

**CITY OF SAN RAMON
PARKS AND COMMUNITY
SERVICES DEPARTMENT**

**CITY LIGHTS VOLUNTEER
HANDBOOK
2021**



TABLE OF CONTENTS

The City of San Ramon is pleased to welcome you to the City Lights Volunteer Program. We appreciate your interest in volunteering and are grateful that you have chosen to share your time and talents as a part of our team. In whatever capacity you have chosen to volunteer, it is hoped that you find your experience rewarding. This handbook is intended to give you an overview of information that will help you be successful during your volunteer assignments.

We are always trying to improve the Volunteer Program. Suggestions are welcome at any time. This is your program. If you have additional questions or comments, please contact the Volunteer Supervisor at (925) 973-3207 or talk to your supervisor.

Chapter 1: Welcome

Chapter 2: Mission Statement – What We Value

Chapter 3: City Lights Volunteers

Chapter 4: Customer Service Value

Chapter 5: Liability

Chapter 6: Work Rules & Guidelines

Chapter 7: Emergency Procedures

Chapter 8: Reporting Workplace Injuries

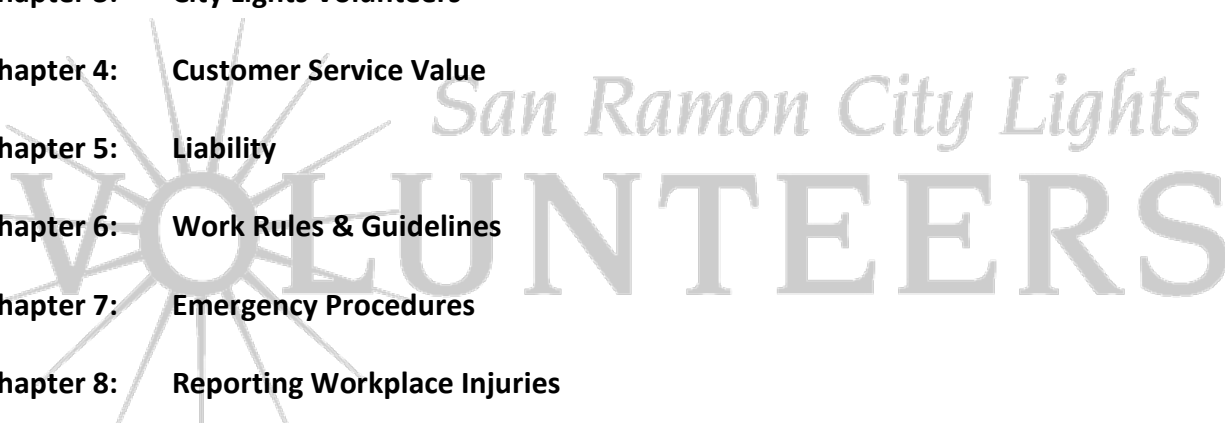
Chapter 9: Staff and Facility Information

Chapter 10: City Policies

Chapter 11: Code of Conduct

Pre-designation of Personal Physician Form

Concussion Fact Sheet



1. WELCOME

Congratulations! We would like to extend a warm welcome to you as a volunteer of the City of San Ramon. We appreciate your interest in volunteering and are grateful that you have chosen to share your time and talents as part of our team. Your volunteer time here is very important to the San Ramon community as our Department offers a wide variety of programs and activities that our residents appreciate and enjoy. You will be working in a Department that is valued by the community for all of the great programs we offer. These programs provide a wonderful opportunity to meet and socialize, to stay and get healthy, and to learn new lifelong skills. None of these programs are possible without the support of volunteers like you. This handbook is intended to provide you with an overview of information that will help you be successful during your volunteer assignments. Whether this is your first time volunteering, or you are a seasoned volunteer, you should look forward to a truly rewarding and positive experience!

BACKGROUND

The City of San Ramon was incorporated on July 1, 1983. Prior to that time, responsibility for the purchase, development and management of Parks and Recreation facilities as well as recreational programs rested with two agencies: The Dublin San Ramon Services District (DSRSD), and Contra Costa County Service Area R-7.

A Parks and Recreation Committee was established in 1984 (later to become the Parks and Community Services Commission), to determine the most effective way to provide parks and recreation services in San Ramon.

The City of San Ramon operates on a Manager/City Council system. The City Council is the policy making body for the City, and appoints committees or commissions to oversee the various departments within the City. For our department, the City Council officially created the Parks and Community Services Commission in 1988, which is the advisory and policy-making body to the Council on parks and recreation issues.

San Ramon is located in Contra Costa County in the San Ramon Valley, approximately 25 miles east of the City of Oakland in the San Francisco Bay Area. The San Ramon Valley has long been considered one of the most desirable living areas in the Bay Area because of its scenic beauty, good climate, suburban charm, and proximity to the Bay Area's major employment centers. San Ramon is at the heart of the valley and is surrounded by the communities of Alamo, Danville, Dublin and Pleasanton.

San Ramon offers a high quality of life, with clean and safe neighborhoods, an extensive series of parks and trails, multiple recreation opportunities partnered by the City, and an attractive natural setting. The San Ramon Parks and Community Services Department provides a wide variety of cultural, sporting and educational events and programming for all segments of the San Ramon community.

The San Ramon City Council is elected by the residents of San Ramon and they are charged with the task of governing the City and setting policy direction for the staff. They are directly responsible to the citizens of San Ramon and as such, they have a very high interest in assuring that all programs and services are operating under the highest standards.

The City has many beautiful public facilities including:

- 60 parks
- 2 Libraries
- 4 Community Centers
- 2 Aquatic Centers
- 2 Gymnasiums
- Performing Arts Center
- Historic Park

The City's amenities and services garnered San Ramon recognition as a Best Place to Live, by Money Magazine in 2016, rated as the number 1 best place to raise kids in 2017 by Alarms.org and a Best Workplace for Commuters by the National Center for Transit Research in 2019. San Ramon's signature programs such as the Art & Wind Festival, Summer Concert Series, and a Performing Arts Center that hosts world-class performers every year have had a regional draw. While the City's Symphonic Band, Youth Symphony, Jazz Band, Jumping at the Sun (JATS) Dance Company, and the Community Chorus started small, each has grown into much anticipated community-wide programs.



