

Stewardship Volunteer Process with a Friends Group Work Party

4.7 - Volunteer Management

The Friends Group lead will previously have met with the Parks Natural Area Crew leader to walk the park's natural area and discuss the scope of habitat restoration work parties. Using this information, the Friends Group lead will submit an annual work plan to Parks that lists proposed work parties and volunteer activities. The annual work plan needs to be approved by the Parks Dept., the Parks Board and City Council before the Friends Group volunteer work parties can go forward.

- The Friends Group lead coordinates with Stewardship and Parks to obtain supplies, tools and signs for the work party. These items all help the volunteers have a successful experience.
- The Friends Group lead communicates with Stewardship to have Stewardship get LOSD permission for volunteers to park in a school's parking lots during a work party.
- The Friends Group will set out Stewardship work party signs to direct volunteers where to meet the Friends Group and, if needed, place signs in the woods to the work party site.

At the work party, the Friends Group members greet the volunteers and collect signed Volunteer Waivers. The Friends Group members will pass around the Sign-In notebooks and ask volunteers to fill out a short form: the City of Lake Oswego Parks Stewardship-Waiver and Release of Liability form.

Volunteer Waiver: Volunteers bring a filled out Volunteer Waiver to the work party. A parent or guardian must sign for youth under 18 years. The Volunteer Waiver is posted on the Stewardship web page: <https://www.ci.oswego.or.us/parksrec/stewardship-opportunities> If needed, there are extra Volunteer Waivers in the Volunteer Sign-in notebooks.

City of Lake Oswego Parks Stewardship – Waiver and Release of Liability: This form is located in the Volunteer Sign-in notebooks. A parent or guardian must sign for youth under 18 years. The Volunteer Sign-in notebooks are provided to the Friends Groups by Stewardship.

Following the work party, the Friends Group lead collects all the Volunteer Waivers and the City of Lake Oswego Parks Stewardship – Waiver and Release of Liability forms. During the week following the work party the Friends Group lead will bring the forms in to the Parks Dept. and the forms will be given to Stewardship.

Stewardship will record the number of volunteers and the total of hours volunteered on the annual Volunteer Excel Report. This data collection is done for each work party throughout the year. This report is located by year in the P files. This information is also recorded in the Quarterly Report for the Parks and Rec Department. This report is located in the P files.

All volunteer names, emails and phone numbers are listed by specific park natural area and date of the Friends Group work party.

If there are SOLVE volunteers, their Volunteer Waivers are scanned and emailed to SOLVE for each Friends Group work party.

4.7.1 – Use of Volunteers

The Parks Natural Area Crew lead will have previously met the Friends Group lead in the park natural area to discuss how best to use volunteers. The following is a growing list of ways that volunteers share their talents and skillsets in Stewardship:

- Plant native species
- Remove invasive species
- Conduct fuel mitigation
- Pick up storm debris and branches
- Put wood chips around new plants and specified areas
- Restore the bird nests and “structures” in the natural play area
- Add gravel to trails
- Pick up litter
- Monitor for emerging invasive species
- Lead Pre-school Nature walks
- Share historic information about the natural area
- Share information about insects, birds and animals that live in the natural area
- Sponsor a No Ivy Day work party, an Earth Day work party, an Arbor Day work party
- Help staff the Stewardship Educational Display at the Farmers Markets and Concerts
- Miscellaneous ways to showcase the volunteers’ talents and skill sets

4.7.2 – Volunteer Recruitment, Selection, Orientation, Training and Retention

Stewardship does the majority of the volunteer recruitment and work party promotion for the Friends Groups. Volunteers do not need to register prior to volunteering. Youth under 13 need to have an adult with them. Youth under 18 need an adult to sign their Volunteer Waiver.

