

Rewarding and Recognizing Volunteers

by Lori Charett (Director Region 5)

To celebrate **National Volunteer Week April 18-24**, I am going to highlight some ways we can reward and recognize our valuable volunteers. For without them, many of our services would go by the wayside. Some of our visitor's centers would be closed, our trails would be inaccessible and many more nature hikes would be self guided. We are depending on volunteers more and more due to our budget constraints and creating more complex jobs for them as the needs arise. It is so important to remember these fine people who dedicate themselves to enhancing the park visitor's experience. This years **National Volunteer Week** theme is "Volunteers Inspire by Example." Volunteers not only inspire others to volunteer but also the people they serve!

No/Low Cost Recognition: With today's budget constraints we have to look toward being as effective as possible with informal rewards, and show employees/volunteers how much we appreciate their hard work and effort. Surprisingly, people are less concerned about monetary awards and are happy to receive verbal praise and appreciation for a job well done. Here are some ideas for no/low cost recognition.

- 1) Prepare a write up to be included in the division or department newsletter praising a job well done.
- 2) Write five or more post-its thanking the person for a job well done and hide them among his or her work area/desk.
- 3) Keep track of employees/volunteers birthdays and send each person a birthday card and /or bake a dessert and recognize their special day.
- 4) Acknowledge individual achievements by using the person's name when preparing status reports.
- 5) Take them to lunch, have a group volunteer barbecue, potluck or ice cream social and personally thank them for their time and dedication.
- 6) Give volunteers passes or coupons to parks, special events, sports events, amusement parks, car wash, department store or restaurant.
- 7) Have an appreciation and welcome party whenever a volunteer leaves (highlight the leaving volunteer's accomplishments) or joins your work unit.
- 8) Take candid shots of volunteers at work and post them throughout the office and/or in a newsletter featuring them and their assignment.
- 9) Be creative: Give *Symphony* candy bars to team members with a note "You worked like a symphony!" or *Lifesavers* with a note, "You were a lifesaver!"
- 10) Purchase a unique/personalized pen, key chain, pin, or mug to recognize distinctive interests or hobbies.

Rules of Thumb: Important elements in rewarding employees/volunteers are to match the reward to the person, match the reward to the achievement and be timely and specific. In order for the reward to be more meaningful and effective, it has to have meaning to that person and correspond to the importance and depth of their assignment. Deliver recognition in a personal and honest way. Avoid providing recognition that is too "slick" or over produced. Deliver recognition and rewards in an open and publicized way, if not made public, recognition loses much of the purpose for which it is provided.

Story continues on page 6

From the President's Desk

I hope everybody is ready because people are flocking to our parks. With Memorial Day weekend, comes the start of the summer camping season. With rising gas prices, people will be turning more toward their local parks for vacation destinations. While we face the possibility of more visitors, we must also face the reality of dealing with this increased popularity with smaller budgets and staff as the state faces one of the worse budget crisis in its history. We will survive the hard times and we will handle them professionally. Whatever dilemmas you may face, rest assured your fellow PRAC members will be going through similar problems. Together, we will weather this storm.

The 2004 Parks Conference was another successful conference. The training sessions were great and the social events were a lot of fun. Many people took advantage of the surrounding area attractions and took some extra days pre and post conference to make a vacation out of it. The 2004 Parks Conference Committee, under the leadership of Amy Lethbridge, should give itself a big pat on the back for a job well done. If you could not attend, I am sorry you missed out but hopefully we will see you in 2005.

Speaking of 2005, the 2005 Parks Conference Committee is being formed to plan next year's conference. If you are interested in helping plan next year's conference, please call me or drop me an e-mail. There are plenty of jobs to be done and the more people we have to help, the easier the process will be. Whatever your talent or expertise, we will have a job for you. The 2005 Conference will be in the Northern California wine country so we are especially looking for members from Sonoma, Napa, Solano, Marin, and other Bay Area counties to pitch in and help out.

I had the pleasure of attending the 2nd Annual Park Advocacy Day in Sacramento on March 22. It was well attended with almost 200 park supporters visiting our elected state representatives. PRAC and CSPRA members, alongside of park volunteers, students, and concerned citizens carried the message to our elected officials how important our parks are to the people of the State of California. Thank you to those that attended and if you could not make it this year, I hope to see you there next year.