2. MISSION STATEMENT – WHAT WE VALUE

VISION STATEMENT

“San Ramon Parks and Community Services creates community through people, parks, partnerships, and programs.”

MISSION STATEMENT

To create community through people, parks, partnerships, and programs we: Provide Recreational Experiences; Foster Human Development; Promote Health and Wellness; Increase Cultural Unity; Facilitate Community Problem Solving; Strengthen Safety and Security; Strengthen Community Image and Sense of Place; Support Economic Development.

WHAT WE VALUE:

The Department has adopted the following value statements which clarify and articulate what is most important to us as an organization. These value statements not only reflect what is most important to remember, but also guide us as we do our jobs:

- A Positive Attitude
- Innovation and Creativity
- Teamwork
- Customer Service and Satisfaction
- Maintaining a High Quality Staff
- Service to the Community
- Lifelong Learning
- Fun, Play, and Celebration

San Ramon City Lights

VOLUNTEERS

3. CITY LIGHTS VOLUNTEER

WHY VOLUNTEER FOR THE CITY OF SAN RAMON

The benefits of being a Volunteer are many. Your presence in the program enhances the quality of Life in San Ramon. Here are some ways volunteering can enrich your life:

- Gain valuable work experience
- Explore new careers
- Earn academic credit
- Learn a new skill
- Feel pride from being a part of the San Ramon community
- Meet new friends
- Help others in need
- Have fun!

The City of San Ramon ***City Lights Volunteer Program*** is designed to bring volunteers and City Staff together, in a partnership, to assure the success of our programs and services. The City of San Ramon has been fortunate to have active volunteers since our incorporation in 1983.

The Parks and Community Services Department is committed to providing exceptional experiences, services and facilities to enhance personal growth, recreational enjoyment and community involvement. Volunteer opportunities are available in the following Department Divisions: Adult & Youth Sports, Cultural Arts/Special Events, Historic Properties, Senior Programs, Therapeutic Recreation, and Teen Programs.

EQUAL VOLUNTEERING OPPORTUNITY

The Parks & Community Services Department provides equal volunteering opportunity for everyone regardless of age, gender, color, race, creed, national origin, religion, sexual orientation, marital status, political belief, or disability that does not prohibit performance or essential assignment functions. All matters relating to volunteering are based upon the ability to perform the given assignment.

BECOMING A VOLUNTEER

1. Complete an online City Lights Volunteer Application form, including the background check release form (only required in certain program areas) and criminal history disclosure portion. If you are a minor, under 18 years old, your parent or legal guardian must also sign the application giving consent to the terms and conditions set forth in the waiver. www.SanRamonVolunteers.com
2. All Volunteers supervising or working independently with minors, seniors or disabled persons must submit to a background check with the Department of Justice (DOJ) according to Section 5164 of the Public Resources Code and must be fingerprinted through the City of San Ramon Police Department and subsequently have a successful completion of a Department of Justice (DOJ) background check prior to volunteering. The Live Scan form, needed for the fingerprinting, will be provided to volunteers by the Volunteer Supervisor or the Supervisor of the program with which they will be volunteering. To make an appointment for fingerprinting you must use the City Website and the online appointment system.

http://www.sanramon.ca.gov/how_do_i/make_an_appointment/fingerprinting

3. Depending on the volunteer assignment, proof of Tuberculosis (TB) screening with a negative result may be required prior to the first day of volunteering. TB tests are valid for 2 years from the date of the original test and 4 years after that.
4. Volunteers will be provided with an orientation to acquaint them with the Department, personnel, policies, and procedures that have a direct impact on their work assignment. Volunteers shall receive position-specific training to ensure they have adequate knowledge and skills to complete tasks required by the position. Volunteers shall receive periodic ongoing training as deemed appropriate by their Supervisor or Volunteer Supervisor.
5. In certain designated positions, Volunteers are required to complete medical tests and/or possess certain licenses or training depending upon the Volunteer position. Any fees that are incurred for these services will be paid by the City.
6. Volunteers are considered active once they have completed the application process, the DOJ process is complete, and they have received a volunteer orientation and any additional training that may be needed for their work assignment.
7. City employees may agree to perform volunteer services for the City of San Ramon provided the volunteer work is outside the scope of his/her duties as an employee and are not within the employee's job classification.

Please note: Volunteers who do not complete any service hours within a one year period may be given inactive status and may no longer receive communications and/or benefits until service resumes. Volunteers who have been inactive for more than one year may be required to complete a Volunteer Orientation again.

VOLUNTEER RECOGNITION

In an effort to show appreciation to the volunteers who provide such a valuable service to the San Ramon community, the Parks and Community Services has implemented a Volunteer Recognition Program. Hours contributed by volunteers will be calculated annually, January 1-December 31, and a cumulative total for five years will be used to determine eligibility for the award level.

Hours	Award
1,000	Name placard added to Plaque in City Hall and Personalized Gift
750	Writing Pen
500	Personalized Volunteer Name Tag
250	Volunteer Shirt
100	Certificate of Service

All volunteers who contribute at least 25 hours annually will be recognized in the spring of each year during National Volunteer Month. The volunteer program areas (Seniors, Sports, Historic Properties, etc.) will host their own individual events in an effort to provide a more meaningful and custom appreciation event to the volunteers.

4. CUSTOMER SERVICE VALUE

Our Vision of Exceptional Service

San Ramon Parks & Community Services is committed to treating our customers with respect, providing a welcoming environment and exceeding their expectations. As volunteers, our objective is to facilitate our customers' satisfaction; and we accomplish this by providing exceptional service on all levels of our organization. Our success is achieved by demonstrating active listening skills and providing efficient solutions that meet the needs of both our organization and our valued customers.

