



**City of Newark**

**Public Works Department –  
Maintenance Division**

**Weekend Volunteer –  
Group Coordinator Handbook**



# Welcome.....

and thank you for volunteering with the City of Newark. We welcome you as a member of our team and we look forward to working with you to make the City of Newark an even better place to live, work, and play. The City prospers because of generous people such as you. Without the dedication of our volunteers we could not maintain the high quality of life that exists within the City.

This handbook has been prepared to introduce you to the City of Newark organization, to familiarize you with the City's rules, policies, and procedures and to provide information about your role in your group's volunteer event. Please read this handbook carefully and refer to it whenever questions arise. Of course, you should also feel free to consult the Maintenance Superintendent whenever a question is not addressed by this handbook.

## **Benefits of Volunteering**

Many of our volunteers report the following benefits from their service:

- Gaining work experience.
- Developing new skills.
- Exploring new careers.
- Being involved with and contributing to the community.
- Utilizing professional skills.
- Staying active after retirement.
- Helping others.
- Making new friends.
- Positively influencing the City of Newark.
- Learning more about city government.
- Having fun.

## **What We Hope to Do For You**

- Assign appropriate tasks according to interest, availability, skills, and training.
- Provide guidance for the volunteer event.
- Express our appreciation for the generous work you do.
- Keep records to document volunteer hours and commendations.
- Provide a spirit of friendliness and cooperation that will ensure that the City of Newark continues to be a great place to volunteer.

## **CITY INFORMATION**

### **A Brief History of Newark**

Over a hundred years ago, the Perrin brothers drew up plans for an elaborate urban development on the site of a landing where Mission San Jose padres had bartered hides and traded goods with San Francisco Bay shipping traffic nearly a century earlier.

The Perrins adopted the name Newark for their project, in honor of their family's New Jersey ancestry. The name was a source of great amusement to the local ranchers, who claimed that if

the Perrins went ahead with their project, the name "New-Ark" would be more appropriate since landowners would need an ark to reach it.

Newark survived and eventually thrived, becoming the salt production center of the West Coast and, in more recent years, attracting high technology industries from other communities within Silicon Valley. Despite its location in the bustling Bay Area, Newark retains the charm and vitality of a small, active community

The City of Newark operates under a Council-Manager form of government. Elected by the residents, the City Council is the City's official legislative and policy-making body and is ultimately responsible to the residents for the manner in which City business is conducted. The City Council is composed of a Mayor elected at-large to a two-year term and four Council members elected at-large to four-year terms, on a staggered basis.

### **CUSTOMER SERVICE**

Newark's taxpayers have entrusted us to provide quality municipal services, and your contact with the public, whether by mail, telephone, or in person, is important in keeping that confidence.

Residents form their opinions largely from the treatment they receive by those who officially serve and represent the City. So, we as public employees and volunteers, must be responsive to the needs of the community and to those with whom we deal in our daily routines.

### **VALUES OF THE CITY OF NEWARK**

We, the employees and volunteers of the City of Newark, take PRIDE in our work and this community. The trust the community places in us is of the utmost importance. In the daily course of our work and in the planning of this community we value:

- P**ersonal Service. Each of us will take personal responsibility for being responsive to the needs of the community and our organization. Personal Service means being fully accountable for our actions.
- R**esponsibility. We will manage our resources in the most efficient way possible, seeking the greatest value for the community.
- I**ntegrity. We will be open, honest, courteous, ethical and professional in all interactions.
- D**iversity. The diversity of this community and our organization is a strength. We will recognize and respect this strength. We will use this strength to build dynamic teams to benefit and enrich the community and our organization.
- E**mpowerment. We will support each other in creating an environment that fosters ingenuity, self-confidence, motivation and success.

## **CITY DEPARTMENTS**

There are eight departments in the City's organizational structure.

### **OFFICE OF THE CITY MANAGER**

Provides administrative direction for all City departments, staffing of the City Council, and inter-governmental relations. The City Manager's Office and Management Services is to carry out the direction of the City Council efficiently, effectively, and responsibly in compliance with applicable law and to direct and assist departments in carrying out City policy.