Stewardship uses these venues to recruit in the Lake Oswego community:

- Stewardship website (Friends Group work parties are all listed: lo-stewardship.org)
- City website (links to Stewardship website: ci.oswego.or.us/lo-stewardship.org)
- Parks & Rec website (links to website: ci.oswego.or.us/parksrec/stewardship-opportunities)
- City Calendar (links to all Friends Group work parties)
- Parks Catalogue (lists some work parties, photos & promotes the Stewardship website)
- HelloLO (may list Stewardship opportunities, photos & work party recaps)
- LO Review (may list Stewardship opportunities, photos & work party recaps)
- LO Monthly Magazine (may list Stewardship opportunities, photos & work party recaps)
- Gnome Hunt (stickers, tattoos & website all link to Stewardship website)
- Farmers Markets (Stewardship trailer with display, photos, tools & work party schedule)
- Park Concerts (Stewardship trailer with display, photos, tools & work party schedule)
- Tryon Trillium Festival (Stewardship table with display, photos, tools & work party schedule)
- City Events (Stewardship table with display, photos, tools & work party schedule)
- (Cont.)

4.7.2 – Volunteer Recruitment, Selection, Orientation, Training and Retention (Cont.)

Stewardship uses these websites to recruit in Lake Oswego and the Portland Metro Area:

- SOLVE (Using in 2022: promotes natural area restoration in OR)
- Nextdoor (Using in 2022: reaches followers of Lake Oswego Parks & Rec)
- Just Serve (Includes specific promotion of Environmental opportunities)
- Volunteer Match (Includes specific promotion of Environmental opportunities)
- Hands-On Greater Portland (part of United Way: reaches companies and individuals)

Stewardship recruits from these and other organizations in Lake Oswego and neighboring cities:

- Civic Groups (ie: Rotary, Rotarac, Girl Scouts, Boy Scouts)
- Church Groups (ie: River West, Lake Grove Presbyterian)
- Clubs (ie: MOPS, YAC)
- Corporations (ie: Mitek/Benson, PINN, PGE, Wyld)
- Inclusivity Outreach (ie: Capernaum, Common Ground, DSNO)
- Philanthropy Groups (ie: NCL, NLYM, YMSL)
- Schools (ie: Jr. high, high school, college)
- Sport Teams (ie: Mountain Bikers, Crew)

Friends Groups sometimes use these venues to recruit volunteers within Lake Oswego

- Social Media (Post Facebook & Instagram work party opportunities and recaps)
- Nextdoor (Target specific neighborhood near the work party natural area)
- LO Review (Submit work party opportunities, photos & work party recaps)
- Fliers (Put up fliers in the park kiosk or in the venue provided at the park)

Once the volunteers gather at the meeting site for the work party, the Friends Groups members are invited to share the following:

- Welcome the volunteers. The Friends Group lead introduces himself/herself and the Friends Group members that are there to help lead the work party.
- Invite volunteers to introduce himself/herself and how they learned about the work party.
- Share the Friends Group history and the impact these work parties have made over the years.
- Explain this habitat restoration project and why it's important to this natural area.
- If using tools, review safety for using and carrying tools. Demonstrate how to use the tools.
- Hand out tools and gloves if they are needed for the work party.
- The Friends Groups will try to take photos of the group or individuals as they volunteer. Share with volunteers that Stewardship promotes volunteers in the City media using Friends Group work party photos.
- After the work party, the Friends Group collect tools, gloves and thanks the volunteers.
- The Friends Group lead reviews the impact this habitat restoration made and invites volunteers to share what they enjoyed or learned. Encourages questions. Thanks volunteers again.
- (Cont.)

4.7.2 – Volunteer Recruitment, Selection, Orientation, Training and Retention (Cont.)

- Invites volunteers to upcoming Stewardship work parties.
- Directs volunteers to the Stewardship website: lo-stewardship.org
- Thanks any adult groups by name and also any youth groups by name. Provides compliments on youth activity as appropriate. Encourages all groups to return!
- Promotes bringing a friend or group to a Stewardship work party. Share information on how to host a private work party for a group of volunteers.
- Thanks volunteers once more!

