



The Napa Valley Vine Trail Coalition
Volunteer Handbook

As of December, 2017

3299 Claremont Way #4 Napa, Ca 94558 – 707.252.3547 – vinetrail.org

Table of Contents

Napa Valley Vine Trail Mission Statement and Vision.....	3
What is the Vine Trail?.....	3
.....	4
AG Respect	5
Ways to Get Involved with the Napa Valley Vine Trail.....	6
Outreach Team	6
Become a Trail Ambassador	7
Become a Vine Trail Outdoor Education Ambassador.....	Error! Bookmark not defined.
Join the Vine Trail Green Team: Habitat Restoration, Trail Maintenance, and More.....	7
Donate Your Professional Skills	7
Lend a Hand at the Vine Trail Headquarters	8
Trail Ambassadors Program.....	9
About	9
Qualities we are looking for in our Trail Ambassadors	9
Trail Ambassador Responsibilities.....	9
Quarterly Trail Ambassador Meetings.....	10
Vine Trail Outdoor Education Leaders (OELs).....	10
About	10
The Vine Trail Outdoor Classroom Project	10
The Vine Trail Outdoor Education For All Ages Program.....	10
Qualities we are looking for in our Vine Trail Outdoor Education Leaders (OELs).....	10
Outdoor Education Leader Responsibilities	11
The Vine Trail Green Team	11
The NVVTC Volunteer Program Policies and Procedures	12
Orientation and Training	12
Policy of Involvement of Volunteers.....	12
Definition of a “Volunteer”	12
Volunteer Rights and Responsibilities	12
Continuing Education	12
Time Sheets and Tracking your Volunteer Hours.....	13
Volunteer Supervision	13
Open Door Policy	13

Absenteeism.....	13
Dismissal of a Volunteer	14
Resignation of a Volunteer	14
Recognition and Awards.....	14
Napa Valley Vine Trail Coalition Code of Conduct.....	15
Equal Opportunity Policy	15
Prevention of Harassment.....	15
Conflicts of Interest.....	16
Representing the Napa Valley Vine Trail Coalition.....	16
Dress Code.....	17
Emergency Procedures.....	17
Maintenance of Records.....	18
Volunteer Handbook Receipt and Acknowledgement.....	19
Code of Conduct Certification	19

Napa Valley Vine Trail Mission Statement and Vision

The Napa Valley Vine Trail Coalition is a grass-roots nonprofit with a vision to build a walking/biking trail system to connect the entire Napa Valley--physically, artistically, and culturally. We are working to design, fund, construct, and maintain 47 safe and scenic miles of level, paved, family-friendly, pet-friendly, free-access Class I trail, stretching from Vallejo's Ferry to Calistoga.

What is the Vine Trail?

The Vine Trail begins at the Vallejo Ferry Terminal, linking with the greater Bay Area, and continues north for 47 miles, through the world-renowned vineyards, cities and towns of Napa Valley, to its northern gateway in Calistoga at the Oat Hill Mine Trail (Hwy29/ Silverado Trail) at the foot of Mount St. Helena.

The Napa Valley is world-famous for its vineyards and their appellations. To reflect this unique sense of place, we have divided the Vine Trail route into 10 sections, each named for the city or vineyard AVA (American Viticultural Area) the trail passes through. From south to north, these are:

- Vallejo
- American Canyon
- Vista Carneros
- City of Napa*
- Oak Knoll AVA*
- Yountville AVA*
- Oakville AVA
- Rutherford AVA
- St. Helena AVA
- Calistoga AVA

*Indicates completed or nearly completed sections

The first continuous phase of the Vine Trail was completed between Kennedy Park in Napa and Madison Street in Yountville in 2016.

