on a periodic basis:

- Ability to attend Parks Department training opportunities
- Access to Interpretive Resource Lending Libraries
- Periodic enrichment trainings with special guest speakers and/or off-site field trips
- Receive invitations to annual volunteer appreciation events
- Receive “The County Park Volunteer” newsletter
- Receive a Docent uniform and name tag (certain items must be returned upon leaving the program)
- Get to volunteer in some of the most beautiful areas in the County
- Make many new friends who share common interests
- Become acquainted with dedicated park staff, volunteers and the diverse programs offered by County Parks
- Enrich the lives of children, adults and fellow volunteers by making a positive impact in our parks and communities

6. DOCENT UNIFORMS

Interpretive Docents will wear a Department-issued uniform while working in a County Park, facility or Interpretive site. Nametags are required to be worn by all Docents. Other uniform items may include t-shirts, sweatshirts, vests and hats. Costumes or “period” clothing may be approved for certain sites and programs.

Required uniform items are issued to Docents at no charge. Docents must maintain their uniform items in clean and good condition. Lost, badly worn or damaged items will be replaced at no charge as long as loss or damage is not recurrent or due to negligence.

Certain uniform items shall be returned to the Volunteer Office or park site when the volunteer leaves the program.
7. INTERPRETIVE SITES AND PROGRAMS

New Almaden Quicksilver Mining Museum/Casa Grande
(408) 323-1107; 21350 Almaden Road, San Jose, CA, 95120

The Casa Grande (large house), once residence for a succession of mine managers and their families, is now home to the New Almaden Quicksilver Mining Museum. Dedicated to the history, geology and mining communities of New Almaden, a visit to Casa Grande provides a glimpse of life in Santa Clara County 150 years ago. Docents may assist with museum tours and school programs, history tours of Almaden Quicksilver County Park, special events and activities, and miscellaneous projects.

Bernal-Gulnac-Joice Ranch, Santa Teresa County Park
(408) 226-5453; 372 Manila Drive, San Jose, CA 95119

A visit to the ranch immerses you in the realities of living and working on a family ranch more than 100 years ago. The ranch complex contains a historic house with period furnishings, vegetable and flower gardens, a barn full of historic exhibits, and live chickens and rabbits. This park is also along the route of the Juan Bautista de Anza National Historic Trail. Docents may assist with school tours, public programs such as wash days, movie nights, and special events including the annual Family Fandango.

Chitactac-Adams Heritage County Park
(408) 323-0107; 10001 Watsonville Rd, Gilroy, CA 95020

This scenic, four-acre park features the beautiful Uvas Creek and a wealth of cultural artifacts including bedrock mortars and petroglyphs (rock art) left by early inhabitants. The park offers a unique look into the Ohlone Native American culture before the arrival of the Spanish. Docents may assist staff with school groups, walking tours, activities, games, and special events such as Chitactac Family Days.

Martial Cottle Park
(408) 535-4060; 5283 Snell Avenue, San Jose, CA 95136

This newest County Park highlights the area’s farming heritage with over 180-acres of organically farmed land, and visitor center exhibits that illustrate our agricultural heritage as the “Valley of the Heart’s Delight.” Docents may assist with school tours, public tours, special events, and special projects.

Junior Ranger Program:
(408) 918-7770

The Jr. Ranger program encourages youth ages 9-11 to become engaged in outdoor exploration and education. The program, which runs in 6-7 parks each spring and fall, consists of four sessions that focus on the following topics: Ohlone history, Wildlife, Habitats, and the Roles of Parks and Park Staff. Docents assist with programs, activities, hikes, the Junior Ranger overnight campout, and generally help to inspire respect and environmental ethics with program participants and their families.

Section 4: Appendices
Appendix D: Volunteer Forms and Resources
8. EMERGENCY PROCEDURES & REPORTING INCIDENTS

Unexpected emergencies, injuries and incidents are possible at a large public facility such as a County Park. It is essential that all Docents and park volunteers know how assist with an emergency or serious situation, and how to report various non-emergency situations to park staff. Volunteers and Docents should involve themselves in a situation only to the extent in which they are trained and are confident in their abilities.

