



Napa Valley Vine Trail Coalition Volunteer Handbook

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NVVTC Volunteer Program Policies and Procedures

Napa Valley Vine Trail Coalition Mission Statement and Vision

The Napa Valley Vine Trail Coalition is a grass-roots nonprofit with a vision to build a walking and 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 1 trail, stretching from Vallejo's Ferry to Calistoga.

Volunteer Value

Volunteers provide valuable services to the Coalition making it possible for us to achieve our goals and objectives by assisting with a wide variety of projects. We sincerely appreciate the investment of time and expertise Volunteers make, and your commitment to the NVVTC mission.

Definition of a Volunteer

A Napa Valley Vine Trail Coalition (NVVTC) Volunteer is an individual who has volunteered their services freely to NVVTC without the promise, expectation, or receipt of pay. Volunteers freely contribute their time and service to assist NVVTC in the accomplishment of our mission. Although Volunteers do have rights and responsibilities as outlined in this handbook, and other information provided, Volunteers are not employees under California law.

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

1. Completed Online Volunteer Application ([HERE](#))
2. Signed Volunteer Handbook Acknowledgement, Code of Conduct Certification, Conflict of Interest Certification, and Participation/Waiver & Release of Liability/Indemnification Agreement
3. Completed Contact Information Form

Orientation and Training

All on-going Volunteers will receive a general orientation on the nature and purpose of 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

NVVTC is committed to the principle of volunteerism. Volunteers are a valuable means of enhancing 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 NVVTC is to cultivate and maintain a robust and passionate collective of Volunteers, helping in a variety of ways, including the

important contribution of putting 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.

Volunteer Rights and Responsibilities

Volunteers are invaluable to the VINE TRAIL and NVVTC. Volunteers will be given meaningful assignments, receive effective supervision, and will be recognized for work done through their involvement and active participation in NVVTC. In return, Volunteers agree to perform their responsibilities to the best of their abilities and to remain loyal to the goals and procedures of NVVTC.

Continuing Education

All Volunteers are encouraged to improve their levels of skill during their terms of service. Additional training and educational opportunities may be made available to Volunteers during their connection with NVVTC. 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, maintenance, and any development of new programs and opportunities for public participation and engagement. Volunteers are also encouraged but not required to participate in educational programs offered by other agencies and may be invited to share their new knowledge in their capacity as a volunteer for NVVTC if they are interested and it is applicable to their volunteer assignments.

Time Sheets and Tracking Volunteer Hours

As a 501(c)(3) nonprofit organization, NVVTC is required to track volunteer hours. Individual Volunteers are responsible for the accurate completion of time sheets when utilized within their line of service. It is also the responsibility of the Volunteer to submit completed time sheets as instructed at the end of each month. Maintenance of Volunteer time records enables NVVTC to effectively document and recognize Volunteer contributions in addition to meeting legal requirements.

Volunteer Supervision

Volunteers are supervised by the project-level Volunteer Coordinator who will be either NVVTC staff or another Volunteer. NVVTC works in partnership with the City and County of Napa, the Town of Yountville, and the Cities of St. Helena, Calistoga, and American Canyon, in addition to the 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 NVVTC for discussion and resolution. 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 NVVTC staff, the Volunteer should first discuss the matter with their Volunteer Coordinator, or other NVVTC staff member. The discussion will be treated as confidential, unless applicable law requires reporting, in

which event, the discussion will be treated as confidential except to the limited extent reporting is required. Volunteers are encouraged to bring forward any situation they believe requires correction or needs resolution. Volunteers can be assured that they will not be criticized, nor will their volunteer assignment be jeopardized for doing so. When appropriate, the concern or suggestion will be forwarded to the NVVTC Executive Director for consideration by the appropriate NVVTC Committee or Board of Directors. Although NVVTC encourages and appreciates all suggestions, the final decision to implement a Volunteer's suggestion rests solely with NVVTC staff, or its Board of Directors. Volunteers must accept and abide by NVVTC decisions even if they may not agree with them.

Scheduling

Volunteers are expected to perform the tasks and show up to the events for which they sign up. If expecting to be absent from those duties, Volunteers shall inform their Volunteer Coordinator as far in advance as possible so that other arrangements may be made.

Resignation of a Volunteer

If at any time a Volunteer decides that they can no longer volunteer at NVVTC, advance notice of such a decision is appreciated and should be communicated as soon as possible. It is highly recommended that the Volunteer participates in a brief exit interview with an NVVTC staff member 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 VINE TRAIL and require the assistance of Volunteers.