The Parks & Community Services Department has developed a Customer Satisfaction Plan that will assist you as a volunteer in understanding how you, and every staff member, play an important role in delivering each of the standards and benchmarks outlined in the plan.

Purpose of the Customer Satisfaction Plan

This plan seeks to define the Parks & Community Services Department's standards for customer satisfaction. The plan was written with the goals of:

1. Creating a consistent delivery of customer satisfaction;
2. Creating a tool to measure our delivery of service;
3. Defining our standards of service that all staff can be held accountable to; and
4. Moving from customer service to customer satisfaction to customer loyalty.

STANDARDS AND BENCHMARKS

General Interactions

- Customers will always feel welcomed by volunteers at every touch point in our Department.
- All customers will be greeted upon entry into any of our facilities.
- Volunteers will introduce themselves by name when speaking with customers.
- All communication by volunteers will be prompt, courteous, and professional. This includes in-person, by phone, fax, email, or other written communication.
- Use words, body language, actions and tone of voice that demonstrates cooperation.
- Listen actively for customer needs, issues and concerns without interrupting.
- Communication with customers will be clear without using any jargon, acronyms or abbreviations with which a customer would be unfamiliar.
- Use words, actions and tone of voice that demonstrate respect for and sensitivity to cultural backgrounds.
- Ensure that services and information are accessible to customers with physical and developmental disabilities.
- If language is a barrier seek help for translation.

Care

- Satisfy reasonable needs of customers whenever possible within our Department's policies, capabilities and procedures.
- Never leave a customer with a response of "I don't know" or "That is not my/our job". If information is unknown by any volunteer, obtain the contact information for the customer and forward to the appropriate staff or your immediate supervisor for a complete response.
- Communicate the scope and limitations of our Department services in a clear and courteous manner.

Phone Etiquette

- Telephone calls to a Department or facility main number will be answered during normal business hours and not allowed to be answered by voicemail.
- All main numbers will be answered within 3 rings.
- Calls will be answered in the order received.
- If the estimated time on hold will exceed one minute, the customer should be offered a designated time when a staff or volunteer will call them back (i.e. within one hour). Call back time should not exceed 2 hours.
- Callers will be asked if they may be placed on hold and the volunteer or staff will wait for a confirmation before placing a caller on hold.
- When transferring calls, callers will be provided the direct phone number prior to transfer in case there is a problem or they reach voicemail. Prior to transferring the call, the volunteer will contact the staff member to whom the call is being transferred to relay the information provided by the customer.
- If the caller is being transferred to a staff person who is unavailable for the day (or longer), they will be offered to speak to the staff's supervisor or designee for faster service.
- Phones will be answered in a friendly tone of voice with: *"Thank You for calling (Name of Facility/Department)! This is (Your Name). How may I assist you today?"*

Responsiveness

- Respond to customer communication (voicemail, email, etc.) within one business day.
- Inform customers of an estimated time of response/solution if it will be longer than one business day.
- Customers who arrive for a scheduled appointment will not be asked to wait more than 10 minutes.
- Inform any walk-in customers of the estimated wait time until you can assist them and offer to make an appointment if the wait time is longer than 10 minutes.
- If there are any service delays, make sure they are communicated to the customer as soon as possible.

Environmental

- Customers will be provided a comfortable place while waiting for service.
- All facility décor will be family-friendly and free of religious, political and objectionable material.
- All public spaces will be clean, uncluttered and sanitary.

Confidentiality

- All customer information is private and will only be viewed and used to assist the customer or inform them about our services.
- Customer information will never be discussed in a public area.
- Files containing confidential information will be secured and not accessible by the public.
- Private customer information will be shredded after the use of the materials is complete. Especially if it includes names, phone numbers, addresses, email, credit card information or other personal information.
- Private customer information will only be available to volunteers who have a specific need to know. Otherwise, it should be kept confidential within the Department.

Professionalism

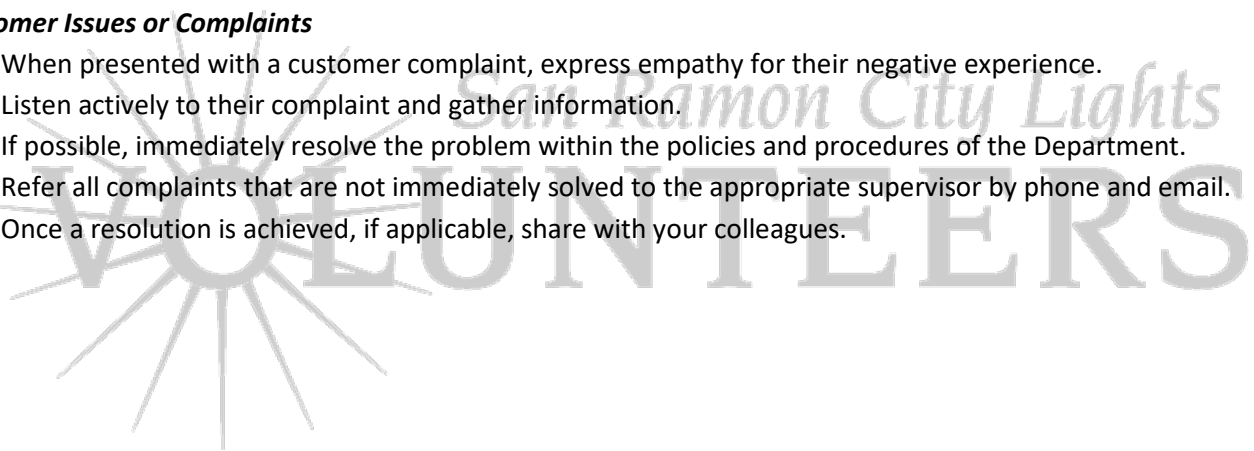
- Volunteers will always conduct themselves in a manner that represents the City and Department well.
- Internal discussions will be limited to areas away from customers.
- Hold personal conversations in private areas.
- Minimize personal conversations during work time.
- Use professional language avoiding slang, inappropriate jokes, and sarcasm.
- Maintain a professional appearance that is appropriate for your work environment or duties.
- Maintain a professional boundary respecting everyone's personal space.

