



CALIFORNIA STATE PARKS VOLUNTEERS IN PARKS PROGRAM VOLUNTEER STANDARDS OF CONDUCT

California State Parks holds high expectations for all volunteers. Accordingly, each volunteer should strive to meet or exceed the following standards:

Professionalism

- Respect the cultural and ethnic diversity of California and ensure the park is free of all harassment and discrimination.
- Do not discuss confidential information with members of the public without prior authorization from a member of park staff (i.e. your volunteer coordinator), including crimes, accidents, disciplinary actions, employee or volunteer grievances, and proposed policy changes. Volunteers may not speak to the media on behalf of California State Parks without specific authorization from the volunteer coordinator or supervisor. For example, volunteers participating in an environmental living program covered by media may get authorization to discuss the program.
- Be dependable and on time for your assigned shift.
- Follow all park rules and regulations and all laws, and accept the guidance and decisions of the volunteer coordinator.
- Treat duties and assignments seriously. Attend all required training that applies to volunteer duties. Notify the Volunteer Coordinator of any questions or difficulties you may have regarding your assignment or duties.
- Check with the Volunteer Coordinator before offering services to allied agencies to ensure coordination between agencies.
- Refuse any offers of work-related gratuities, gifts, or favors. Never keep lost and found items or utilize park supplies or materials for personal use.
- Do not use or attempt to use for private gain or advantage any department symbol, badge, identification card, supplies, service record, facility information, time, equipment, or the prestige or influence of a department volunteer position.
- Demonstrate and encourage safety awareness and practices. Actively participate in safety programs and identify/report unsafe working conditions.
- Keep accurate records of your volunteer hours and report them timely, and in accordance with the park's policies and procedures.

- Do not smoke in any state building, state vehicles or outdoors in accordance with state law.
- Do not report to duty while under the influence of intoxicants or illegal drugs, and do not take drugs or alcoholic beverages during your volunteer shift. If you are on legal medication that influences your ability to fulfill your assignment, notify your Volunteer Coordinator.

Public Contact/Communication

- Public service is the volunteer's highest priority. Serve the public in a fair, impartial manner, avoiding any activity that compromises your authority. Be friendly, honest, courteous, patient, and helpful in all interactions with the public.
- Avoid any activities that distract you from providing service or compromises your authority during your volunteer shift (i.e. personal cell phone usage).
- Do not recommend to the public specific local businesses.
- Do not express, display, broadcast, distribute, or otherwise communicate to the public any personal beliefs, opinions, messages, or points of view while being identified as, or performing the duties of a California State Parks volunteer.
- If you witness a violation of park rules, contact and caution park visitors by providing information only. You do not have peace officer status or authority. Report violations of laws or rules to a Ranger if needed.

Personal Conduct

- Maintain open and honest relationships and develop trust with department employees, other park volunteers, concessionaires, and park visitors.
- Present a positive attitude and have the ability to rise above personal disagreements. Offer assistance and support to fellow volunteers and park staff. Make every effort to make visitors feel welcome.
- Be sincere in your offer of volunteer service to others, recognizing the value of the job you have volunteered to do.
- Be a key player on the park team:
 - Continuously improve your skills and knowledge base and speak up if you have questions/want to improve your understanding
 - Set goals
 - Analyze and solve problems
 - Be progressive and open to change
 - Understand the California State Park mission and your role in achieving it
 - Understand your chain of command while knowing how your program area interacts with other programs.

- Set a high standard for personal grooming and appearance. Wear the approved uniform correctly. Make sure uniform is clean and well kept.

Volunteer Signature

Date signed