



Parks & Recreation

Organization Volunteer Handbook



Welcome!

On behalf of the City of Napa Parks & Recreation Department, we would like to thank you and the members of your organization for offering your time and energy to volunteer and support our wonderful parks and recreation programs. Volunteers are the lifeblood of the community and it is thanks to all your hard work and passion that allows us to provide fun and exciting services to the Napa community. Volunteers like your organization bring a unique set of skills, experience and ideas to this organization that can help create new and unique programs that would otherwise not be possible. Whether it is coaching youth sports teams, teaching pre-school kids, or helping to keep the parks clean, volunteers are an invaluable asset to the City of Napa Parks and Recreation Department.

Since you and many other individuals and organizations have given your time and energy freely, it is our goal to provide you with a worthwhile and fulfilling experience. This volunteer handbook provides guidelines and support as you begin your exciting journey as a volunteer with the City of Napa Parks and Recreation Department.

On behalf of all the staff, we would like to thank you for your dedication and commitment to our wonderful parks and recreation programs. Welcome!

Sincerely,

A handwritten signature in black ink that reads 'John Coates'.

John Coates
City of Napa Parks and Recreation Director

Purpose of the Volunteer Handbook:

This volunteer handbook is designed to answer questions and concerns, outline important policies and procedures, and keep volunteers up-to-date on the City of Napa’s program. It is also intended to provide a general overview of the City of Napa Parks and Recreation’s volunteer program, sexual harassment training, disaster training, etc. Additional volunteer requirements and regulations are made available by the site supervisor as they relate to the site’s specific needs.

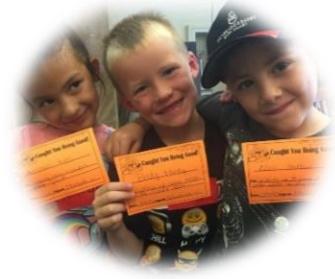
Contents

Purpose of the Volunteer Handbook:	3
City of Napa Parks and Recreation Mission:	4
Department Overview:	4
City of Napa Parks and Recreation Volunteer Organization Program Goals:	4
Types of Volunteers:	4
Volunteer Rights and Responsibilities:	5
Next Steps:	5
Group Opportunities:	5
Special Event Opportunities:	6
Volunteer Policies & Procedures:	6
Volunteer-Related Rules and Regulations:	6
Human Resources Policies & Procedures:	7
Volunteer Recognition Program:	8
Volunteer Feedback:	8
Staff Directory:	9

City of Napa Parks and Recreation Mission:

Dedicated to improving the quality of life for the community by providing exceptional programs, facilities and services.

The Napa Parks and Recreation Services Department provides a variety of recreation programs, parks and facilities for members of our community including children, teens, adults, seniors, and individuals with special needs.



Department Overview:

The Parks and Recreation Services Department provides quality services to the community by offering recreational opportunities in a variety of forms including enrichment classes, camps, swimming lessons, sport programs, community events, and by providing free access to parks, trails, downtown plazas and open spaces.

City of Napa Parks and Recreation Volunteer Organization Program Goals:

- To create a volunteer program that provides volunteer organizations the opportunity to help those in their community.
- To offer volunteer organizations meaningful and worthwhile projects to help improve the City of Napa Parks and Recreation Program.
- To help the City of Napa Parks and Recreation Department conserve resources by utilizing volunteer organizations to help improve the quality of the programs and services.
- To show volunteer organizations the proper recognition and appreciation for all the time, effort and dedication they put in to serving the Napa community.

Types of Volunteers:

- **Individual One-Time Volunteers:** Individuals who work on a one-time project. One-time volunteers are classified as volunteers who work under 10 hours in a year. (12-month period) or anyone who volunteers for a single event during the course of a year.
- **Individual On-Going Volunteers:** Individuals who work with the City of Napa Parks and Recreation Department on multiple occasions and/or a longer period of time. On-going volunteers are classified as volunteers who work more than 10 hours in a year (12-month period) and who are volunteering on more than one occasion.

- **Organization/Group Volunteers:** Group of individuals or members of an organization who are working on a project or that requires a large group of people to complete. Organizational volunteers are classified as volunteers who are members of a community organization who volunteer either one or multiple occasions to complete a project.

Volunteer Rights and Responsibilities:

As a City of Napa Parks and Recreation volunteer you have the right:

- To be involved in fulfilling and worthwhile volunteer projects that make good use of your skills and qualifications.
- As a volunteer, you have the right to be treated with dignity and respect, quality training and effective supervision.
- As a volunteer, you also have the right to safe working conditions and environment as well as the ability to openly communicate any concerns or issues when they occur.
- As volunteers, you have the right to be shown appreciation and recognition for the time and effort you have provided to the City of Napa Parks and Recreation Department.
- Volunteers are expected to complete their duties to the best of their abilities and represent the City of Napa in a positive manner.

Next Steps:

1. After an organization's group has decided what project to undertake, it is the responsibility of the group leader to make sure that all members of the group are familiar with the City of Napa's policies and procedures along with any appropriate clothing that should be worn during the project.
2. When the volunteers arrive at the project site, a staff member will review with them the goals of the project and where volunteers will be assigned. They will also be provided with tools or other equipment that they need to complete the project.

Group Opportunities:

While volunteer opportunities are available for both individuals and organizations, park and special event opportunities are better suited for organizations or large groups of individuals as most of these projects cannot be done with one or a few individuals.

- **Horticulture:** Work with various gardening/botanical organizations and individuals to help plant flowers/shrubs/trees, remove invasive or unwanted vegetation and perform habitat restoration.
- **Parks and Trail Maintenance:** Organizations and individuals will work to keep parks and trails free of trash and debris and remove any foreign or invasive plant species that could be harmful to these areas.
- **Construction/Special Projects:** Work to repair broken or damaged park amenities and facilities. Help to build and construct new trails, park amenities and playgrounds.



