

# Manzanar Volunteer Handbook



Manzanar National Historic Site

The purpose of this handbook is to consolidate information about the volunteer program at Manzanar so that we may all work together in pursuit of the park’s mission. The handbook contains expectations of people involved in the volunteer program, policies that affect volunteers, and the forms necessary to participate in the volunteer program.

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## Manzanar National Historic Site Staff Mission Statement

Manzanar National Historic Site preserves the stories and resources of Manzanar for past, present, and future generations. We facilitate experiences that weave the stories of the various eras of Manzanar faithfully, completely, and accurately. Manzanar provides leadership for the protection and interpretation of associated sites. From this foundation, the park stimulates dialogue and greater understanding of civil rights, democracy, and freedom.

## Manzanar National Historic Site Volunteer Program

Volunteering is an American tradition that over the years has made an immeasurable contribution to communities, organizations, and individuals throughout the country. Volunteers are vital to the success of the National Park Service (NPS). The Volunteers-in-Parks (VIP) program can accept and use voluntary help and services from the public in a way that is mutually beneficial to the NPS and the volunteer. Each year more than 140,000 volunteers donate over five million hours of service to the national parks. They come from every state and many different countries to help preserve and protect America's natural and cultural heritage for the enjoyment of this and future generations.

Manzanar National Historic Site has established a volunteer program in accordance with the NPS guidelines outlined in Director's Order #7 in order to help meet many of our goals laid out in the General Management Plan. Volunteers complete necessary work and are an important part of our team. Some volunteers come from far away and spend many weeks at our site; others come in a group for a weekend; still others live nearby and volunteer a few hours at a time when it is convenient for them. Some are former internees and/or their family members; some are college students completing internships; some are retirees. We appreciate all of these generous donations of time and heart. We are happy and grateful for all the Manzanar volunteers who help us reach our goals and milestones.

Volunteers are accepted from the public without regard to race, creed, religion, age, sex, sexual orientation, national origin, or disability.

## What Volunteers Can Do

Volunteers may contribute to any and all areas of park management. The NPS seeks to utilize all levels and types of skills, and volunteers may perform almost any type of work as long as it is work that:

- Would not otherwise get done during a particular fiscal year because of funding or personnel limitations.
- Enables paid employees to accomplish work that would otherwise not get done during a particular fiscal year because of funding or personnel limitations.
- Does not result in the displacement of any paid employees.

Volunteers may operate government owned vehicles if they possess a valid state or international driver's license for the class of vehicle being operated, and the operation of the vehicle is required in writing as part of the description of work on the Volunteer Service Agreement. In order for a volunteer to operate any vehicle the VIP must be able to show credentials verifying his or her qualifications to operate that vehicle.

Volunteers shall not be assigned to hazardous work conditions such as those that would qualify a paid employee for hazardous duty pay.

Volunteers shall use government owned equipment and property to accomplish their work rather than using their own property. Exceptions to this must be approved by the Superintendent in advance and indicated in the Volunteer Service Agreement.

Volunteers may be considered for temporary occupancy of a government owned or rented housing unit if available after NPS employees have been assigned. A volunteer is required to volunteer at least 32 hours per week for an individual or 24 hours each for a couple to obtain such occupancy. The volunteer will not be charged rent or utility costs for such occupancy. Docents may occupy housing short term for the duration of their docent commitment without meeting the hours per week requirement.

Volunteers in the parks should be easily recognizable as volunteers by the visiting public, and there should be a clear and visible distinction between paid employees and volunteers.

Volunteers must not wear any part of the official NPS uniform. The preferred uniform for volunteers is tan or khaki pants with the VIP uniform shirt and a name tag or name bar on the shirt in the area of the right pocket. Ball caps and jackets with the VIP patch are available for outdoor assignments.

## Ethical Behavior

In the context of your volunteer assignment with the National Park Service ethical behavior refers to avoidance of conflicts of interest between public duties and responsibilities and private activities. A few rules of ethical behavior that apply to volunteers include:

- Protect and conserve Federal property and obey all rules and regulations regarding its use.
- Do not use government property for personal reasons. The exception to this is the limited use of government equipment and telephone use, as outlined in Pacific West Region Directive #PW-044 located on the bookshelves behind the Administrative Assistant's desk.
- Do not use government owned, leased, or rented vehicles for purposes other than those related to your assigned duties. The mandatory penalty specified for violation is termination.
- Do not sell commercial products in a government building.
- Do not solicit or accept anything of monetary value, including gifts, gratuities, favors, entertainment, or loans.

## Sexual Harassment Policy

Manzanar National Historic Site adheres to Federal guidelines and National Park Service policy relating to sexual harassment. The well being of our employees and volunteers is our most important consideration. Sexual harassment violates the law and has a debilitating impact on employee morale and productivity. Therefore sexual harassment in the workplace will not be tolerated.

