

OC PARKS

VOLUNTEER MANUAL







WELCOME FROM THE DIRECTOR OF OC PARKS

Dear OC Parks Volunteer,

Welcome! On behalf of OC Parks and the County of Orange, I would like to thank you for your interest in joining the OC Parks Volunteer Program.

OC Parks is charged with serving as the steward of nearly 60,000 acres of parkland around the County. Our regional system includes wilderness areas, open space, nature preserves, urban and camping parks, beaches, trails, historic sites, the County's Archaeology and Paleontology collection and the OC Zoo. Our park system is critically important to the health and wellbeing of Orange County residents and visitors alike. We strive to provide opportunities for recreation, education, and inspiration for every visitor. Management of these special places requires a balance between conservation of natural and cultural resources and offering spaces for public enjoyment. This challenging task would be impossible to accomplish without the support, engagement, and understanding of people like you.



Whether you are interested in volunteering for a single project such as a beach clean-up or are interested in a regular position such as a nature center docent, historic site docent, or zoo attendant, your contribution is important and greatly valued. OC Parks is committed to ensuring that you have the right tools, training, and support to have a successful and rewarding volunteer experience. Our goal is to prepare you to participate in any volunteer activity confidently and safely.

I really appreciate your commitment and dedication, and can't thank you enough for giving your valuable time to support this beautiful parks system and the public that comes to enjoy it!

I hope you have a wonderful experience volunteering on our land. Be safe and most importantly, enjoy your time with OC Parks!

Sincerely,

Tom Starnes, Director
OC Parks



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GENERAL INFORMATION

INTRODUCTION

Orange County Parks (OC Parks), an agency of the County of Orange, is responsible for managing over 60,000 acres of beaches, harbors, regional trails, historical parks, regional parks, wilderness parks and nature preserves. With a staff of over 300 full-time and part-time employees, the OC Parks system provides a variety of recreation opportunities for over 15 million visitors each year.

Volunteers are a fundamental part of operating this system and provide a valuable service for park facilities, operational staff, visitors and the community. Volunteers are critical in supporting OC Parks' core values of Community, Commitment to Excellence, Service, and Stewardship. OC Parks' many strategic goals include maintaining a robust and accomplished volunteer program.

OC Parks welcomes anyone who meets specific eligibility requirements to volunteer, including all ages, interests, abilities and physical capabilities. Volunteers can serve in

a variety of roles, and there are many training opportunities available to support different activities.

Uniformed volunteers must be able to represent OC Parks in a positive manner, demonstrate effective communication skills, and recognize emergencies to summon help from first responders. At times, volunteers may be the only OC Parks representatives the general public will encounter during their visit. Therefore, volunteers play an important role in educating visitors about OC Parks vision, mission and core values.

The purpose of this manual is to provide volunteers with information to effectively perform their duties as volunteers with OC Parks. You can also check for the latest information at the OC Parks Volunteer website at www.ocparks.com/volunteer.

OC PARKS OVERVIEW AND HISTORY

The Development of Orange County Parks

The Early Years (1890–1948)

Los Angeles was one of the larger counties in California in the late 1880s. The residents of the southern part of Los Angeles County, which was mostly rural communities with small settlements, wanted to form a county of their own. In 1889, after several years of discussion, they were successful in accomplishing their goal. The southern part of Los Angeles County became Orange County in 1889.

The Irvine Ranch was originally a 94,000 acre ranch that spanned the central portion of the new county. For many years local people had used a nearby forested area as a frequent weekend spot, known as the old “Picnic Grounds.” When James Irvine II inherited the family holdings in 1897, he offered the local citizenry 160 acres of their choice for a County park. The community leaders chose the area which included the old Picnic Ground, and it was named Orange County Park. This was the beginning of the county park system that we have today.

In 1926, the name of Orange County Park was changed to Irvine Park in honor of the original donor, James Irvine II. It was not until 1948 that another park was acquired. The O’Neill family donated 278 acres to the County designated as a regional park. Since the original donation, additional land adjoining O’Neill Regional Park has been acquired to make it the 4,500 acres it is today.

- 1897 Irvine Regional Park
475 acres
- 1948 O’Neill Regional Park
4,000 acres



Rapid Growth (1967–1977)

In 1960, the County Board of Supervisors directed that a Master Plan for Regional Parks be developed by the Orange County Regional Parks Advisory Committee. The Master Plan was completed and submitted to the Board of Supervisors on March 8, 1963. The purpose of the plan was to identify potential sites adaptable to recreation uses and implement park development for the people living in Orange County. This comprehensive plan added eleven parks within a decade, and added an additional 11,095 acres to the OC Parks system.

- 1967 Historic Yorba Cemetery
1 acre
- 1970 Featherly Regional Park
(Now Canyon R.V. Park)
500 acres
- 1970 Mile Square Regional Park
640 acres
- 1972 Yorba Regional Park
166 acres
- 1973 William R. Mason Regional Park
345 acres
- 1973 Laguna Niguel Regional Park
236 acres
- 1974 Ronald W. Caspers Wilderness Park
8,000 acres
- 1974 Ted Craig Regional Park
124 acres
- 1974 Santiago Oaks Regional Park
1,269 acres
- 1975 Carbon Canyon Regional Park
124 acres
- 1977 Ramon Peralta Adobe Historic Site
1 acre





Specialty Parks (1980-1989)

During the 1980s many specialty parks were added to the OC Parks system. Although not as large as previous parks, many had a significant past in the history of Orange County. George Key Ranch Historic Park is a testament to one of the earliest citrus growers in George Key, active in the late 19th century when much of northern Orange County was citrus farms. Ralph B. Clark Regional Park has a much deeper history buried beneath its soil, where a large deposit of prehistoric fossils was found on the site during highway building excavations.

Heritage Hill Historical Park is the location of the Serrano Adobe, one of the five adobes on the Rancho Canada de los Alisos granted to Jose Antonio Serrano in 1842 and 1846 by the Mexican government of Alta California. The park also has three other historic buildings on site: The El Toro Grammar School [1890], St George's Episcopal Mission [1891], and the Harvey Bennett Ranch House [1908]. The Modjeska House and Gardens is the rural estate of Helena Modjeska, a world renowned Shakespearean actress, which also includes a cottage designed by famed New York architect, Stanford White.

Upper Newport Bay Nature Preserve is a coastal wetland, one of the largest in Southern California, and is renowned as one of the finest bird watching sites in North America.

- 1974 Heritage Hill Historical Park
4.1 acres
- 1980 George Key Ranch Historic Park
2.2 acres
- 1981 Ralph B. Clark Regional Park
104 acres
- 1986 Modjeska Historic House and Gardens
14.7 acres
- 1989 Upper Newport Bay Nature Preserve
135 acres

Wilderness Parks (1989-2010)

The most recent two decades marked a period of land acquisition focused on uninterrupted tracts of natural land, which the County designated as wilderness. These large areas of open space added 34,380 acres to the OC Parks system, a significant period of growth for OC Parks.

- 1989 Whiting Ranch Wilderness Park
2,500 acres
- 1991 Aliso & Wood Canyons Wilderness Park
4,000 acres
- 1992 Peters Canyon Regional Park
340 acres
- 1993 Laguna Coast Wilderness Park
7,000 acres
- 1994 Thomas F. Riley Wilderness Park
540 acres
- 2010 Irvine Ranch Open Space
(Limestone, Black Star, Fremont, Weir and Gypsum canyon areas)
20,000 acres





OC PARKS VISION STATEMENT

Champions of the land for a thriving community.