Napa Valley Vine Trail Coalition Code of Conduct

To maintain the highest standard of conduct expected and deserved by the public and to enable NVVTC to continue to build and maintain a safe 47-mile free-to-the-public walking and biking trail in the Napa Valley, NVVTC Volunteers are to adhere to the following code of conduct:

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 not make 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. Social media postings should be respectful and appropriate, and not violate any of NVVTC's policies including those contained in this handbook.
4. Use of the name, emblem, endorsement, services, or property of NVVTC is strictly for and during official volunteer business only.
5. 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 because of the Volunteer's affiliation with NVVTC.
6. Not publicly utilize 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 NVVTC.

7. Keep confidential all NVVTC information that is disclosed or made available to the Volunteer in connection with his or her volunteer activities on NVVTC's behalf.
8. Not knowingly act or make any statement intended to influence the conduct of 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.

At all times act in a manner that is consistent with the best interests of the Napa Valley Vine Trail Coalition.

Equal Opportunity Policy

NVVTC, in recognition of its Volunteers as well as the community it serves, reaffirms its policy to assure fair and equal treatment in all 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. NVVTC holds its Volunteers to the same standard.

Prevention of Harassment

NVVTC is committed to offering volunteer opportunities and to maintaining an environment free of discrimination and harassment. This includes inappropriate and disrespectful conduct and communication of a sexual nature. Therefore, harassment by anyone of anyone for any reason will not be tolerated. Anyone engaging in such activity is acting beyond the scope of any authority they may have from 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 appropriate action under the circumstances 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 NVVTC staff or the Executive Director. The confidentiality of a sexual harassment complaint will be maintained to the greatest extent possible 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 NVVTC is able to validate the complaint, disciplinary action up to and including discharge, will be taken against the harasser.

If a Volunteer feels they have experienced harassment, they are urged to talk to the NVVTC Executive Director. NVVTC does not want Volunteers to feel that they must tolerate an inappropriate or uncomfortable situation.

Conflicts of Interest

No person who has a conflict of interest with any activity or program of NVVTC, whether personal, philosophical, or financial will be accepted to serve as a Volunteer. If a Volunteer's obligation to operate in the best interests of VINE TRAIL 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 NVVTC upon becoming aware of it.

Representing the Napa Valley Vine Trail Coalition

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

When interacting with the public, successful Volunteers will:

1. Use the 10-5 rule : when 10 feet away, use non-verbal greetings such as a smile or wave, and within 5 feet away, greet verbally.
2. Smile! Because Volunteers represent NVVTC, their actions influence the public's opinions of the VINE TRAIL. Put on a friendly face.
3. Use courteous language. What is said is as important as what is done. Statements like, "May I help you?", "Please", "Thank you", and "It has been my pleasure to help you", make all the difference.
4. Have a positive attitude. Perceptions of the VINE TRAIL and NVVTC are important. If something goes wrong or there is a complaint, make any reasonable change and advise the Volunteer Coordinator or supervising NVVTC staff member. If an immediate safety hazard exists, contact the appropriate jurisdiction as outlined in the emergency procedures.
5. 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 NVVTC staff and Volunteers when they know your name and the nature of your affiliation.
6. Observe the Code of Conduct. Violation of the Code of Conduct may result in corrective action or termination of a Volunteer's relationship with NVVTC.

Dress Code

As representatives of the Napa Valley Vine Trail Coalition, all NVVTC 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 NVVTC nametag and any NVVTC-provided uniforms only when on an NVVTC volunteer assignment.
4. Do not drink alcoholic beverages while performing volunteer duties, and/or while wearing a uniform, badge, or any other article identifying him/her as a Volunteer for NVVTC.

Emergency Procedures

While volunteering for NVVTC, 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.
2. **Medical Emergencies:** Call 911. Notify other Volunteers and staff for assistance.
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. If there appears to be any threat of danger or violence, call 911 and report the situation.

To report any other issues, contact the project Volunteer Coordinator, project lead, or NVVTC staff.



Maintenance of Records

A system of records is maintained on each Volunteer by NVVTC, including skills and interests, dates of service, positions held, duties performed, evaluation of work (only if evaluation is requested by the Volunteer), and awards received. Designated staff shall be responsible for filing appropriate records and information in a timely and accurate fashion. Volunteer records shall be accorded the same confidentiality as paid staff personnel records.

Appendix – Forms & Acknowledgements

Volunteer Handbook Receipt and Acknowledgement

I hereby acknowledge that I have received a copy of the Napa Valley Vine Trail Coalition’s Volunteer Handbook dated April 20, 2023. 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. 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 _____

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.

Volunteer Signature _____ Date _____

Conflict of Interest Certification

I, _____ certify that I have no conflict of interest as defined in this Handbook.