Sexual harassment is defined as deliberate or repeated unsolicited verbal comments, gestures, or physical contact of a sexual nature which are unwelcome. Unwelcome sexual advances are unlawful whether verbal or physical in nature and constitute sexual harassment when:

- submission to such conduct is made a term or condition of an individual's employment;
- submission to, or rejection of, such contact forms the basis of an employment decision affecting such an individual; or
- such contact has the purpose or effect of interfering with the work performance or creates an intimidating, hostile, or offensive work environment.

Some of the most obvious forms of sexual harassment include touching, grabbing, lewd gestures, jokes with a sexual connotation, computer screen savers of a sexual nature, and any behavior with sexual overtones which is intimidating or offensive to the recipient or one who observes such behavior or other displays.

If you feel that you have been sexually harassed, please contact your supervisor or VIP program manager immediately.

## Worker's Compensation

Volunteers who are injured or suffer an occupational illness in the performance of their duties are covered under the Federal Employees Compensation Act. For this reason, it is important that all volunteer duties are accurately reflected in the Volunteer Agreement. You have the responsibility to notify your supervisor or his/her designee **immediately** of any on the job injury, no matter how minor, to ensure that the injury is recorded and treatment is obtained if required. Contact your supervisor or the VIP program manager if you have any questions.

First aid and medical care should be administered as appropriate. In case of an emergency, medical treatment is the first priority – paperwork can wait. Any injury or illness suffered by a volunteer while performing his or her official duties is covered by our Worker's Compensation program.

## Expectations of a Volunteer

In order to clarify our objectives and minimize misunderstanding regarding volunteer work, we have established this set of expectations which will help guide you when questions arise. Please don't hesitate to contact the Volunteer Program Manager if you have questions.

1. Work safely; let your supervisor or VIP program manager know immediately if you are injured or sick.
2. Represent the National Park Service in a professional manner.
3. Arrive on time and communicate any changes in schedule in advance to your supervisor.
4. Follow the park's policies and guidelines and understand its organizational structure.
5. If required by your position, wear the volunteer uniform while on duty at Manzanar. The uniform includes the volunteer shirt, name tag, and khaki pants. Please wear a brown belt and brown shoes or black belt and black shoes. If you are working outside, you will be issued a volunteer hat and jacket. Hats are required any time you work outside. Take pride in your uniform and make sure the components are neat and clean. The uniform is only to be worn when performing work duties – it may not be worn off duty except as necessary to travel between home and work. Docents may be issued a red vest instead of a volunteer uniform.
6. Seek and accept the guidance and support needed to complete assignments.
7. Work as a team with paid staff and other volunteers, and respect mutual roles.
8. Be reliable in fulfilling assignments.
9. Do a quality, professional job.
10. Do not use foul or disrespectful language while you are volunteering.
11. Treat your co-workers and Manzanar's visitors and partners respectfully.
12. Complete timesheets, reimbursement requests, and other required paperwork completely and in a timely manner as outlined by your supervisor.
13. Become familiar with the Manzanar site and stories as needed to successfully complete your duties.

## Rights of a Volunteer

1. Receive the same fair personnel practices as paid staff.
2. Be made aware of the overall operation of the park.
3. Be assigned a direct supervisor.
4. Receive appropriate orientation, training, and supervision.
5. Receive clear and non-conflicting guidance and direction.
6. Receive regular, clear feedback on the quality and effectiveness of their work.
7. Be trusted with the information needed to carry out their jobs effectively.
8. Have their time used effectively.
9. Be assigned jobs that are worthwhile and challenging.
10. Be kept informed of activities pertaining to their volunteer assignments.
11. To decline assignments they do not feel comfortable doing.
12. Have opportunities for growth.
13. Be offered a variety of experiences.
14. Have an opportunity to provide input into the volunteer program.
15. Be recognized, appreciated, and respected for their contributions.

## Expectations of Volunteer Program Manager(s)

1. Communicate safety as our number one priority in all work at Manzanar.
2. Provide direction, coordination, and consultation for all Manzanar's volunteers.
3. Recruit volunteers from all communities associated with this site.
4. Establish and employ guidelines that make the volunteer experience effective and rewarding for all parties.
5. Maintain appropriate forms and files in accordance with NPS volunteer program guidelines (Director's Order #7).
6. Be the point of contact for administrative responsibilities such as uniforms, reimbursement payments, timesheets, worker's compensation, and volunteer agreements. Will safeguard sensitive personal information in confidential files.
7. Manage volunteer housing; maintain and schedule volunteer housing, arrange RV sites, reimburse for hotel rooms as agreed upon (not to exceed Federal standard per diem rates).
8. Establish methods for matching volunteers with appropriate jobs available in all park divisions.
9. Communicate regularly with volunteer supervisors to evaluate program effectiveness and success.
10. Establish, maintain, and creatively utilize a Volunteer in Parks recognition program.
11. Communicate problems to the Superintendent who is the final authority in resolving volunteer conflicts.