OC PARKS MISSION STATEMENT

We preserve and enhance OC Parks' natural and cultural resources for recreation, education and exploration.



OC PARKS CORE VALUES

Community

Actively bringing park users together to share the natural and cultural benefits of our parks. Understanding that every OC Parks employee and volunteer plays an essential role in meeting our mission.

Commitment to Excellence

Delivering quality service for our parks. Learning from both success and challenges to continually improve.

Service

Meeting the expectations of our community with innovative solutions and high standards of customer service.

Stewardship

Protecting and improving the parks, wilderness and natural and cultural heritage sites entrusted to our care as irreplaceable and invaluable assets.





VOLUNTEER PROGRAM OVERVIEW

DEFINITION OF A VOLUNTEER

A volunteer is an individual who performs hours of service for civic, recreational or general welfare without promise, expectation or receipt of compensation for services rendered. Individuals are considered volunteers only when their services are offered freely and without pressure or coercion, direct or implied. Volunteers do not replace paid park staff. Volunteers enhance services, provide staff support and assist with special projects and programs for OC Parks.

TYPES OF VOLUNTEERS

OC Parks Volunteers

OC Parks Volunteers routinely provide a variety of activities and direct services to the public. They must attend a series of training and workshops to perform regular volunteer duties. They wear uniforms and are held to established standards for volunteer conduct. OC Parks Volunteers work independently, but at the direction of OC Parks staff.

Short Term Volunteers

Short term volunteers perform one-time or limited projects. They do not require special training and are not required to wear a uniform. These volunteers can be individuals, or organizations such as scout troops, corporations, or civic groups. Short term volunteers must be supervised by park staff or by a qualified lead volunteer for all projects.

Student Interns

Student opportunities exist for both credit and non-credit internships. For current opportunities, please visit the OC Parks Volunteer website at www.ocparks.com/volunteer

Ranger Reserves

County of Orange Board of Supervisors established the Ranger Reserve program on May 5, 1987 to provide support for field staff during holidays, weekends, events and public programs. Under supervision and in a volunteer capacity, Ranger Reserves perform professional, recreational and technical duties in OC Parks facilities and at park-sponsored events. Ranger Reserves help develop and lead

new public programs. Duties may be associated with park operations, resource management, administration, interpretation and/or visitor services.

Individuals interested in becoming a Ranger Reserve must be 18, go through the general OC Parks Volunteer Training, and be a general volunteer in good standing for a minimum of 6 months prior to submitting a Ranger Reserve application.

Ranger Reserves are required to commit a minimum of eighteen hours each month. Specialized training is required. For more information contact the Ranger Reserve Coordinator reserve.program@ocparks.com.

OC PARKS VOLUNTEER ELIGIBILITY

All OC Parks Volunteers over the age of 18 must submit to a background screening check prior to volunteering. This screening is a social trace and requires the use of your social security number. To successfully obtain clearance, a search of local, state and national criminal databases will be performed. Volunteers are prohibited from service if they have been *convicted of*:

- Any sex offense
- Any violent felony
- Any other felony within the past 10 years
- Multiple misdemeanor drug and alcohol offenses within the past 10 years
- Multiple misdemeanor offenses within the last 5 years
- Any misdemeanor that relates to functions of the assignment, at the discretion of OC Parks
- Any pending cases awaiting adjudication

Background screening normally takes 1-2 weeks for clearance. Screenings will be repeated every 2 years as part of the volunteer recertification process.

Youth ages 16 and 17 are eligible to volunteer with parent permission (with the exception of **Ranger Reserves, OC Zoo, Archeo/Paleo, and Fire Watch**). A form is required to be signed by their parent or legal guardian. No background check is required. Activities will be safe, non-hazardous, well supervised and age-appropriate. Youth under the age of 16 are not eligible to be regular volunteers under this program, but can participate in short term volunteer activities with adult supervision.

OC PARKS VOLUNTEER COMMITMENT

OC Parks staff, along with its volunteers, make an important commitment together to operate the OC Parks Volunteer Program. It is essential that each upholds its obligations for the benefit of the parks and the community.

OC Parks Volunteers will:

- Commit to 36 hours of volunteering annually with OC Parks
- Follow OC Parks policies and procedures
- Maintain the highest standards of conduct and safety
- Provide excellent experiences for park visitors
- Educate park visitors
- Introduce new visitors to the park, its opportunities, and its value
- Encourage others to volunteer
- Make positive long-term contributions in the County's park system and the community
- Attend scheduled trainings and volunteer assignments. Failure to do so without contacting the volunteer coordinator or park staff may result in dismissal from the volunteer program.

In return for volunteer service, OC Parks will:

- Match volunteers with appropriate activities
- Provide high-quality training
- Offer regular feedback to volunteers
- Formally recognize volunteers for their outstanding work
- Keep volunteers informed about volunteer events and training opportunities



OC PARKS VOLUNTEER ROLES

The OC Parks Volunteer Program contains many diverse opportunities that provide a fulfilling and engaging experience for volunteers when contributing to OC Parks. Volunteers may choose to serve in one role or many. The program is designed to accommodate changes in interest, availability, and capability over time.

OC Parks Volunteers are those who may work with the public under the direction of OC Parks staff. OC Parks Volunteer duties consist of supporting activities determined by OC Parks staff or designees. To qualify as an OC Parks Volunteer, one must complete:

- Eligibility Requirements
- Volunteer Orientation
- Public Interaction Workshop
- CPR, AED and First Aid Training
- Facility Training

Volunteers have one year from the date of their orientation to complete all above training requirements. Failure to complete required training will result in dismissal from the OC Parks Volunteer program.

Facility training is offered at each park facility to give the volunteers the knowledge that is necessary to fulfill the volunteer role. This training includes location of entrance gates, lock-up procedures, or necessary local information. This type of training is tailored to each facility and varies from park to park.

There are diverse OC Parks Volunteer roles that are detailed in specific Volunteer Role Descriptions.

These roles include, but are not limited to:

- Nature Center Volunteer
- Trail Crew
- Restoration Volunteer
- Habitat Monitor
- Zoo Docent

A volunteer opportunity matrix can be found in the appendix along with sample role descriptions. The opportunity matrix identifies volunteer roles at each OC Parks facility.

A list of all volunteer role descriptions can be found on the OC Parks Volunteer website at www.ocparks.com/volunteer.

VOLUNTEER TRAINING

Volunteer Orientation

All volunteers will receive a general orientation to the volunteer program. They will review OC Parks Volunteer policies, procedures, and expectations. This training will provide time for volunteers to submit all required paperwork.

Volunteers will also learn public interaction skills to build upon existing and introduce new customer service and interpretation techniques. Volunteers will be given knowledge and skills to act as representatives for OC Parks, providing excellent park visitor experiences.

CPR, AED and First Aid Training

Participants will demonstrate effective compression technique, correct operation of AED equipment, and a score above 80% on a skills test and written exam. This course is 8 hours in length. Participants receive a training manual and a CPR and First Aid Certification card upon completion. Recertification is required every two years.



Facility Training

Facility training is an overview of the OC Parks facility where a volunteer chooses to spend their time. Training includes the following:

- History of site
- Local flora and fauna
- Location of important site amenities
- Identification of potentially dangerous areas
- Evacuation plan, exits, emergency protocols
- Environmental hazards

Specialized Training

Specialized volunteers are given advanced training in leadership, knowledge and abilities in order to fulfill specific volunteer job roles. This training may allow volunteers to lead groups of participants independently from OC Parks staff. Instruction is given by subject matter experts, from either OC Parks staff or partner organizations.

