AmeriCorps Program

Summer Member Handbook
Welcome and thank you for your participation in our Summer AmeriCorps Program! AmeriCorps, often referred to as the “domestic Peace Corps”, is a national service program of the Corporation for National and Community Service (CNCS), that engages Americans of all ages and background in results-driven service in the five priority areas of education, public safety, environment, homeland security and other human needs. CNCS is an independent federal agency created to connect Americans with opportunities to give back to their communities and their nation. AmeriCorps programs provide full and part-time opportunities for members to provide service to their communities through community organizations and agencies. Over 250,000 people have served in AmeriCorps since the program was founded.

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The AmeriCorps Pledge

I will get things done for America - to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities. Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member and I will get things done.
AmeriCorps Values

The mission of AmeriCorps can be articulated in four parts:

1. **Getting Things Done** - through direct and demonstrable service that helps solve community problems.

2. **Strengthening Communities** - by bringing together Americans of all ages and backgrounds in the common effort to improve our communities.

3. **Encouraging Responsibility** - by enabling members to explore and exercise their responsibilities toward their communities, their families, and themselves.

4. **Expanding Opportunity** - by enhancing members’ educational opportunities, job experience, and life skills.
AmeriCorps Goals and Objectives

Within AmeriCorps, there are three major goal areas:

1. **Needs and Services Activities** -
   AmeriCorps programs provide a variety of specific and identifiable services that address community needs. This may involve direct service or capacity building activities that provide a direct benefit to communities.

2. **Participant Development** -
   AmeriCorps expands opportunities, helping those who help AmeriCorps. Because of their AmeriCorps service, members develop additional skills, gain valuable experience, and receive education awards that can be used for post-secondary education or to repay student loans. To help ensure members are prepared for and benefit from their service, programs provide members skills and leadership training.

3. **Strengthening Communities** -
   AmeriCorps strengthens communities by involving citizens directly in serving community needs. AmeriCorps members help bring individuals and groups from different backgrounds together to cooperate in achieving constructive change and to solve critical community problems.

The Objectives of the Program:

AmeriCorps members will increase the availability of safe, accessible outdoor recreation opportunities by building and maintaining trails, preserving open spaces, and building, repairing, or remodeling recreation buildings.

Members will increase services available to visitors by engaging community volunteers.

Members will increase environmental, historical, and cultural awareness.

Members will develop the skills and confidence necessary to be successful in their service assignment.

Members will preserve natural areas and historic sites.

Members will maintain critical park services to increase outdoor recreational opportunities.
What is the AmeriCorps Members Role?

AmeriCorps members are NOT State of Delaware Employees, although they receive certain benefits.

AmeriCorps members are NOT volunteers, although they are treated in many ways as volunteers and their hours are counted as volunteer hours. They are a hybrid of the two-officially classified as “member” in the Citizen Service Act of 1990.

So how should you be treated as an AmeriCorps member? AmeriCorps members should be viewed as members of the Park/Program Staff, allowing for this difference in their position.

It is important to remember that this is a process, and members may move from initial steps to more complex and involved participation at different rates.

Level One: Members engaged in current service will supervise/lead current groups or programs, become familiar with program needs, learn park procedures, supervise program with staff assistance and complete necessary paperwork.

Level Two: Members build on Level One responsibilities and begin to lead programs and match park needs.

Level Three: Members forecast program needs, exam and research new programs, services, and support the staff. Extensive outreach in the community as well as leadership roles in organizations will be assumed, including the creation of new programs.
As a Delaware State Parks AmeriCorps member you have the RIGHT to:

1. Be treated as a co-worker.

2. Receive a suitable assignment with consideration for your personal preference, temperament, life experience, and education.

3. Thoroughly planned and effectively presented job training, orientation, and materials so you can perform your duties safely and successfully.

4. Know as much about Delaware State Parks as possible, including its mission, policies, staff, and programs.

5. Receive sound guidance and direction from a supervisor and staff who are experienced, well informed, patient, and thoughtful.

6. An orderly, designated place to perform your service.

7. A variety of experiences.

9. Be heard, to have a part in planning, to feel free to make suggestions and to have respect shown for an honest opinion.

10. Recognition and expressions of appreciation.

11. To say “NO” to some volunteer requests.
Members with Delaware State Parks have the RESPONSIBILITY to:

1. Carry duties out promptly and reliably.
2. Participate in orientation and training programs.
3. Show up at your scheduled time on the days that you have agreed to be there and stay as long as you have committed to stay. If you need to be absent, notify your supervisor early enough for a substitute to be located.
4. Carry out your service as described, ask for help if you need it, and ask for information if you need to know something.
5. Complete enrollment form and track service time contributed.
6. Make your supervisor aware of problems or any suggestions.
7. Follow all Park procedures, laws, and regulations.
8. Comply with the expectations set forth by your supervisor including: decorum, customer service standards, dress code (as set by the Program Director), etc.
9. Select an assignment that you are physically capable of performing and let your supervisor know if you feel uncomfortable with any job that you are asked to do.
10. Learn about and uphold the agency’s policies, programs, and people. Use reasonable judgment in making decisions when no policy is apparent and consult with your supervisor as soon as possible.
Quality Service Pledge

1. I pledge to make our visitors my first priority and keep in mind that **VISITORS ARE THE REASON WE ARE HERE!**

2. When visitors approach me, I will greet them sincerely and pleasantly. I will smile and make them feel welcome.

3. I will thank all visitors and make them realize they are valuable.

4. I will do my best to present a professional, well-groomed personal appearance.

5. I will participate in monitoring and maintaining a clean and orderly park.

6. I will strive to create a positive impression of my park and take pride in presenting it to all who visit.

7. When faced with a visitor confrontation, I will attempt to handle the situation in a calm, professional manner, displaying genuine concern for the visitor.

8. I will be responsible in handling all inquiries and communication with visitors.

9. I will use common sense and offer flexibility in my schedule in order to provide Quality Customer Service at all times.

10. I will adhere to all Quality Customer Service standards and guidelines.
www.destateparks.com/volunteers

we’re saving a place for you!
Delaware Department of Natural Resources and Environmental Control (DNREC)

Vision Statement: The Department envisions a Delaware that offers a healthy environment where people commit to the protection, enhancement, and enjoyment of the environment of future generations, and where people recognize that a healthy environment and a strong economy support one another.

Mission: The mission of DNREC is to ensure the wise management, conservation, and enhancement of the state’s natural resources, protect public health and the environment, provide quality outdoor recreation, improve the quality of life, and educate the public on historic, cultural and natural resource use, requirements, and issues.

Delaware Division of Parks and Recreation

Mission Statement: Our mission is to provide Delaware’s residents and visitors with safe and enjoyable recreational opportunities and open spaces, responsible stewardship of the lands and the cultural and natural resources that we have been entrusted to protect and manage, and resource-based interpretive and education services.
Who We Are and What We Do:

Division Director…………………………………………………………………………..Charles A. Salkin

The Division of Parks and Recreation operates and maintains 17 state parks, nature preserves and Greenways throughout Delaware totaling more than 21,000 acres. The state’s land protection programs are administered by the Division. The Division is also responsible for providing recreational opportunities and educational and interpretive programs for the public. Other Responsibilities include:

- Acquiring and developing recreational lands and facilities
- Providing for the protection of natural areas
- Overseeing & planning for statewide recreational needs

Planning, Preservation and Development section administers the land acquisition and protection programs, including the Office of Nature Preserves. It also administers the Land and Water Conservation Trust Fund grants program, statewide Greenways program and the Coastal heritage Greenway program. In addition, the Section is responsible for planning, designing, and constructing new facilities. The “State Comprehensive Outdoor Recreation Plan” (SCORP) is developed by this Section.

Section Manager………………………………………………………………………….Matt Chesser

Operations and Maintenance, Cultural and Recreation Services oversees the day-to-day operation and maintenance of all state parks and facilities, including over 440 state park buildings. The Section also oversees the enforcement of rules and regulations, park safety and security, visitor assistance, revenue collection and contract and concession management. The section is responsible for operating the Division’s nine interpretive centers and recreational and educational programming. The Section offers programs for the elderly and disabled as well as the general population on nature and cultural interpretation. The Delaware Folk Life Program and archaeological surveys are also a part of this Section.

Section Manager………………………………………………………………………….Ray Bivens

Administration and Business Services is responsible for the administration, personnel, and fiscal responsibilities of the Division. In addition, the section also produces publications/brochures, interpretive displays and is responsible for marketing and promotion. The section is also responsible for golf and marina operations, the office of information, and contract business service. The Volunteer Office falls under this category.

Section Manager………………………………………………………………………….....Greg Abbott,
Deputy Director
The History of National Service

When faced with challenges, our nation has always relied on the dedication and action of its citizens. The Corporation for National and Community Service (CNCS) carries on a long tradition of citizen involvement by providing opportunities for Americans of all ages to improve their communities through service.

The Civilian Conservation Corps

During the Great Depression of the 1930’s, President Franklin D. Roosevelt created the Civilian Conservation Corps. Four million young people joined in response to his call to service, restoring the nation’s parks, revitalizing the economy, and supporting their families and themselves. For 11 years the Civilian Conservation Corps provided billions of dollars in services and enabled millions of families to live in dignity.