Teamwork

- Involve customers and other relevant staff members, whenever possible, in the process of identifying options and implementing solutions.
- Keep customers and other staff members informed about any progress or changes that may occur (e.g. projects, programs, classes, procedures, etc.).
- Ask for, accept and act upon constructive feedback from co-workers.
- Staff and volunteers should work together to continually improve the Department's level of customer service.

Customer Issues or Complaints

- When presented with a customer complaint, express empathy for their negative experience.
- Listen actively to their complaint and gather information.
- If possible, immediately resolve the problem within the policies and procedures of the Department.
- Refer all complaints that are not immediately solved to the appropriate supervisor by phone and email.
- Once a resolution is achieved, if applicable, share with your colleagues.



5. LIABILITY

1. Negligence is the failure to exercise the care that circumstances justly demand. Negligence implies an inattention to one's duties.
2. As a City volunteer, if you are found negligent in the performance of your duty, you can be held personally liable for your negligence.
3. You must take every reasonable precaution to insure the safety of the public and participants in our programs. Your duty is to the safety of the participants under your supervision and care.
4. If you are unclear on your duties or any policy or procedure, do not hesitate to contact your supervisor for clarification or further information.



6. WORK RULES AND GUIDELINES

CONTACTING YOUR SUPERVISOR

As a Volunteer, you should regard the Supervisor, whom you have been assigned to, as the immediate contact for help in implementing your volunteer duties. Your Supervisor should inform you on how to reach him/her if they are not working directly with you during your volunteer hours.

VOLUNTEER WEBSITE

The volunteer website, www.SanRamonVolunteers.com, serves as the portal for all City Lights Volunteers to register to become a volunteer (ages 18 and older), view the current volunteer opportunities and register for these opportunities.

Volunteers - Under 18

1. Volunteers under age 18 may not register online. A Parent/Guardian signature is required. Please visit the Volunteer Website at www.SanRamonVolunteers.com to download and print a volunteer application. **Applications may be returned to the Alcosta Senior and Community Center, 9300 Alcosta Blvd., San Ramon, CA 94583. Please note that it can take up to two weeks to process an application once it is received.**
2. Once the application has been received and processed in our office, you will receive an email notification with your username and password. Once this information is received, you will be able to view and sign up for the volunteer events.

DUTIES AND EXPECTATIONS

Descriptions and expectations will vary due to the population/area that you choose to volunteer with. In addition, the season and programs offered during the time you are volunteering will also influence your role and duties. Your assigned supervisor overseeing your specific program will define your role and description at that time.

Volunteers should not use their volunteer status to alter or interfere with the work of the City of San Ramon. Volunteers must abide by all rules and regulations, all written and verbal guidelines, directions and instructions of the Parks & Community Services Department and its staff.

ATTENDANCE

The City of San Ramon Parks and Community Services Department relies on volunteers to help make programs and events a huge success for the San Ramon community. It is important for volunteers to follow through with their commitment once registered for an event in order to make the experience meaningful for all volunteers, as well as the participants in the programs. If you are unable to work your shift, please contact the individual supervising you or unregister via the Volunteer Website **at least 48 hours in advance** of the volunteer shift.

In an effort to provide a superior volunteer experience for individuals who register to volunteer at events, the San Ramon City Lights Volunteer Program has implemented the following policy:

Any volunteer who registers for a volunteer shift and fails to show up without giving prior notification is subject to dismissal from the volunteer program if this occurs two times within a 12-month period. Volunteers should sign in

to their volunteer account no less than 48 hours in advance and remove themselves from the volunteer shift if they are unable to attend. This will also allow others to register as volunteers for the event.

Additionally, it is important to sign in and out each time you volunteer. This attendance record serves as a record of your volunteer time which is used for recognition and also as a record for Workers' Compensation coverage in the event you are injured while volunteering.

COMMITMENT OF TIME

The City of San Ramon asks that volunteers fulfill the time or project commitment they have agreed to. Your commitment means a great deal to those whom you serve. Thank you for honoring your commitment.

RESIGNING OR TAKING A LEAVE

Volunteer assignments may end when the project is completed, or when you have completed a specific time commitment, or if you must for any reason end your volunteer service. Please notify the individual overseeing your assignment and make them aware of your particular situation.

TERMINATION

Volunteers who do not adhere to the guidelines and procedures or Code of Conduct outlined by the City of San Ramon or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. A volunteer may be terminated at any time without appeal and the City is not required to provide a reason for dismissal.

SOCIAL MEDIA POLICY

Volunteers should act in an exemplary manner in regards to social media sites. Volunteers are encouraged not to post pictures related to their volunteer work and should keep all relationships with participants appropriate. Volunteers should refrain from "friending" and communicating with program participants outside of their volunteer setting. It is recommended that Volunteers set their profiles and information to "Private" in order to prevent program participants from viewing your information. Volunteers should not create any social media sites on behalf of the City or represent him/herself on behalf of the City.

DRIVING VEHICLES

The City does not have insurance coverage for use of volunteers' private vehicles. Any Volunteer driving a City vehicle for City authorized business must: have a valid driver's license, must be cleared through the California DMV, must be at least 18 years old and must have written permission of their Supervisor and a valid copy of proof of insurance on file with their Supervisor. Volunteers are prohibited from transporting participants in their privately owned vehicles or in City vehicles at any time, unless it is a part of their job description.