## Expectations of a Volunteer Supervisor

1. Communicate safety as our number one priority in all work at Manzanar.
2. Afford the volunteer the same fair personnel practices as paid staff.
3. Create or identify worthwhile projects appropriate for each volunteer.
4. Provide appropriate orientation, training, and supervision. This includes safety training appropriate to the assigned tasks.
5. Provide clear and non-conflicting guidance and direction.
6. Provide regular, clear feedback on the quality and effectiveness of the volunteer's work to the volunteer and the volunteer program manager.
7. Communicate regularly with the volunteer program manager to evaluate program's effectiveness and success.

## Manzanar National Historic Site Safety and Health Policy

Manzanar is committed to ensuring every employee and volunteer a work environment that promotes their safety and health. While there are risks in the jobs we do, we must understand and manage those risks. We will accomplish this by incorporating effective safety and health management systems and procedures into everything we do. In order for this to be successful, managers will be held accountable for making sure their employees and volunteers have the tools, training, and capability to work safely. Likewise, employees are expected to follow safe work practices, obey rules and regulations, and work in a way that maintains the high safety and health standards established for Manzanar and the Region. By accepting these responsibilities we all will contribute to the well being of one another, the visitors, and consequently the park.

Following are some guiding principles to keep in mind:

- *Employees and volunteers are valued first, then the task.*
- *All occupational injuries and illnesses are preventable.*
- *Working safely is a requirement of employment at Manzanar.*
- *Safety is an integral part of all operational goals and activities.*
- *Everyone has the right to raise workplace safety concerns at anyplace, anytime.*
- *The management team is responsible and accountable for safety performance.*
- *Safety successes will be highlighted*
- *Safety deficiencies will be promptly addressed.*

## Frequently Asked Questions

### 1. What kinds of jobs are available for volunteers at Manzanar?

Available jobs include assembling teacher packets, library filing and organization, working with visitors in our Interpretive Center, working on orchard stabilization and clean-up with our maintenance crew, and transcribing oral history interviews. One recent volunteer translated a Japanese language Buddhist directory into English and made it available in a Word document. Many other projects are available and we are open to your ideas and interests.

### 2. What are the benefits to volunteering at Manzanar?

We hope that the number one benefit is the satisfaction of contributing to the preservation of this important site and the telling of its stories. In addition, volunteers are entitled to housing – either staying free of charge in our volunteer rental housing or a complementary RV campsite. We will reimburse you for two pairs of khaki pants up to \$35.00 each, total of \$70.00. You may also receive awards after completing certain numbers of volunteer hours including a pen, water bottle, coffee mug, and tote bag.

### 3. Is it true I need a background check to volunteer at Manzanar?

A volunteer does not need an official government background investigation to work at Manzanar at this time. However, we will check references and verify prior employment. Even though volunteers are not paid employees, they are equally crucial to our success. Volunteer applicants may be declined if reference checks raise serious concerns.

## Forms

### Volunteer Services Agreement

This form is required for all Volunteers in Parks. When signed by the Park Volunteer Program Manager this document initiates the volunteer's benefits (Worker's Compensation, etc.); authorizes payments and/or reimbursements; serves as a housing request/confirmation form; provides for appropriate accounting; identifies the volunteer's supervisor; and serves as the official record of a volunteer's actual tour of duty. This form is only valid for one specific fiscal year and must be renewed annually by September 30.

### Volunteers in Parks application for Manzanar National Historic Site

This four page application document is required for all Volunteers in Parks. When signed by the applicant this document provides statements of fact that are required to be a volunteer for the National Park Service and provides information for effective placement in the park organization. This document is maintained in the volunteer applicant files until September 30 of any given year and must be renewed annually if the applicant is not successful in securing a volunteer position in the park. Once an individual serves as a park volunteer, this document will remain in their volunteer folder and does not need to be renewed annually.

### VIP Individual Time Sheet

Complete and accurate time reporting of VIP hours is a very important aspect of volunteer management. Individual time sheets should be submitted to the Volunteer Program Manager at the same time as the NPS payroll on a bi-weekly basis for volunteers on a long assignment, or immediately upon conclusion of duty for those on short assignments. Volunteers can complete their own time sheets and should be encouraged to do so. By doing this the supervisor must simply sign, copy, and submit the form to the Volunteer Program Manager.

### Volunteer Performance Evaluation

Everyone likes to know how well they performed in their work. The volunteer performance evaluation process is not required by the volunteer program, but is strongly recommended for effective volunteer program management.