Emergency Situations:
- For all Life-Threatening Emergencies – CALL 9-1-1 immediately!
- Report all hazardous or medical incidents to on-duty park staff immediately.
- Know locations of 1st Aid kits, AED’s, emergency exits, shut-offs, extinguishers.
- Know the emergency evacuation plan for your site and area.
- Be available to assist park staff with crowd control, monitoring victims, gathering of information, hazard reduction, evacuation, or any other emergency procedures as determined by the on-site park staff.

On the Job Injuries:
If you are injured while volunteering at a park site:
- If possible, personally report your injury to park staff immediately.
- If unable to do so, ask a fellow volunteer or bystander to report the injury to staff.
- Park staff will administer necessary first aid or call for appropriate medical services.
- If insured, Docents should seek medical treatment from their appropriate treatment facility.
- Park staff will complete an accident report form. This should be completed on the day of the accident.

Reporting Non-Emergency Situations:
As a Docent, you may encounter a variety of situations or have them reported to you by others. These may include accidents, injuries, hazards, threats, lost persons or items. Please follow these guidelines if/when encountering such situations.
- Write down as much information as possible about the situation. Include:
  - Names and contact information from witnesses and involved parties
  - Description of the situation and possible suspects
  - Location of events
  - Date and time you obtained the information
- If the situation can be easily remedied, do so (provide bandage or ice pack).
- Report the situation to the park staff on duty.
- If the situation demands, keep visitors away any unsafe areas (verbal means only, no physical restraint) until park staff arrives.
- When a park staff member arrives, he/she will assume authority of the situation, however Docents should remain on scene until released by park staff.
Reporting Maintenance Problems:
If Docents notice a maintenance problem, a potential hazard, or a potential maintenance problem, contact or leave a note for park staff as soon as possible. Explain in detail exactly what and where the problem is. If it is an urgent problem needing a quick response, contact the nearest park staff by phone or radio.

Do NOT under any circumstance, endanger the safety of yourself or a visitor by going into an unsafe area. Secure or barricade the area to prevent visitors or staff from entering the area and contact park staff immediately.

Lost and Found Items:
Visitors who find lost items in a park often turn them over to park staff or volunteers.

If a Docent finds or receives property:

- Write down the finder’s name, address, phone number (even if found by a Docent), description of the item, date, time & location where the item was found.
- Attach the information to the item and give it to park staff, or place in a designated “lost and found” area.

If a Docent gets a report of a lost item:

- Write down the person’s name, address and phone number, the location, date and time they think the item was lost, and a detailed description of the item.
- Advise the visitor to check with park staff before leaving the area and give them the park phone number if they wish to call the next day.
- Leave the information where park staff and other Docents may find it.

9. GENERAL PARK INFORMATION

Park Hours and Restrictions:

- Parks open at 8:00 a.m. and close at sunset (exceptions are campgrounds and some trails). For hours of operation at Interpretive sites and Visitor Centers, check www.parkhere.org or call the sites directly.
- Motorists and bicyclists must observe posted speed limits. Vehicles are allowed only on designated roadways and parking areas.
- Dogs are allowed on leashes on most trails and in designated areas. Dogs are not allowed at certain designated areas, historic sites or Interpretive Facilities. See County Park Dog Policy and Matrix for other site-specific restrictions. Check with park staff for any restrictions in the parks or sites where you volunteer.
- Garbage and litter must be placed in receptacles.
- Fires are allowed only in designated BBQs and campsites.
- Firearms, air guns, or bows and arrows are prohibited except on ranges established for their use.

Additional information regarding the park where you volunteer may be obtained from park staff.
Appendix D: Volunteer Opportunity Descriptions

Trail Watch

Santa Clara County Parks

Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Trail Watch</th>
<th>DEPARTMENT: Park Ranger Unit</th>
<th>VOLUNTEER CODE: VP 101</th>
</tr>
</thead>
<tbody>
<tr>
<td>REVISION DATE: 1/2018</td>
<td>PARK UNIT: All</td>
<td></td>
</tr>
</tbody>
</table>

Overview: Trail Watch volunteers provide a uniformed presence on park trails with the goal to increase trail safety, by patrolling trails on foot, bike, horseback or off-highway vehicles. These long-term Trail Watch 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. They also report unsafe conditions on the trails directly to Park Staff.