PERSONAL CELL PHONE AND ELECTRONIC DEVICES

Cell phones and electronic devices are to be turned off and placed out of sight (in purse/backpack/locker/drawer) while on duty. Cell phones and electronic devices are not to be used while volunteering unless in the case of an emergency or when deemed necessary by your Supervisor. Taking pictures of staff and participants is not allowed with personal cell phones or cameras while volunteering. All program related pictures must be taken with a City issued camera for City use only.

VOLUNTEER RELATIONSHIPS WITH MINORS

1. In order to protect you, Department staff and program participants, volunteers should refrain from putting themselves into situations where they are alone with a minor (under the age of 18) unobservable by other staff, parents or other participants.
2. Volunteers are not allowed to solicit or accept side job opportunities with participants or customers of the City while either on duty or on City property. (Example - babysitting, nanny jobs, etc.).
3. Volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care, such as food and shelter.
4. Volunteers will not verbally or emotionally abuse or punish children or humiliate participants.



7. EMERGENCY PROCEDURES

1. While volunteering with a program at City facilities, or while visiting other program sites on Department-sponsored field trips, you may encounter an emergency or disaster. This includes, but is not limited to, an earthquake, fire, bomb threat, child abduction, car accident, chemical spill, explosion or gunfire. If the situation requires a police action, staff will call San Ramon Police Dispatch at 973-2779, or 911 for emergencies.
2. Your primary responsibility is for the personal safety of the participants in your care and for yourself.
3. As a volunteer, you may be asked to assist during a local emergency as a Disaster Worker, if you are volunteering when the emergency arises.
4. Each facility has an Emergency "Crash Book" that explains step-by-step procedures to follow for each form of emergency or crisis and other emergency protocols. Your Supervisor will train you on the use of the "Crash Book", if they feel it would be important for you to know while volunteering with the City.

SAFETY

The City of San Ramon regards its paid and unpaid personnel (staff & volunteers) as its most valuable asset. Therefore, the practice of safety and the prevention of accidents are important responsibilities for all volunteers. Please follow the following guidelines for safety:

1. Please report any unsafe conditions or behaviors to your supervisor immediately.
2. Volunteers should follow strict observance of all safety rules during activities and equipment use when volunteering. **Ensuring the safety of participants in a program that you are volunteering is very important.**
3. Visually inspect the programs and facilities you are responsible for, noting any potentially hazardous equipment or areas. If, in your opinion, any aspect of the program area is unsafe, please notify your Supervisor and take actions so as to ensure the safety of the participants.
4. Do not allow participants or other volunteers to use unsafe equipment or participate in or around unsafe areas. If in doubt, don't use the equipment or area.

PARTICIPANT MINOR ACCIDENTS/ILLNESS

1. If a participant in a program where you are volunteering is injured, please notify your Supervisor or another City of San Ramon staff member immediately. Regardless if the injury is minor or not, staff must be made aware of it as soon as possible. All of the City of San Ramon staff members are CPR, AED and First Aid certified, so we are willing and able to respond to all injuries in a quick and efficient manner.
2. Always use personal protective equipment depending on the situation when administering first aid to anyone (i.e. protective gloves).
3. If you are CPR/First Aid certified, you are protected by the Good Samaritan Law.

SERIOUS ACCIDENTS/ILLNESS

1. Immediately access the closest City of San Ramon Staff member.
2. **DO NOT MOVE** the injured participant unless their life is in immediate danger. Use emergency telephone number **9-1-1**. Say "This is an emergency". Give victim's name and age. Give description of accident, injuries (as much as is known), and the service needed. Location of your area (school, park, facility) and phone

number. **Do not hang up until directed to do so by the Dispatcher. Be sure you know the street address or cross streets of your work site.**

3. If you are on a cell phone, call dispatch directly at 973-2779 or 838-6691.
4. The 911 Operator will decide if an ambulance is necessary and should make the appropriate call.
5. **DO NOT discuss the accident with anyone at any time** other than emergency personnel or your Supervisor. Your Supervisor will provide the necessary information to parents, other program participants or the press.
6. **DO NOT** transport an injured participant yourself. Stay with the injured participant until a parent/guardian or Emergency Personnel transports or releases the injured person.
7. **AED Information** – Automated External Defibrillators are located in all PCS facilities. Please become familiar with the location of the AED in each facility where you are volunteering.

CONCUSSIONS

A concussion is a type of traumatic brain injury-or TBI-caused by a bump, blow, or jolt to the head or by a hit to the body that causes your head and brain to move rapidly back and forth. This sudden movement can literally cause the brain to bounce around or twist in the skull, stretching and damaging the brain cells and creating chemical changes in the brain.

A concussion can occur from any type of contact such as colliding with another person, the ground, another obstacle or even from bumping your head on a door.

Not giving the brain enough recovery time after a concussion can be dangerous. A repeat concussion that occurs before the brain recovers from the first, can slow recovery or increase the chances for long-term problems.

For more information on concussion signs, symptoms and protocols, please review the attached information from the Center for Disease Control or visit <https://www.cdc.gov/headsup/basics/index.html>.

If, while you are volunteering, you suspect a participant might have sustained a concussion, please immediately follow the Serious Accident/Illness steps above.

8. REPORTING WORKPLACE INJURIES

All City of San Ramon registered volunteers are covered by the City's Workers' Compensation Policy for any injury or illness related to their volunteer assignment. Your Supervisor or the staff member onsite will be able to provide you with all of the necessary information regarding how to report an injury, how to get medical care and more information about your rights. At any time that you feel there may be cause for a Workers' Compensation claim, please speak with your Supervisor, the Department Head, or a Human Resources representative immediately.

Additionally, if you would like to pre-designate a physician in the case of an injury or illness related to your volunteer assignment, please complete the "**Pre-designation of Personal Physician**" form located in the back of the Volunteer Handbook and return it to Volunteer Staff at volunteers@sanramon.ca.gov.

Please note: All pre-designation forms must be signed by your physician and be in the possession of Human Resources prior to an injury.