### **FINANCE AND INFORMATION SYSTEMS**

This department secures and fosters the ethical and proactive management of all the City's finances while supporting the City Council, community, and staff in a prompt and courteous manner.

### **COMMUNITY DEVELOPMENT**

This department ensures the long-term independence of the City by encouraging development of a physically and fiscally balanced community.

### **FIRE**

Provides service and education in protecting life, the environment, and property. The Department consists of Operations; Safety and Training; Fire, Life and Environmental Protection; and Administration.

### **POLICE**

This department fosters excellence in providing service and protection to the community while encouraging creative, innovative, and proactive policing strategies through a philosophy based on Community Oriented Policing.

### **PUBLIC WORKS**

This department provides and maintains the environment for the community. The Public Works Department is comprised of the Building Inspection, Engineering, and Maintenance Divisions.

### **HUMAN RESOURCES**

This department develops human resources systems and programs that recognize employee contributions, successfully recruits highly qualified and diverse individuals, meets employer regulations and obligations while protecting the individual's right to fair and equitable treatment in all aspects of employment.

### **RECREATION & COMMUNITY SERVICES**

The department provides recreational, educational, and social opportunities that are competitively priced through first class staff, facilities, services and programs to enrich the overall well being of individuals and the community.

## **GROUP COORDINATOR**

As your group's Group Coordinator, you are assuming the responsibility for your group volunteer day. As Group Coordinator, you are required to:

1. Ensure that all members of your group have been provided, have read and have signed the Volunteer Participation Agreement. An original signed Agreement for each participant should be provided to the Maintenance Superintendent prior to the date of your event. The Volunteer Participation Agreement can be found on pages 11-12 at the back of this handbook. If unexpected volunteers show up on the event day the Group Coordinator must have them sign the form prior to participating in the volunteer event. The additional Agreements should be provided to the Maintenance Supervisor the next working day.
2. Ensure that you have read through the Tailgate Meeting/Orientation Handout with all your participants. A sample handout can be found on pages 13-14 at the back of this handbook;
3. You must keep an attendance sheet of the hours each volunteer in your group participates on your volunteer day. A sample attendance sheet can be found on page 15 at the back of this handbook;
4. You must provide a summary of the tasks completed;
5. You must read this Volunteer Handbook-Group Coordinator thoroughly and be able to apply the instructions regarding how to handle an injury and to enforce all rules especially no vehicles driving in the parks and no use of power tools.

## ***CITY POLICIES, RULES, AND REGULATIONS***

### **POLICY DOCUMENTS**

There are many policies, rules, and regulations which provide structure to the City organization. You should be aware of the policy documents which affect you, including Administrative Regulations, Personnel Rules and Regulations, Personnel Ordinances, and Department Regulations. Copies of all these documents are available at the maintenance yard office, department head's office, or the Human Resources Office.

### **AGE/RESTRICTIONS**

The established minimum age for a City volunteer is 12. All volunteers under the age of 18 must be accompanied by a parent and have parental permission (signed Agreement). All volunteers under the age of 18 have the following limitations on the hours of employment:

- Volunteers under 18 years of age shall work no more than four hours on a school day and eight hours on a non-school day.
- Volunteers under 18 years of age shall not be permitted to work before 5:00 a.m. or after 10:00 p.m. (or 12:30 a.m. on a day preceding a non-school day).

### **ALCOHOL AND DRUG ABUSE POLICY**

The City is committed to maintaining a workplace free from the influence of alcohol and drugs. You are not permitted to use, possess, or be under the influence of alcohol or illegal substances while volunteering. Furthermore, you are not permitted to volunteer under the influence of medications or

prescribed drugs if your ability to safely and effectively perform volunteer duties is impaired as a result of the medication or drug.