Lead Volunteer Roles are available for some of the OC Parks Volunteer opportunities. Lead Volunteers will receive advanced training by park staff in certain volunteer roles. They may work alone or lead other volunteers and the public in similar volunteer opportunities. A list of Lead Volunteer Roles can be found in the appendix listed on the Volunteer Opportunity Matrix. For more information about Lead Volunteer opportunities and training, contact your parks staff.

Examples of specialized training include, but are not limited to:

- Orange County Fire Watch Volunteer
- Ranger Reserves
- Lead Volunteer
- Historic Docent
- Zoo Docent
- Animal Keeper Volunteer
- Camp Host
- Partner Group Volunteer

Pre-requisites vary by activity type. More information on each specific role can be found on the OC Parks Volunteer website at www.ocparks.com/volunteer.

Example Training Path

To volunteer at Irvine Regional Park for routine volunteer duties, one would complete:

- Volunteer Orientation
- Public Interaction Workshop

- CPR, AED and First Aid Training
- Irvine Regional Park Facility Training

To volunteer as a Zoo Docent at the OC Zoo, one would complete:

- Volunteer Orientation
- Public Interaction Workshop
- CPR, AED and First Aid Training
- OC Zoo Facility Training
- OC Zoo Docent Training

VOLUNTEER ENGAGEMENT

OC Parks encourages its volunteers to serve in more than one role and at more than one park. The volunteer training path was designed to allow for volunteers to expand and grow throughout their time volunteering with OC Parks. OC Parks encourages its volunteers to seek additional opportunities with additional parks and its multiple partner agencies. See "Appendix" for a list of OC Parks partner agencies and their contact information.

AWARDS AND RECOGNITION

OC Parks Volunteers will be formally acknowledged at least once per year with a general recognition ceremony for all volunteers. This ceremony will take place at an OC Parks facility bringing together OC Parks staff and volunteers. Additionally, volunteers are eligible to be nominated for the One OC Spirit of Volunteerism Award that takes place annually in April. Park staff will be asked to submit nominations for these and additional award programs to recognize outstanding volunteer service.

To be eligible to be nominated for awards or attend ceremonies, volunteers must complete all training requirements.

Awards will be given as specialty designed OC Parks Pins to outstanding volunteers to recognize the following:

- Facility Pins for contribution to a park facility
- Milestone Hour Pins recognizing cumulative volunteer hours

Please see the **OC Parks Volunteer Uniform Guide** in the appendix for examples of the Hour and Facility Pins along with their placement on the OC Parks Volunteer uniform.





VOLUNTEER POLICIES AND PROCEDURES

SERVICE STANDARDS

These volunteer policies are intended to provide fair and clear standards and expectations of behavior for OC Parks Volunteers. They apply regardless of the type of activity being performed.

OC Parks Volunteers are viewed by the public as support to OC Parks staff. The short time that you interact with the public may have more impact than some of the staff, as you are likely to be one of the first park representatives that park visitors will encounter. Set good examples and be careful what you say. Do not include political, religious, or personal views that could be construed as activism while on duty – even if asked by a visitor (see “Personal Statements”).

Expectations of Conduct

Volunteers must understand and follow all policies and procedures included in this manual. If you have any questions, please ask park staff about expectations.

General Standards

OC Parks holds its uniformed volunteers to the same high standards of behavior as they do park staff. In particular, volunteers must model

the behavior expected of the public and obey all park rules and regulations. Never pick flowers or plants, disturb wildlife, climb rocks, or violate any County ordinances. Volunteers are also asked to politely decline tips or other rewards offered for their service.

Volunteers will:

- Understand the volunteer assignment, its goals, and relevance to OC Parks mission
- Understand scheduling requirements
- Demonstrate ability to accurately and correctly complete assignment
- Understand expected conduct and service commitment
- Know any special considerations
- Understand and agree to follow current health and safety guidelines
- Demonstrate safe tool and equipment use (if applicable)
- Understand field tracking, monitoring, and/or reporting requirements (if applicable)

If a volunteer engages in any behavior that is inconsistent with the OC Parks mission, vision

or core values while on or off duty, that action will be reviewed and may result in remedial action, up to and including immediate dismissal from the program.

Volunteers are encouraged to offer or suggest programs or activities based on their training, interest from the public, or perception of need. They may not initiate tasks, activities, programs, or other service events at an OC Parks facility without park staff permission.

Punctuality

Volunteers are required to arrive at their specified volunteer location at the predetermined time that was agreed upon by the facility supervisor and the volunteer. Tardiness or unexcused absences are unacceptable. Volunteers who must leave early due to other commitments must notify the facility supervisor in advance of the activity date.

Check In/Out for Volunteer Shifts

Volunteers must check in and out for each volunteer shift by contacting park staff or signing a volunteer reporting log. Volunteers may in some cases sign up for shifts in advance via the OC Parks Volunteer website. Changes to the scheduled assignment must be communicated to park staff prior to the shift via email, phone call, or other form of communication. More detailed procedures will be provided at the facility training for each park.

Waived Parking Fee to OC Parks

Entry to OC Parks is free, and parking fees for volunteers are waived on the dates and times the volunteer provides service. When arriving at a park for a volunteer assignment, volunteers must bring their volunteer ID badge and a printout of their email activity confirmation (if applicable). Leave the email confirmation face-up on the front dashboard of your vehicle in pay and display facilities.

Dress and Personal Gear

Volunteers are expected to wear appropriate attire and footwear to all activities. Appropriate attire includes sturdy, closed-toed shoes, clean clothes that are not ripped or contain holes, and neutral tops with no advertisements (tops must be visible under volunteer vests, no tank tops). An OC Parks Volunteer uniform that is appropriate for your volunteer role (OC Parks vest, polo shirt, or jersey) is required to be worn during all OC Parks Volunteer activities. The OC Fire Watch vest is only to be worn during active Fire Watch deployments or official educational outreach events.



OC Parks Volunteer uniforms are not to be worn while off duty.

If participating in first-person interpretation programs at historical parks (e.g., Heritage Hill and Modjeska House and Gardens), an accurate historical costume would be considered appropriate volunteer attire. Historical costumes must be approved by OC Parks staff prior to wearing it on site.

Volunteers are not to add non-OC Parks approved patches and pins to their uniform. Please see the **OC Parks Volunteer Uniform Guide** in the appendix for more information. Volunteers should come prepared with their own water, sunscreen, food, and any other personal items needed during the volunteer assignment.

SAFETY

Safety is important to OC Parks and the County of Orange, and should be a primary concern for volunteers at all times. Report any unsafe or dangerous conditions to park staff immediately. Volunteers must be trained for the activities they perform. If you are unsure about an activity you have been assigned to do, or have any questions regarding how to do something, do not perform the activity. Ask for help or move on to another activity.

If you become injured while volunteering, notify park staff immediately. They will provide assistance, assess the injury and offer further direction.





VOLUNTEER EXCESS INSURANCE COVERAGE

It doesn't happen often, but sometimes a volunteer or intern is injured, or injures someone else, while performing his or her assigned duties. As a registered volunteer/intern with the County of Orange you are provided with excess insurance protection in case these things happen to you.

The County of Orange considers renewal of its excess accident and liability insurance coverage on an annual basis. The definition of excess coverage is that it responds in addition to and only after the volunteer/intern's own insurance coverage has been expended in full. If the volunteer/intern is uninsured, the excess coverage is first to respond and acts as a primary coverage.