Special Event Opportunities:

Special Events are one-time or short-term volunteer opportunities that are held at specific times throughout the year, including:

- Fourth of July
- Arbor Day
- OxBOO Festival (Halloween Event)
- Napa Lighted Art Festival
- Senior Center Holiday Events

Volunteer Policies & Procedures:

It is important that all volunteers recognize and agree to abide by the rules, regulations and policies set forth by the City of Napa. These policies and procedures are taken seriously and strictly enforced by the City of Napa to keep all staff, volunteers and patrons safe. These policies are laid out in the City of Napa Human Resources Department Volunteer Packet provided to you when you submitted your application. Please keep this information for future reference.

Volunteer-Related Rules and Regulations:

- **Orientation & Training:**
As each volunteer position is dependent on what program the volunteer will be involved in, the orientation and training of that volunteer will be done by the program supervisor/coordinator.

- **Supervisor:**
All volunteers will have a supervisor that is available to provide direction and assistance. They should also be present for any questions or concerns that the volunteer might have.
- **Confidentiality:**
All volunteers with the City agree to not reveal any private, personal or otherwise sensitive information about any staff, patrons or fellow volunteers. Any volunteer or staff who reveals or fails to keep private another's personal information may be dismissed from their role and/or receive other disciplinary action.
- **Dress Code:**
As a volunteer for the City of Napa Parks & Recreation Department, it is important that you portray the City of Napa in a positive manner. This includes not wearing clothing with offensive or inappropriate language, images or words that promote illegal acts, or dressing in an inappropriate manner.
- **Transportation/Driving:**
Volunteers are not allowed to drive official City of Napa vehicles.
- **Injuries & Accidents:**
For all life-threatening, severe or otherwise serious situations, call 911 immediately. Any incidents involving on-duty volunteers, regardless of the severity of the injury, must be reported to a supervisor immediately. Depending on the nature of the accident or incident, the volunteer may be asked to fill out paperwork. To help prevent injury, make sure to tell your supervisor immediately about any malfunctioning, broken or faulty equipment and/or any hazardous working conditions. All sites that volunteers will work at are equipped with a first aid kit. In addition, as part of the orientation, you will review the Emergency Action Plan for your site.

Human Resources Policies & Procedures:

- **Workplace Security Program:**
Workplace Security Program outlines the steps necessary for volunteers and staff when dealing with violence or conflict in the workplace.
- **Napa Countywide Stormwater Pollution Prevention Program Illicit Discharge Response Plan:**
The Napa Countywide Stormwater Pollution Prevention Program outlines what the different types of discharge that volunteers might encounter, including: Hazardous, Sewage, Potable Water and Nuisance discharge and what to do if it occurs.

- **City of Napa Administrative Policy:**
City of Napa Administrative Policy outlines what is prohibited by the City, including harassment, discrimination and retaliation. This policy addresses the responsibilities of staff, employees and volunteers when dealing with situations of harassment and how to report it.
- **Drug & Alcohol-Free Workplace Policy Statement:**
City of Napa volunteers are expected to maintain a strict no drugs or alcohol policy while volunteering and that failure to abide by said policy can be grounds for immediate discharge.
- **Non-Discrimination Based Upon Disability:**
The City of Napa Parks and Recreation Department provides reasonable accommodations and assistance for members of the community with disabilities, including specific staff training to make your volunteer experience more accommodating and enjoyable. If you require special assistance or accommodations for a specific volunteer program, feel free to contact staff with any comments or concerns.
- **Smoking Policy Statement:**
The City of Napa bans smoking in all enclosed or semi-enclosed spaces where residents, employees and individuals congregate.

Volunteer Recognition Program:

As volunteers, we recognize the incredible amount of time, effort and energy that our volunteers give to help those in their community. We want our volunteers to feel appreciated for all their commitment and dedication.

Throughout the year, the City of Napa Parks and Recreation Department will recognize volunteers for their incredible dedication and desire to help to improve the Napa community.

Volunteer Feedback:

As the City of Napa Parks and Recreation Department is always looking to improve our volunteer program, please feel free to provide feedback to your supervisor or coordinator at any time. Volunteer feedback may also be requested on a regular basis to help analyze and review the current volunteer program.

This allows us to reevaluate our goals and objectives, measure progress and identify methods and means to improve. Volunteer feedback also allow us to determine where the future of our program should be focused and how best to get there.



Staff Directory:

When looking to volunteer, please contact the staff member that oversees the group that you would like to volunteer with:

Dave Perazzo – Parks, Trees, & Facilities
Manager
(707) 257-9234
dperazzo@cityofnapa.org

Katrina Gregory – Recreation Manager
Recreation Division Administration
(707) 257-9958
kgregory@cityofnapa.org

Pete Hangen – Recreation Supervisor
Brochure, Special Events and Marketing
(707) 257-9957
phangen@cityofnapa.org

Kelly Abernathy – Recreation Supervisor
Senior Programs & Events, Senior Service
Provides, Senior Center Operations
(707) 257-9206
kabernathy@cityofnapa.org

Linda Button – Recreation Coordinator
Senior Programs & Events and Senior
Center Operations
(707) 257-9660
lbutton@cityofnapa.org

Dan Opperman – Recreation Coordinator
Adult Sports, Youth Sports, Special Needs,
Aquatics
(707) 257-9210
dopperman@cityofnapa.org

Michelle Lee – Recreation Coordinator
Camps, Community Events, Skate Park,
Social Media, Website Community Outreach
& Marketing
(707) 257-9517
mlee@cityofnapa.org