Essential Functions

- Conduct general or special patrols within a County Park, with emphasis on multi-use trails
- “Observe, Report and Educate”: Observe any activity on the trail, and report if necessary to Park Ranger staff. Educate visitors about park resources and compliance with park rules and regulations.
- Administer first aid, perform basic life support, and activate EMS as trained or needed
- Provide Search and Rescue (SAR) support as trained and directed
- Assist with Special Events as needed
- Keep Trail Watch Patrol Logs that observe any hazardous conditions, unusual activity, wildlife interaction, or any other notable events while on patrol.
- Other duties as assigned by park staff

Requirements

- Apply and Register as a Long-term volunteer
- Must participate in an informal interview
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Must complete Trail Watch Academy training, and depending on the park Radio training
- Must Volunteer a minimum of 48 hours per year
- May obtain First Aid and CPR certification. To be offered by Volunteer Office.
- Must adhere to all County and Parks Department Policies and Procedures, including the Volunteer Program Guidelines
- Must wear Department-issued designated uniform while on duty
- Must be 18 years of age or older

Other Skills/Abilities

- Must be comfortable communicating with Park Staff
- Must be friendly and willing to assist visitors and volunteers in the park

Benefits

- Earn service awards and invitations to volunteer recognition events
- Learn about parks and meet and work with new people
- Share knowledge, skills, and passion with others
Trail Crew

Santa Clara County Parks
Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Trail Crew</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Trail Crew</td>
</tr>
<tr>
<td>VOLUNTEER CODE: VP 102a</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
<tr>
<td>PARK UNIT: All</td>
</tr>
</tbody>
</table>

Overview: Under the direction of County Parks Staff, Trail Crew Volunteers perform trail work at various parks. They will also assist staff during Trail days, which are scheduled throughout the year.

Trail Crew Volunteers will be provided with in-depth trail-building, maintenance training, resource management training, and leadership training, and will then assist Park Staff with major trail projects.

* Volunteers looking to become highly skilled trail crew members should look to become Trail Crew Lead Volunteers. (VP 102b)

Essential Functions

- Assist in building, maintaining, and restoring trails at various parks
- Attend scheduled Volunteer Trail Day events
- Oversee Adopt-a-Trail groups and Trail Day events for scheduled trail projects
- Must be friendly and willing to assist visitors and volunteers in the park

Requirements

- Apply and Register as Long-term volunteer
- Must participate in an informal interview
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Must be 18 years of age or older
- Must Complete Basic Trails Maintenance Training
- Must communicate all activities and work directly with Trail Crew Staff
- Must adhere to all County and Parks Department Policies and Procedures, including the Volunteer Program Guidelines
- Must wear Department-issued designated uniform while on duty

Benefits

- Learn trail maintenance and beautification techniques
- Learn how to manage resources
- Experience the diverse parks that Santa Clara County has to offer
- Share knowledge, skills, and passion with others
### Trail Crew Lead

**Santa Clara County Parks**

**Volunteer Position Description**

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Trail Crew Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Trail Crew</td>
</tr>
<tr>
<td>VOLUNTEER CODE: VP 102b</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
<tr>
<td>PARK UNIT: All</td>
</tr>
</tbody>
</table>

**Overview:** Under the direction of County Parks Staff, Trail Crew Lead Volunteers perform trail work at various parks. They will also assist staff during Trail days, which are scheduled throughout the year. Trail Crew Lead Volunteers will be provided with in-depth trail-building, maintenance training, resource management training, and leadership training, and will then assist Park Staff with major trail projects.

*Those looking to become Trail Crew Lead Volunteers must participate in 3 mandatory trail park events before becoming a Lead Volunteer.*

**Essential Functions**

- Lead other volunteers in building, maintaining, and restoring trails at various parks
- Attend scheduled Volunteer Trail Day events
- Conduct sign-ups for events
- Oversee Adopt-a-Trail groups and Trail Day events for scheduled trail projects
- Give safety talks on topics such as tool safety and trail safety
- Be friendly and willing to assist visitors and volunteers in the park
- Assist staff with trail/leadership training

**Requirements**

- Apply and Register as Long-term volunteer
- Must participate in an informal interview
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Must have basic First Aid/CPR training (training will be provided)
- Must participate in 3 mandatory trail park events
- Must attend Trail Crew Leadership training
- Must communicate all activities and work directly with Trail Crew Staff
- Must be 18 years of age or older
- Must adhere to all County and Parks Department Policies and Procedures, including the Volunteer Program Guidelines
- Must wear Department-issued designated uniform while on duty