It is not too late to apply for the 2004 scholarships. Every year we have up to two \$500.00 scholarships available to award. Any regular or student PRAC member, taking a minimum of 6.1 units, with a GPA of at least 2.5, in a program of study related to the park profession is eligible to apply. Scholarship applications are available on our web site. If you or someone you know is eligible, please apply for the scholarship. Hurry though, the application deadline is June 1.

That is all I have for now. I hope you all have a safe and sane start to your summer season.

Stay safe,

Mike Chiesa

Persistence Pays Off To Save Lives

by Don Pearson

Recreation Director

Sly Park Recreation Area/ El Dorado Irrigation District

Several years ago one of my rangers, Carl Certiberi, began what all of us thought would be a *slam-dunk*. His goal was to buy two AED's (automated external defibrillators) and train as many of our staff as possible with their use.

Having been on the working end of CPR many times at the park, and also being a volunteer fireman, Carl knew what the benefits to our community the AED's would be.

After being turned down by our County health administrators, the local fire department seemed like the next logical step. Maybe we could piggy-back on their "prescription," but first we needed to show the willingness to get our staff training in advance.

Help was on its way because PRAC was offering AED/CPR training at the Annual Conference to be held in

Sacramento that year. Three of us took the class taught by PRAC's own John Havicon, and Amy Lethbridge. Now armed with three newly trained recruits, the Fire District was once again approached only to be denied again.



After a couple of years, Carl took another approach; convincing the District Safety Officer of the merits of having AED's and training in the work force. With the park averaging one to two heart attacks a year and the expansion of a new hydro-electric division, the timing was finally right. This past month, ten District staff were trained and four AED's were purchased, two of which have now found homes at Sly Park Recreation Area.

All thanks to the efforts of Ranger Carl Certiberi.

The Other Doggie Issue

by Denise Edwards

So I ventured out one day, and the day's task was to put up some signs in the park. Just as I approached the correct location for my sign I got the whiff. Yes, the whiff of...well you know where this going. I carefully looked down and watched my step as not to contaminate my boots. Obviously I still had hope at this point. I was in denial that I could have been so careless. I slowly raised my left foot up to examine the damage and just as suspected the mashed brown mush was well packed into the groves of the sole of my boot.

Not only is it an eyesore, but also dog feces can contain a variety of parasites that can cause disease in humans as well as in other pets. (We all know that doggy's doo doo can be extremely fascinating to other doggies.) Animal feces can contain many types of bacteria, Parvovirus, Whipworms, Hookworms, Roundworms, Giardia, salmonella, and strep, just to name a few contaminants. The first good reason to remind visitors to keep the poop off the trails and out of the parks is for all the other animals in the park, whether they are inhabitants or just visitors. The spread of these parasites can drastically affect the health and well being of the wildlife that exists in the parks.

Sonoma County has always been very clear about its dog off leash policies, but now it is being forced to crack down on the other doggie issue; the feces removal issue. Since

the early 90's several state, local and federal regulations have gone into effect to help prevent storm water pollution, partially caused by dog feces contamination. Slowly but surely these government agencies have become more vigilant about checking to ensure that proper signage and proper enforcement of these newer regulations as well as the long-standing regulations are being taken seriously.

Just as the bacteria and parasites in dog feces can adversely affect other dogs and wildlife directly, the indirect contamination is the bigger problem. According to the US EPA from 1993, "It has been estimated that for watersheds of up to twenty-square miles draining to small coastal bays, two to three days of droppings from a population of about 100 dogs would contribute enough bacteria and nutrients to temporarily close a bay to swimming and shell fishing." Not only is the bacteria a problem but also the decay of the droppings releases additional nutrients that promote algae and weed growth. The growth of these weeds and algae robs bodies of water of their oxygen supplies, which in turn affects the well being of the fish and other aquatic life. Although there are many contributors to storm water pollution including illegal dumping, detergents, pesticides, herbicides, and fertilizers, dog feces is one that can be eliminated by responsible dog owners through enforcement and education.

Thanks for the Scholarship

As a scholarship recipient, I'd like to take this opportunity to thank PRAC, and its contributing members for making this scholarship program possible. Like so many of you, I can't imagine a career more rewarding than one working in the out-of-doors. Even more gratifying, is knowing that I am introducing and inspiring others to appreciate the great values our natural resources have to offer.