### **ATTENDANCE**

The Group Coordinator must prepare a roll sheet which indicates start and end time of the volunteer day for each person for each day. The completed roll sheet shall be submitted to the Maintenance Superintendent on the work day following the volunteer day. The roll sheet shall have a short description of tasks performed that day (sample roll sheet on page 15). It is important to keep track of volunteer hours for several reasons. The City is required to compile detailed information on the volunteer job held, including starting and ending dates, approximate number of hours volunteered, and duties. It is also important for the purposes of recognition and program evaluation.

### **BACKGROUND**

Unsupervised, periodic volunteers or volunteer groups are not allowed to perform the following tasks due the requirement of a background investigation and/or fingerprinting:

- Assignments that have direct contact with or supervision of a minor(s).
- Assignments which require the volunteer to drive a City vehicle.
- Assignments of a sensitive nature, involving confidential information or handling of money.
- Assignments in the Police Department and Fire Department.
- Assignments in the Recreation and Community Services Department.
- Assignments where the Department Head determines a background investigation is advisable.
- Certain assignments working with senior citizens.

### **DEFINITIONS OF A VOLUNTEER:**

- Unpaid individual who offers services with no compensation, generally for a limited time.
- Intern who receives academic credit but no stipend.
- An individual employed by an outside organization who is receiving release time to volunteer for the City.

### **DISMISSAL**

Volunteers who do not adhere to the rules of the City or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Volunteers may be dismissed without warning. The City has the right to request a volunteer to leave immediately.

### **EMERGENCIES**

As Group Coordinator, you are responsible to handle emergencies that arise during your event. The emergency number for assistance - Police, Fire, or Medical - is 911.

If a participant in your group is injured, you should take appropriate action as necessary for the type of injury; after the initial response has been addressed, you must write a summary of the

occurrence and submit the documentation to the Maintenance Superintendent the next working day. The summary must contain:

1. Name of person injured
2. Date, Time, Location
3. A description of how the injury occurred and a description of the injury
4. Any other people involved
5. Action taken to respond to the injury including if medical attention was required

### **EQUAL VOLUNTEERING OPPORTUNITY**

The City of Newark provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual orientation or disability that does not prohibit the performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, including physical ability, dependability, and reliability once appointed.

### **HARASSMENT POLICY**

It is the City's policy to treat everyone with respect and dignity and to provide an environment free of discrimination and harassment. Sexual harassment specifically includes unsolicited and unwelcome sexual advances, and other visual, verbal, or physical conduct of a sexual nature. Harassment in the workplace or in the conduct of employment or volunteering will not be condoned, and this conduct will result in immediate and appropriate corrective action.

Group Coordinators are responsible for ensuring that the event environment is free from incidents of harassment.

The harassment complaint procedures are detailed in Administrative Regulation 0508, which is on file with each department. You may obtain copies of this policy from the Human Resources Office.

### **VOLUNTEER DESCRIPTIONS**

#### Group Coordinator

Definition: With guidance from the Maintenance Superintendent, coordinates and oversees weekend volunteer groups for cleaning parks and sidewalk areas.

Essential Functions: Must be able to perform all the following:

- Direct and oversee a large group of volunteers
- Instruct volunteers in proper technique and method of tasks including hedging, edging, weed pulling, litter pick up and bench painting.
- Instructs volunteers to follow all safety requirements for the tasks.
- Coordinates with the Maintenance Superintendent on areas and tasks.
- Stop work if a volunteer is not working appropriately.

#### Unsupervised Weekend Park Clean Up Volunteer

Definition: Under direction of a Group Coordinator, performs unskilled maintenance and repair tasks of landscape, parks areas or sidewalk backup landscaping.

## **SAFETY**

One important responsibility which you assume as a City volunteer is the prevention of accidents and the adoption of good safe practices. You owe it to yourself, other volunteers, and employees to think and act in a safe manner; to be alert to potential safety hazards; to listen to suggestions from others regarding a safer way to work; to participate in safety training and safety awareness programs made available to volunteers; and to acquaint new workers with safety practices. As Group Coordinator, you will explain and demonstrate safe methods or safety precautions.