The GI Bill

During the 1940’s, the GI Bill linked wartime service to educational benefits, offering returning World War II veterans the opportunity to pursue higher education in partial compensation for service to the country. Veterans improved their own lives by attending college. They also contributed mightily to America’s future. With the education they received, those citizens helped spark the economic boom that helped make America the world’s leading economy.

Peace Corps

In the 1960’s the call to service came from President John F. Kennedy, who challenged Americans in his inaugural address “ask not what your country can do for you; ask what you can do for your country.” In response to this challenge, the Peace Corps was born. The Peace Corps continues to engage thousands of volunteers who travel the world far and wide, building schools where none existed, helping farmers provide food for the hungry, and creating hospitals to care for the sick. After returning from overseas, Peace Corps volunteers put their new knowledge of others to work at home, in the spirit of citizenship, changing America for the better.

The War on Poverty

President Lyndon B. Johnson brought the spirit of the Peace Corps home to America by creating Volunteers in Service to America (VISTA) in 1964. VISTA, which is now part of AmeriCorps, continues to fund programs under the sponsorship of local public agencies or nonprofit organizations to improve the condition of people living in underserved, low-income communities throughout America. Other initiatives such as the Retired and Senior Volunteer Corps (RSVP), the Foster Grandparent Program and the...
Senior Companion Program were developed in order to engage older Americans in the work of improving the nation.

**Youth Service Movement**

In 1970, Congress created the Youth Conservation Corps (YCC); a summer environmental employment program for youth ages 15-18. In 1978, a Young Adult Conservation Corps (YACC) became part of CETA, but was eliminated in 1982 by the Job Training Partnership Act (JTPA) which did not include national service programming. Some components of YCC and YACC remained active in several states funded through public and private dollars, and in 1976, California became the first state to create its own youth conservation program, the California Conservation Corps. Youth Conservation Corps still operates on a limited basis in some national parks and wildlife refuges. Private funders helped create additional youth corps programs during the seventies, including the Youth Volunteer Corps of America, City Year, and YouthBuild. Associations such as Youth Service America (YSA) and the National Association of Service and Conservation Corps (NASCC) were formed to work with the various youth service movements. Youth service programming grew on college campuses sponsored by such national programs as the Campus Outreach Opportunity League (COOL) and Campus Compact.

**Revival of Interest in National and Community Service**

President George H. W. Bush helped spark a revival of interest in national service when he instituted the White House Office of National Service in 1989. In 1990, Congress passed the National and Community Service Act, which created a Commission on National and Community Service that sought to “renew the ethic of civic responsibility in the United States.” Full implementation began in 1992, when the commission awarded $64 million in grants to support four broad types of state and local community service efforts. These initiatives were the Serve-America programs (now Learn and Serve) which involved school-aged youth in community service and service-learning through a variety of school and community-based activities; Higher Education Innovative Projects aimed at involving college students in community service and at promoting community service at educational institutions; American Conservation and Youth Service Corps, supporting summer and year-round youth corps initiatives that engage both in-and out-of-school youth in community service work; and the National and Community Service Demonstration Models, for programs that were potential models for large-scale national service. The National Civilian Community Corps (NCCC), a demonstration program to explore the possibility of using post-Cold War military resources to help solve problems here at home, was enacted later as part of the 1993 Defense Authorization Act. It is a residential service program modeled on the Depression-era Civilian Conservation Corps and the United States military.
National and Community Service Trust Act

President Bill Clinton sponsored the National and Community Service Trust Act, a revision of the National and Community Service Act of 1990, which was passed by a bipartisan coalition of Member of Congress and signed into law on September 21, 1993. The legislation created a new federal agency, the Corporation for National and Community Service (CNCS), to administer federally-funded national service programs. The law created AmeriCorps, which was designed to support local, state, and national organizations across the nation that involves Americans in results driven community service. Individual AmeriCorps participants, known as member, receive and education award, administered by the National Service Trust, and paid as a voucher redeemable for current education costs at colleges, universities, other post-secondary institutions, and approved school-to-work programs or to pay back qualified student loans already incurred. The legislation drew on the principles of both the Civilian Conservation Corps and the GI Bill, encouraging Americans to serve and rewarding those who do. The new agency also took over the programs of two previous agencies, ACTION, which was responsible for running VISTA and the National Senior Service Corps programs, and the more recent Commission on National and Community Service, including the NCCC forming a network of national service program under AmeriCorps.

Service in the New Millennium

In his State of the Union address on January 29, 2002, President George W. Bush called on all Americans to serve their country for the equivalent of two years and announced the creation of the USA Freedom Corps, an umbrella network for volunteerism. A coordinating council housed at the White House and chaired by the President, is working to expand and strengthen federal service program like the Peace Corps, Citizen Corps, AmeriCorps and Senior Corps, and to raise awareness of the break down barriers to service opportunities with all federal government agencies. Several bills have been introduced in Congress to increase funding for national service and reauthorize the National and Community Service Act.

On April 21, 2009, President Obama delivered an early victory for a central cause of his Administration by signing into law a sweeping expansion of national service that will engage millions of Americans in addressing local needs through volunteer service. The President signed the landmark Edward M. Kennedy Serve America Act. The Serve America Act reauthorizes and expands national service programs administered by the Corporation for National and Community Service, a federal agency created in 1993. The Corporation engages four million Americans in result-driven service each year, including 75,000 AmeriCorps members, 492,000 Senior Corps volunteers, 1.1 million Learn and Serve America students, and 2.2 million additional community volunteers mobilized and managed through the agency’s programs. This bill had a fast bipartisan sprint through Congress. The President called on Congress to send him the Kennedy-Hatch national service legislation in his joint address on February 25, 2009. The bill was introduced on
March 8 and passed the House on a 321 to 105 vote on March 18. The Senate followed suit one week later with a 79-19 vote, with final passage in the House on March 31, just 22 days after it was introduced. “The broad bipartisan support for this legislation, and its remarkably swift journey through Congress, reflect the growing national consensus that service is a powerful response to the economic and social challenges facing America today,” said Corporation Board Chair Alan Solomont. “Across the country, people are looking for ways to help their neighbors and their communities. This bill will help us channel more of that energy into meeting local and national needs.”

The legislation comes at a time of growing social need caused by the economic downturn and a corresponding “compassion surge” of Americans wanting to help those left vulnerable by its impact. The Corporation reported on April 21, 2009 that AmeriCorps received 17,038 online applications in March, nearly triple the 6,770 received in March of 2008. In the past five months, the agency received 48,520 online applications, up 234% over the 14,532 applications it received during the same five month period a year ago. Many volunteer centers and nonprofits groups were also reporting a recent increase in volunteers.

“The President’s call to service at a time of great need is striking a responsive chord with the American public, especially millennial and baby boomers,” said Acting CEO Nicola Goren. “In this economic downturn, we need service and volunteering more than ever, and this legislation expresses the country’s support for service when it’s needed most.”

The Serve America Act, which went into effect on October 1, 2009 increased and enhanced opportunities for Americans of all ages to serve by increasing AmeriCorps from 75,000 to 250,000 positions over the next eight years, while increasing opportunities for students and older Americans to serve. It will strengthen America’s civic infrastructure through social innovation, volunteer mobilization, and building nonprofit capacity. The new law is also designed to strengthen the management, cost-effectiveness, and accountability of national service programs by increasing flexibility, consolidating funding streams, and introducing more competition.

**CNCS Programs – AmeriCorps**

CNCS provides opportunities for Americans of all ages and backgrounds to serve their communities and the nation through three programs: AmeriCorps, Senior Corps and Learn and Serve America. Members and volunteers serve with national and community nonprofit organizations, faith-based groups, schools and local agencies to help meet pressing community needs. CNCS is part of the USA Freedom Corps, the White House initiative to foster a culture of citizenship, service, and responsibility, and help all Americans answer the President’s Call to Service. CNCS fosters civic responsibility, strengthens the ties that bind us together as a people, and provides educational opportunity for those who make a substantial commitment to service. Each year, CNCS also sets forth specific goals, such as recent ones to increase volunteer generation, to make funding more accessible to small community and faith-based organizations and to increase civic engagement. Occasionally, CNCS will fund special initiatives, such as the Overcoming the Digital Divide and America Reads programs in order to meet pressing national needs.
Additional Information on Specific AMERICORPS Programs

AmeriCorps
AmeriCorps supports local, state, and national organizations across the nation that involves Americans in results-driven community service. AmeriCorps participants (called Members) who serve a three month summer term receive a living allowance and, after full completion of their service, receive an education award. The education awards are paid as vouchers by the National Service Trust, and may be redeemed, within seven years, to pay for current education costs at colleges, universities, other post-secondary institutions and approved school-to-work program, or to pay back qualified student loans already incurred.

AmeriCorps*VISTA members serve low-income communities and families across the country. Members of AmeriCorps*VISTA work and live in the communities they serve, creating or expanding programs that can continue after they complete their service. AmeriCorps*VISTA members are assigned to local project sponsors and focus on building community capacity, mobilizing community resources, and increasing self-reliance.