In just three short months, I will be graduating from Humboldt State University with a bachelor's degree in Natural Resource Interpretation. I can hardly wait! I feel so fortunate to have found a college offering a degree in interpretation. The Humboldt interpretation program has offered me an opportunity to thrive. Now more than ever I am sure that interpretation is a career and livelihood I would like to pursue.

The financial and professional support of organizations like PRAC can make a world of difference for college students. As many of you know, California's budget problems have led to increased tuition costs at State Universities. My scholarship funds will go directly towards paying tuition. Nevertheless, receiving this scholarship means more to me than money in the pocket. It's a reminder that on the other side of graduation there are professionals that recognize the value of interpretation and individuals that share my passion for the great outdoors. What could be more inspiring than that!

Thank you PRAC, I look forward to seeing you on the other side. (Of graduation that is!)

Heather Robertson

Thank You PRAC

Thank you PRAC! I was so excited and honored to be selected for the Thomas A. Smith scholarship. It could not have come at a better time.

Several years ago I was working in the publishing industry. By all accounts it was a decent job, but I found myself looking out the window a little too often, wishing I was outdoors instead. Finally I decided to make a change. Unsure of exactly what I wanted to do, I enrolled in the park management program at West Valley College. There students are exposed to a variety of park activities, from maintenance and visitor services to interpretation and resource management. I was pleased to develop skills in all of these areas. But the best part for me was being exposed to resource management topics and discovering my interest in ecological restoration.

That program led me directly to many great internships and paid jobs, including three seasons working in Yosemite National Park and my current position working for California State Parks in the San Mateo Coast sector.

They've all been great jobs, but I know I won't be able to progress much further without a four-year degree. I eventually would like to have a more active role in planning restoration efforts, designing monitoring protocols, and interpreting data. In order to get the education I need to work at that level, I transferred to San Jose State University last fall to work on a conservation biology degree.

Transferring from a community college to a CSU has dramatically increased my tuition fees. Our family income has similarly dropped due to a serious back injury my husband has sustained that has put him on long-term disability. It can be difficult to keep up the momentum to stay in school when I feel I should be working full-time, but I feel my best course of action is to stick to my long-term goal of getting my degree. Receiving this scholarship really helps me validate that decision.

Thank you again, PRAC, for your commitment to students and those just entering this field.

Christal Niederer

Vehicle Stops

by Bill Orr

As we remember from basic training, all vehicle stops may be dangerous and should be approached with utmost caution. As with all basic tactics, it is well to periodically review what we have learned and perhaps make adjustments as new information or new technology becomes available.

For the purpose of review and reflection, let's consider the basic vehicle stop procedures that are generally accepted and applied by most enforcement officers.

1. As soon as the decision is made to stop a vehicle, radio dispatch and announce you are going to make a stop. Give dispatch your location and the license number and description of the vehicle and occupants. The order in which you provide information is important. The notice that you are going to make a stop not only alerts dispatch but any other unit that may be able to assist you if necessary. Secondly, giving your location and direction of travel is of utmost importance so that help can reach you if need be, and third, a complete description of the vehicle prior to the stop should result in valuable information (such as a stolen vehicle or registered to a known offender) that will change the classification of the stop to "felony," requiring different procedures.

2. When dispatch responds with registration information and there are no apparent problems, plan the best location for the stop considering officer safety as well as the safety of others. Then hit the lights and execute the stop, positioning the patrol car to your advantage.

3. Prior to approaching the vehicle, activate the rest of your lights, including headlights, and spotlights (aimed at the rearview mirrors of the vehicle). This will make it much more difficult for the occupant to observe you.

4. Approach the vehicle, preferably on the passenger side. This tactic serves several purposes:

- a) Surprise, normally they expect you to approach on the driver side.
- b) Shielded from oncoming traffic.
- c) Better visibility of passenger, glove compartment, etc.

5. Greet the driver with an introduction of yourself and the reason for the stop. Request license, registration and proof of insurance.

6. Excuse yourself and check I.D. with dispatch.

7. Should the situation get aggravated, remember verbal judo and keep cool. In recent years, some patrol vehicles are equipped with video cameras. Should an individual begin to act in a threatening manner, advise her/him that he/she is being videotaped. It is amazing how well this works in de-escalating a situation.