If you are injured as a result of your volunteer assignment, you must:

1. Notify the City of San Ramon Supervisor or staff person present immediately.
2. Call the 24 hour hotline 1 (877) 854-6877, who will assess the situation and instruct you on the appropriate medical treatment. Hotline numbers are located on every phone and should be kept at all offsite locations.
3. With your Supervisor, fill out the appropriate forms within 24 hours of the injury.
4. Return any documentation from the Workers' Compensation Doctor, Medical Group or your Pre-designated Physician to your Supervisor.

Parks and Community Services Department Checklist for Reporting Registered Volunteers Injuries **In case of life or limb-threatening injuries, dial 911**

Volunteer:

1. **Notify your supervisor and call the Company Nurse On-Call at 1-877-854-6877 to report any injury.**
 - To receive first aid advice or to receive a medical referral*

**Notify the Company Nurse if you have a pre-designated personal physician on file with Human Resources. If you wish to pre-designate a personal physician, speak with your Supervisor who can provide the required form.*

2. **If you are given a medical referral and:**
 - You have a "**Pre-designation of Personal Physician**" form on file with Human resources, you may go to your personal physician **or** Well Works for evaluation.
 - You do not have a pre-designated personal physician, you must go to Well Works located at:

9. CITY POLICIES

A copy of the Volunteer Training Manual can be found at the program sites (i.e. Alcosta Senior and Community Center, Dougherty Valley Performing Arts Center, etc.) For questions regarding the City policies included in the Volunteer Training Manual, please speak with your program supervisor.

HARASSMENT AND DISCRIMINATION

All City workers and volunteers have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Consistent with the City's policy, discrimination and harassment based on race, color, religion, sex, age, gender, national origin, ancestry, citizenship, disability, veteran status, medical condition, marital status, sexual orientation or any characteristic protected by law, is illegal and will not be tolerated.

WORK PLACE VIOLENCE

The City of San Ramon is committed to providing a safe and secure workplace without compromising the safety of the public, volunteers and its employees. The City of San Ramon does not condone and will not tolerate any form of workplace violence, whether in the form of action or verbal threats, veiled or explicit, including actions or threats by non-employees. Because an early intervention maximizes the City's chances of redirecting the instigator's violent behavior into non-violent modes of expression, any statement made in the presence of any employee or volunteer, who is thought to be threatening, shall be reported immediately and on a confidential basis to the Police Department.

AMERICANS WITH DISABILITIES ACT (ADA)

The City of San Ramon is an inclusive city and encourages participation in all programs for all people, irrespective of any mental or physical disability or challenge they may face. To this end, the City will make all reasonable accommodations to ensure participation in all programs by any person desiring to participate. If you are asked about making an accommodation for a person with a disability, work with your supervisor on finding the best arrangement to accommodate full participation. The Americans with Disabilities Act (ADA) was enacted in 1990. Revisions were made that took effect on March 15, 2011.

The ADA gives civil rights protection to individuals with disabilities that are like those rights provided to individuals on the basis of race, sex, national origin, and religion. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, local and state government services and telecommunications.

Definitions

Disability: Physical, cognitive, or developmental impairment that substantially limits an activity

Major-Life Activities:

- Caring for oneself
- Performing manual tasks
- Seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, working
- Major bodily functions

Disability Etiquette

The Basics:

1. **Ask before you help** – Just because someone has a disability, don't assume they need help. People with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it, and if they do want help, ask how before you act.
2. **Be sensitive about physical contact** – Some people with disabilities depend on their arms for balance. Grabbing them, even if your intention is to assist, could knock them off balance. People with disabilities consider their equipment part of their personal space, so avoid touching a person's wheelchair, scooter, or cane.
3. **Think before you speak** – Always speak directly to the person with a disability, not to his companion, aide or sign language interpreter. Making small talk with a person who has a disability is great; just talk to them as you would anyone else. Respect their privacy and be very careful in asking about his or her disability.
4. **Don't make assumptions** – People with disabilities are the best judge of what they can or cannot do. Don't make decisions for them about participating in any activity. Depending on the situation, it could be a violation of the ADA to exclude people because of a presumption about their limitations.
5. **Respond graciously to requests** – When people who have a disability ask for an accommodation, it is not a complaint; it shows they feel comfortable enough in your establishment to ask for what they need. If they get a positive response, they will probably return to use the service again.

Proper Language to Use When Interacting with People with Disabilities

- Use person first language, say "person with a disability" rather than "disabled person" to emphasize that they are people first. For example say "Nancy has autism" instead of "she is autistic." Language reflects society's beliefs, which is why it is important to always put the person first.
- Emphasize abilities. No one wants to be known for what he or she cannot do.
- Avoid labels. **Never** refer to people by their disability. For example, don't say "the handicapped, the crippled, the blind", etc.
- Often people use negative language without even realizing it. Words like "victim or sufferer" are disempowering. Listen to yourself and make changes as necessary.
- Use body language. It offers important clues about what you are saying.
- Speak normally – don't yell or exaggerate as this distorts your face and the way words sound.
- Never assume a person with a communication disorder (speech impediment, hearing loss) also has a cognitive disability such as mental retardation.
- Don't use "normal" to describe persons without disabilities.
- Never say "wheelchair bound" or "confined to a wheelchair"; instead say "uses a wheelchair".

People with disabilities are individuals with families, jobs, hobbies, likes and dislikes, and problems and joys. While the disability is an integral part of who they are, it alone does not define them. Don't make them into disability heroes or victims. Treat them as individuals.

Once the Department is contacted or notified by an individual with a disability, then the Department will make every reasonable attempt to accommodate that individual's request to participate fully in the class or program. You, as a Volunteer, may be asked to make recommendations or suggestions as to how a program, you are volunteering in, could be modified to accommodate this individual.