**Benefits**

- Learn leadership qualities
- Learn how to manage resources
- Experience the diverse parks that Santa Clara County has to offer
- Share knowledge, skills, and passion with others
Camp and Site Host

Santa Clara County Parks
Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Camp and Site Host</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Park Unit Staff</td>
</tr>
<tr>
<td>PARK UNIT: Various</td>
</tr>
<tr>
<td>VOLUNTEER CODE: VP 103</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
</tbody>
</table>

Overview: Camp and Site Host volunteers provide services in partnership with Park Staff, and provide a readily available, hospitable presence in campgrounds and parks that enhance the safe, educational, and enjoyable experience of park visitors. Volunteers are assigned on-site housing for any period of time. Hosts receive a camp or host site in exchange for volunteer service. Service requirements are based on the needs of the park and can vary from 20 hours per person to 20 hours for one occupant. Camp and Site Hosts are trained at the park level and report directly to the Senior Maintenance Worker and Senior Park Ranger. Inquire with Volunteer Office on available host locations.

Essential Functions
- Provide information and assistance to park visitors
- Assist in maintenance and/or interpretive programs. Stock maps and brochures in kiosks and hand out to visitors, as requested
- If in a campground park, conduct campground checks and sell firewood or charcoal briquettes to visitors, as directed by Park Staff
- Work with Park Staff and other volunteers in the event of a medical emergency

Requirements
- Apply and Register as a Long-term volunteer
- Must participate in an informal interview
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Must meet with Park Staff to complete an orientation and determine what the expectations of the host are for their specific park
- Should be available weekends and holidays
- Available 5 days a week to assist with agreed/determined maintenance list from seniors. (Restrooms, ashes, weeds, trash, etc.)
- Must have a clean and presentable RV for staying on-site
- Must have a valid California Driver’s License, current vehicle registration, and current vehicle insurance that meets the minimum State of California insurance requirements
- Must attend and complete radio training (if necessary for the park tasks) and County Driver’s training
- Must attend and complete CPR and First Aid training provided by the Volunteer Program Office.
- Must adhere to all County and Parks & Recreation Department Policies and Procedures, including the Volunteer Program Guidelines and Camp and Site Host Guidelines
- Must wear Department-issued designated uniform while on duty
- Must be 18 years of age or older

Other Skills/Abilities
- Ability to effectively communicate with visitors, staff, and other volunteers
- Establish and maintain effective working relationships and cooperative relationships with the public, staff, and other volunteers

Benefits
- Earn service awards and invitations to volunteer recognition events
- Share knowledge, skills, and passion with others
- May be reimbursed for fees (setup, monthly basic charges plus taxes) associated with telephone (land line only)
Interpretive Docent

Santa Clara County Parks

Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Interpretive Docent</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Interpretive Program</td>
</tr>
<tr>
<td>VOLUNTEER CODE: VP 104</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
<tr>
<td>PARK UNIT: Various</td>
</tr>
</tbody>
</table>

Overview: An Interpretive Docent is a trained volunteer that works under the direction and supervision of Park Staff to provide quality learning experiences for visitors at parks, visitor centers, historic sites and interpretive facilities.

Contact the Volunteer Office for available Docent positions.

Essential Functions

- Conduct interpretive programs and assist with interpretive projects and activities
- Provide assistance with functions such as greetings desk, exhibits, collections, and general maintenance of interpretive facilities
- Provide information, answer questions, and assist park visitors, as needed
- May assist with other facility-related tasks

Requirements

- Apply and Register as a Long-term volunteer
- Complete an Interpretive Docent supplemental questionnaire
- Must participate in an informal interview
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Must attend and complete an interpretive training on Informal Interpretation prior to serving in a solo capacity
- Must volunteer a minimum of 48 hours per year
- Must wear Department-issued designated uniform while on duty
- Must adhere to all County and Park & Recreation Department Policies and Procedures, including the Volunteer Program Guidelines
- Must be 18 years of age or older
- May obtain First Aid and CPR certification

Other Skills/Abilities

- Ability to effectively communicate with visitors, staff, and other volunteers
- Establish and maintain effective working relationships and cooperative relationships with public, staff and other volunteers

Benefits:

- Earn service awards and invitations to volunteer recognition events
- Learn about parks and meet and work with new people
- Share knowledge, skills, and passion with others
- Opportunity to receive specialized enrichment training
Outdoor Recreation Docent