There are future sections planned:

- 2019 Kennedy Park to Soscol Ferry Road
- 2020 St Helena to Calistoga
- 2020 Vallejo to American Canyon

AG Respect



RESPECT OUR WORKING FARMS & VINEYARDS
EXPECT AGRICULTURAL ACTIVITIES & KEEP CLEAR
STAY WITHIN TRAIL BOUNDARIES (PETS, TOO)
PREVENT SPREAD OF NON-NATIVE SPECIES
ELIMINATE ALL TRACE & TRASH (FROM PETS, TOO)
CHECK YOUR NOISE LEVELS
TAKE RESPONSIBILITY AND REPORT PROBLEMS

AGRESPECT.ORG

As a volunteer for the Napa Valley Vine Trail Coalition, we depend on you to promote and bring awareness to the Vine Trail's underlying commitment to and celebration of Napa Valley's rich agricultural legacy.

The Vine Trail will pass by and along the edges of many agricultural properties, most of these properties are vineyards growing wine grapes. Wine grapes are Napa Valley's major agricultural crop accounting for over \$729 million in Napa County in 2016, 98% of the value of all crops in Napa County. Not only are vineyards a major economic force, they also provide the visual backdrop of the Napa Valley which many visitors expect when they come to the area.

Early on, the Vine Trail Board members from the Napa Valley Grape Growers, Napa County Farm Bureau and the Napa Valley Vintners saw that there might be conflicts between trail users and agricultural activity and decided to develop a program to educate both visitors and residents. The program is called AG RESPECT. It is featured at our Vine Trail shelters, on our printed maps and on our mileage markers along the Vine Trail in agricultural areas.

RESPECT is an acronym which reminds visitors of simple courtesies and guidelines when in agricultural areas.

AG RESPECT is your roadside/trailside guide to enjoying our roads and trails responsibly—especially where working farms and trails are side-by-side.

AG RESPECT invites everyone traveling in Napa Valley—whether on our roads or on our growing network of recreational and commuter trails—to learn more about our unique agricultural traditions and how important it is for each of us to do our part to protect our farming heritage.

CHECK OUT THE AG RESPECT GUIDELINES – They provide a starting place for Napa Valley travelers—visitors and residents alike—to appreciate the needs of the farming community throughout the year and the importance of respecting boundaries and rules. This cooperation keeps our farms and vineyards hard at work, cultivating the land and cultivating our shared future.

Whether you bike, walk, run or drive in Napa Valley, we invite YOU to be a partner in AG RESPECT! Respect the farmers. Protect our heritage and future. Love the land!

Please learn more about AG RESPECT by visiting the website: <http://www.agrespect.org/>



Ways to Get Involved with the Napa Valley Vine Trail

- Outreach Team
- Trail Ambassadors
- Outdoor Education Leaders
- Green Team
- Donate Your Professional Skills
- Lend a Hand at the Vine Trail Headquarters

Outreach Team

The Napa Valley Vine Trail Coalition hosts many events and often has information tables at farmers' markets, athletic events, and festivals. Volunteer to help set up, staff the table, or talk with people about the Vine Trail. You won't need to be there the entire day—come help for a few hours and then enjoy the event! Some of examples of events and outreach opportunities are listed below.

The first Saturday of every month (weather permitting) – [Walk with a Doc](#) on the Napa Valley Vine Trail! Take a one-hour walk with a local doctor on the Vine Trail, participate in a conversation with the doctor and other walkers, and ask questions about general health and wellness. We need volunteers to help check in walkers, pass out water, sell swag and participate in the walk to educate walkers and answer questions about the Vine Trail.

The third Saturday of every month (weather permitting) - Vine Trail Coffee Ride. Take a two-hour bike ride from the Starbucks at Redwood Shopping Center and ride with a group to Yountville or to the Napa

Farmers Market (May thru October) or Kennedy Park for coffee, companionship and fun. Our rides are led by experienced riders who can give you pointers on how to enjoy bike riding.

January: Yountville's Resolution Run. A great way to kick off the New Year. The Vine Trail has participated in this event for the past four years. [Napa Valley Resolution Run](#)

February: The San Francisco Flyway Festival- This annual event teams the Vine Trail up with the Bay Area Ridge Trail, San Francisco Bay Trail, the San Francisco Water Trail to promote enjoyment of all things avian. [San Francisco Bay Flyway Festival](#)

April: Cycle for Sight and [CampoVelo](#) are two fundraising events that the Vine Trail is proud to support.