The Department has a program to include and integrate all persons into recreation programs and services. A referral and assessment process has been established. Questions or concerns should be directed to your Supervisor about any participant who has a disability that affects their participation in the program. In some cases, complete integration is possible with limited accommodations or assistance. In other cases, partial integration may be necessary including use of inclusion support.

CHILD, ELDER AND DEPENDENT ADULT MANDATED REPORTING

Mandated Reporter:

Employees, independent contractors and volunteer coaches (defined as coaches, instructional aides, or mentors) in a public recreation department that serves children, elders and dependent adults and where staff interacts with the above in a professional capacity, are mandated by California law (State Penal Code 11164 – 11174.3) to report known or suspected child abuse and by the (Welfare and Institutions Code Section 15630) to report known or suspected elder/dependent adult abuse. Volunteers (with the exception of coaches, instructional aides, or mentors) are excluded from the definition of Mandated Reporters for Child Abuse under the Penal Code, even those who have direct contact with and supervise children [P.C. section 11165.7(b)]. However, it is encouraged that all volunteers 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 and neglect. Mandated Reporters for Elder Abuse are anyone [including volunteers] who have assumed full or intermittent responsibility for care or custody of an elder or dependent adult (WIC 15630). All employees (full time and temporary), independent contractors, volunteer coaches, who have direct contact with children upon hire/acceptance will sign Acknowledgement of Mandated Reporting Requirements and receive Penal Code Statutes.

Child Abuse: Damage to a child for which there is no “reasonable” explanation or you have a reasonable suspicion includes:

- Physical (injury or pattern of injuries that are not accidental)
- Neglect (Occurs when adults responsible for the well-being and care of a child fail to provide for them.)
- Emotional (Any chronic or persistent act by adult that endangers the mental health or emotional development to the degree that the child may harm herself or himself.)
- Sexual (The sexual assault or exploitation of children over long periods of time or a single incident, Sexual assault is defined as forcible rape, sodomy or incest, child molestation, and lewd and lascivious conduct (Penal Code 11165.1). A mandated reporter has a duty to report child abuse when he or she has a reasonable suspicion that a child 13 or younger is engaged in sexual activities with a person of “disparate age” or a person older than 14, regardless of whether the sexual activity is consensual.)

Elder (65 and older)/Dependent Adult (18-64 person with mental or physical disabilities) Abuse

The following are the types of elder/dependent adult abuse:

- Physical (includes- cuts, bruises, dehydration, cigarette burns etc.)
- Financial (mismanagement of money or property)
- Psychological (verbal harassment, threats etc.)
- Neglect (failure of a caregiver to provide basic necessities)
- Self-Neglect (person unable to manage his/her personal needs)
- Isolation (actions, which prevent an elder or dependent adult from receiving mail or phone calls, physical restraint, false imprisonment)

All volunteer coaches (defined as coaches, instructional aides, or mentors), who have direct contact with children will complete the Mandated Reporter Training and sign the Acknowledgment of Mandated Reporting Requirements and Receipt of Penal Code Statues annually.



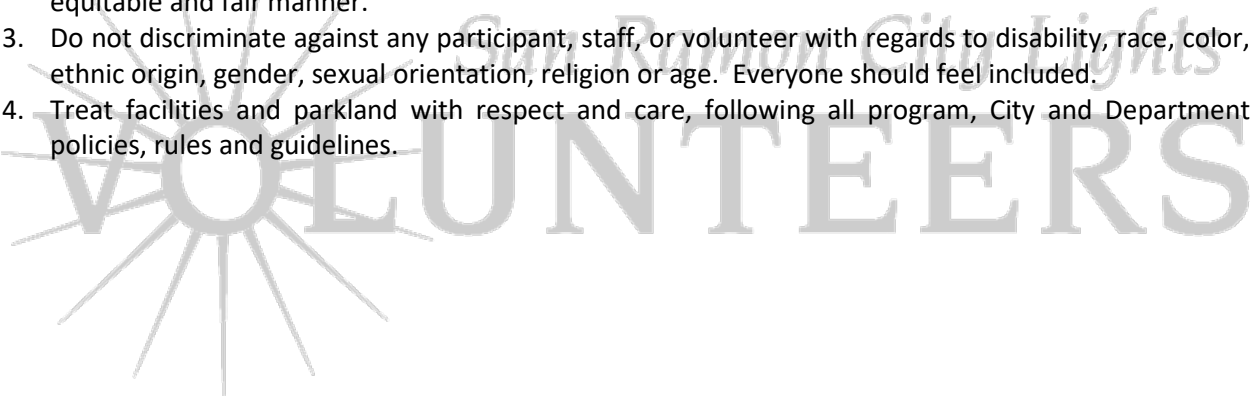
10. CODE OF CONDUCT

The City of San Ramon Parks and Community Services Department is committed to providing a safe and secure environment in its facilities and programs and maintains the safety of the public and its employees. The following Code of Conduct describes the standard of appropriate behavior expected of staff, volunteers, contractors, and participants of our programs.

Code of Conduct

The City of San Ramon believes all participants and spectators have a right to a positive, safe and enjoyable experience while participating in programs and events offered through the Parks and Community Services Department. It is therefore expected that everyone treats people and facilities with respect and abides by all City and Department policies, rules and guidelines. The City of San Ramon reserves the right to refuse service to anyone for failure to abide by these guidelines.

1. The safety and security of all participants, staff, contractors and volunteers is paramount.
2. All participants, staff and volunteers will be treated with courtesy, respect, dignity and in an equitable and fair manner.
3. Do not discriminate against any participant, staff, or volunteer with regards to disability, race, color, ethnic origin, gender, sexual orientation, religion or age. Everyone should feel included.
4. Treat facilities and parkland with respect and care, following all program, City and Department policies, rules and guidelines.