AmeriCorps State and National members participate in local service programs operated by not-for-profit organizations, local and state government entities, Indian tribes, and territories, institutions of higher education, local school and police districts, and partnerships among any of the above. Program recruitment, selection, and placement of members is the responsibility of the grantees. Members serving in these programs help meet communities’ critical education, public safety, environmental, and other human needs.

National Direct vs. Direct
These two types of programs are often labeled the same, but are very different. A National Direct program is a traditional AmeriCorps program (stipend members), which may or may not contain Education Award Only members. A Direct program contains just Education Award Only members.
What is this AmeriCorps Program All About?

SERVICE. The principle objective of the Delaware State Parks AmeriCorps program is to provide service to people of Delaware and visitors to Delaware State Parks. Through your efforts, we will increase recreational opportunities for visitors, provide for environmental educational opportunities, and increase historical programming. The key ingredient – SERVICE! It is what AmeriCorps is about and what the Delaware State Parks program is modeled on.

Getting things done in Delaware:
More than 10,000 people of all ages and backgrounds are helping to solve problems and strengthen communities through dozens of national service projects across Delaware. Serving through local nonprofits, schools, religious organizations and other groups, these citizens tutor and mentor children, coordinate after-school programs, build homes, organize neighborhood watch groups, clean parks, recruit volunteers, and accomplish other things to improve communities.

“Here in the First State, AmeriCorps members strive to improve the overall quality of life in their communities. At the same time, members also develop leadership skills, learn responsibility, and expand their own educational opportunities. By challenging individuals and communities to do more for themselves, AmeriCorps members have a unique opportunity to enrich their own lives, as well as the lives of other.”


AmeriCorps Delaware Programs:

1. **DE State Parks AmeriCorps** – places Summer members in capacity building and direct service roles as Day Camp Counselors, Environmental Educators, Historical Educators, and Environmental Stewardship to expand recreational and educational opportunities in Delaware’s State Parks.

2. **Emergency Service Corps** – places Year-long members in fire stations in New Castle County to recruit volunteer fire service personnel; conduct emergency preparedness training; conduct First Aid & CPR training to community members.

3. **Ministry of Caring** – places Year-long members in various social service agencies affiliated with the Ministry of Caring to assist community members experiencing need.
On-going Member meetings:
Summer members will meet as an entire team once per month. This is mandatory in order for the Program to continue to receive funding which pays member stipends. Supervisors have already been notified of the dates and should have already arranged to cover absences. The monthly team meetings are called All Teams. The locations will rotate between parks. The morning will involve program reports and training. After lunch, all members will work together on a service project within the Park. These meetings serve to train, report, and build up our team.

GREAT STAFF SUPPORT

1) Identify place for member to perform service:
Where will you perform your service? That depends on your assignment. Members may or may not have their own “office” space. The program is designed to maximize the amount of time the member will spend with park visitors, on a program, or engaged in soliciting volunteer assistance. Phone access is more important than computer use. Computer use may need to be scheduled, as space is restricted in many parks.

This is not applicable to YCC, Environmental Stewardship, Historic preservation, and other field work members.

2) Orientation to Park:
Park staff will provide you with training to help give you a greater understanding of your specific park/program, its history, features, visitors, and users. They will give you an introduction to the volunteers and programming, as well as how things are done at the park. They will introduce you to staff members and go over staff meetings.

The park staff will also provide park and program support and guidance as you begin to research opportunities and potential resource ideas: is there a history involved; is there a group or individual that should be followed up on; an organization that the park should know about? Are there any meetings, committees, or groups that you should be a part of?
3) **Report Verification:**
Members are responsible for reviewing and sending reports, which, for a summer members, include:

- Hours Report (Time Sheets)
- Monthly Report – Section 1
- End of Service Evaluation

Site supervisors need to review and sign time sheets. It is the AmeriCorps member’s responsibility to make sure this happens. (See Reports section)

4) **Supervision:**
The Program Director will identify the member’s on-site supervisor. The on-site supervisor is responsible for goal setting, training for service performance, scheduling, counseling, direction, and assistance. This will involve making certain that the member adheres to Division policies and performs their service in a manner working towards the achievement of particular objectives.

Administratively, members fall under the direction of the Volunteer Program. Members will receive guidance, direction, and assistance from the Program Director. The Program Director will work directly with members to assist in accomplishing objectives if necessary.

5) **Schedule:**
The on-site supervisor will help the member develop the member’s service schedule. As a general rule members need to complete approximately 35 hours per week to achieve the required hours (summer = 450). Members are given flexibility in their schedule, but will need to achieve their total number of hours by the end of the program.

The Program Director and Program Assistant will work with members towards hour completion to ensure members fulfill the hour requirement and earn their education award; however as with every aspect of the program, your input and insights are vitally important.
REPORTS:
You are involved in the following reports:
1. Hours Report – also called time sheets
2. AmeriCorps Member Training Record – records of all trainings received by the member.
3. Accident Reports
4. Monthly Reports – these will detail efforts in your park/program toward objectives. These will be submitted according to the Program Director’s guidelines.

1.) Time Sheets:
AmeriCorps members are responsible for maintaining their time sheets weekly. ALL TIME SHEETS MUST BE COMPLETED WITH A QUALITY, BLACK PEN, AND CLEARLY WRITTEN.

1. Members: AmeriCorps members are responsible for maintaining their time sheets. Though the member living allowance is not determined by the number of hours submitted each week, the education award is contingent on completion of the required number of hours.

2. Member will present a hard copy of the time sheet to their site supervisor to verify their hours.
   - Supervisors need to sign the member’s time sheet.
   - The member should then fax the completed report to 302-739-3817.
   - It is the member’s responsibility to see that it is faxed to the Volunteer Office after the supervisor’s verification.
   - MEMBERS MUST KEEP AND MAINTAIN A RECORD OF THEIR HOURS WHILE IN THE PROGRAM
3. Counting Your Hours:
   An informative SharePoint presentation will be shown to you on the 1st day of orientation. It should answer any questions you may have, but here are a few vital details:
   Date each day down the side of the 2 week report cycle
   Complete each block for every day of the cycle
   If you are off – indicate that
   If you take a vacation – indicate that
   Do NOT deduct for lunch unless you leave your site for personal reasons (example: doctor appointments, etc.)
   The lunch blocks can be used effectively if you serve at 2 different times during the day. (Example, you are in for a morning meeting, leave, and return for evening programs).

4. Time Sheets must be completed and returned as soon after the cycle as possible, with a one week return window. Sheets returned later than 1 week after the completion will be considered late. After 3 weeks late, the program may engage disciplinary measures to ensure timely return of completed time sheets, which may include temporary suspension from the site, up to discharge from the program. This is a grant compliance issue and time sheets must be submitted in a timely fashion.

5. Regular time sheet audits will be conducted to help ensure accuracy of your hours. If the Volunteer Office indicates that you are missing a time sheet, please re-fax the sheet as soon as possible.

6. As a general rule, members need to complete approximately 35 hours per week to achieve the required hours. No less than 20 hours per week is acceptable, unless prior approval is granted.

7. Contact the Program Director with any extenuating circumstances that may prevent you from returning time sheets or with any questions/concerns you may have.

2.) Training Verification:
A Training Verification form should be filled out whenever you attend a training that is NOT offered through the AmeriCorps program. So, your First Aid and CPR training does not require a training verification form, while a Tree ID training offered at a park (but not through AmeriCorps) does. A good way to distinguish between the two is to consider: will the AmeriCorps program receive a sign-in sheet for this training? If not, then we need a training verification form from you.
3.) Accident Reports:
If you or someone else is injured while performing AmeriCorps service, report the incident to your support person immediately. Though a service related injury may appear to be of little consequence, it is urgent that it is reported in sufficient detail.

Be sure to fill out an AmeriCorps Accident Form (attached, see supervisor, or call Volunteer Office for a copy) for any injury, no matter how minor it might seem. (example: a tick bite) An accident report must be completed within 24 hours. Keep a copy on site and fax or send a copy to the Volunteer Office. Should a claim need to be made through one of the AmeriCorps insurances, this form supplies needed support information.

4.) Monthly Reports:
You will be required to submit Monthly Reports that will detail your efforts in your park/program toward stated objectives. These will be submitted according to the Program Director’s guidelines. Once again, this is a grant compliance issue and monthly reports must be submitted in a timely fashion.

Uniforms
Members will be issued uniforms – including collared shirts. Division uniform policy and standards are to be followed. IF YOU COUNT ANY HOUR towards your program total, you MUST be in an AmeriCorps uniform.

DO NOT wear seasonal staff uniforms.

SEE UNIFORM POLICY LATER IN MANUAL
**LIVING ALLOWANCE STIPEND**

The National and Community Service Act of 1990 requires that AmeriCorps programs provide members with a living allowance stipend during their term of service (unless you are serving as an Education Award only member). Members receive their living allowance every 2 weeks during their service period. Federal, State, and Social Security withholding taxes will be taken out of the living allowance. Members will receive the fixed living allowance stipend independent of how many service hours they perform in a pay period. Members who do not complete the contracted service hours will not be eligible for an education award. AmeriCorps members have a 12-month maximum to complete their term of service. After the 12th month, if the member has not completed the contracted service hours, the member will be automatically terminated from the program and will not receive an education award.