4.7.3 – Supervision and Evaluation of Volunteers

At the work party, the Friends Group lead and Friends Group members are encouraged to:

- The Friends Group gathers all volunteers prior to the work party to welcome them and review protocol and scope of the work party.
- The Friends Group collects the signed Volunteer Waivers and City of Lake Oswego Parks Stewardship – Waiver and Release of Liability forms.
- The Friends Group encourages volunteers to drink water and rest if fatigued.
- The Friends Groups answer questions, provide tips on tool handling and mentor the volunteers as needed.
- The Friends Group divides large group of volunteers into smaller groups and assigns small groups of volunteers to the individual Friends Group members.
- These small volunteer groups will be spread out at the work site and led by the Friends Group members to facilitate a successful and safe habitat restoration.
- If there is a large group of volunteers, the Friends Group lead will assign “leaders” from the larger volunteer group to help the Friends Group leaders as needed.
- Adults that accompany a group of youth will be asked to help encourage, supervise and monitor the youth volunteers.
- The Friends Group members will try to take photos of the group or individuals as they volunteer. Letting volunteers know photos are being taken often helps encourage best behavior. Following the work party, the Friends Group is encouraged to email photos to Stewardship for various promotion opportunities.
- After the work party, the Friends Group will gather volunteers at the work party meeting site to recap the accomplishments and thank the volunteers.
- The Friends Group is encouraged to thank adults that accompanied and help supervise a group of youth. Provide compliments on youth activity. Encourage youth to return!
- If a volunteer or group of volunteers exceeds work party expectations, the Friends Group is encouraged to share this information with Stewardship and the Parks Dept. This information will be promoted forward as appropriate.
- (Cont.)

4.7.3 – Supervision and Evaluation of Volunteers (Cont.)

- If there is a question on a volunteer’s individual behavior at a work party, the Friends Group members will communicate this to the Friends Group leader. Ideally the Friends Group leader can redirect any behavior.
- If the behavior in question is from a group, the Friends Group leader can hopefully partner with the adult in charge of the group to redirect behavior.
- Any “correctable” behavior techniques should be shared with Stewardship and the Parks Dept. by the Friends Group so these successful behavior redirection methods can be shared with other Friends Groups for future work parties.
- If there is a significant concern with a volunteer regarding behavior, safety or health then the Friends Group lead and members are advised to contact as appropriate:
 - Emergency Information: Call 911
 - Non-Emergency Information:

Lake Oswego Police	Non-Emergency Dispatch: 503-635-0238
Lake Oswego Park Ranger	971-563-6059 or 503-726-6036

4.7.4 – Recognition of Volunteers

Stewardship recognizes the wonderful volunteers in a variety of ways:

- Pie-A-Palooza (Annual large celebration of Friends Groups and key volunteers/groups)
- Quarterly Forum (“Nuts About You” awards to honor service and verbal recognitions)
- Thank You Cards (Notes written to Friends Group leaders and boards during the year)
- Emails (Intentional gratitude emails to Friends Group leaders and volunteers)
- Speaking at Events (Thank volunteers at events for habitat restoration)
- Farmers Market (Greet known volunteers and thank them for volunteering)
- Concerts (Greet known volunteers and thank them for volunteering)
- City Calendar (Links to all Friends Group work parties with photos of volunteers)
- Parks Catalogue (Catalogue has photos of volunteers at work parties)
- LO Review (In-depth stories and photos of volunteer work parties/activities)
- LO Monthly Magazine (In-depth stories and photos of volunteer work parties/activities)
- HelloLO (Hello-LO often has photos of volunteers and work party recaps)
- Farmers Market (Host a table with 8 x 11” photos of volunteers at work parties)
- Concerts (Host a table with 8 x 11” photos of volunteers at work parties)
- Tryon Trillium Festival (Host a table with 8 x 11” photos of volunteers at work parties)
- City Events (Host a table with 8 x 11” photos of volunteers at work parties)
- Schools (Share with teachers and administration results of student work parties)
- Out and About (Thank volunteers that attend City events when volunteers are seen)