

## OPEN SPACE ADVISORY COMMITTEE STAFF REPORT

**MEETING DATE:** October 21, 2013

**AGENDA ITEM NUMBER:** 3E

**STAFF:**

Juan F. Guzman, Open Space Manager



**REQUEST:**

To make recommendations to the Board of Supervisors on activities to recognize volunteers and their work.

### **GENERAL DISCUSSION:**

At the August 19, 2013 meeting, the Open Space Advisory Committee provided direction for staff to prepare a plan to recognize volunteers. It was agreed that a program to recognize volunteers is a vital and necessary component of a successful volunteer program (Exhibit A).

On October 10, 2013 staff participated in a meeting hosted by the Human Resources Department in order to review a Draft Volunteer/Intern Manual for Supervisors and Coordinators. The City Manager had requested the development of this manual for the review and approval of the Board of Supervisors. The manual is to provide direction to all departments that utilize volunteers. Attached is a draft copy of the section addressing the subject of volunteer recognition, pages 14-15 (Exhibit B). Based on this draft document, staff has prepared the attached plan (Exhibit C).

**RECOMMENDED ACTION:** Move to recommend to the Board of Supervisors activities to recognize volunteers and their work.

# Exhibit A

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A regular meeting of the Carson City Open Space Advisory Committee was scheduled for 6:00 p.m. on Monday, August 19, 2013 in the Community Center Sierra Room, 851 East William Street, Carson City, Nevada.

**PRESENT:** Vice Chairperson Howard Riedl

Member Margie Evans

Member Laura Fitzsimmons

Member Donna Inversin

Member Toby Welborn

**STAFF:** Juan Guzman, Open Space Property Manager

Ann Bollinger, Natural Resources Specialist

Tina Russom, Deputy District Attorney

Cheryl Eggert, Recording Secretary

Transcribed by: Tamar Warren, Deputy Clerk / Recording Secretary

**NOTE:** A recording of these proceedings, the committee's agenda materials, and any written comments or documentation provided to the recording secretary during the meeting are part of the public record. These materials are available for review, in the Clerk's Office, during regular business hours.

**CALL TO ORDER** (6:00:07) – Vice Chairperson Riedl called the meeting to order at 6:00 p.m.

**ROLL CALL AND DETERMINATION OF A QUORUM** (6:00:08) – Roll was called and a quorum was present. Chairperson Scott and Member Lincoln were absent.

**CITIZEN COMMENTS** (6:00:15) – Vice Chairperson Riedl entertained public comments; however, none were forthcoming.

**1. ACTION ON APPROVAL OF MINUTES** (6:00:37) – Vice Chairperson Riedl introduced the item. Member Evans moved to approve the minutes of the July 15, 2013 meeting. The motion was seconded by Member Inversin. Motion carried 5-0.

**2. MODIFICATIONS TO THE AGENDA** (6:00:55) – Vice Chairperson Riedl entertained modifications to the agenda. Mr. Guzman suggested the removal of item 3D from the agenda.

**3. MEETING ITEMS:**

**A. FOR POSSIBLE ACTION: TO MAKE RECOMMENDATIONS TO THE BOARD OF SUPERVISORS ON ACTIVITIES TO RECOGNIZE VOLUNTEERS AND THEIR WORK.** (6:02:40) – Vice Chairperson Riedl introduced the item. Mr. Guzman presented the

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agenda materials in which he had outlined several ideas in order to “appreciate our volunteers”. Vice Chairperson Riedl agreed that acknowledging the volunteers was important, and Member Inversin believed that it would encourage others to “come forward”. Member Evans suggested soliciting gifts from the community and listing volunteer names in the local paper. Member Fitzsimmons believed that having volunteers for the maintenance phase was important as well. Vice Chairperson Riedl entertained public comments. Mark Kimbrough stressed the critical nature of volunteer programs and suggested giving awards to volunteers and noted that businesses and individuals like having certificates to hang on their walls. He also cited many individuals and organizations who had donated time, property access, and material to Open Space. He also suggested a “thank you” barbecue event to honor the volunteers. Mr. Kimbrough presented several levels of recognition awards based on the type of support received. Mr. Moellendorf agreed with Mr. Kimbrough and gave the example of the Carson City Historical Society and The Foundation for the Betterment of Parks awards. In response to a question on process, Mr. Guzman suggested following the City’s volunteer guidelines and believed Staff could formalize a volunteer program. He also suggested a budget, highlighting that the basic level of acknowledgement would begin with a letter from the Parks and Recreation Director or Open Space Manager. Member Fitzsimmons noted the importance of publicizing the existence of a vibrant volunteer community. Member Inversin suggested utilizing the tracked volunteer hours to obtain grants. She also suggested that Staff formalize a plan for approval by the Committee. Vice Chairperson Riedl entertained a motion. **Member Inversin moved to recommend that Staff formalize a plan to be approved by the Open Space Advisory Committee. The motion was seconded by Member Evans. Motion carried 5-0.**

**B. FOR POSSIBLE ACTION: TO SOLICIT PUBLIC NOMINATIONS FOR THE NAMING OF OPEN SPACE PROPERTIES WITHIN THE VICINITY OF THE CARSON RIVER.** (6:25:56) – Vice Chairperson Riedl introduced the item. Ms. Bollinger presented the agenda materials and recommended to seek nominations from the public for the naming of Open Space properties. Member Fitzsimmons commended Ms. Bollinger for putting “a lot of thought” into the packet and the form. Member Inversin received clarification that the private property access is currently maintained by select property owners on Golden Eagle Lane. Mr. Guzman noted that since their road crosses BLM property, the property owners have obtained a BLM permit to cross it. Vice Chairperson Riedl entertained public comments; however, none were forthcoming. **Member Fitzsimmons moved to solicit public nominations for the naming of Open Space properties within the vicinity of the Carson River. The motion was seconded by Member Welborn. Motion carried 5-0.**