Brief summary of excess accident/liability insurance coverage:

1. Excess Accident Medical Coverage

This coverage is in excess of medical insurance coverage that volunteers/interns may already have. It pays for medical treatment and hospitalization required as a result of a covered accident occurring while the volunteer/intern participates in assigned activities.

Students working under a fieldwork experience agreement in which the college/university provides at its cost workers' compensation coverage are excluded from the County's excess accident coverage for medical treatment, hospitalization, etc.

2. Excess Liability Coverage

This coverage provides protection for a personal injury or property damage liability claim arising out of the performance of a volunteer/intern's assigned duties. There are several exclusions to this coverage that may apply, including, but not limited to, the following:

Liability arising out of "professional services" or "professional health care" where the volunteer/intern is a licensed professional in that particular field.

3. Excess Auto Liability Coverage

This coverage provides an extra layer of protection for bodily injury or property damage claims arising out of the use of a volunteer/intern's personal vehicle when driving is required as part of his/her assigned duties. There is no coverage provided when the volunteer/intern is driving to or from his/her assignment. Coverage does not apply to damages to the volunteer/intern's vehicle, and volunteers/interns must maintain auto liability coverage at least equal to state-required minimums.

Steps to take when an accident, injury or loss occurs:

To determine what steps to take to file an accident or liability claim related to a volunteer/intern assignment, please contact your direct supervisor, your volunteer/internship program coordinator or the County's Risk Management Office at (714) 285-5500.

CONFIDENTIALITY

Volunteers may become aware of confidential information during the course of their duties. This could include, but is not limited to, sensitive plant species locations, peace officer contact information, security procedures, etc. Any confidential information must only be discussed within the boundaries of the volunteer role at OC Parks. Sharing confidential information with anyone not authorized to receive it may result in revocation of volunteer status. Additional confidentiality agreements may be required of the volunteer depending upon the volunteer role and/or facility.

PHONE AND COMPUTER USAGE

Some volunteer positions require access to County owned information and technological resources. These systems are provided for business use only. All telephone and electronic communication systems and equipment, including telephone, voice mail, email, Internet and Intranet connections, and all information transmitted by, received from, or stored in these systems is the property of the County, and as such, a matter of public record. These systems are not to be used for personal reasons or for non-County related purposes, and there is no expectation of privacy when using these systems. The County may monitor use of this equipment at any time at its discretion.

VEHICLE USE

Volunteers are not authorized to use County vehicles. Individuals may operate their own vehicles while serving as a volunteer with staff approval, provided they show proof of a valid California driver's license and are independently covered by public liability insurance for personal injuries and property damage.

RECRUITMENT POLICY

Volunteers are recruited without regard to race, religion, color, ancestry, gender, sexual orientation, age, national origin, or disability. Each volunteer will be matched to a specific, identified role, and asked to safely and adequately perform the duties that he or she is assigned within that role. The relationship between a volunteer and OC Parks must be one of mutual benefit. OC Parks is not obligated to accept or retain any person who volunteers his or her service.

SEXUAL HARASSMENT POLICY

OC Parks does not tolerate sexual harassment

of any employee or volunteer in the workplace by any volunteer or employee. In addition, OC Parks prohibits any sexual harassment of any park visitor by volunteers or employees. Any volunteer experiencing or witnessing such prohibited behavior must immediately report it to OC Parks staff. If the behavior of such supervisor(s) is perceived to be the problem, then report to an executive-level OC Parks staff member. All complaints will be investigated as expeditiously, discreetly, and confidentially as possible. No individual who initiates such a complaint in good faith shall be subject to any form of retaliation or otherwise disadvantaged as a result.

PARK CLOSURE PROCEDURES

Weather Events

OC Parks staff will determine activity cancellations and park closures due to weather. Check with park staff to determine if an activity will be cancelled due to inclement weather. Do not make the decision to cancel a program without contacting park staff. Volunteer assignments may not be affected by weather depending on the activity.

Facility Condition Reporting

When volunteering at any OC Parks facility, it is important to report any conditions that may require the attention of OC Parks staff. Examples of these conditions include, but are not limited to: damaged trails, graffiti, broken windows, inoperative locks, damaged fences, trees down, dead animals, etc. If it is something that should be fixed immediately, contact the Park Ranger on duty.

Fire Closure

OC Parks closes facilities if there is an active fire within or near the facility. Some parks may also be closed if the park is being used by fire personnel as a base camp for vehicles and equipment. If a fire occurs, the park or areas within the park may remain restricted indefinitely.

The Orange County Fire Watch program considers weather that is conducive to the spread of fire to be a Fire Watch event, whether or not an official Red Flag declaration has been put into place by the National Weather Service.

A local Fire Watch condition may be declared by organizations in the Orange County Fire Watch program. Extreme fire conditions are caused by a combination of high winds, low humidity and warm temperatures.



PARK EMERGENCIES

Park visitors may look to you for guidance while they are at the park when emergency situations arise. The following information provides guidance about how to deal with park incidents and emergencies.

For Immediate Danger to Life or Property: Dial 911 OC Parks Dispatch (for Park Staff Assistance) (562) 594-7232

This is a 24-hour, 7-days-a-week dispatch number answered by West Cities Police Communications, or “West-Comm.” They serve as police dispatchers for Seal Beach, Cypress and Los Alamitos Police Departments, and as park ranger dispatchers for OC Parks. This number should be used for emergencies that are not life-threatening. If you need park ranger assistance, your request can be relayed through West-Comm by calling this number.

Emergency Communication

Tell the dispatcher you are a volunteer with OC Parks calling in an emergency. Provide the following information:

- Where is the emergency? Be as specific as possible. Provide the dispatcher with the name of the nearest road or access points.
- What is happening? Give a brief description of the emergency based on what you see.
- Your name.
- Any important additional information.
- Remain on the line with the dispatcher until emergency help arrives.

Communication Tips

- *Know your location and your surroundings:* You should always be aware of your surroundings and know the closest emergency access and exit routes. Know your orientation (north, east, south and west). If you need to make a quick exit from the area, you should be familiar with at least two safe exit points.
- *Stay calm and focused:* Always remain calm and focused in order to maintain your reasoning and problem-solving skills. It is your responsibility to keep everyone organized and focused. Your confidence will instill calm in the entire group.
- *Do not become a victim yourself:* Make sure the scene is safe before entering or providing any assistance.

- *Stay within your training and ability:* If you choose to render aid, only do so within your training and level of skill. Once OC Parks staff or any public safety agency arrives, assist if asked to do so. Otherwise, manage any members of your group and remain out of the way.
- *Utilize the resources available:* Be familiar with the existing resources available and use them accordingly. Be familiar with first-aid supplies and how to use them. Use other volunteers or available bystanders to assist, including clearing the scene, evacuating an area, or providing comfort.
- *Learn your park staff:* Get to know park rangers, office staff, maintenance workers and other employees. Learn how to best contact staff for urgent (but not life-threatening) incidents.
- *For minor accidents or injuries:* If the accident is of a less serious nature (twisted ankle, minor scrapes, etc.) make the person comfortable. Contact OC Parks staff via OC Parks Dispatch if necessary.
- *Media:* If you are ever in an emergency situation and members of the media are present, refer them to OC Parks staff for any information. If any emergency personnel or law enforcement officials arrive before park staff, notify them of the media presence. See the “Media Relations” section for more information.





PUBLIC INTERACTION

DESCRIBING INTERPRETATION

The chief aim of Interpretation is not instruction, but provocation.