Volunteer Signature _____ Date _____

Release of Liability



NAPA VALLEY VINE TRAIL COALITION PARTICIPATION, WAIVER AND RELEASE OF LIABILITY, AND INDEMNIFICATION AGREEMENT

To participate at any NVVTC program or event, I, the participant (or the participant’s legal guardian, on the participant’s behalf), agree:

1. Safety Rules. For my safety and that of others, I will comply with NVVTC’s safety and other directions for activities in which I may engage. I will supervise any participating child or other person for whom I am legally responsible. If I become aware of any danger or hazardous condition at NVVTC program sites, I will alert NVVTC.

4. Awareness and Assumption of Risk. I understand that my participation has the inherent risk of death or injury to me and damage to my property. These risks may result not only from my own actions or inactions, including overexertion, but also from the actions or inactions of NVVTC, NVVTC’s directors, officers, employees and agents, NVUSD, City of Napa, other volunteers, or others present. These risks may also arise from the condition of the land, or animals or insects present at the site, or the equipment and tools available, or the weather or other environmental or local conditions, or travel to and from the program sites. I assume full responsibility for any and all risks of death, bodily injury or property damage, including, without limitation, those identified in this Section 4, caused by or arising directly or indirectly from my participation, regardless of the cause, even if that risk or harm is caused by other persons’ negligence, whether passive or active.

5. Waiver and Release of Claims. I waive and release any claims against NVVTC, NVVTC’s directors, officers, employees, customers, volunteers, donors, and agents, NVUSD, NCOE, and the City of Napa (collectively, the “Released Parties”), for any liability, loss, damages, or claims resulting from death, or injury to my person or property, caused by or arising directly or indirectly from my presence or participation as a Volunteer, regardless of the cause and even if caused by the negligence, whether passive or active, of any Released Party or any other person. I agree not to sue any of the Released Parties on the basis of these waived and released claims. I understand that my releases and waivers in this document extend to claims that I do not know of or do not expect to exist at the time I sign this document, and I waive the protections of Section 1542 of the California Civil Code. I understand that NVVTC would not permit me to volunteer without agreeing to these waivers and releases.

6. Medical Care Consent and Waiver. I authorize NVVTC to provide to me first aid and, through medical personnel of its choice, medical assistance, transportation, and emergency medical services. This consent does not impose a duty upon NVVTC to provide such assistance, transportation, or services. I waive and release any claims against the Released Parties arising out of any first aid, treatment or medical service, including the lack or timing of such, made in connection with my participation.

7. Indemnification. I will indemnify and hold the Released Parties harmless from and against any and all claims, liabilities, losses, damages, expenses and attorneys’ fees (collectively, “losses”), including, without limitation, losses arising from any death, property damage or injury of any nature whatsoever that may be suffered by me or any other person, which may arise directly or indirectly from (i) my presence or participation or (ii) any breach by me of this agreement, except to the extent the liability is caused by the gross negligence or willful misconduct of the relevant Released Party.

8. Publicity Authorization. I consent to the unrestricted use, by NVVTC or any person authorized by NVVTC, in any medium, including the Internet, of any photographs, recordings, interviews, videotapes, film, or similar visual or auditory recordings of me created in connection with my participation in NVVTC’s activities.

SIGNATURE (Participant or legal guardian if under 18) _____ DATE _____

FULL NAME EMAIL ADDRESS PHONE

ADDRESS CITY ZIP

Please list each minor child’s name:

PARTICIPANT FULL NAME

PARTICIPANT FULL NAME

Contact Information Form

Volunteer Name _____

Physical Address _____

Email address _____

Cell Phone# _____

Emergency Contact Info

Primary Contact Name _____

Primary Contact Cell Phone # _____

Primary Contact Relationship _____

Secondary Contact Name _____

Secondary Contact cell # _____

Secondary Contact Relationship _____

Checklist of Volunteer Forms and Items

DOCUMENTATION:

- NVVTC Volunteer Handbook
- Code of Conduct Certification
- Conflict of Interest Certification
- Release of Liability Waiver / Photo Release
- Contact Information Form
- VINE TRAIL Overview / Volunteer Orientation Presentation

ITEMS:

- NVVTC Volunteer/Trail Ambassador Badge*
- NVVTC T-shirt
- NVVTC hat
- NVVTC water bottle

I confirm that I have received all items marked above during my NVVTC Volunteer orientation.

Name of Volunteer: _____

Signature of Volunteer: _____ Date: _____

Name and title of NVVTC Staff: _____

Signature of NVVTC Staff: _____ Date: _____

*To be returned to NVVTC upon termination of Volunteer status.