Santa Clara County Parks

Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE:</th>
<th>Outdoor Recreation Docent</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT:</td>
<td>Outdoor Recreation Program</td>
</tr>
<tr>
<td>VOLUNTEER CODE:</td>
<td>VP 105a</td>
</tr>
<tr>
<td>REVISION DATE:</td>
<td>1/2018</td>
</tr>
<tr>
<td>PARK UNIT:</td>
<td>Various</td>
</tr>
</tbody>
</table>

**Overview:** Outdoor Recreation Docents work under the direction and supervision of park staff to provide quality outdoor recreational experiences for visitors at parks and visitor centers. Docents may become involved with developing and providing (or assisting with) outdoor recreation classes, programs, special events, or projects related to outdoor recreation in Santa Clara County Parks.

We welcome your recreational skills, knowledge and abilities. If you have specialized knowledge or skills (i.e., Hula Hooping, Yoga, Geocaching, Photography, etc.) that can provide fun and memorable experiences to the community, let us know!

**Essential Functions**

- Develop and/or present outdoor recreation programs, classes, or events
- Assist park staff with developing, staffing, and facilitating outdoor recreation programs, classes and events

**Requirements**

- Apply and Register as a Long-term volunteer
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Participate in an informal interview with Park Staff
- Interest in presenting information or instruction to the general public
- Volunteer a minimum of 48 hours per year (averages to 4 hours a month)
- Follow Volunteer Program Guidelines, County and Parks Department Policies and Procedures
- Must attend and complete orientation and training
- Must wear Department-issued designated uniform while on duty
- Must be 18 years of age or older
- May obtain First Aid and CPR certification

**Other Skills/Abilities**

- Ability to effectively communicate with park staff, volunteers, and park visitors of diverse ages, backgrounds, and abilities
- Establish and maintain effective working relationships and cooperative relationship with public, staff and other volunteers

**Benefits**

- Earn service awards and invitations to volunteer recognition events
- Learn about parks and meet and work with new people
- Share knowledge, skills, and passion with others
Paddle Program Docent

Santa Clara County Parks

Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Paddle Program Volunteer</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Interpretive Program</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
</tbody>
</table>

**Overview:** Santa Clara County Parks Interpretive Program facilitates guided, interpretive moonlight paddles on several local reservoirs from June through September. Paddle Program Staff currently lead a group of participants on a leisurely 2-hour paddle and interpret the cultural and natural history of the Parks under the light of the full moon.

Currently the Paddle Program adheres to a 1 staff person to 8 participants ratio as prescribed in the Santa Clara County Parks Paddle Program Guidelines and Procedures. To increase public participation in this popular event, paddle program volunteers are used as support staff during the course of the moonlight paddle programs.

**Essential Functions**

- Supporting Paddle Program Staff with maintaining group cohesiveness, such as by preventing individual paddlers from wandering off and coaching/assisting straggling participants
- Assisting Paddle Program Staff with group management during an emergency situation
- Communicating with Paddle Program Staff using a County-issued VHF "walkie-talkie"

**Requirements**

- Apply and Register as a Long-term volunteer
- Participate in an informal interview with Paddle Program Staff
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Must adhere to all County and Parks Department Policies and Procedures, including the Volunteer Program Guidelines, Interpretive Docent Guidelines, and Paddle Program Guidelines
- Must complete a Basic Kayak Skills Training or Basic Canoe Skills Training through a qualified ACA vendor such as Monterey Bay Kayaks, Kayak Connection, Escape Sea Kayaking, or complete the Basic Paddle Skills Training through the County Parks Paddle Program
- Participate in the County Parks Paddle Program Night Ops Training, as needed
- Must wear Department-issued designated uniform while on duty

**Other Skills/Abilities**

- Ability to maneuver paddle craft using forward, backward, turning, and draw strokes
- Ability to re-enter own paddle craft using a paddle float and T-rescue
- Ability to assist a capsized participant to re-enter his/her paddle craft using a T-rescue
- Ability to tow a struggling, injured, or otherwise incapacitated participant
- Ability to maintain group cohesiveness
- Ability to impart paddling techniques verbally to assist participants in maintaining group cohesiveness

**Benefits**

- Earn service awards and invitations to volunteer recognition events
- Learn about parks and meet and work with new people
- Share knowledge, skills, and passion with others
- Opportunity to receive specialized enrichment training

---

Section 4: Appendices
Appendix D: Volunteer Opportunity Descriptions
Visitor Center Host

Santa Clara County Parks

Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Visitor Center Host</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Park Ranger Unit</td>
</tr>
<tr>
<td>JOB CODE: VP 106</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
<tr>
<td>PARK UNIT: All</td>
</tr>
</tbody>
</table>

Overview: Volunteers under the direction and supervision of Park Rangers and/or Interpreters to provide general assistance and a quality visitor experience at parks and visitor centers.