- **Living Allowance Stipend Impact on Member Benefits:**
  **Member Classification**
  *Sources: Special Legal Issues for AmeriCorps*USA, “Participant,” The Legal Name for AmeriCorps Members, AmeriCorps Provisions 2003, Member Classification*

  AmeriCorps members are not employees of the Program or of the federal government. The definition of “participant” in the National and Community Service Act of 1990, as amended, applies to AmeriCorps members. As such, “a participant (member) shall not be considered to be an employee of the Program in which the participant (member) is enrolled. Moreover, members are not allowed to perform an employee’s duties or otherwise displace employees.”

- **The Effect of a Living Allowance Stipend on a Member’s: Work-study and Other Student Assistance**
  *Sources: Special Legal Issues for AmeriCorps*USA, Benefits Eligibility, GO SERV Sample AmeriCorps Member Handbook, Living Allowance Impact on Member Benefits*

  Work-study is a federal need-based program administered through post-secondary institutions to provide students with part-time employment while they attend school. A member’s living allowance may affect work-study eligibility or
eligibility for any other federal student aid. While financial aid officers have been asked not to take the living allowance into account in determining state aid or private scholarships, programs cannot look to federal law to ensure this.

- **The Effect of a Living Allowance on a Member’s: AFDC (or TANF), Food Stamps, And Other Need-Based Programs**
  
  *Sources: Special Legal Issues for AmeriCorps*USA, Benefits Eligibility, GO SERV Sample AmeriCorps Member Handbook, Living Allowance Impact on Member Benefits*

  A member’s living allowance stipend may affect his or her eligibility for need-based programs funded under the Social Security Act, such as AFDC or TANF, Supplemental Security Income (SSI) and Medicaid. A member’s living allowance stipend does not affect his or her eligibility for all other federal need-based programs such as Food Stamps, Section 8 housing, and public housing.

- **Taxes**
  
  *Source: Special Legal Issues for AmeriCorps*USA, Taxation of “Participant” Benefits and Unemployment Insurance*

  As of August 1, 2001, the following taxes will be taken from the member’s living allowance stipend based on federal and state laws as instructed by the Employment Development Department:

  - FIT W/H (Federal Income Tax Withholding)
  - SIT W/H (State Income Tax Withholding)
  - FICA (Federal Insurance Contributions Act - Social Security)

  (FICA tax is composed of Social Security tax at 6.2% of member's gross pay and Medicare tax at 1.45% of member's gross pay).

  No taxes are taken for the following since members are responsible for their own coverage:

  - SDI (State Disability Insurance)
  - SUI (State Unemployment Insurance)
  - FUTA (Federal Unemployment Insurance)

  SUI is usually an employer paid benefit on behalf of their employees. Under the authority of Section 310 of the California Unemployment Insurance Code, AmeriCorps members are not considered employees for the purposes of State Unemployment Insurance, Employee Training Tax, or State Disability. AmeriCorps members are not eligible for unemployment benefits from wages earned as members.
Tax Benefit

Earned income credit (EIC)
The earned income credit (EIC) is a credit available for certain members. It can reduce tax owed for the year. It may provide a refund even if no tax is owed. AmeriCorps members may be eligible to get part of the earned income credit (EIC) in advance with their stipend checks. Please request a W-5 Form from the Volunteer Office if you feel that you are eligible for this benefit.

✓ Supplemental Volunteer Insurance
This insurance supplements existing insurance for illness or injury resulting from your service activity. It also provides coverage for auto while traveling to, from, or during your service, Accidental Death and Dismemberment, and Liability Insurance. (summary included or call the Volunteer Office for a copy).

CIMA
2750 Killarney Drive, Suite 2020
Woodbridge VA  22192-4124

Inquiries to:
Phone (703) 739-9300
Toll Free (800) 468-4200
Fax (703) 739-0761

✓ Education Award
Upon successful completion of the AmeriCorps Service, as defined in your Member Contract, members are eligible to receive their educational award, administered through The National Trust specifically for AmeriCorps Program members. This award can be used for current student loans or future educational needs at Title IV educational institutions. It is critical that you report your hours weekly, as this award is activated by the completion of hours.

<table>
<thead>
<tr>
<th>Highlights</th>
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<tbody>
<tr>
<td>-- You have seven years from the date you complete your service to use the award.</td>
</tr>
<tr>
<td>-- You can use your education award to repay qualified student loans, to pay for current educational expenses to attend qualified schools, and to attend an approved school-to-work program.</td>
</tr>
<tr>
<td>--Payments are made to the school or loan company, not to you.</td>
</tr>
<tr>
<td>--You request payments by filling out the top portion of your Voucher and Payment Request Form that you receive from the National Trust and send it to your school or loan holder.</td>
</tr>
<tr>
<td>--The award can be used for degree and non-degree courses at Title IV schools.</td>
</tr>
<tr>
<td>--The amount for current education expenses is determined by the school, not by you or the Trust.</td>
</tr>
<tr>
<td>--Payments made from your education award account and interest payments are considered to be taxable income.</td>
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</tbody>
</table>
The legal language that defines "qualified student loans" is stated here:

any loan made, insured, or guaranteed pursuant to Title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.), other than a loan made to a parent of a student pursuant to section 428B of the Act, and any loan made pursuant to Title VII or VIII of the Public Service Act (42 U.S.C. 292a et seq.);

loans made directly to students by the Alaska Commission on Postsecondary Education; and

any loan determined by an institution of higher education to be necessary to cover a student's cost of attendance at such institution and made directly to a student by a State agency.

* * *

Examples of Some Common Qualified Student Loans

Federal Student Loans: Subsidized And Unsubsidized Stafford Loans - Supplemental Loans To Students (SLS) - Federal Consolidated Loans - Guaranteed Student Loans (former name for Stafford) - Federally Insured Student Loans (FISL) - Direct Subsidized & Unsubsidized Stafford - Direct Subsidized & Unsubsidized Ford Loans - Direct Consolidation Loans - National Defense Student Loan - National Direct Student Loans – Perkins Loans - Health Education Assistance Loans (HEAL) - Health Professions Student Loans (HPSL) - Loans For Disadvantaged Students (LDS) - Nursing Student Loans (NSL) - Primary Care Loans (PCL)

Loans made directly to students by the Alaska Commission on Postsecondary Education

Loans made directly to students in degree programs by a state college or university

WHAT ARE QUALIFIED INSTITUTIONS OF HIGHER EDUCATION?

You can use your education award to pay for current educational expenses at qualified institutions of higher education. For purposes of the education award, a "qualified" institution is one that participates in the U.S. Department of Education’s student assistance program—i.e., it has an agreement with the U.S. Department of Education whereby students at the school are eligible to receive at least some type of federal financial assistance to attend the school. These are sometimes called Title IV schools. This assistance can be in the form of a Pell Grant or one of the loans listed in the "qualified student loan" section above. You do not have to apply for financial aid to use your education award, but the school must be one that participates in the federal student aid program.
A school may be accredited and even offer graduate degrees. However, unless it is a Title IV school the education award, by law, cannot be used there. ("Title IV" refers to the section of the Higher Education Act that authorizes the federal student aid program).

It is not possible to tell if a school is Title IV merely by the name of the school. Most post-secondary educational institutions in the United States are Title IV schools. Thousands of technical and trade schools are Title IV as well. Art schools, beauty schools, and truck driving schools may be Title IV. In order to become a Title IV school, an institution has to meet certain requirements and obtain an agreement with the US Department of Education. This agreement is called a Title IV Program Participation Agreement.

**To Find Out if a School is Qualified . . .**

**US Schools**

You can ask your financial aid office if the school is a Title IV institution. If it is Title IV, you can use your education award there. If the financial aid or admissions office says they are not sure or they do not know, it is likely that the school is not Title IV. Another way to find out if the school is Title IV is to see if students who attend the school are able to get Pell grants, Perkins Loans or Stafford Loans to attend the school. (These are examples of some of the most common types of Title IV assistance). If they are, it is a Title IV school.

Another way to find out if a school is a Title IV institution is to call the toll-free number at the Department of Education’s Federal Student Aid Information Center between 9:00 am and 8:00 pm (Eastern Time), Monday through Friday. That number is 1-800-433-3243. Finally, you can conduct an on-line search using the Department of Education’s web page at [www.fafsa.ed.gov](http://www.fafsa.ed.gov).

**IF YOU NEED FURTHER ASSISTANCE:**

**INTERNET USERS**

National Service Trust www.americorps.gov/for_individuals or Corporation for National and Community Service www.nationalservice.gov


Federal Student Aid
NUMBERS TO CALL

AmeriCorps Hotline 1-888-507-5962
  o General Trust information (recorded messages about all aspects of the Education Award, vouchers, address changes, and form requests).

Corporation for National and Community Service 1-202-606-5000
  o Specific information concerning the status of education awards, interest bills and payments, payment to institutions, or the status of your forbearance request.

U.S. Department of Education 1-800-433-3243
  o Information on applying for federal student aid.