**C. FOR POSSIBLE ACTION: TO RECOMMEND TO THE BOARD OF SUPERVISORS ACCEPTANCE OF THE MONITORING REPORT FOR THE HORSECREEK RANCH CONSERVATION EASEMENT FOR 2012. (Ann Bollinger).** (6:32:33) – Vice Chairperson Riedl introduced the item. Ms. Bollinger presented the agenda materials and recommended the acceptance of the report by the Board of Supervisors. Vice Chairperson Riedl entertained public comments; however, none were forthcoming. He also inquired about the

# Exhibit B

- Violation of policies, procedures, regulations or city, state or federal laws,
- Addressing volunteer/intern concerns,
- Reassignment,
- Resignation and termination,
- Exit Interviews or surveys,  
When possible, conducting exit interview or surveys with volunteers/interns who are leaving their positions will help ascertain why the volunteer/intern is leaving, provide suggestions the volunteer/intern may have for improving the position, and as appropriate, the possibility of involving the volunteer/intern in some other capacity with the City.
- Maintenance of records.

## Supervisory relationships

Volunteers must not be supervised by a City employee who is related within the third degree of consanguinity or affinity or a person with whom the volunteer maintains a lifestyle accommodation substantially equivalent to marriage. It is also not a good idea for a volunteer to directly or indirectly supervise or receive supervision from someone that volunteer dates or with whom that volunteer has an intimate, amorous or romantic relationship.

## A. RECOGNITION

Any recognition given to volunteers/interns should not resemble compensation in any way. There are three basic types of volunteer/intern recognition efforts:

### 1. Awards

"Awards" are tokens of recognition provided periodically to volunteers/interns, both in a group and one-to-one. Any awards that you are considering must be approved in your department/division/program budget. Coordinators and supervisors should check before promising or offering any type of award to a volunteer/intern. Awards generally fall into two categories. The first category, "things," includes:

- Certificates
- Pins
- Group photographs
- Items of clothing, such as T-shirts, caps, etc.
- Small gifts
- Personal thank you cards
- Hand-signed birthday cards
- Letter to the volunteer's family

2. Events
  - Lunches and dinners
  - Picnics
  - Parties and celebrations
  - Field trips
  - National Volunteer Week celebration
  - Awards are particularly useful in generating a sense of group involvement among volunteers who do not often have an opportunity to gather together.

3. Rewards

"Rewards" are the more intangible day-to-day activities of recognition and motivation that are given to volunteers/interns. It is found that rewards tend to be more effective long-run motivators of volunteers/interns. They include:

- Saying "thank you"
- Giving respect to volunteers/interns.
- Involving volunteers/interns in staff meetings.
- Maintaining a professional, personal interest in the volunteer/intern
- Spending time and effort in supervision.
- Giving the volunteer/intern more responsibility where appropriate.

## **B. STAFF RELATIONS**

Effective operation of a volunteer/intern program requires a supportive working relationship between staff and volunteers. If either group does not understand the needs of the other, or if either group is distrustful of the other, the volunteer/intern program will not function effectively.

The volunteer/intern coordinator or supervisor can help ensure that volunteers/interns and staff are able to work together effectively and agreeably by focusing on gaining staff support and providing staff with assurance that the use of volunteers/interns by the organization is beneficial. Examples are:

- The use of volunteers/interns is in the overall interest of both the staff person(s) and the City, i.e. , that the benefit gained is worth the work required, and
- Staff members are encouraged to provide input on the use of volunteer/interns, including the shaping of how volunteers/interns will be involved and the work that could be accomplished.

In gaining staff support, the volunteer/intern coordinator or supervisor may concentrate efforts in the following areas:

- Conducting advance research about staff to learn about their previous experiences and history with volunteers/interns, including

# Exhibit C

## Volunteer Recognition Plan - October 21, 2013

The Parks and Recreation Department recognizes that volunteers are an integral part of our programs and operations. It is important to provide for budget and alternatives suited to the recognition of volunteers.

The decision manager in consultation with the Director shall provide for recognition in a manner that does not resemble compensation, through the use of awards, events and/or rewards. These three types of recognition of efforts are described below.

### 1. Awards

“Awards” are tokens of recognition provided periodically to volunteers/interns, both in a group and one-to-one. Any awards that you are considering must be approved in your department / division / program budget. Coordinators and supervisors must consult with the department head before promising or offering any type of award to a volunteer/intern. This category includes:

- Certificates
- Pins
- Group photographs
- Items of clothing, such as t-shirts, caps, etc.
- Small Gifts
- Personal thank you cards
- Hand-signed birthday cards
- Letter to the volunteer’s family

### 2. Events

Events are particularly useful in generating a sense of group involvement among volunteers who do not often have opportunity to gather together. This category includes activities such as:

- Lunches and dinners
- Picnics
- Parties and celebrations
- Field trips
- National Volunteer Week/Month celebration invitation to receive recognition at a meeting of the Open Space Advisory Committee or Board of Supervisors

### 3. Rewards

“Rewards” are the most intangible day-to-day activities of recognition and motivation that are given to volunteers/interns. It is found that rewards tend to be more effective long-term motivators of volunteers/interns. They include:

- Saying “thank you”
- Giving respect to volunteers/interns
- Involving volunteers/interns in staff meetings.
- Maintaining a professional, personal interest in the volunteer/intern
- Spending time and effort in supervision.
- Giving the volunteer/intern more responsibility where appropriate.