Visitor Center Docents answer questions and provide information about the park’s features, natural, historic, and cultural resources.

Essential Functions

- May assist park staff with the operation and maintenance of park visitor centers, displays and related facilities
- May assist with retail operations at visitor centers or museums
- May provide information and direction to park visitors
- May provide information on park facilities and events and responds to questions from the public in person or by telephone
- May drive a County vehicle or electric cart if needed
- May utilize county computer for Visitor Center related research or operation, program development, scheduling, Visitor Center-related or Ranger directed tasks
- May obtain First Aid and CPR certification

Requirements

- Apply and Register as Long-term volunteer
- Must participate in an informal interview
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Volunteer a minimum of 48 hours per year (averages to 4 hours a month)
- Must wear Department-issued designated uniform while on duty
- Must adhere to all County and Parks Department Policies and Procedures, including the Volunteer Program Guidelines and Interpretive Docent Guidelines
- Must be 18 years of age or older

Other Skills/Abilities

- Ability to effectively communicate with visitors, staff, and other volunteers
- Establishes and maintains effective working relationships and cooperative relationships with public, staff, and other volunteers

Benefits

- Earn service awards and invitations to volunteer recognition events
- Learn about parks and meet and work with new people
- Share knowledge, skills, and passion with others
Volunteer Lead / Park Ambassador

Santa Clara County Parks
Volunteer Program Job Specs

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Volunteer Lead / Park Ambassador</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Volunteer Program</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
</tbody>
</table>

Overview: Works under the direction and supervision of park staff and the Volunteer Program to provide lead support for other volunteers, day-to-day park operations, and other assignments as directed by Park Staff.

Under the supervision of Park Staff, Volunteer Park Leads may lead a group of volunteers for events related to, but not limited to: weed abatement, Coastal Cleanup, National River Cleanup Day, Beautification Days, trail brushing, and other volunteer events as assigned.

Essential Functions
- Assist with check-in and registration at volunteer events
- Assist Park Staff in the supervision of volunteers to ensure volunteer safety
- Participate in volunteer recruitment efforts, such as: posting flyers in park(s) and the surrounding community, meeting with various organization leaders and neighborhood associations to present volunteer opportunities
- Field interest calls for volunteer opportunities and conduct initial assessments and interviews of candidates that contact the park unit
- Provide referrals to Volunteer Program or other parks
- Train volunteers in general park/region orientation
- Coordinate and post volunteer schedules
- Participate in non-confidential park unit or regional staff meetings or department meetings as directed

Requirements
- Apply and Register as a Long-term volunteer
- Must have participated in 4 volunteer events at County Parks
- Must participate in an informal interview with the Volunteer Program
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- May attend and complete CPR and First Aid training
- Must attend and complete radio training and County driver’s training, if required
- Must attend Volunteer Program training and meetings, as required
- Must volunteer a minimum of 50 hours per year
- Must wear Department-issued designated uniform while on duty
- Must adhere to all County and Park & Recreation Department Policies and Procedures, including the Volunteer Program Guidelines
- Must be 18 years of age or older

Other Skills/Abilities
- Ability to effectively communicate with visitors, staff, and other volunteers
- Establishes and maintains effective working relationships and cooperative relationships with public, staff and other volunteers
- Knowledge of Santa Clara County Parks or individual parks and/or region

Benefits
- Learn Leadership qualities
- Earn service awards and invitations to volunteer recognition events
- Share knowledge, skills, and passion with others
Land Steward / Maintenance Volunteer

Santa Clara County Parks

Volunteer Position Description

VOLUNTEER POSITION TITLE: Land Steward / Maintenance Volunteer

DEPARTMENT: Maintenance | VOLUNTEER CODE: 108

REVISION DATE: 1/2018 | PARK UNIT: Various

Overview: Volunteering under the direction and supervision of Senior Park Maintenance Workers or their staff, Maintenance Volunteers provide general assistance to help keep Santa Clara County Parks safe and beautiful. Service hours/schedule are flexible and will be discussed with the Senior Park Maintenance Worker.