✔ Student Loan Forbearance
Upon acceptance into the Program, members become eligible to apply for a postponement towards the repayment of current qualified student loans and deferment from student loan interest payments (request a form from the Program Manager). The following process applies:

- The member must complete the “Member Section”, then
- Submit to the Program Manager so that they can complete the “Authorized Program Official Section”, then
- The AmeriCorps Office will mail the form to the lending institution and keep a copy in your member file.

The acceptance of this request to defer interest payment and postpone the payment of the qualified student loan(s) is based on:

- If the loan qualifies under Title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.), other than a loan made to a parent of a student pursuant to section 428B of the Act 42 U.S.C. 292 a et seq.; and any loan made pursuant to Title VII or VIII of the Public Service Health Act. Contact the school's financial aid personnel to determine if your loan qualifies.
- The loan or school's financial aid personnel must agree to accept the deferment/postponement. Since there are several types of forbearance and deferments, each with their own unique characteristics, members must make sure the loan holders understand that they are requesting forbearance based upon their AmeriCorps National Service. The National Service Trust certifies
the member's status in service, but the lending institutions or loan service determines eligibility for forbearance.

- Student loans that are in default may not be eligible for postponement.

Upon successful completion of the member's term of service, the Trust will pay a portion of the interest that accrued on the student loans while the member was serving if:

- The member applied for Forbearance Benefits at the time of initial enrollment in the Program.
- The member successfully completes the original set term of service, as stated in the Member Service Contract.
- Upon completion of a member’s term of service, the member completes the Interest Accrual Form. (Submit the Interest Accrual Form to your loan holders).

NOTE: Since these are benefits above and beyond the education award, interest payments will not be deducted from the amount of the education award. Interest paid by the Trust is subject to income taxes. The Corporation does not withhold taxes, since it does not know the tax bracket the member will be in for that particular year. Members will receive an IRS Form 1099 from the Corporation for National Service to be used in preparing their income tax return.

✓ Park Admission
  Members receive a photo ID which allows for admission into all Delaware State Parks. In addition, as staff, they are given admission into all special events – usually including family members. See Program Director for more information.

✓ Training
  In addition to the monthly ALL TEAM trainings, members are encouraged, even required to pursue training of the own choosing. Possible sources include: State Personnel, DNREC, and other published trainings.

When you successfully complete your term of national service and complete your exit paperwork, the AmeriCorps office will notify the National Service Trust that you are eligible for an education award. The Trust will send you your education award packet within two to four weeks of receiving this notification. (The Trust is the office at the Corporation for National and Community Service that administers the education award program). This handout contains important information for AmeriCorps members who have received or are about to receive their education awards.
Worker’s Compensation
AmeriCorps members are considered “Volunteers who earn a Stipend” in the State of Delaware. As volunteers you are not considered employees of the State, therefore, you are not entitled to Worker’s Compensation benefits. The Division of Parks and Recreation does not provide Worker’s Compensation or any other insurance coverage for volunteers.

Volunteers are not covered by the State of Delaware for loss of employment time due to an injury or illness, nor for a lasting disability or death.

General Liability/Automobile Liability
Volunteers driving Division Owned vehicles need the following:

- Letter of Authorization for Division Director
- Driving record check
- Training on vehicle (15 passenger vans)
- Documentation in Volunteer File

The policy in these cases provides coverage for any driver of a state owned or hired automobile, but does not cover the volunteer worker operating their personally owned or hired automobile.

Property Damage
If a volunteer damages State Property, equipment, or tools, the responsibility for damages, replacement, and repair for each incident is handled on a case-by-case basis. If a volunteer damages their own personal property, equipment, or tools, the responsibility for damages, replacement, and repair is their responsibility. Whenever possible, volunteers should use agency-owned equipment and property in their service, rather than using their own personal property. A volunteer’s personal belongings are not covered.

It is necessary for volunteers to carry their own insurance to cover damage to personal belongings (RV’s, tents, golf carts, automobiles) from natural disasters, such as storms, ice, fire, flooding, high winds, etc.

Volunteers are not allowed to borrow state equipment for personal use. Such unauthorized use of state-owned equipment is grounds for termination of a volunteer’s active status.
Tort Liability

- The Division will not represent volunteers in legal suits.
- Delaware Code, Chapter 10 Section 8133 protects volunteers and limits their liability in the following way:

  No volunteer of an organization shall be subject to suit directly, derivatively or by way of contribution for any civil damages under the laws of Delaware resulting from any negligent act or omission performed during or in connection with an activity of such organization.

  This section goes on to make the following exceptions:
  - If injury is caused by the volunteer as a result of driving a vehicle, then the damages recovered “shall not exceed the limits of applicable insurance coverage maintained”.
  - It also allows that the immunity granted in subsection (b) shall not extend to any act or omission constituting willful, wanton, or grossly negligent conduct.

- It is also supported by the Volunteer Protection Act of 1997 which prohibits punitive damages against a volunteer. Collectively they offer a high degree of immunity to volunteers in Delaware, provided:

  - the volunteer was acting within the scope of their responsibilities (job description),
  - the volunteer had appropriate certification or authorization to perform service,
  - the harm was not caused by willful misconduct, gross negligence, or flagrant disregard for rights and safety,
  - the harm was not caused by operation of a vehicle which the state required special license to operate, in which case damages are limited to the amount of liability insurance carried on the vehicle.
Terms of Service

Service at the Discretion of Delaware State Parks
The Division of Parks and Recreation accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Department.

a) In order to successfully complete the term of service (as defined by the program and consistent with regulations of the Corporation for National Service) and to be eligible for the education award, members must complete required hours, as well as the following:

1) satisfactorily complete assignments, tasks, or projects in a timely manner as directed;
2) meet any other criteria that are clearly communicated both orally and in writing at the beginning of the term of service;
3) turn in service records on time (no more than two will be accepted late); and
4) complete a minimum of one volunteer project during the member’s term of service;

b) In order to be eligible for service a second term of service, the member must receive satisfactory performance reviews for any previous term of service. The member’s eligibility for a second term of service will be based on at least a mid-term and end of term evaluation of the member’s performance, focusing on factors such as whether the member has:

1) completed the required number of hours;
2) satisfactorily completed assignments, tasks, or projects; and
3) met any other criteria that was clearly communicated both orally and in writing at the beginning of the term of service.

c) The member understands, however, that mere eligibility for an additional term of service does not guarantee selection or placement.
**Criteria**

*Encourage eligible members to register to vote*

Use service experiences to help participants achieve the skills and education needed for productive, active citizenship, including the provision, if appropriate, of structured opportunities for participants to reflect on their service experiences. In addition, all programs must encourage every participant who is eligible to vote to register prior to completing a term of service; 45 CFR Part 2522.100 (i), AmeriCorps State & National FAQ, C.3)

**Jury Duty**

The grantee must allow AmeriCorps members to serve on a jury without being penalized for doing so. During the time AmeriCorps members serve as jurors, they should continue to receive credit for their normal service hours, a living allowance, health care coverage (for full time members) and, if applicable, child care coverage regardless of any reimbursements for incidental expenses received from the court. (AmeriCorps State and national FAQ, C.4)

**Armed Forces Reserves**

Generally, the Reserves of the U.S. Army, U.S. Navy, U.S. Air Force, U.S. Marine Corps, U.S. Coast Guard, the Army National Guard, and the Air National Guard require reservists to serve one weekend a month plus 12 to 15 days a year (hereafter referred to as the two-week active duty service). To the extent possible, grantees should seek to minimize the disruption in members’ AmeriCorps service as a result of discharging responsibilities related to their reservist duties. If members have a choice of when to fulfill their annual two-week active duty requirement, they should do so when it will not disrupt their AmeriCorps service. In instances where the dates of active duty are inflexible and conflict with AmeriCorps service, members should be granted a leave of absence for the two-week period of active duty service in the Reserves.

Members may not receive time-off for additional Reserves-related service beyond the two-week active duty service. No AmeriCorps service credit is earned for the once-a-month weekend service in the Reserves. Grantees should credit members for AmeriCorps service hours during their two weeks of active duty service in the Reserves if it occurs during their AmeriCorps service. The member would receive credit for the number of hours he or she would have served during that period had there been no interruption. For example, if a full-time member is signed up to serve 30 hours of AmeriCorps service one week and 40 hours of AmeriCorps service on the following week, she or he would receive 70 hours of AmeriCorps service credit for the two weeks of active duty service regardless of the actual number of hours served in the Reserves.
Reservists in the U.S. Armed Forces receive compensation for their mandatory two weeks of active duty service. The compensation regulations governing the Army and Air National Guard may vary by state. (AmeriCorps State & national FAQ, C.45)

**Rules of Conduct**

*a) The member is expected to, at all times while acting in an official capacity as an AmeriCorps Member, conduct themselves in a positive manner, and*

1) demonstrate mutual respect toward others;
2) follow directions;
3) direct concerns, problems and suggestions to the appropriate Program Official;
4) report to the proper service site on time, as scheduled, and ready to start at the assigned time;
5) refrain from the following: engaging in any activity involving proselytizing or assisting religious organizations; attempting to influence legislation and/or an election or aid a partisan political organization; helping or hindering union activity; or aiding a business organized for profit;
6) maintain confidentiality at all times;
7) not have in their possession a firearm or other weapon.