### Volunteer Feedback Evaluation

We also want to give volunteers the opportunity to provide feedback to the park on their Manzanar experience. This evaluation is not required but we hope all volunteers will take a few minutes to let us know how we can improve Manzanar's volunteer program.

### Claim for Reimbursement for Volunteer Services

When paying for purchased items (i.e. khaki pants) original receipts are required (copies are NOT acceptable). All forms must be filled out completely and signed by the volunteer program manager and the volunteer for payment to be processed.

### Required Documents for Group Volunteer Projects

Volunteer groups can arrange to work on projects at Manzanar. The paperwork is a bit different. Group leaders will complete and sign forms for the group. They must also secure parental approval signatures for the volunteers younger than 18.

### Emergency Information Sheet

All volunteers must complete the Emergency Information sheet which will be kept in their confidential file with the Volunteer Program Manager. These are sealed in an envelope and are only opened in case of an emergency.

*\*In addition to these forms, supervisors must make a photocopy of the drivers license of any volunteer who is asked to drive a government vehicle. Photocopies will be updated annually.*

## Required Documents for Group Volunteer Projects

Group Leader: \_\_\_\_\_

Please collect indicated documents and return to the Volunteer Program Manager immediately after completion of the project.

- Volunteer Services Agreement  
Legal Document used to cover volunteers for the purpose of tort claims and compensation for work related injuries.
- Group Volunteer Project Description  
Description of project, needed tools, equipment, and limitations.
- Group Volunteer List of Participants  
List of volunteers and the number of hours contributed to a given project.
- Volunteer Individual Time Sheet
- Tail-gate safety Document  
Completion of this form is required for every project.
- Group Accomplishments and Evaluation  
Documents project accomplishments and provides group with overall evaluation of performance. To be completed by NPS representative.

## Volunteer Performance Evaluation

Name of Volunteer \_\_\_\_\_ Assignment \_\_\_\_\_

- Ratings:
- 1 Does Not Meet Minimum Requirements
  - 2 Needs Improvement
  - 3 Meets Requirements
  - 4 Exceeds Requirements

Factors Considered	Ratings	Comments
	1 2 3 4	
<b>Job Performance:</b>		
Applies knowledge and techniques as taught	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Accepts feedback positively	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Asks questions, shares concerns and ideas	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
<b>Interpersonal Skills:</b>		
Relates well to visitors and staff	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Is friendly, sincere, and courteous	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Cooperates with staff and co-workers	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Is neat, well-groomed, adheres to uniform policy, wears name badge	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
<b>Responsibility and Motivation:</b>		
Is dependable, works as scheduled	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Is punctual	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Is willing to accept responsibility	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Demonstrates initiative	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____

Additional Supervisor Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Volunteer Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Volunteer's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Volunteer Feedback Evaluation**      Date:\_\_\_\_\_ Volunteer's Name:\_\_\_\_\_

Please indicate your most and least satisfying experiences at Manzanar:  
Most satisfying:

Least satisfying:

How did you like the projects that you were assigned?

Did you receive adequate support and supervision? Are there areas for improvement?

Do you feel that you received sufficient training for you position?

Do you feel that you made a significant contribution?

Do you feel that your work was appreciated?

How did you like your work schedule, for example: time of day, length of day, days of the week, time of year, etc.

How would you rate your overall volunteer experience at Manzanar?

Were your living arrangements acceptable? How could they be improved?

Additional comments or suggestions? Please use the back as necessary.

# MANZANAR NATIONAL HISTORIC SITE

## Group Volunteer Project Description

Date(s): \_\_\_\_\_

Group: \_\_\_\_\_

Tasks:

Tools & Equipment:

Limitations:

## Group Accomplishments & Evaluation

Name of Group \_\_\_\_\_ Project Date \_\_\_\_\_  
Project Title \_\_\_\_\_ Project # \_\_\_\_\_

**Accomplishments:** Document all accomplishments. Include any discrepancies with project, equipment, tools, et. (i.e. cleaned out and hauled 2 truck loads of ashes, picked up 20 bags of litter, built 14 burn piles, cleaned and painted 16 garbage cans, repaired 20 picnic tables, attached 12 new latches to bear boxes, etc).

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**Evaluation:** Provide an explanation of how the group performed. (i.e. excellent, motivated, not motivated, organized, on time, enthusiastic, uninterested, disorganized, etc.) Provide examples to support your evaluation.

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**Recognition items:** Indicate recognition items provided to group.

\_\_\_\_\_  
Signature of Park Service Representative

## **Tail-Gate Safety Session**

**Group**\_\_\_\_\_ **Project Date**\_\_\_\_\_

**Project Title**\_\_\_\_\_ **Crew Leader**\_\_\_\_\_

**Safety Issues Addressed:** Document topics covered and safety issues addressed for this project.

\_\_\_\_\_  
Signature of Park Service Representative

\_\_\_\_\_  
Signature of Crew Leader