May: Bike to Work Day. Help out at an energizer station, meet families and commuters enjoying a car free day getting to work. Bikefest is a celebration of all things Bike. [Napa Bike Fest](#)

June: The Vine Trail celebrates National Trails Day with community projects. [National Trails Day](#)

October: Annual Viva Vine Trail Celebration. A fun filled day for the family.

Become a Trail Ambassador

Do you walk or bike the Vine Trail once or more a week? Consider becoming a Trail Ambassador! Trail Ambassadors are locals who are passionate and knowledgeable about the Napa Valley and the Vine Trail. They volunteer to walk or bike on the trail once a week or more, help with various ongoing events and outreach, and are invited to attend quarterly Trail Ambassador meetings at the Napa Valley Vine Trail Coalition headquarters. We also invite Trail Ambassadors to join a private Facebook Group where you can engage with other Ambassadors about your experiences on the Trail and cultivate a strong community of fellow Trail Ambassadors.

Join the Vine Trail Green Team: Habitat Restoration, Trail Maintenance and More

Pitch in to beautify your Napa Valley Vine Trail! Have fun playing in the dirt along the trail with other volunteers. We need people who are interested in helping create and maintain a natural, beautiful, safe and clean environment surrounding the trail. The Green Team helps plant trees, shrubs, and flowers, participates in creek and trail refuse clean-up and invasive species removal, among other beautification projects.

Donate Your Professional Skills

Are you a CPA, graphic designer, photographer, or do you have any other professional skills you would like to donate to the Vine Trail?



The real work of the Vine Trail Coalition happens in our committees, all headed by and comprised of dedicated volunteers just like you.

Lend a Hand at the Vine Trail Headquarters

We often need help in the Vine Trail office located in the Napa Valley Community Fund Building on Claremont Way. Volunteers assist with special projects and general administrative tasks. High school and college students interested in internship hours for credit are welcome.

Trail Ambassadors Program

About

As a Trail Ambassador on the Napa Valley Vine Trail, you are the face of the trail and our community. Our Trail Ambassadors are locals who love walking and biking on the Vine Trail and want to help maintain it for everyone to enjoy for generations to come. Trail Ambassadors help engage the Trail community in conversation to promote awareness of the Trail and its mission and vision and educate Trail users about AGRespect. In general, Trail Ambassadors share their passion for the Vine Trail, hopefully inspiring Trail users to get more involved by donating, purchasing footprints, becoming a member and/or becoming a volunteer like you!

Qualities we are looking for in our Trail Ambassadors

- ◆ Minimum 18 years of age (or signed parental consent form if under 18)
- ◆ Good, basic knowledge of Napa Valley: local points of interest, wineries and restaurants, ability to give accurate directions and/or the willingness to acquire this knowledge, and any additional knowledge necessary to be an informed member of our Vine Trail community.
- ◆ Excellent customer service: obeying the 10-5 rule when greeting trail users; the ability to listen and understand questions and comments and respond politely and informatively; a positive, enthusiastic attitude and a warm, approachable demeanor;
- ◆ Familiarity with and in-depth knowledge of the Vine Trail interpretive signs and the Vine Trail app and its features or willing and eager to gain the necessary knowledge.
- ◆ A contagious passion and excitement for the Vine Trail and its future and a desire to share that!

Trail Ambassador Responsibilities

We ask for a six-month commitment from Trail Ambassadors to start, so that you may get a full scope of the position and deepen your knowledge of the Vine Trail by tabling a couple events and attending trainings and quarterly meetings. Please plan to spend a couple hours a week, at least 8 hours a month, walking/biking the trail, engaging with and educating the trail community about AGRESPECT, providing information about local nearby attractions and interpretive panels along the trail that may interest them, and encouraging them to support the Vine Trail by becoming members. TAs will receive Vine Trail shirts, vests, and name badges to - clearly identify that you represent the NVVTC. We also encourage TAs to use our Vine Trail pop-up tent, if you'd like to set up a table alongside the Vine Trail to attract trail users to engage with you.