## **TRAINING**

As Group Coordinator, you will start the volunteering day with a tailgate meeting in place of a separate orientation session. The orientation session/tailgate meeting will cover the overall goals for the day, the specific tasks and their related safety issues and general restrictions on unsupervised labor which include:

1. No driving of a City vehicle or personal vehicles for volunteer purposes.
2. No use of power tools.
3. No use of chemicals.
4. Do not touch any bird nests or eggs.
5. No heavy lifting.
6. No removing of liner bags from the garbage cans.
7. No digging in areas that do not have Underground Service Alert markings.
8. All plant debris must go in a green recycling container. No plant material can be deposited into a garbage container.
9. No pruning of trees.
10. No working in the street or on medians.

## **STANDARDS OF CONDUCT**

Whenever people get together to achieve goals, some rules of conduct are needed to help everyone volunteer together efficiently, effectively, and harmoniously. At the City of Newark, we hold ourselves to a high standard of quality.

Volunteers have a responsibility to the City of Newark and to their fellow volunteers to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict their rights, but rather to be certain that the volunteer understands what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers and employees to follow the rules of conduct, then the volunteer program will be more effective and worthwhile for everyone.

## **RULES AND REGULATIONS**

All City volunteers are expected to:

- Treat the public with courtesy and respect.
- Take responsibility for gaining a clear understanding of volunteer responsibilities through discussion with their Group Coordinator. As Group Coordinator you should have enough contact with the Maintenance Superintendent prior to your event that you have a complete and thorough understanding of the scope of your volunteer event.
- Fulfill the agreed upon time commitment regularly and promptly.



- Respect confidentiality requirements.
- Notify the Group Coordinator of time volunteered and date of discontinued services (if applicable), as well as any problem which might be mitigated.
- Notify the Group Coordinator immediately (before receiving treatment) when an injury occurs.

## **UNACCEPTABLE ACTIVITIES**

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. If you have any questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, you may contact the Maintenance Superintendent.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal from volunteer service without warning:

- Willful violation of any City rule; any deliberate action that is extreme in nature and is obviously detrimental to the City of Newark.
- Willful violations of security or safety rules or failure to observe safety rules or City of Newark safety practices; failure to wear required safety equipment; tampering with City of Newark equipment or safety equipment.
- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while volunteering; use or possession for sale of controlled substance drugs in any quantity except medications prescribed by a physician which do not impair volunteer performance.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on City property or while volunteering.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone when representing the City of Newark; fighting, or horseplay or provoking a fight, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your Group Coordinator.
- Threatening, intimidating or coercing fellow volunteers or City employees - at any time, for any purpose.
- Theft of City property or the property of fellow volunteers or City employees; unauthorized possession or removal of any City property, including documents, without prior permission from the Group Coordinator or City of Newark management; unauthorized use of City equipment or property for personal reasons; using City equipment for profit.
- Dishonesty; willful falsification or misrepresentation on your application for volunteering or other volunteer records; alteration of City records or other City documents.
- Breach of confidentiality of information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer or City employee on the job; willfully restricting volunteer output or encouraging others to do the same.
- Immoral conduct or indecency on City property and including while being a

representative of the City of Newark.

- Any action or activity that brings discredit to a City Department or the City organization.

### **DRESS CODE**

You are expected to dress in appropriate work clothing. The clothing should not contain commercial messages, political slogans and/or any obscene words, drawings, or figures. The clothing shall not be torn or ragged. No shorts are allowed. Sturdy shoes must be worn.

Personal appearance should be a matter of concern for each volunteer. If the Group Coordinator feels a participant's clothing is not appropriate, the participant may be asked to leave and only return when properly attired.

### **POLITICAL ACTIVITIES OF VOLUNTEERS**

It is the City's policy to prohibit any political activity on City premises or in City facilities while participating in a City-sponsored program or while in City uniform, and volunteers are restricted from engaging in political activity while volunteering.

You may obtain further information regarding proper political activities by City volunteers from the City Attorney's office.