Treat the visitor as a fellow discoverer on the expedition, provoking them to search out meanings for themselves.

Not the least of the fruits of adequate interpretation is the certainty that it leads directly toward the very preservation of the treasure itself.

Through interpretation, understanding; through understanding, appreciation; through appreciation, protection.

He that understands will not willfully deface, for when he truly understands, he knows that it is in some degree a part of himself. Interpretation has the ability to inject this concept into the consciousness of the visitor.

The injection will not occur through the mere recitation of facts. Not with the names of

things, but by exposing the soul of things—those truths that lie behind what you are showing your visitor. Nor yet by sermonizing; nor yet by lecturing; not by instruction, but by provocation.

— Freeman Tilden,
“Interpreting Our Heritage”

WHAT IS INTERPRETATION?

The National Association for Interpretation (NAI) defines interpretation as “a purposeful approach to communication that facilitates meaningful, relevant, and inclusive experiences that deepen understanding, broaden perspectives, and inspire engagement with the world around us.”



An NAI-certified interpretive trainer describes interpretation in the following way:

"Interpretation is a communication process that helps visitors achieve meaningful experiences while visiting natural or cultural heritage sites. More than factual information and more than entertainment, interpretation is an enjoyable recreational learning experience that helps visitors engage with places of historical or cultural significance, wildlife value, or scenic beauty—in parks, historic sites, wilderness areas, zoos, botanic gardens, museums, and so on. Interpretation can take several forms, including guided tours, hands-on demonstrations, exhibits, publications, and one-on-one personal encounters with visitors."

Interpretation should be woven throughout all volunteer duties, no matter what the specific assignment is. Any public contact is a potential opportunity for meaningful interpretation. Giving directions or answering a simple question has the chance to make a larger connection between the resource and the park visitor.



PUBLIC INTERACTION EXAMPLES

If you are a Nature Center Volunteer:

- Greet park visitors as they enter the nature center. Make sure to be welcoming and encourage them to explore the different exhibits.
- Point out any highlighted features, areas of interest, new exhibits, etc.
- Be open for engagement. Let them know you are there to help answer any questions they may have.
- Look for interpretive opportunities.

If you are a Backcountry Patrol Volunteer:

- Greet park visitors as you come across them in the park. Be friendly and welcoming.
- If visitors approach with questions about the park, plants and animals that can be found within it, activities at the park, etc., use that as an interpretive opportunity.
- Be engaging; share your knowledge and interest in the park.
- Use your knowledge of the park to point out features of the park that may interest them based on their inquiries.
- Encourage them to continue to explore the park.

EDUCATION VS. ENFORCEMENT

Volunteers have no authority to enforce rules, ordinances, or laws. However, volunteers can make contact with the public to educate them about a particular minor violation if done carefully, using caution and good judgment. Volunteers should immediately report serious violations as they are occurring.

Education Guidelines

This is a common list of educational opportunities with park visitors:

- *Stay on trails:* Going off trail can cause injury to individuals as well as the habitat.
- *Protection of resources:* Do not pick up anything while at a park facility. Take only photos, leave only footprints.
- *Poison oak:* Know what it looks like, how to describe it, and how it can affect people.
- *Snakes:* Do not try to pick up or "capture" a snake. Most snakes in the area are harmless but some are venomous and can cause injury when they strike.
- *Ticks:* Do a "tick check" right after your hike to prevent a tick from embedding in your skin. Removing a tick before they embed themselves is the best way to prevent illness.
- *Food:* If you have food, be sure to keep or throw away any trash associated with it. Practice the "Leave No Trace" ethic.
- *Water:* It is good practice to always carry water with you in any park environment.
- *No feeding the animals:* They can become dependent on human food, which is not healthy for them. It can also make them aggressive.



Photo by Ramon Perez



PUBLIC INTERACTION SKILLS

At some point you will encounter a park visitor who is not complying with OC Parks rules. There are several key points to make these encounters easy, positive, and successful.

- *Keep it polite, but be firm:* Always keep it polite and treat everyone with respect, but keep your presence of assertiveness. If someone becomes loud and belligerent, remain calm, polite and respectful. You may not always be successful in winning over everyone, but you must remain professional.
- *Have a friendly approach:* Start your contact with a friendly comment, like "Hello, is this your first time in the park today?" or "How are you doing today?" Sometimes the park visitor is aware of the rules and will comply once a uniformed person is present. Never embarrass someone in front of their friends or family.
- *It's not personal:* Someone not following OC Parks rules is not making a personal affront towards you. Remember, they are simply trying to enjoy the area for the same reasons you are here. They may simply need correct information on how to enjoy the area within the rules.
- *Agree to disagree:* Disagreement does not mean disrespect. Not everyone will agree with the rules and reasoning behind the management of the area, but can still respect your presence and assertion if handled properly. You may turn a conversation around by agreeing with their points in theory: agree with them about sharing a common desire to be in the area,

but remind them that by following park rules you are protecting the area so it will be here to enjoy for future generations.

- *Give them options:* If you encounter people in park areas that are off-trail or closed to public access, let them know about other options. This goes a lot farther towards a successful contact than just telling them "no."
- *Politely encourage them to go back the way they came if possible:* It is reasonable for you to very politely ask them to leave the area in the shortest, safest, direct route; but not in a manner to cause them undue burden, or put them in an unsafe situation.
- *Any major violations should be reported to the Park Ranger on duty.* Volunteers may be required to give a statement of the incident. If in doubt, call for assistance.

GROUP MANAGEMENT

Enthusiasm

The more enthusiastic you are about the information presented, the more excitement you will elicit in park visitors. If you show your passion for OC Parks and the topic you are discussing, you will engage with the visitor and connect them further to the park. Be aware of "putting down" topics that do not interest you. Visitors will pick up on your negativity and lose interest in the discussion.

Setting Standards

- Your contact with park visitors should be clear, concise, and delivered in an organized manner.



- Encourage visitors to ask questions.
- Model the behavior that is expected of OC Parks visitors. Visitors will watch your behavior and be inclined to follow what you do.
- Explain OC Parks rules and safety concerns if applicable and give explanation (e.g., public safety, wildlife hazards, habitat destruction, etc.)
- Be positive and engaging when interacting with park visitors. People respond better to positive reinforcement than negative actions.
- If visitors choose not to follow park rules and become hazardous to other visitors, their surroundings or themselves, call the Park Ranger for assistance. Do not engage in any possible conflict with a park visitor.



off duty. Volunteers are not restricted from expressing personal views while off duty, but they may not represent themselves as OC Parks Volunteers when doing so. This includes personal statements, written communications, and use of social media.

Leading Informal Groups

- Use this as an interpretive opportunity to engage the public.
- Generally, let the slowest guest set the pace for the group.
- Participants may leave the group at any time (for activities held during normal park operating hours); participation is strictly voluntary.
- As the informal lead, good examples on park etiquette and following park rules should be exemplified.
- Do not go beyond your volunteer role or abilities.

PERSONAL STATEMENTS

Volunteers act as representatives of OC Parks. Volunteers must set a good example and be careful of what is said. Voicing political, religious, or other personal views may easily be construed by the public as activism and is inappropriate on duty, even if solicited by a visitor.

Volunteers may not represent or identify themselves as OC Parks Volunteers when expressing personal views or agendas while

MEDIA RELATIONS

Similar to the policy above regarding personal statements, volunteers should also be careful in how they represent themselves to members of the media. Volunteers should not speak to members of the media on behalf of OC Parks. Volunteers who are approached directly by a member of the media should respond with an offer to connect the reporter with a staff member.