As a Trail Ambassador, you are the eyes, ears, and voice of the Trail. We need help from our dedicated TAs to assess any maintenance needs of the Trail, to report and potentially assist with the removal of vandalism or graffiti, to report the need for repairs to the trail pavement, rest stop shelters, bike racks and tools, water fountains, interpretive signs, among other potential maintenance needs. You may also need to gently encourage transient and homeless occupants of the trail and/or its rest stop shelters to move on and seek assistance from local services, among other responsibilities. We will provide an

orientation, but generally we ask that you use your best judgement to determine the appropriate interaction.

Quarterly Trail Ambassador Meetings

TAs meet in the NVVTC conference room once a quarter to discuss your experiences on the trail with other ambassadors. Chat about your interactions with people on the trail, discuss productive ways to deal with disgruntled trail users, share your stories, gain insight from fellow ambassadors about their interactions, and connect with your community about upcoming events and more ways to get involved.

Vine Trail Outdoor Education Leaders (OELs)

About

Do you love to teach, work with children, and have passion for the Napa Valley, its history, its future, and the Vine Trail? Please consider becoming a Vine Trail Outdoor Education Leader. Assist school teachers with educational field trips to the Vine Trail and/or host your own Vine Trail Outdoor Ed Experience. We'll provide you with some training, an approved curriculum, and Vine Trail swag to give as prizes to participants.

The Vine Trail Outdoor Classroom Project encourages teachers to bring their students to a wonderful outdoor classroom: the Vine Trail. Grade-level experts from Napa County schools came together to create lesson plans conforming to state standards to be taught on the Vine Trail. By providing easy guidelines for teachers to follow we alleviate the burden of creating a successful lesson to executed in an unfamiliar setting. The Vine Trail hopes to help children complete the CDC's recommended 60 minutes or more of physical activity per day by providing a safe space to walk or ride bicycles. Introducing children to the Vine Trail through their school allows equitable access and knowledge of the Vine Trail. With 18 schools within a half mile of the trail, many students will be able to walk from their schools.

The Vine Trail Outdoor Education For All Ages Program is essentially all in your hands. As OELs, we encourage you to organize and lead your own educational experience on the Vine Trail. Share your knowledge with the trail community, and we'll share the Outdoor Classroom Project curriculum with you, so that you can engage an audience with a lesson plan developed by NVUSD teachers. Even though all lesson plans are targeted to a specific grade level, most are suitable and fun for adults as well! Let us know if you are interested in leading an educational experience and we will help promote it on our events page on the Vine Trail website, on social media and in the newsletter.

Qualities we are looking for in our Vine Trail Outdoor Education Leaders (OELs)

- ◆ Minimum 18 years of age (or signed parental consent form if under 18)
- ◆ Experience working with or teaching children desired

- ♦ Excellent customer service: obeying the 10-5 rule when greeting trail users; the ability to listen and understand questions and comments and respond politely and informatively; a positive, enthusiastic attitude and a warm, approachable demeanor;
- ♦ Familiarity with the established curriculum, Vine Trail interpretive signs, and the Vine Trail app
- ♦ A contagious passion and excitement for the Vine Trail and its future, and a desire to share that!

Outdoor Education Leader Responsibilities

We ask OELs for at least a 6-month commitment to start, so that you may develop your knowledge of the Vine Trail and sit in on orientation and trainings, and gain a well-rounded experience.

Our wonderful OELs assist local teachers who have chosen to take their students on a field trip to the Vine Trail. OELs can also lead their own educational walks on the trail.

The Vine Trail Green Team

Pitch in to beautify your Napa Valley Vine Trail! Have fun playing in the dirt along the trail with other volunteers. We host a handful of Green Team events per year to help create and maintain a natural, beautiful, safe and clean environment surrounding the Trail. The Green Team helps plant trees, shrubs and flowers, and participates in creek and trail refuse clean-up and invasive species removal, among other beautification projects.