*b) At no time may the member:*

1) engage in any activity that is illegal under local, state or federal law;
2) engage in activities that pose a significant safety risk to others;
3) falsify reports or records including, but not limited to: AmeriCorps application, personnel records, expense accounts, service hour records, medical reports, and/or agency records;
4) count, claim or receive any type of compensation other than what is provided by AmeriCorps, for hours served in AmeriCorps activities. (AmeriCorps Members, while serving in any capacity for the Program, CANNOT report AmeriCorps service hours to any other individual, group, organization, business, or other entity that would then consider the member to be acting in any capacity for them. Nor can a member receive any type of compensation from any individuals, groups, organizations, businesses or other entities, other than AmeriCorps for his or her service hours. If the member is employed in addition to his or her AmeriCorps service, hours served in his or her job CANNOT be counted as AmeriCorps service hours. Any double claiming or "double dipping" is a violation of federal law and is cause to be released immediately from the Program and to become ineligible for an educational award. If a member has a question regarding whether something could be considered as "double dipping," it is their responsibility to ask the AmeriCorps Program Coordinator prior to proceeding.

*c) the following acts will also constitute a violation of the program's rules of conduct:*

1) unauthorized tardiness, (including but not limited to: late arrival, early departure, leaving and/or not reporting to service site) or tardiness without notifying program officials;
2) unauthorized absences (members should notify the program in advance if possible or, at a minimum, must notify the program on the day of the absence);
3) repeated use of inappropriate language (i.e. profanity) at service site;
4) failure to wear appropriate clothing to service assignments;
5) stealing or lying;
6) removing property or records from service sites without authorization;
7) engaging in any activity that may physically or emotionally damage other members of the program or members of the community;
8) possessing or using any illegal drugs during the term of service;
9) consuming alcoholic beverages during the performance of service activities;
10) being under the influence of alcohol or any illegal drugs during the performance of service activities;
11) criminal arrest or conviction that occurs during the term of service, and failure to notify to Program Director of the same;
12) failure to participate in scheduled program events and activities, including planned events requiring an overnight stay;
13) leaving the assigned site during scheduled service hours without authorization;
14) insubordination or lack of cooperation;
15) failure to follow the instruction of, or perform service requested by the AmeriCorps Director, AmeriCorps Coordinator or host site supervisor;
16) placing long-distance personal phone calls or making excessive phone calls during scheduled AmeriCorps service hours;
17) possession of weapons of any type during service hours;
18) misrepresenting hours of service or falsifying time and attendance records;
19) disclosing confidential client or agency information;
20) failure to fully cooperate in any AmeriCorps or sponsoring agency investigation;
21) Failure to perform the duties and carry out the obligations imposed by the state constitution, state statutes, or rules of the department.
22) Inefficiency, incompetence, or negligence in the performance of duties;
23) physical or mental incapacity for performing assigned duties, if NO reasonable accommodation can be made for the disabling condition;
24) refusal to accept a reasonable and proper assignment from an authorized supervisor;
25) careless, negligent, or improper use or unlawful conversion or use of state property, equipment, or funds, including internet and email;
26) misstatement or deception in volunteer enrollment process.

**Disciplinary Action**
For violating the above stated rules, the program will impose the following (except in cases where, during the term of service the Member has been charged with or convicted of a felony, possession, sale, or distribution of a controlled substance.) (There is no requirement that the Program follow a prescribed sequence in the imposition of a particular form of punishment.)

1) for the member’s first offense, an appropriate Program official will issue a verbal warning to the member;
2) for the member’s second offense, an appropriate Program official will issue a written reprimand to the member;

3) for the member’s third offense, the member may be suspended for one day or more;

4) for the fourth offense, pending an assessment by the Program Director, the Program may release the member for cause.

The Program reserves the right to release the member for cause if:

1) in the opinion of the Program Director, their conduct undermines the effectiveness of the Program or the project to which they are assigned;

2) in the opinion of the Program Director, they repeatedly or periodically continue to demonstrate inappropriate behavior by engaging in a pattern of misconduct;

3) they commit certain acts during the term of service such as being convicted or charged with a felony, possession, sale or distribution of a controlled substance (in accordance with the Member Contract).

Release from Participation
Members may be released from participation for two reasons:

1) Compelling Personal Circumstances
2) for Cause in accordance with the stated Code of Conduct

1) Compelling Circumstances
The Program Director is responsible for determining whether a member’s personal circumstances are sufficiently compelling to justify release on this basis. The Corporation for National Service allows each program to decide on a case-by-case basis whether the situation warrants a member receiving a partial award. However, the Corporation’s policy is that generally the compelling circumstance must be beyond the member’s control.

Compelling personal circumstances include those that are beyond the member’s control, such as, but not limited to:

- A member’s disability or serious illness; disability, serious illness or death of a member’s family if this makes completing a term unreasonably difficult or impossible.

- Conditions attributable to the program or otherwise unforeseeable and beyond the member’s control, such as a natural disaster, a strike, relocation of a spouse, or the non-renewal or premature closing of a project or program, that makes completing a term unreasonably difficult or impossible.

Compelling personal circumstances also include those that the Corporation has, for public policy reasons, determined as such, including:

- Military service obligations.
• Acceptance by a member of an opportunity to make the transition from welfare to work.
• Acceptance of an employment opportunity by a member serving in a program that includes in its approved objectives the promotion of employment among its members.

If a member leaves AmeriCorps service for any of the reasons noted above and the member has served at least 15% of his or her service, the member is eligible for a portion of the education award corresponding to the period served.

Compelling personal circumstances do NOT include leaving a program:
• To enroll in school.
• To obtain employment, (other than in moving from a welfare to work or in leaving a program that includes in its approved objectives the promotion of employment among its members).
• Because of dissatisfaction with the program.

If the member resigns for any of these reasons or other reasons that are within his or her control, the individual receives no portion of the AmeriCorps education award. The member has the primary responsibility for demonstrating that compelling personal circumstances prevent the member from completing the term of service. The Program Director must make these determinations based on these criteria and indicate the reasons for early termination on the End of Term Service forms.

2) For Cause

A release for cause encompasses any circumstances other than compelling personal circumstances that warrant a member’s release from completing a term of service. The Program Director may release a member for cause according to the conditions of the Corporation and the member’s contract.

Members must be released for cause if the member is convicted of a violent felony or the sale or distribution of a controlled substance during a term of service. If the member is charged with a violent felony or the sale or distribution of a controlled substance, or convicted of the possession of a controlled substance, the member will be suspended without any AmeriCorps benefits, including living allowance, and without receiving credit for hours missed.

Any member who drops out of a Program without obtaining a release for compelling personal circumstances is considered to have been released for cause.

A member released for cause may not receive any portion of an education award.

A member wrongly released or suspended for cause will receive credit for any service missed and reimbursement for missed living allowances.
Members are not eligible to receive any benefits or service hour credit upon release from service for cause.

**Resumption of Service**
Any member whose service was suspended because of being charged with a violent felony or sale or distribution of a controlled substance may be reinstated to service if the member is found not guilty or if the charge is dismissed. Any member whose service was suspended because of being convicted of a first offense of possession of a controlled substance may resume service by demonstrating that the member has enrolled in an approved drug rehabilitation Program. A member convicted of a second or third offense of possession of a controlled substance may resume service by demonstrating successful completion of a rehabilitation program.

**MINOR DISCIPLINARY ACTIONS**
The Program Director may temporarily suspend or impose a fine on a member for minor disciplinary reasons, such as chronic tardiness, as outlined in the conditions of the member contract.

**Temporary Suspension of Service:** The period of suspension does not count toward a member's required service hours. Further, members who are suspended for minor disciplinary reasons may not receive a living allowance for the suspension period.

**Fines:** If determined to be necessary for improvements in member performance or attendance, a reasonable fine may be imposed on members for minor disciplinary problems consistent with the member contract.

**Grievance Procedures**
The Program has a grievance procedure to resolve disputes concerning the member’s suspension, dismissal, service evaluation, or proposed service assignment. As a participant of the program, members may file a grievance in accordance with the Program’s grievance procedure.

The purpose of this process is to resolve disputes involving AmeriCorps members and any other interested individuals in a fair and expeditious manner. In general, disputes must pertain to service related issues such as a proposed service assignment or a mid-term or end of term evaluation; or a member’s suspension or dismissal. A dispute may also concern an applicant protesting the reason they were not selected as an AmeriCorps member. All AmeriCorps members must file complaints in accordance with the following procedures set forth below.

1) **Pre-Complaint Process**
In general, all aggrieved parties such as members, applicants, or any other interested parties should attempt to resolve any problems or disputes with the other party on a one-to-one basis. The issues should be clearly stated and understood by both parties. If this process does not resolve the matter, the aggrieved party may request that the program provide an alternative dispute process such as mediation or facilitation to resolve the dispute. The program may provide this alternative dispute process to the aggrieved party. The program and the aggrieved party will jointly select the mediator or facilitator. If an alternative dispute process is used and the matter is not resolved within 30 calendar days from the date the dispute resolution process began, the neutral party mediating or facilitating the process should notify the aggrieved party of his/her right to file a formal complaint. The neutral party, however, may not participate in the formal complaint process. In addition, no discussions of the pre-complaint process can be referred to or introduced into evidence in the formal complaint process including the arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.