You might simply say, "I'm not sure about that, but I would be happy to provide you with the contact information for the head ranger here." Or take the reporter to the park office, if feasible. Do not say "I'm not allowed to talk to you," or, "No comment."

Always remember that members of the media should be treated as visitors to the park. They should be allowed the same access to the park under normal operating hours and conditions as any member of the public.

If they decline your offer of connecting them to a staff member, you *must still contact staff* about the encounter, and let staff know that a member of the media is on site.



OC PARKS VOLUNTEER UNIFORM GUIDE



Wearer's Right

- Partner Group Pin (if applicable)
- OC Parks Facility Pin(s)
- OC Parks Volunteer hour milestone pin(s)

Notes:

- Shirts underneath the vest must be clean, in good repair and must not distract from the uniform.
- A sizing chart for OC Parks uniforms can be found at www.ocparks.com/volunteer



Wearer's Left

- OC Parks Volunteer I.D. Badge (clipped to upper pocket)
- Partner Group I.D. Badge (behind OC Parks Volunteer ID Badge, optional)
- OC Parks Volunteer I.D. Badge may also be worn on an OC Parks Volunteer lanyard.

Wearer's Right

- OC Parks Volunteer I.D. Badge may be clipped to Polo collar if no lanyard is worn.

OC Parks Lanyard

- OC Parks Volunteer I.D. Badge should be clipped to the lanyard if a lanyard is worn.
- OC Parks Facility Pin(s)
- OC Parks Volunteer hour milestone pin(s)

Wearer's Left

- Facility and hour pins on Polo if no lanyard is worn (example bottom right).



OC PARKS FACILITIES

OC Parks encompasses 60,000 acres of regional, wilderness and historical facilities, as well as coastal areas throughout the County of Orange. OC Parks facilities offer something for just about everyone, whether for recreation, enjoying nature or learning about the history of Orange County. OC Parks is committed to managing land and facilities in a way that maximizes their enjoyment by the public, while properly maintaining and overseeing them so they are available for generations to come.



TYPES OF PARK FACILITIES

Regional Parks

Regional Parks are generally located within an urbanized area. They provide any one or a number of recreational facilities such as sports fields, playgrounds, riding and hiking trails, picnicking, etc. Regional Parks may also contain man-made lakes where visitors may fish (with a current CA fishing license) or boat recreationally in approved vendor watercrafts. The park's environmental resources are generally man-made and domesticated.

Wilderness Parks

Wilderness Parks are generally in a more natural setting being managed and protected to preserve the natural processes. These parks allow for predominantly aesthetic and passive type activities such as picnicking, camping, nature and hiking trails, nature centers, and limited organized recreation. These parks are left in as near natural state as possible with minimal alterations to the natural landscape. The natural landscape and biological resources are the principle attractions of the park. Dogs are not permitted in Wilderness Parks.

Nature Preserves

Nature Preserves are areas whose acquisition and maintenance are undertaken primarily for protecting significant natural resources, rather than for conventional recreation activities. Most recreational experiences are provided under close supervision through interpretive programs which foster knowledge about and appreciation for the natural resources of the site, and for the importance of environmental protection. These areas can also be made available for scientific research.

Historic Parks

Historic sites preserve and enhance Orange County's archaeological, paleontological and historical resources. Frequently, historical sites are the setting for programs which strive to inform people about the County's heritage of social, cultural, economic and scientific values.

Beach Parks

Beach Parks are maintained natural shoreline facilities including tideland areas, sandy shores, bluffs and any man-made upland recreational facilities. Activities usually include swimming, wading, surfing, as well as picnicking and recreational game activities.

PARK AMENITIES

Below is a list of amenities available at regional parks, wilderness parks, beaches, nature preserves and the zoo. The numbers correspond to the map on p. 20. For volunteer opportunities available at each park, see the Volunteer Opportunity Matrix on p. 22.

| | Equipment Rental | Food Concessions | Camping | Dogs Permitted | Fishing | Playgrounds | Ball Fields | Tennis Courts | Volleyball Courts |
|---|------------------|------------------|---------|----------------|---------|-------------|-------------|---------------|-------------------|
| REGIONAL PARKS | | | | | | | | | |
| 1 Carbon Canyon Regional Park | | | | * | * | * | * | * | * |
| 2 Clark Regional Park | | | | * | * | * | * | * | * |
| 3 Craig Regional Park | | | | * | * | * | * | | * |
| 4 Irvine Regional Park | * | * | | * | * | * | * | | |
| 5 Laguna Niguel Regional Park | * | * | | * | * | * | | * | * |
| 6 Mason Regional Park | | | | * | | * | * | | * |
| 7 Mile Square Regional Park | * | | * | * | * | * | * | | * |
| 8 O'Neill Regional Park | | | * | ▲ | | * | | | |
| 9 Peters Canyon Regional Park | | | | * | | | | | |
| 10 Santiago Oaks Regional Park | | | | * | | * | | | |
| 11 Talbert Regional Park | | | | * | | | | | |
| 12 Tri-City Regional Park | | | | * | * | * | | | |
| 13 Weider Regional Park | | | | * | | * | | | |
| 14 Yorba Regional Park | * | | | * | * | * | * | * | * |
| WILDERNESS PARKS | | | | | | | | | |
| 15 Aliso and Wood Canyons Wilderness Park | | | | | | | | | |
| 16 Caspers Wilderness Park | | | * | | | * | | | |
| 17 Laguna Coast Wilderness Park | | | | | | | | | |
| 18 Whiting Ranch Wilderness Park | | | | | | | | | |
| 19 Riley Wilderness Park | | | | | | | | | |
| BEACHES | | | | | | | | | |
| 20 Aliso Beach | * | | * | * | * | | | | |
| 21 Bayside Beach | | | | | * | | | | |
| 22 Camel Point Beach | | | | * | | | | * | |
| 23 Capistrano Beach | | | | | * | | | * | |
| 24 Dana Point Harbor | * | * | | ▲ | * | | | | |
| 25 Laguna Royale Beach | | | | * | | | | | |
| 26 Poche Beach | | | | | * | | | | |
| 27 Salt Creek Beach/Bluff | * | | | ▲ | * | | | | |
| 28 Tablerock Beach | | | | | | | | | |
| 29 Thousand Steps Beach | | | | | * | | | | |
| 30 West Street Beach | | | | * | | | | | |
| NATURE PRESERVES | | | | | | | | | |
| 31 Irvine Ranch Open Space | | | | | | | | | |
| 32 Modjeska Canyon Nature Preserve | | | | | | | | | |
| 33 Upper Newport Bay Nature Preserve | | | | * | | | | | |
| ZOOS | | | | | | | | | |
| 34 Orange County Zoo | * | | | | | | | | |

◆ Youth Camping (ages 6-12); Camp Sycamore ▲ On specified trails. Check with Park.

HISTORIC PARKS

Historic Parks are denoted with this symbol.