The NVVTC Volunteer Program Policies and Procedures

Orientation and Training

All on-going volunteers will receive a general orientation on the nature and purpose of the NVVTC, and/or a specific orientation on the nature and operation of the program or activity for which they have volunteered, and the purposes and requirements of the position which they are accepting in that effort.

Volunteers will receive training and necessary materials to provide them with the information and skills needed to perform their volunteer assignments. The timing and methods for delivery of such training will be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

Policy of Involvement of Volunteers

The NVVTC is committed to the principle of volunteerism. Volunteers are a valuable means of enhancing the NVVTC's ability to build, maintain and publicize the Vine Trail and all the benefits and resources it provides to the local community and tourism industry in Napa Valley. The hope of the NVVTC is to cultivate and maintain a robust and passionate collective of volunteers who help out in a variety of ways. Most importantly, volunteers put a human face on the Vine Trail, as a reminder of why and for whom we are building the trail and implementing educational and interactive programs.

Definition of a "Volunteer"

A Napa Valley Vine Trail Coalition (NVVTC) Volunteer is an individual who, beyond the confines of paid employment and normal responsibilities, contributes time and service to assist the NVVTC in fulfilling our mission. Although volunteers have rights and responsibilities as outlined in this manual, the volunteer contract, and other information provided, they do not have employment rights afforded to paid employees by law.

NVVTC Volunteers are required to have the following on file with the NVVTC Volunteer Coordinator:

1. Completed Volunteer Application
2. Signed Volunteer Contract
3. Signed Volunteer Handbook Acknowledgement / Code of Conduct Certification
4. Signed Release of Liability Waiver/Photo Release

Volunteer Rights and Responsibilities

Volunteers are invaluable to the Vine Trail and the NVVTC. Volunteers will be extended the right to receive meaningful assignments, be treated equally with fellow volunteers, and to receive effective supervision and recognition for work done through their involvement and active participation. In return, volunteers agree to perform their responsibilities to the best of their abilities and to remain loyal to the goals and procedures of the Vine Trail.

Continuing Education

We encourage all volunteers to improve their skill levels during their terms of service. Additional training and educational opportunities may be made available to volunteers during their connection with the

NVTC. This continuing education may include both additional information on the parameters of their volunteer assignments, as well as more general information about the Vine Trail and its continued construction and maintenance, and any development of new programs and opportunities for public participation and engagement. We also encourage volunteers to participate in educational programs offered by other agencies. They may be invited to share what they have learned as a Vine Trail volunteer with other groups.

Time Sheets and Tracking your Volunteer Hours

As a 501(c)(3) nonprofit organization, the NVTC is required to track volunteer hours. Individual volunteers are responsible for the accurate completion of time sheets when used within their line of service. It is also the responsibility of the individual to submit completed time sheets to the Volunteer Coordinator at the end of each month. These records enable the Volunteer Coordinator and the NVTC to effectively document and recognize volunteer staff contributions.

Volunteer Supervision

The NVTC Volunteer Coordinator is responsible for supervising the volunteers, and may assign an on-site supervisor for specific projects as appropriate. The NVTC works in partnership with the City and County of Napa, the Town of Yountville, and as the trail expands further north and south, will also work in partnership with the Cities of Oakville, Rutherford, St. Helena, Calistoga, American Canyon, City of Vallejo and the County of Solano. The cities and counties have their own volunteer programs, and as our volunteer projects overlap with theirs, volunteer resources and responsibilities will be shared and volunteers will have advanced instructions for their supervision for any given event or for any specific assignment.

Open Door Policy

We want volunteers to feel free to bring their questions, suggestions, or concerns to the NVTC for discussion and resolution. Volunteers can be assured that they will not be criticized, nor will their volunteer assignment be jeopardized for doing so. Any time a volunteer has an unresolved issue regarding his/her assignment, the terms and conditions of his/her service, or relationships with other volunteers or NVTC staff, the volunteer should first discuss the matter with the Volunteer Coordinator, or the NVTC staff member supervising volunteers at an event assigned by the Volunteer Coordinator. This discussion will be considered confidential between the volunteer and the NVTC staff member. Volunteers must also recognize that their suggestions may not be practical or do not pose enough risk for NVTC staff to alter operations or modify policies. When appropriate, the concern or suggestion will be forwarded to the NVTC Executive Director for consideration by the appropriate NVTC committee or Board of Directors. Although the NVTC encourages and appreciates all suggestions, the final decision to implement a volunteer's rests solely with the NVTC staff, committees, and/or Board of Directors. Volunteers must accept and abide by NVTC decisions even if they may not agree with them.