Essential Functions

- Assist with litter pick-up
- Assist with graffiti removal
- Assist with plant pruning
- Assist with group site preparation
- Assist with keeping picnic areas and playgrounds safe and tidy
- Assist with performing simple repairs (based on volunteer’s experience, skills and comfort level)
- Assist with Habitat Restoration projects
- Assist with other duties assigned by Maintenance Staff

Requirements

- Must apply and register as a long-term volunteer
- Must participate in an informal interview
- Must be 18 years of age or older
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Must wear Department-issued designated uniform while on duty
- Attend orientation and complete any required training courses

Other Skills/Abilities

- Ability to communicate with courtesy and to display professionalism, respect and patience with visitors, staff and other volunteers
- Establish and maintain effective working relationships and cooperative relationships with public, staff and other volunteers

Benefits

- Earn service awards and invitations to volunteer recognition events
- Learn about parks and meet new people
- Share knowledge, skills and passion with others
Natural Resource Monitor

Santa Clara County Parks
Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Natural Resource Monitor</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Park Operations / NRM</td>
</tr>
<tr>
<td>VOLUNTEER CODE: 109</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
<tr>
<td>PARK UNIT: Various</td>
</tr>
</tbody>
</table>

Overview: Volunteers under the direction and supervision of Park Rangers and or Natural Resource Management Coordinators or their staff. Natural Resource Monitor Volunteers provide general assistance in monitoring various natural resources in County Parks. Service hours are flexible and will be discussed with the Senior Park Maintenance Worker.

Essential Functions

- Provide assistance to park staff in monitoring, documenting, and facilitating the protection of various natural resources within County Parks

Requirements

- Must apply and register as a long-term volunteer
- Must be 18 years of age or older
- Must participate in an informal interview
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must Complete Sexual Harassment Training Online
- Must wear Department-issued designated uniform while on duty
- Attend orientation and complete any required training courses

Other Skills/Abilities

- Ability to communicate with courtesy and to display professionalism, respect and patience with visitors, staff and other volunteers
- Establish and maintain effective working relationships and cooperative relationships with public, staff and other volunteers

Benefits

- Earn service awards and invitations to volunteer recognition events
- Learn about parks and meet new people
- Share knowledge, skills and passion with others
Archives and Collections

Santa Clara County Parks

Volunteer Position Description

<table>
<thead>
<tr>
<th>VOLUNTEER POSITION TITLE: Archives and Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: Park Operations / Interpretation</td>
</tr>
<tr>
<td>VOLUNTEER CODE: 110</td>
</tr>
<tr>
<td>REVISION DATE: 1/2018</td>
</tr>
<tr>
<td>PARK UNIT: Various</td>
</tr>
</tbody>
</table>

Overview: Volunteers under the direction and supervision of park staff in maintaining archival and artifact collections and databases. Objective is to properly care for historical collections held by County Parks so they are available for research and exhibit for this and future generations.

Essential Functions

- Assist with public reference and research inquiries
- Assist with the processing and storage of archival records
- Assist with documentation, cataloguing, and preservation of artifact collection items

Requirements

- Must apply and register as a long-term volunteer
- Must participate in an informal interview
- Must be 18 years of age or older
- Must Complete Sexual Harassment Training Online
- Must submit and successfully pass a Live Scan fingerprinting background check
- Must wear Department-issued designated uniform while on duty
- Ability to properly handle collections and archives items
- Ability to perform repetitive tasks while detail oriented
- Ability to take direction and follow instructions
- Attend orientation and complete any required training courses

Other Skills/Abilities

- Able to work independently as well as in a group environment
- Understand the importance of handling archives and collections items with care
- Understand the importance of carefully following prescribed procedures when working with and around archives and collections items
- Good organizational skills
- Establish and maintain effective working relationships and cooperative relationships with public, staff and other volunteers

Benefits

- Earn service awards and invitations to volunteer recognition events
- Learn about parks and meet new people
- Share knowledge, skills and passion with others