2) Formal Grievance Proceeding:
Time Limits: Except for a grievance that alleges fraud or criminal activity, a grievance must be made no later than one year after the date of the alleged occurrence. If a hearing is held on a grievance, it must be conducted no later than 30 calendar days after the filing of such grievance. A decision on any such filed grievance must be made no later than 60 days after filing.

Effect of Informal Process: In the event an aggrieved party files a grievance after participating in an informal dispute resolution process, the neutral party may not participate in the formal grievance proceeding. In addition, no communication or proceeding of the informal dispute resolution process may be referred to or introduced into evidence at a grievance or arbitration proceeding.

3) Arbitration:
If there is an adverse decision against the party who filed the grievance, or no decision has been reached after 60 calendar days after the filing of a grievance, the aggrieved party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and who is independent of the interested parties. If the parties cannot agree on an arbitrator, within 15 calendar days after receiving a request from one of the parties, the Corporation will appoint an arbitrator from a list of qualified arbitrators.

4) Time Limits:
An arbitration proceeding must be held no later than 45 days after the request for arbitration, or if the arbitrator is appointed by the Corporation, the proceeding must occur no later than 30 calendar days after the arbitrator’s appointment. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.
5) Cost: In accordance with 42 U.S.C. 12636 (f)(4)(D), the cost of the arbitration proceeding must be divided evenly between the parties of the arbitration unless the party requesting a grievance proceeding prevails. If the grievant prevails, the Grantee must pay the total cost of the proceeding and reasonable attorney’s fees of the prevailing party incurred in connection with the ADR proceeding.

6) Effect of Noncompliance with Arbitration: Pursuant to 42 U.S.C. 12636(f)(7), a suit to enforce an arbitration award may be brought in any federal district court having jurisdiction over the parties without regard to the amount in controversy or citizenship.

7) Suspension of Placement: If a grievance is filed regarding a proposed placement of a member, such a placement must not be made unless the placement is consistent with the resolution of the grievance.

8) Remedies: Remedies for a grievance filed under a procedure established by the Grantee may include:

⇒ Prohibition of a placement of a member
⇒ In grievance cases where there is a violation of non-duplication or non-displacement requirements and the employer of the displaced employee is the Grantee:
   (a) Reinstatement of the employee to the position he or she held prior to the displacement;
   (b) Payment of lost wages and benefits;
   (c) Re-establishment of other relevant terms, conditions, and privileges of employment;
   (d) Any other equitable relief that is necessary to correct any violation of the non-duplication or non-displacement requirements or to make the displaced employee whole.

DO’s and DON’TS

DO:

☒ Be a good listener.
☒ Be polite and friendly, with a desire to be helpful.
☒ Have a positive attitude about the park, staff, and rules.
☒ Be a good neighbor. Set a good example by obeying the park rules yourself.
Be familiar with park rules and regulations so you can explain them when asked or when you see a violation. Hand out an appropriate brochure if available. If the violation continues, report it to the park manager or your volunteer supervisor.

Refer campers with complaints to the park manager or your supervisor.

Wave as you walk by and SMILE!

DON’T:

Try to enforce park rules and regulations.

Argue, scold, or let yourself become angry with visitors. WALK AWAY!

Be harsh, sharp, abrupt, hurried, or impatient.

Act like the authority or “enforcer” of the park.

Be a busybody. Respect campers’ privacy and their right to a quiet time away from it all.

Be the park bartender. Use common sense and discretion when consuming alcohol. Keep beverages in your campsite and be aware of your personal limits.

Handling Difficult Situations

Most visitors enjoy the use of our state parks without committing any serious violations or disturbances, and most people who do violate park rules will respond to a friendly greeting and education or information on the rules.

If you observe visitors breaking the rules after informing or presenting them with verbal information or brochures DO NOT ATTEMPT to further resolve or correct the problem. Contact your supervisor and proceed in the following manner:

1. **KEEP CALM.** Assess the situation carefully to determine if enforcement is needed and notify park staff. Park Rangers have enforcement responsibilities and are trained to handle such situations.

2. If Park Rangers are not available and a serious violation or disturbance is occurring, refer to your Emergency Plan for the nearest available police.

3. Please do not ignore obvious rule violations. Minor or small violations can become serious problems. Be consistent with everyone! If in doubt, report activities to your supervisor.

Take good notes. Jot down descriptions, site, and license plate numbers. Find a Park Ranger and provide clear, accurate, and concise information.
What I Should Know About Safety?

Perhaps the single overriding principle for all that we do at Delaware State Parks is SAFETY. Safety for employees, safety for Volunteers, and safety for our visitors is very important. We are very concerned about and focused on creating a safe environment for you to perform your service in.

SAFETY SUMMARY
Volunteers must follow safety standards and practices at all times. Training is required before operating certain equipment. Perform your duties carefully and safely. Always use the appropriate protective equipment, including personal protective equipment for eyes/face/head/extremities, protective clothing, respiratory devices and protective shields, and barriers. Report any unsafe conditions you encounter. Please do not attempt to perform any duties for which you have not been trained!

Volunteers are responsible for:
- Knowing and following the safety rules.
- Supporting efforts to promote safe servicing conditions and habits.
- Making full use of safety equipment and safeguards provided for assigned tasks.
- Reporting immediately all unsafe service conditions to Park Staff.

SAFETY TIPS
- Know your physical limitations! Discuss with your supervisor any physical limitations you may have prior to starting your duties. Remember in many cases, the park size, location, facilities, and public use determines how strenuous or demanding your duties will be. Find out before you commit!
- Use your legs, not your back, when lifting objects.
- Don’t operate unfamiliar tools or machinery without training.
- Let your supervisor know if you have any health conditions that staff should be aware of in case of an emergency
- Dress properly for your tasks. Wear sturdy shoes and proper clothing.
- Attend park safety meetings.

Safety Rules for Volunteers:
- Accident Reporting: Volunteers must immediately report all personal injuries, vehicle accidents and incidents.
- In Case of Injury: All human blood and body fluids are to be treated as if they were infectious for HIV, Hepatitis B and other blood-borne pathogens.
Volunteers should immediately inform Park Staff if they believe they have been exposed.

- First Aid: Volunteers should know the location of first aid kits. A prompt first aid response can keep most injuries and medical situations from growing worse. Every worksite has an emergency medical plan.
- Maintenance: Safety in the workplace requires keeping the environment free of hazards that arise from lack of regular maintenance and servicing. Volunteers should report any service conditions that are potential safety hazards.
- Office Safety: Office service is not hazardous, but accidents do happen! Most are preventable if we identify common hazards and preventative measures. Your support person will go over common hazards and ways to avoid them.
- Volunteers should learn the numbers to call for fire or medical emergency. These are found in this manual.
- Lifting: Most back injuries result from improper lifting. The support person will provide you with information on how to lift properly to protect your back against injury.
- Approved Driving Course: In some instances a driving course may be required for volunteers who drive agency cars and for volunteers who regularly transport clients in personal cars. If you regularly transport clients in your private car, a safety inspection will be conducted before you begin your assignment and at regular intervals after that.

**Injuries/Accident Reports**

If you or someone else is injured while performing volunteer duties, report the incident to your support person immediately. Though a service related injury may appear to be of little consequence, it is urgent that it is reported in sufficient detail. Be sure to fill out an accident form for any injury, no matter how minor it might seem then. An accident report must be completed within 24 hours.

**Hazard Communication Program**

Volunteers need to be aware of the potential danger of the chemicals in their service areas and be trained to use proper safeguards. Each department has a list of known hazardous chemicals to which volunteers may be exposed to through their service in that department, and all volunteers have the right to know about these and the location of the MSDS (Material Safety Data Sheet), which describe the chemicals, use, safety precautions, and treatment.

Each volunteer will receive information about the hazard communication program at orientation. Additional information will be given by the staff or volunteer trainer as it pertains to a volunteer’s assignment during initial training. Whenever a new hazard is introduced into the service area you will be given information about it.
Emergency Plan

Check with your park to determine their plan for emergencies. As a volunteer, you should know the plan and who to contact.

These are some general rules to follow in the event of an emergency:

- In a life threatening emergency or with any accident tell your support person immediately.
- Remain calm and if necessary, call 911. Follow their instructions precisely while you await their arrival. Be prepared to give them the address and phone number, your name, and the nature of the emergency.
- In the event of a fire or other emergency requiring the evacuation of a building, remain calm. Assist other staff in notifying visitors and helping to direct them out of the building safely and quickly. Make sure your service area is secure if time and safety allow.

Delaware State Parks SAFETY POLICY

Delaware State Parks is committed to providing a safe atmosphere for all employees, volunteers and visitors. In keeping with DNREC Safety Policy Subject: D-0910 – Safety, Section: D-0900 much of the Delaware State Parks Volunteer Safety Policy mirrors that of the Department.