OC PARKS VOLUNTEER OPPORTUNITY MATRIX

*Lead Volunteer roles are available within these volunteer opportunities.
 **Partner group training required. For a list of Partners, see p.27.

| | OC Parks Volunteer | Animal Keeper Volunteer | Backcountry Patrol | Beach Cleanup Lead | Collections Management | Fire Watch | Habitat Monitor | Historic Docent | Lab Volunteer | Park Maintenance* | Petting Zoo Volunteer | Nature Garden* | Nature Center | Restoration* | Trail Ambassador | Trail Crew* | Visitor Services | Zoo Docent |
|---------------------------------------|--------------------|-------------------------|--------------------|--------------------|------------------------|------------|-----------------|-----------------|---------------|-------------------|-----------------------|----------------|---------------|--------------|------------------|-------------|------------------|------------|
| Regional Parks | | | | | | | | | | | | | | | | | | |
| Carbon Canyon Regional Park | • | | | | • | • | • | | • | | • | | • | • | • | • | • | |
| Clark Regional Park | • | | | • | • | • | | • | | | • | | • | • | • | • | • | |
| Craig Regional Park | • | | | | | | | | | | | | | | | | | |
| Irvine Regional Park | • | • | | | | | | | | | | • | • | • | | | | |
| Laguna Niguel Regional Park | • | | | | • | • | | | • | | | | • | | | | | |
| Mason Regional Park | • | | | | • | • | | | | | • | | • | | | | | |
| Mile Square Regional Park | • | • | | | • | • | | | | | • | | • | | | | | |
| O'Neill Regional Park | • | • | • | | • | • | | | • | | • | | • | • | • | • | • | |
| Peters Canyon Regional Park | • | • | | | • | • | | | | | • | | • | • | • | • | • | |
| Santiago Oaks Regional Park | • | | | | • | • | | | | | • | | • | • | • | • | • | |
| Talbert Regional Park | • | • | | | • | | • | | • | | | | • | • | • | • | • | |
| Yorba Regional Park | • | | | | • | • | | | | | • | | • | | | | • | |
| Wilderness Parks | | | | | | | | | | | | | | | | | | |
| Aliso & Wood Canyon Wilderness Park** | • | • | | | • | • | • | | • | | • | | • | • | • | • | • | |
| Caspers Wilderness Park | • | • | | | • | • | • | | | | • | | • | • | • | • | • | |
| Laguna Coast Wilderness Park** | • | • | | | • | • | • | | • | | • | | • | • | • | • | • | |
| Riley Wilderness Park | • | | | | • | • | • | | | | • | | • | • | • | • | • | |
| Whiting Ranch Wilderness Park | • | • | | | • | • | • | | • | | | | • | • | • | • | • | |
| Nature Preserves | | | | | | | | | | | | | | | | | | |
| Irvine Ranch Open Space** | | | | | • | • | • | | • | | • | | • | • | • | • | • | |
| Upper Newport Bay Nature Preserve** | • | | | | • | • | • | | • | | • | | • | • | • | • | • | |
| Beach Parks | | | | | | | | | | | | | | | | | | |
| Aliso Beach | • | | • | | | | | | • | | | | • | | | • | • | |
| Capistrano Beach | • | | • | | | | | | • | | | | • | | | • | • | |
| Salt Creek Beach | • | | • | | | | | | • | | • | | • | | | • | • | |
| Historic Sites | | | | | | | | | | | | | | | | | | |
| Cooper Lab | | | | • | | | | • | | | | | | | | | | |
| Helena Modjeska Historic House | • | | | • | • | | • | | | | • | | | | | | • | |
| Heritage Hill Historic Park** | • | | | • | • | | • | | | | • | | | | | | • | |
| Key Ranch Historic Park | • | | | • | • | | • | | | | | | | | | | • | |
| Old Orange County Courthouse | • | | | • | • | | • | | | | | | | | | | • | |
| Zoo | | | | | | | | | | | | | | | | | | |
| OC Zoo (Irvine Regional Park) | • | • | | | | | | | • | | • | | | | | | | • |

Limited volunteer opportunities at: Peralta Adobe Historic Site and Historic Yorba Cemetery.

NATURE CENTER VOLUNTEER Role Description



Summary

Nature Center Volunteers staff buildings with interpretive displays. They answer questions and provide guidance to park visitors. Nature centers are important hubs that communicate natural processes of the park to guests of all ages.

Duties and Responsibilities

- Open and lock up nature center.
- Engage with nature center visitors.
- Provide interpretive experiences and hands-on demonstrations.
- Assist park visitors with additional knowledge of the park.

Eligibility

- Complete all requirements as an OC Parks Volunteer.
- Basic knowledge of native flora, fauna, park and local history (additional information will be provided during certification training).
- Recommendation by park staff.

Training Path

1. Complete OC Parks Volunteer training program.
 - a. Visit OC Parks facility, meet with park staff and complete a walkthrough of the nature center.
 - b. Attend Program Orientation Training and conduct background check.
 - c. Attend First Aid and CPR Training.
 - d. Receive OC Parks Volunteer uniform.
 - e. Complete site-specific training to receive park certification (TBD).
2. Attend Nature Center Training (if applicable).

Typical Schedule

- Saturdays, Sundays, and major holidays 9:00 a.m to 5:00 p.m.
- Some nature centers open on weekdays. Check with park staff for weekday availability.



EXAMPLE ROLE DESCRIPTIONS

TRAIL CREW Role Description



Summary

Assist with trail evaluation and maintenance for OC Parks diverse trail system. Trail Crew volunteers are specially trained in how to assess trails, and techniques to repair damaged trails.

Duties and Responsibilities

- Perform trail inspections and assessments at the direction of park staff.
- Perform trail maintenance projects at the direction of park staff. This may include:
 - Repair damaged trails.
 - Remove "social" trails (unauthorized trails).
 - Prepare trails for big weather events.
- Write trail evaluation reports.

Eligibility

- Complete all requirements as an OC Parks Volunteer.
- Complete Trail Crew Training (if applicable).
- Ability to walk or hike on varied terrain.
- Ability to kneel, bend and squat for long periods of time.
- Ability to carry heavy tools, equipment or water.
- Understand basic tool use and safety.
- Basic knowledge of native flora and fauna (additional information will be provided during certification training).
- Recommendation by park staff.

Training Path

1. Complete OC Parks Volunteer training program.
 - a. Attend Program Orientation Training and conduct background check.
 - b. Attend First Aid and CPR Training.
 - c. Receive OC Parks Volunteer uniform.
 - d. Complete site-specific training for each park prior to performing trail work.
2. Attend Trail Crew Training (if applicable).

Typical Schedule

- Schedules will be developed in coordination with park staff.
- Assist with public participant trail work days on Saturdays and Sundays (schedules vary between facilities).



ZOO DOCENT VOLUNTEER Role Description



Summary

Zoo Docents provide programs to school groups, youth groups and members of the public. Most programs are on-site at the zoo. Some outreach programs are off-site at various locations throughout Orange County.

Duties and Responsibilities

- Provide guided zoo tours to groups (schools, scouts, homeschool, etc.).
- Provide programs and interpretive talks to varying groups of all ages and abilities.
- Interact with public visitors while handling small animals (snakes, lizards, invertebrates, small mammals, and birds).
- Operate "Discovery Cart."
- Conduct "Story Time" programs.
- Assist zoo staff with youth programs.
- Help with petting zoo when needed.

Eligibility

- Complete all requirements as an OC Parks Volunteer.
- Be at least 18 years of age.
- Serve at least 100 hours per year.
- Be comfortable in front of groups of people.

Training Path

1. Complete OC Parks Volunteer training program.
 - a. Attend Program Orientation Training and conduct background check.
 - b. Attend First Aid and CPR Training.
 - c. Receive OC Parks Volunteer uniform.
 - d. Complete OC Zoo Docent training.