## VOLUNTEER PARTICIPATION AGREEMENT

In consideration of my participation in the City of Newark Volunteer Program (hereinafter the "Program"), the undersigned, being of lawful age, or if a minor, by and through my parent or lawful guardian, does hereby and for my heirs, executors, administrators, successors and assigns release, acquit, and forever discharge the City of Newark and its officers, employees, agents, servants, successors, and all other persons, agencies, firms, corporations, associations, or partnerships associated therewith, of and from any and all claims, actions, causes of action, demands, rights, damages, costs, loss, expenses and compensation whatsoever, including attorneys' fees, on account of any illness or injury or other damage (including but not limited to damage to property) arising from or in any way growing out of the undersigned's participation in the City of Newark Volunteer Program.

I further agree to defend, indemnify, and save harmless the City of Newark, its Council, boards, commissions, officers, employees and agents, from and against any and all claims, suits, actions liability, loss, damage, expense, cost (including, without limitation, costs and fees of litigation) of every nature, kind or description, which may be brought against, or suffered or sustained by, the City of Newark, its Council, boards, commissions, officers, employees or agents caused by, or alleged to have been caused by, the negligence, intentional tortious act or omission, or willful misconduct of the undersigned, in the performance of any services or work or any activity during my participation in the City of Newark Volunteer Program pursuant to this Agreement. The duty of the undersigned to indemnify and save harmless, as set forth herein, shall include the duty to defend as set forth in Section 2778 of the California Civil Code; provided, however, that nothing herein contained shall be construed to require the undersigned to indemnify the City, its Council, boards, commissions, officers, employees and agents against any responsibility or liability in contravention of Section 2782 of the California Civil Code.

I understand that in order to participate as a volunteer for the City of Newark, I must be at least twelve (12) years of age and acknowledge that my participation in this City activity is voluntary. Further, I understand and acknowledge that participation in the Program may be deemed a hazardous activity. Knowing this, I choose to participate as a volunteer at my own risk.

I understand and agree that while participating in the Program I shall wear appropriate attire for the work I will be doing, including but not limited to sturdy boots or shoes, long pants, and eye protection.

I further agree that if I choose to use any hand tools or equipment, I do so at my own risk.

The City of Newark, its Council, boards, commissions, officers, employees or agents shall not be held liable for any loss or damage to any of my clothing, tools, equipment or other personal property that I might bring to use during this activity

While participating in the Program of in any volunteer activity with the City of Newark, I understand that I shall not at any time perform any supervisory function with regard to any minors other than my own children or children for whom I am the legal guardian or custodian.

I further understand and agree that as a volunteer, I shall not:

- (1) use or operate any power tools;
- (2) engage in any activity involving heavy lifting;

- (3) dig in areas that do not have Underground Service Alert markings;
- (4) remove the liner bags from park trash/garbage cans;
- (5) prune or cut any trees;
- (6) touch any birds' nests or eggs;
- (7) operate any motor vehicle or motorized equipment;
- (8) use or apply any chemicals;
- (9) deposit any plant material into a trash/garbage container. All plant material shall be placed in an appropriate recycling container.
- (10) work in the street or on medians. All work areas will be indoors or in a park or on the sidewalk.

I further agree that while participating in the Program I shall not use or consume alcohol or tobacco products and while on or in any park, ground, building, or facility shall be bound by the provisions of Newark Municipal Code Chapter 12.16 "Public Park Regulations". However, if acting under the supervision of or pursuant to the instructions of a Weekend Volunteer Group Coordinator or an employee of the City I will not be deemed in violation of NMC Section 12.16.080<sub>1</sub>.

**I HAVE READ AND FULLY UNDERSTAND THE FOREGOING.**

Done this \_\_\_\_ day of \_\_\_\_\_, 2010 at Newark, California.

Please Legibly Print Name, Address, and Telephone Number of Volunteer:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

(    )  
\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Signature of Parent/Guardian if Volunteer is a Minor

Footnote 1 - Section 12.16.080. " It is unlawful for any person to damage, cut, carve, transplant or remove any tree, plant, wood, turf, or grass, or pick the flowers or seeds of any tree or plant, or attach any rope, wire, or other object to any tree or plant."