Absenteeism

Volunteers are expected to perform the tasks and/or events for which they sign up. If expecting to be absent from those duties, volunteers shall inform the Volunteer Coordinator as far in advance as possible so that other arrangements may be made. Continual absenteeism may result in a check-in

between the volunteer and the Volunteer Coordinator to see if the relationship is still a good fit for both the volunteer and the NVVTC.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the NVVTC or who fail to satisfactorily perform the volunteer tasks for which they sign up, may be subject to immediate dismissal depending on the severity of the issue. When possible, unsatisfactory behavior or performance will be brought to the attention of the volunteer by the Volunteer Coordinator or other available NVVTC staff, and the volunteer will be given an opportunity to change or correct the problem.

Resignation of a Volunteer

Volunteers agree to provide services for the time period specified in the NVVTC Volunteer Contract, but may decide to sever their relationship with the NVVTC prior to the date of completion. Advanced notice of such a decision should be communicated as soon as possible. It is highly recommended that the volunteer participates in a brief exit interview with the NVVTC Volunteer Coordinator to ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improve the position, and the possibility of involving the volunteer in some other capacity or for other local organizations that help maintain the trail and require the assistance of volunteers.

Recognition and Awards

Recognition of the many and varied contributions of volunteer staff is accomplished both formally and informally. Informal recognition (including positive feedback for a job well done) is the responsibility of the NVVTC Volunteer Coordinator and other staff. Formal activities include, but are not limited to, an annual Volunteer Recognition Event, acknowledgement at quarterly Trail Ambassador meetings or at public Vine Trail events and annual awards.

Napa Valley Vine Trail Coalition Code of Conduct

To maintain the highest standard of conduct expected and deserved by the public and to enable the NVVTC to continue to build and maintain a safe 47-mile free-to-the-public walking and biking trail in the Napa Valley, the NVVTC operates under the following code of conduct, applicable to all volunteers.

1. Treat the public, NVVTC staff, and volunteer colleagues in a respectful, cooperative, and courteous manner at all times.
2. Communicate all official business in a professional manner and refrain from making comments of a racial, sexual, or derogatory nature. (Including emails, texts, internet and social media interactions, two-way radio, in-person or over the phone, etc.)
3. Use of the name, emblem, endorsement, services, or property of the NVVTC is strictly for and during official volunteer business only.
4. Not accept or seek on behalf of himself/herself or any other person any financial advantage or gain of other than nominal value which may be offered as a result of the volunteer's affiliation with the NVVTC.
5. Not publicly use any NVVTC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the position of the NVVTC.
6. Keep confidential all NVVTC information that is available solely as a result of the volunteer's affiliation with the NVVTC.
7. Not knowingly take action or make any statement intended to influence the conduct of the NVVTC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
8. At all times act in a manner that is consistent with the best interests of the Napa Valley Vine Trail Coalition.

In the event that the volunteer's obligation to operate in the best interests of the NVVTC conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the NVVTC upon becoming aware of it.

Equal Opportunity Policy

The NVVTC, in recognition of the volunteer staff, as well as the community it serves, reaffirms its policy to assure fair and equal treatment in all of its practices, for all persons. We will not discriminate on the basis of race, color, religion, gender, sexual orientation, age, or national origin, nor against a qualified disabled individual, disabled veteran, or war veteran. The NVVTC holds its volunteers to the same standard.