Of course there is much more to making vehicle stop than included here. This is merely a brief review of the most important tactics that will help you remain in control and increase your chances of going home at the end of your shift.

Harassment in the Work Place

by Lee Hickinbotham Jr

Harassment in the work place is something we all know about. We have been through the trainings and read about it in our agencies policy manual. However, are you truly aware how serious and common this is?

When sexual harassment is mentioned, people tend to think of the boss who is trying to use sex as a form of promotion. Or we associate it with the person who is making sexual comments about a person's appearance. However, most of the time it happens when a person is not aware they have done anything wrong.

The State Department of Fair Employment and Housing, the Federal Equal Employment Opportunity Commission and the courts define Sexual Harassment as "a conduct of a sexual nature which is unwelcome." It can include visual, verbal, physical and/or environmental conduct. It doesn't have to be explicit or even directed at the victim."

The key word is "**unwelcome!**" If a person feels "unwelcome" then they have every right to report it. They should not have the fear of retaliation if they file a report. It is against the law to retaliate against an employee who, in good faith, makes a claim or files a complaint or participates in an investigation regarding illegal harassment.

Joking between sexes is common in every work place. Harmless flirting, hugging or making a comment to a close friend who is of the opposite sex happens. We as professionals have to take in account that third person that is near by that may be offended by a comment or action we might make.

We are professionals and we need to take every step necessary to insure that our actions and words are not offensive to our coworkers, the public or anyone else that may become offended in any way.

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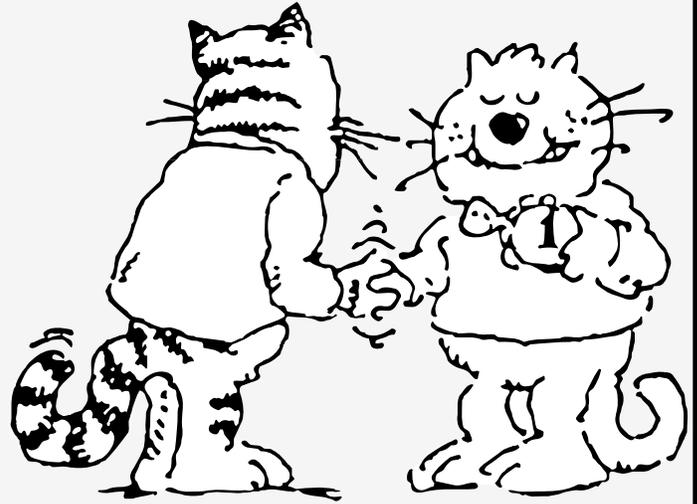
by **Lori Charett**

(Continues from page 1.)

2004 Parks Conference, etc.

I had a great time at the conference! Between the great conference tracks, dynamic speakers, seeing old friends and making new ones, it certainly was fun and successful. I enjoyed meeting new people from Region 5 and I am especially proud of all that joined PRAC while attending the conference. There is strength in numbers!

I am hoping some Region 5 members can help me determine what type of training Region 5 members want or need. If we can put our heads together on what training is needed for our region, perhaps we can combine our resources and make it happen! I would enjoy seeing a lot more members and especially those in Region 5 at the 2005 Parks Conference in Napa Valley receive their PRAC certificates. Please contact me if you would like to help in talking to other members, finding out the needs and coordinating some training opportunities. Thanks in advance!



Share, Share, Share!

by **Tom Maloney**

Park Ranger

There is a unsettling fact of life rising up out of the ranks of park agencies today it is called "retirement."

Many of us have not thought about it, some of us may look forward to it, but the reality is due to the "baby-boom generation" hundreds of rangers will be retiring within the next 5 years throughout California.

We know this will be good for the next generation of park employees, but, will they be ready to continue our projects, programs or appreciate our values?

Now the question, does your agency have a plan for succession? Who will succeed who? Will there be enough qualified and experienced personnel to take over your agency with the least amount of disruption or turmoil?

The time to start thinking and planning for succession management is now.

We rangers have been a fairly sharing group. Think about it: that is what we do for a living. We share nature and resource management skills with children and members of the public. Now is the time to begin, if you are not doing so already, to share you knowledge, skills and experience with your "junior staff" members who will not be looking at retirement for at least 5 years.