**Group Name:** \_\_\_\_\_

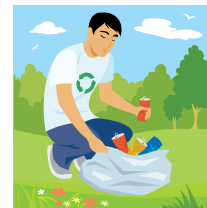
**Event Date:** \_\_\_\_\_

## Park Clean Up Volunteer Day

*Thank you for donating your time to help keep Newark a great place to live, work and play.*

Your Group Coordinator has arranged with the City the tasks for the day. The tasks include:

- 1. Picking up litter** – Litter around the park can be put into large garbage bags and left near the garbage cans; City staff will collect the bags on the following work day.

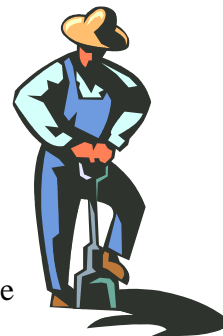


- 2. Pulling weeds** – Weeds that are pulled by hand can be piled into large piles near the paths, (not on the paths) and City staff will collect the piles. All green waste must be recycled, please do not put any weeds in the garbage cans or litter bags.

- 3. Spreading wood chips** – Wood chips have been piled in some of the parks. The wood chips should be spread to all the bare ground areas to prevent weed growth. The chips should be about 3-4 inches deep. The Fibar that is placed around the play apparatus is different from wood chips. Unless the Group Coordinator has been given specific direction, please do not place wood chips in the play areas. (Fibar, a special type of wood chip, is an ADA approved material for the play areas.)

- 4. Sweeping and raking** – Park paths can be swept. Most debris can be swept to the side of the path. Turf can be raked. Tree debris on the turf can be raked to a barren area.

- 5. Edging the park paths** – A flat head shovel can be used to remove overgrown turf from the edge of the paths. First use the shovel to scrape and lift the overgrown area so you can see where the edge should be, then use the shovel to press a line in the turf at the edge, then scrape away the unwanted turf so the edge of the path is exposed.



- 6. Painting Benches** – Paint has been provided to your Group Coordinator from the City. Please do not allow any paint to be washed into the gutters, water ways or onto open ground. Equipment should be washed in a sink that drains to the sewer.



- 7. Using hand tools to hedge shrubs** - Hedging shears and/or loppers can be used to cut the shrubs and ivy. Only use tools that you know how to use.

- 8. Removing/trimming Ivy** – Ivy can be removed from trees, fences and shrubs. Ivy can be cut back to expose the edge of the paths.

OVER →

You have all read and signed a Volunteer Participation Agreement (if you have not signed a release, please talk with your Group Coordinator), but just to reiterate a few of the points of concern:

<p>1. All plant debris must be put in a green waste recycling container. If there are not green recycling containers for your clean up day, please make neat, large piles of plant debris near the paths; City crews will properly dispose of the green waste after your event.</p>	<p>2. Please do not prune trees. City trees are pruned on a specific schedule. Over pruning trees can cause disease or kill the tree.</p>
<p>3. Participants should have on proper attire including long pants, sturdy shoes, eye protection and sun protection.</p>	<p>4. No digging in areas that have not been marked for Underground Service Alert – without those markings you may hit underground utilities.</p>
<p>5. All equipment should be used properly; if you are uncertain how to use a certain tool, please ask your Group Coordinator for direction.</p>	<p>6. Volunteers are not allowed to work in the street or on the medians; please stay in the parks or on the sidewalks.</p>
<p>7. No use of vehicles for performing the volunteer work.</p>	<p>8. No use of power tools or chemicals.</p>
<p>9. Please do not touch any bird's nests or their eggs.</p>	<p>10. No heavy lifting or lifting garbage liner bags from garbage cans.</p>
<p>11. Please be considerate to park users</p>	<p>12. Please make sure your Group Coordinator has your name, start and end time and tasks on the attendance sheet.</p>

Again- thank you so much for taking the time and effort to help keep Newark a great place to live, work and play.

You make the difference!