Prevention of Harassment

The NVVTC is committed to offering volunteer opportunities and to maintaining an environment free of discrimination. As a matter of law and of common decency, as a volunteer, you are entitled to pursue your volunteer activities free from harassment. This includes inappropriate and disrespectful conduct and communication of a sexual nature. Therefore, we will not tolerate harassment by anyone. Anyone engaging in such activity is acting beyond the scope of any authority they may have from the NVVTC. Anyone who violates this policy will be subject to disciplinary action up to and including discharge, and

depending on the activity may be reported to the proper local authorities. Any NVVTC staff who is made aware of a complaint of harassment and fails to take action will be subject to disciplinary action.

Sexual harassment has been defined by federal and state regulations as a form of sex discrimination. It refers to behavior which is unwelcome, is personally offensive, debilitates morale, and interferes with the performance or effectiveness of a volunteer. It can consist of unwelcome sexual advances, requests for sexual favors, or other physical or verbal conduct of a sexual nature by supervisors, other staff, or other volunteers.

Complaint Procedure:

1. Any volunteer who feels he/she has experienced harassment should immediately report the matter to the Volunteer Coordinator or the Executive Director. The confidentiality of a sexual harassment complaint will be maintained and the complainant protected from reprisal.
2. All complaints will be promptly investigated and appropriate action will be taken to stop any harassment.
3. If we are able to validate the complaint, disciplinary action up to and including discharge, will be taken against the harasser.

If you feel you have experienced harassment, we urge you to talk to the Volunteer Coordinator or the Executive Director of the NVVTC. We do not want you to feel that you must tolerate an inappropriate or uncomfortable situation. All complaints will be quickly investigated and action will be taken to stop any harassment.

Conflicts of Interest

No person who has a conflict of interest with any activity or program of the NVVTC, whether personal, philosophical, or financial will be accepted to serve as a volunteer.

Representing the Napa Valley Vine Trail Coalition

Prior to any action or statement which might significantly affect or obligate the NVVTC, volunteers must seek prior consultation and approval from appropriate staff. Volunteers are authorized to act as representative of the NVVTC as specifically indicated within their volunteer role descriptions and only to the extent of such written specifications.

A successful volunteer will:

1. Smile! Because volunteers represent the NVVTC, the public's opinions are based on their actions. Put on a friendly face for Vine Trail users and while representing the NVVTC at events.
2. Use courteous language. What you say is as important as what you do. Statements like, "May I help you?", "Please", "Thank you", and "It has been my pleasure to help you", make all the difference.
3. Have a positive attitude. Perceptions of the Vine Trail and the NVVTC are important. If something goes wrong or there is a complaint, make any reasonable change and advise the supervising staff member. Keep the situation within the staff unless an immediate safety hazard exists.

4. Wear a name tag if your volunteer position requires it. Trail users, members and donors, and other interested parties will find it easier to approach and speak to staff and volunteers when they know your name and the nature of your affiliation.
5. Observe the Code of Conduct. Violation of the Code of Conduct may result in corrective action or termination of the volunteer's relationship with the NVVTC.

Dress Code

As representatives of the Napa Valley Vine Trail Coalition, all staff and volunteers are responsible for presenting a positive image to the community by following these guidelines:

1. Dress appropriately for the conditions and performance of their duties.
2. Present as neat and clean an appearance as is reasonable for their duties.
3. Wear a nametag and, when applicable, NVVTC provided uniforms, only when on a volunteer assignment.
4. Do not drink alcoholic beverages while performing volunteer duties when serving alcohol or not, and/or while wearing a uniform, badge, or any other article identifying him/her as a volunteer for the NVVTC.

Emergency Procedures

During the course of volunteering for the NVVTC, you must be aware of emergency situations and how to respond. As a volunteer, you are to respond only in the following manner:

1. **Fires:** Call 911 and report the fire and the location. If you are in an isolated area, are away from a phone or other volunteers or staff with phones, locate the nearest residence and find anyone who can help you call 707 253 0911 or 911 and report the fire. Once you have reported the fire, stand by to give directions to the responding fire units if it is safe for you to do so.
2. **Medical Emergencies:** Call 707 253 0911 or 911. Notify other volunteers and staff for assistance. Do not move the person unless he/she is threatened with additional injuries by remaining in that location. Based on the situation and the severity of the injury, volunteers must use their best judgment and assist in a manner in which they are competent. If in an isolated area, seek help from others in the area.
3. **Disturbances on the Trail:** Volunteers must not respond to any situation where their health and safety may be jeopardized. Volunteers must not respond to incidents such as fights, drunken behavior, belligerent or inappropriate actions, reckless driving, or any other activity that is harmful to the public's use of the Napa Valley Vine Trail. When encountering a homeless person who is loitering/squatting on or along the Vine Trail and potentially disturbing trail users and denying passage on the trail or access to the Vine Trail rest stop shelters, volunteers must exercise their best judgment on how



to approach the situation. If there appears to be any threat of danger or violence, volunteers must call 707 253 0911 or 911 and report the situation. If the homeless person is not threatening or violent, volunteers may call Napa County's Homeless Services Department at The Hope Center, 707 259 8133, and inform them of the need for assistance.

When making calls to the Sherriff's dispatch at 707 253 0911 or 911 Emergency number make sure you can give them the nearest Vine Trail milepost number. These are located every quarter mile along the Vine Trail and are in the Sherriff's dispatch GIS database. It will make locating the incident easier. Incidents such as those mentioned above should be reported immediately to the NVVTC Volunteer Coordinator, or other available NVVTC staff.

Maintenance of Records

The Vine Trail staff maintains a system of records on each volunteer in personnel files in the NVVTC office including skills and interests, dates of service, positions held, duties performed, evaluation of work (only if evaluation is requested by volunteer and does not constitute an employment agreement), and awards received. Designated staff shall be responsible for submitting appropriate records and information to the Volunteer Coordinator in a timely and accurate fashion. Volunteer personnel records shall be accorded the same confidentiality as paid staff personnel records.

Napa Valley Vine Trail Coalition's Volunteer Handbook Receipt and Acknowledgement

(To be reviewed with the Volunteer Coordinator)

I hereby acknowledge that I have received a copy of the Napa Valley Vine Trail Coalition's Volunteer Handbook dated August 2017. I have read the handbook and understand its contents, and have had an opportunity to ask any questions regarding its contents. I understand that this handbook expressly supersedes all prior handbooks, rules, policies, and statements on subjects covered herein or any other subject relating to terms and conditions of my volunteer assignments. I acknowledge that the Napa Valley Vine Trail Coalition (NVVTC) reserves the right to change, modify, or delete any part of this handbook at any time. The NVVTC also reserves the right to deviate from the written policies set forth in the handbook if, in its sole discretion, it deems this appropriate.

Volunteer Name _____

Volunteer Signature _____ Date _____

Volunteer Coordinator Signature _____ Date _____

Code of Conduct Certification

I, _____ certify that I have read the Code of Conduct of the Napa Valley Vine Trail Coalition (NVVTC) and agree to comply with it. I affirm that, except as listed below, I have no financial interest or affiliation with any organization which may have interests that conflict with, or appear to conflict with, the best interests of the Napa Valley Vine Trail and the NVVTC. Should such conflicts or apparent conflicts of interest arise in connection with the affiliations listed below, I agree to refrain from participating in any deliberations, decisions, or voting related to the matter.

I also agree, during the term of my affiliation with the Napa Valley Vine Trail Coalition, to report promptly to the appropriate person, any future situation that involves, or might appear to involve, me in any conflict with the best interests of the Napa Valley Vine Trail and the NVVTC.

Volunteer Name _____

Volunteer Signature _____ Date _____

Volunteer Coordinator Signature _____ Date _____

Checklist of Volunteer Forms and Items:

FORMS:

- NVVTC Volunteer Handbook Receipt and Acknowledgement
- Code of Conduct Certification
- Release of Liability Waiver / Photo Release

ITEMS:

- NVVT Volunteer/Trail Ambassador Badge*
- NVVT Fleece Vest*
- NVVT T-shirt
- NVVT hat
- NVVT water bottle

*These items are to be returned to the NVVTC upon termination of volunteer status.

Signature of Volunteer: _____ Date: _____

Signature of NVVTC staff: _____ Date: _____