Typical Schedule

- Weekdays, Tuesday-Friday (subject to change) 9:30 a.m. – 1:00 p.m.
 - Guided tours, Story Time, toddler, preschool programs and animal handling
- Saturdays (subject to change) 10:00 a.m. – 4:00 p.m.
 - Discovery cart, Story Time, toddler, preschool programs and animal handling



PARK CONTACT INFORMATION

For park volunteer opportunities, see the Volunteer Opportunity Matrix on Page 22.

Parks and Trails

| | |
|---|----------------|
| Aliso and Wood Canyons Wilderness Park | (949) 923-2200 |
| alisowood@ocparks.com | |
| Carbon Canyon Regional Park | (714) 973-3160 |
| carboncanyon@ocparks.com | |
| Caspers Wilderness Park | (949) 923-2210 |
| casperspark@ocparks.com | |
| Clark Regional Park | (714) 973-3170 |
| clarkpark@ocparks.com | |
| Craig Regional Park | (714) 973-3180 |
| craigpark@ocparks.com | |
| Irvine Ranch Open Space | (714) 973-6696 |
| irvineranchopenspace@ocparks.com | |
| Irvine Regional Park | (714) 973-6835 |
| irvinepark@ocparks.com | |
| Laguna Coast Wilderness Park | (949) 923-2235 |
| lagunacoast@ocparks.com | |
| Laguna Niguel Regional Park | (949) 923-2240 |
| lagunaniguel@ocparks.com | |
| Mason Regional Park | (949) 923-2220 |
| masonpark@ocparks.com | |
| Mile Square Regional Park | (714) 973-6600 |
| milesquare@ocparks.com | |
| OC Zoo | (714) 973-6847 |
| volunteer@ocparks.com | |
| O'Neill Regional Park | (949) 923-2260 |
| oneillpark@ocparks.com | |
| Peters Canyon Regional Park | (714) 973-6611 |
| peterscanyon@ocparks.com | |
| Riley Wilderness Park | (949) 923-2265 |
| rileywildernesspark@ocparks.com | |
| Santiago Oaks Regional Park | (714) 973-6620 |
| santiagooaks@ocparks.com | |
| Talbert Regional Park | (949) 923-2250 |
| northcoastalops@ocparks.com | |
| Upper Newport Bay Nature Preserve | (949) 923-2290 |
| unbic@ocparks.com | |
| Whiting Ranch Wilderness Park | (949) 923-2245 |
| whitingranch@ocparks.com | |
| Yorba Regional Park | (714) 973-6615 |
| yorbapark@ocparks.com | |

Beaches

| | |
|--|----------------|
| Aliso Beach Park | (949) 923-2280 |
| southcoastops@ocparks.com | |
| Capistrano Beach Park | (949) 923-2280 |
| southcoastops@ocparks.com | |
| Salt Creek Beach Park | (949) 923-2280 |
| southcoastops@ocparks.com | |

Historic Sites

| | |
|--|----------------|
| Cooper Lab | (714) 973-6655 |
| copa@ocparks.com | |
| Arden: Helena Modjeska Historic House and Gardens | |
| (714) 973-6850; heritagehill@ocparks.com | |
| Heritage Hill Historical Park | (949) 923-2230 |
| heritagehill@ocparks.com | |
| Irvine Ranch Historic Park | (714) 973-6850 |
| heritagehill@ocparks.com | |
| Key Ranch Historic Park | (714) 973-3190 |
| keyranch@ocparks.com | |
| Old Orange County Courthouse | (714) 973-6607 |
| oldcourthouse@ocparks.com | |
| Peralta Adobe Historic Site | (714) 973-3190 |
| keyranch@ocparks.com | |
| Historic Yorba Cemetery | (714) 973-3190 |
| keyranch@ocparks.com | |

ADDITIONAL CONTACT INFORMATION

General Volunteer Questions

For general questions, contact the facility supervisor where you volunteer or OC Parks Volunteer Services team at:
volunteer@ocparks.com.

Examples of volunteer topics to be discussed with the Volunteer Services include:

- uniforms
- badges
- volunteer schedule
- submitting photos of OC Parks facilities and/or volunteer activities
- website questions (e.g., signing up for activities, forgot your password, need to change your contact information, etc.)

Examples of topics to be discussed with facility supervisor include:

- training opportunities
- volunteer schedule
- rescheduling a volunteer assignment



New Facility Training

If you would like to expand your volunteer role and volunteer at a new OC Parks facility, use the information on pages 26-27 to contact park staff or partner group agencies to schedule site location training.

OC PARKS PARTNER AGENCIES

OC Parks has partnered with several non-profit agencies around Orange County that directly support specific parks within the OC Parks system. These partnerships provide volunteer support opportunities within the designated parks, and in some cases, financial contributions to specialized programs and projects. Below is a list of OC Parks partner agencies and the parks they support. If you are interested in getting involved with any of these organizations, their contact information is provided below. Partners are listed in alphabetical order:

Amigos de la Colina

Amigos de la Colina provides support to Heritage Hill Historical Park. Their mission is “to carry out the interpretive goals of Heritage Hill with tours designed to preserve, relate and inspire interest in the history of the Saddleback area.”

(949) 923-2230
heritagehill@ocparks.com

Caspers Park Foundation

Caspers Park Foundation is dedicated to supporting Caspers Wilderness Park. Volunteers offer docent-led interpretive outdoor education programs, staff the nature center and provide advisory support for the protection and preservation of Caspers Wilderness Park’s natural resources. Caspers Park Foundation hosts monthly volunteer meetings that are open to all interested volunteers.

caspersparknaturecenter@gmail.com

Irvine Ranch Conservancy

Irvine Ranch Conservancy supports the Irvine Ranch Open Space for OC Parks (this includes Black Star, Fremont, Limestone and Weir Canyon areas) as well as managing land for the City of Newport Beach and the City of Irvine. The Conservancy provides volunteer opportunities including land stewardship activities and docent-led interpretive programs for the general public. The Irvine Ranch Open Space is only accessible through scheduled programs, and the Irvine Ranch Conservancy

is responsible for managing these programs as well as scientific research within this area.

(714) 508-4757
info@irconservancy.org

Laguna Canyon Foundation

Laguna Canyon Foundation supports stewardship of a network of open space that includes Laguna Coast Wilderness Park and Aliso and Wood Canyons Wilderness Park. Laguna Canyon Foundation volunteers provide an important resource to OC Parks by providing staffing for the Nix Nature Center, planting shrubs for habitat restoration, leading interpretive hikes and programs and maintaining over 70 miles of wilderness trails.

(949) 497-8324
info@lagunacanyon.org

Newport Bay Conservancy

Newport Bay Conservancy’s mission is to protect and preserve Upper Newport Bay. Newport Bay Conservancy organizes community-based native habitat restoration and other service activities that involve the public and local businesses in the stewardship of the Bay. Volunteers conduct various environmental education programs and nature tours for school and college groups and for the general public to enhance their knowledge and appreciation of Upper Newport Bay and increase awareness of the role they play in protecting the environment.

(949) 923-2296
hilary.cunningham@newportbay.org

Orange County Fire Watch

The Orange County Fire Watch program is part of a larger ignition-reduction strategy to reduce catastrophic wildfires. Fire Watch consists of volunteers serving near the perimeters of high-risk areas. The goal of the program is to deter arsonists, prevent accidental fire ignition, provide early fire detection and to reduce the frequency of human-caused wildfires. If you are interested in volunteering, contact:

Tony Pointer
Orange County Fire Watch Manager
(714) 508-4700
tpointer@irconservancy.org