PREDESIGNATION OF PERSONAL PHYSICIAN

In the event you sustain an injury or illness related to your employment, you may be treated for such injury or illness by your personal medical doctor (M.D.), doctor of osteopathic medicine (D.O.) or medical group if:

On the date of your work injury you have health coverage for injuries or illnesses that are not work related;

- ✓ the doctor is your regular primary care physician and is either a physician who has limited his or her practice of medicine to general practice or who is a board-certified or board-eligible internist, pediatrician, obstetrician-gynecologist, or family practitioner; and has previously directed your medical treatment and retains your medical records including your medical history;
- ✓ your personal physician is part of a single corporation or partnership multispecialty medical group composed of licensed doctors of medicine or osteopathy, who provide comprehensive medical services predominantly for non-occupational illnesses and injuries;
- ✓ prior to the injury your doctor agrees to treat you for work injuries or illnesses;
- ✓ prior to the injury you provided your employer the following in writing: (1) notice that you want your personal doctor to treat you for a work-related injury or illness, and (2) your personal doctor's name and business address.

You may use this form to notify your employer if you wish to have your personal M.D. or D.O. treat you for a work- related injury or illness and the above requirements are met.

NOTICE OF PREDESIGNATION OF PERSONAL PHYSICIAN **Employee/Volunteer must complete all information in this section.**

To: _____ (name of employer),

If I have a work-related injury or illness, I choose to be treated by:

_____ M.D./D.O. (name of doctor/group)

_____ (street address, city, state, ZIP)

_____ (telephone number)

Employee/Volunteer name (please print):

Employee/Volunteer address:

Name of insurance company, plan or fund providing health coverage for nonoccupational injuries or illnesses:

Employee's/Volunteer's Signature: _____ Date: _____

Physician: I agree to this Predesignation.

Signature: _____ Date: _____

(Physician or Designated Employee of the Physician or Medical Group)

The physician is not required to sign this form. However, if the physician or designated employee of the physician does not sign, other documentation of the physician's agreement to be predesignated will be required pursuant to Title 8, California Code of Regulations, section 9780.1(a)(3).



CONCUSSION INFORMATION

WHAT IS A CONCUSSION?

A concussion is a type of brain injury that changes the way the brain normally works. **A concussion is caused by a bump, blow, or jolt to the head.**

Concussions can also occur from a fall or blow to the body that causes the head and brain to move rapidly back and forth. Even what seems to be a mild bump to the head can be serious.

Children, adolescents and seniors are among those at greatest risk for concussion. The potential for a concussion is greatest during activities where collisions can occur, such as during physical education (PE) class, playground time, or recreation/sports activities. However, concussions can happen any time an individual hits their head, experiences a fall or is forcefully jolted or is involved in an automobile accident. Proper recognition and response to concussion can prevent further injury and help with recovery.

THE FACTS

1. All concussions are serious.
2. Most concussions occur without loss of consciousness.
3. Recognition and proper response to concussions when they first occur can help prevent further injury or even death.

Individuals with a concussion should **NEVER** return to physical activities on the same day the injury occurred. They should delay returning to their activities until a health care professional experienced in evaluating for concussion says they are symptom-free and it's OK to return. This means, until permitted, not returning to:

- Exercise regimen
- Physical activity, and
- Sports practices or games

HOW CAN I RECOGNIZE A CONCUSSION?

Staff, family members, and/or coaches may be the first to notice changes in an injured person. The signs and symptoms can take time to appear and can become evident during activities that require concentration.

Contact a health professional if you notice or suspect that an individual has:

1. Any kind of forceful blow to the head or to the body that results in rapid movement of the head,
AND
2. Any change in the individual's behavior, thinking, or physical functioning. (*See the Signs and Symptoms of A Concussion.*)

WHAT ARE THE SIGNS AND SYMPTOMS OF A CONCUSSION?

The signs and symptoms of concussion can show up right after an injury or may not appear or be noticed until hours or days after the injury. Be alert for any of the following signs or symptoms. Also, watch for changes in how the individual is acting or feeling, if symptoms begin to appear or get worse, or if the individual just “doesn’t feel right.”

Concussion Signs Observed

- Can't recall events *prior to* or *after* a hit or fall.
- Appears dazed or stunned.
- Forgets an instruction, is confused about an assignment or position, or is unsure of the game, score, or opponent.
- Moves clumsily.
- Answers questions slowly.
- Loses consciousness (*even briefly*).
- Shows mood, behavior, or personality changes.

Concussion Symptoms Reported

- Headache or “pressure” in head.
- Nausea or vomiting.
- Balance problems, dizziness, or double or blurry vision.
- Bothered by light or noise.
- Feeling sluggish, hazy, foggy, or groggy.
- Confusion, or concentration or memory problems.
- Just not “feeling right” or “feeling down”.

Dangerous Signs & Symptoms of a Concussion – Call 911

- One pupil larger than the other.
- Drowsiness or inability to wake up.
- A headache that gets worse and does not go away.
- Slurred speech, weakness, numbness, or decreased coordination.
- Repeated vomiting or nausea, convulsions or seizures (shaking or twitching).
- Unusual behavior, increased confusion, restlessness, or agitation.
- Loss of consciousness (passed out/knocked out). Even a brief loss of consciousness should be taken seriously.

THIS SECTION TO BE COMPLETED BY STAFF PERFORMING CONCUSSION PROTOCOLS

Give completed form to parent/guardian or participant if a head injury is suspected

Injury Date: _____ **Injury Time:** _____

Injury Symptoms Observed: Check the box(es) above for any concussion symptoms observed _____

Onsite Treatment for Injury: _____

Staff Name: _____ **Acknowledgement of Receipt:** _____

FOR YOUTH SPORTS LEAGUES ONLY:

- Players removed from a practice or game due to exhibiting concussion symptoms cannot return to play without a written notice from a health care professional clearing them of a concussion.
- Players who sustain a concussion are required to follow a graduated protocol under the direction of a health care professional before they can return to practice or games.

Information gathered and adapted from guidelines provided by the Center for Disease Control (CDC).

www.cdc.gov/Concussion