The simplest way to pass on knowledge, experience and values is for the outgoing / retiring rangers to invite the younger staff to "shadow" the experienced staff members. Ask lots of questions! Take and keep notes, both hard copy as well as electronic copies.

Invite several junior employees to "Ride-along" over the next several months (or, if you have the luxury years).

This subject is really domain of upper management to plan for future contingencies such as the loss of agency skills and experience, but let's face it management is not always up to the task. Therefore, as line staff and field rangers we need to step up and take care of our resources by passing on knowledge and philosophies that will help preserve the natural habitats we worked so hard to protect and defend.

For more professional ideas on succession training, enter "Succession Planning" into your Internet search and you will soon find a variety of good web sites discussing this *very* important subject.

I cannot emphasize strongly enough that we need to mentor "junior staff" members to pass on our skills and knowledge.

Two Wheels and a Motor

by John Havicon

Lately, we have been seeing an increase on motorized scooters, mopeds and mini-motorcycles, (a.k.a. pocket racers or pocket bikes), in our parks. As technology increases, the cost drops, these little 2-wheeled wonders are finding a warm place in the family. Parents are purchasing these items for their children as fun, simple transportation. Most don't bother to check on the legalities of operating them. The California Vehicle Code has specific regulations for any motorized vehicle, but it is very confusing to discern which law applies to which 2-wheeled vehicles. After much studying, I believe I found the basic laws that apply to each. Here are the highlights:

The California Department of Motor Vehicles divides 2 or 3 wheeled motorized vehicles into 6 categories:

Motorcycles; Cycles with engine displacement over 150 cc's (cubic centimeters)

Motor-driven cycles; Motorcycles with less than 150 cc's, [pocket bikes would fall into this category but they are not street legal due to their size {CVC 21801(a) and (b)}].

Mopeds; Cycles with a motor and fully operational pedals for human propulsion or no pedals, if it is an "all-electric" cycle. Capable speeds no more than 30-mph.

Motorized bicycles; A bicycle with a motor to assist peddling. Capable of speeds no more than 20-mph

Motorized scooters; A motorized device that has handles and can be stood upon or may have a seat.

Motorized skateboards; Skateboard with a motor and no handles

[Mopeds and motorized bicycles are hard to differentiate between and the California Vehicle Code makes a poor effort to separate them. The best I can figure is that if it looks more like a motor-driven cycle with pedals, it's a moped and if it looks more like a bicycle with a motor, it's a motorized bicycle.]

Motorcycles, Motor-driven cycles and Mopeds

- All require vehicle licensing for roadway use. [CVC 4000(a)]
- Motorcycles and motor-driven cycles used for off-highway purposes only, must have an off-highway registration, [CVC 38020]
- For roadway use, a valid driver's license needed, with a M-1 endorsement for motorcycles and motor-

driven cycles; and an M-2 endorsement for mopeds [CVC12500(b)]. The minimum driving age for these is 16 years

- A DOT approved motorcycle helmet is required [CVC 27803(b)]

- For on-road use, All are required to be equip with brakes, a rear view mirror, a horn, headlights and taillights, license plate lights and turn signals (exceptions on some older models).

Motorized Bicycles

- No license is needed for the motorized bicycle.

- Must be 16 years old, [CVC 24016(b)(4)].

- A bicycle Helmet required, [CVC 24016(b)(1)].

- All are required to be equip with brakes, a horn, headlights and taillights, side and rear reflectors [CVC 24015(a) and (b)].

Motorized Scooters

- No driver's license is required.

- Must have a brake, [CVC 21235(a)].

- On roadways, must be operated in bicycle lanes. On roadways without bicycle lanes, they can operate only on roads posted 25-mph or less, [CVC 21235(b)].

- On roadways without bicycle lanes—must ride as close to the right curb as possible, [CVC 21228].

- A bicycle helmet is required, [CVC 21235(c)].

- Operator must be at least 16 years old, [CVC 21235(d)].

- Speed limit is 15-mph, [CVC 21235(d)].

- No passengers, [CVC 21235(e)].

- Cannot operate on a sidewalk, [CVC 21235(g)].

- Unlawful to attach to vehicles, [CVC 21235(j)].

- May be operated on a bicycle trail, path or bikeway, if local laws permit it, [CVC 21230]

Motorized Skateboards

- Illegal to operate in California, except on private property, [CVC 21968].

- No helmet requirement as they should not be driven in the first place.

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