Purpose

It is the policy of Delaware State Parks to provide a safe service environment for all employees, volunteers and visitors. This commitment is based upon the following premises:

1. Delaware State Parks major concern is for the safety of all staff, paid and unpaid.
2. Delaware State Parks intends to provide a safe and healthful service place for all that work in our Parks.
3. Delaware State Parks pledges support of the Park’s safety program.
4. The first priority is prevention of accidents and protection of all resources.
5. Delaware State Parks intends to comply with all safety laws and regulations.
6. All paid and unpaid staff is expected to follow safety rules and regulations and actively participate in any required safety training.
If the Park Manager or Staff Is Not Available…

Health, Injury, or Accident
1. If you have any doubt as to the extent of injury or serious illness CALL 911 or an ambulance. Send a bystander, if necessary, to make the call if you cannot leave the scene. Make sure they know the PARK, SITE NUMBER or AREA, and TYPE OF EMERGENCY. Contact Park Staff.

2. Contact the Park Superintendent or Park Ranger if vehicles are involved in an accident. Send a bystander if necessary to make a phone call. Make sure the bystander knows PARK, SITE NUMBER or AREA, and TYPE OF ACCIDENT (non-injury or injury). Assist with first-aid, if trained; if not, try to comfort the injured or direct traffic around or away from the accident. DO NOT remove any vehicles or materials (even broken glass) if there has been an injury. Traffic accidents are considered to be crime scenes.

3. Contact the Park Superintendent or Park Ranger in the event of a boating accident or boating related injury or death.

Disturbance
1. Contact the Park Superintendent or Park Ranger if there is domestic fighting, thefts, assaults, minors drinking, evidence of drug use, or rowdy behavior.

   DO NOT ATTEMPT to solve the problem yourself! You are not responsible for settling disputes or getting involved with dangerous situations.

   DO RECORD license plate numbers and descriptions, if possible, WITHOUT endangering yourself.
REMEMBER—DOMESTIC FIGHTING IS POTENTIALLY THE MOST DANGEROUS SITUATION YOU CAN ENCOUNTER!

2. Direct Park Staff to area. Advise the officer if you noticed drugs, alcohol, weapons, or dogs in the site.

Fire (follow all directions from fire officials)
1. Quickly (but calmly) assess the situation.
2. Contact the Park Staff and Fire Department for RV, facility, or brush/forest fires.
3. Use caution around RV fires. Keep campers away from propane tanks that may explode.

Lost Child
1. Get an accurate description of the child including name, gender, hair, eye and skin color, height, weight, age, clothing color, and any distinguishing characteristics.
2. Ask where and when last seen and if alone or with another person.
3. Contact Park Staff and relay information.
4. Offer searching parents and friends a map of the park. Suggest checking play areas, fishing docks, swim beaches, hiking trails, restrooms, and remind them to double check or leave a family member at their campsite in case the child returns.
5. If the child if still missing after a thorough search of the campsite and park (about 30-60 minutes), contact the local Sheriff’s office and report your information and location. You may want to contact sooner if the child is very young, last seen at nearby hazards (cliffs, beaches, lake), or darkness is approaching.
6. Report any foul play at once. Follow any instructions Park Staff may give to you.

In All Situations
1. If outside assistance has been called make sure someone is there to provide directions to the emergency crew.
2. Send a bystander if you are unavailable. Remind them to give clear directions and a site number or area. Ask for volunteers to maintain traffic flow or keep crowds away from the scene.
3. Write down notes about the emergency event so that you can report back to your supervisor. Note names, addresses, phone numbers, identification, vehicle licenses, and descriptions, type of injuries, or damage. Your information will be needed to assist the park staff in filling out an Accident/Incident Report.
4. After the emergency, if possible, clean up debris or block the area off.
Volunteer Service Policies

POLICY: STANDARDS OF VOLUNTEER CONDUCT

Courtesy, friendliness, and a spirit of helpfulness are important and guide the Department’s dealings with staff members- paid and unpaid, and with our visitors. The Delaware State Parks Volunteer Policy on conduct is based on the Departments policy. It adheres to the same principles of conduct required for employees

POLICY

It is expected that all Delaware State Park staff members- paid and unpaid- practice courtesy, respect, tact and consideration in their conduct and communication with fellow workers and the public. It is mandatory that all staff members show maximum respect to every other person in a business context so that all enjoy a positive, respectful, and productive work environment, free from behavior, actions, or language constituting workplace harassment or intimidation.

The standard of DNREC is a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance, and other non-work related matters. Each employee has the responsibility to foster an understanding and tolerance of others’ differences in order to create an environment where those differences contribute to a better organization.

Offensive treatment of a staff member or visitor, which creates an intimidating, hostile, or abusive work environment, is prohibited by this policy.

Offensive treatment may be verbal or physical behavior, which is derogatory, abusive, disparaging, bullying, threatening, or disrespectful, even if unrelated to a legally protected status. Such offensive treatment will not be tolerated.

Inappropriate remarks or treatment based on any of the following are not tolerated and such behavior may result in disciplinary action up to and including termination of employment or placement: race, religion, ethnic origin, physical attributes, mental or physical disability, color, ancestry, marital status, sexual preferences, medical condition, citizenship and/or age.

Inappropriate remarks or behaviors include those that treat a group of people in a negatively uniform way, assign a behavior in a disparaging way, imply inferiority of a group or an individual, are supposedly funny at someone else’s expense, and/or cause embarrassment or distress to others based on comments about a particular group of people or an individual.
Differences of opinion should be handled privately and discreetly. Gossip and backbiting are not acceptable practices for DNREC employees. Discussions about who is dating whom, an individual’s personal life choices, their service performance, disciplinary actions, promotions or lack thereof, spreading lies and rumors, intimidating, bullying or humiliating a co-worker is malicious, demoralizing, and demeaning and will not be tolerated.

Constructive criticism, which will improve business by clarifying or instructing, should be welcomed when delivered with respect and tact. Destructive criticism, which is designed to harm business or another person, is not to be practiced.

Employees should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities, or swearing at co-workers or customers.

Because allowing such gossiping to continue is destructive within an organization and undermines morale, managers will be held accountable for the conduct of their employees and are expected to counsel and define the behavioral expectations for employees who gossip and spread rumors. Should managers let this behavior continue, they will also be held accountable.

REFERENCE: Delaware Department of Natural Resources & Environmental Control Administrative Policies and Procedures
D-0915 - Standards of Conduct/Communications
Section: D-0900 – Personnel Management

While VOLUNTEERS ARE NOT CONSIDERED EMPLOYEES, It is the Volunteer Policy of Delaware State Parks that provisions in DNREC Policy established for employees are extended and applicable to volunteers as well. Behavior by volunteers and towards volunteers must adhere to that contained in this policy.
POLICY: DRUG/ALCOHOL USE

It is the policy of the Division of Parks & Recreation to maintain a drug-free workplace. Alcohol/drug abuse in the workplace has many detrimental effects on any organization, its employees, and its volunteers. Alcohol/drug abuse impacts morale, lowers productivity, causes safety violations, and increases health care costs. The Division is committed to maintaining a work environment free from illegal drugs, alcohol and other drugs.

The Division of Parks & Recreation has an obligation to its paid and unpaid staff members, and the public, to take reasonable and appropriate steps to prevent drug and alcohol abuse by all staff members in and affecting the workplace. This policy is based on the Department’s Policy and DNREC’s concern regarding the safety, health, and welfare of its staff, their families, and the community.

POLICY:

A. All staff members, paid and unpaid, are expected to be free from the influence of drugs or alcohol while they are on duty.

B. Prohibited Practices – Consistent with the commitment stated above, it is the policy that all staff members, paid and unpaid shall not:

   1. Report to service under the influence of alcohol or drugs;
   2. Possess or consume alcoholic beverages while on duty without authorization;
   3. Possess or consume any illegal, non-prescription drugs while on duty;
   4. Place, carry, or allow to be placed any unauthorized alcoholic beverages in any State vehicle or equipment; or
   5. Sell or provide drugs or alcohol to any other employee or to any person while such employee is on duty.

REFERENCE: Delaware Department of Natural Resources & Environmental Control Administrative Policies and Procedures
Subject: D-0311 – Substance Abuse
Section: D-0300 – Conduct

While VOLUNTEERS ARE NOT CONSIDERED EMPLOYEES, It is the Volunteer Policy of Delaware State Parks that provisions in DNREC Policy established for employees are extended and applicable to volunteers as well. Behavior by volunteers and towards volunteers must adhere to that contained in this policy.
POLICY: SMOKING

It is the policy of Delaware State Parks to provide a healthful, comfortable, and productive service environment. In accordance with Executive Order No. 71, the Department implemented a policy to conform to this order. Delaware State Parks Volunteer Program adheres to this policy:

Tobacco use shall be prohibited in the following areas:

A. Within any building or facility owned or managed by the Division.

B. Within any building space rented by the Division.

C. In state-owned passenger and work vehicles except specific vehicles as designated by the Division Director. No vehicles used to transport the general public on a regular basis shall be designated as a smoking vehicle. All designated smoking vehicles shall be clearly marked as such, and “No Smoking” signs shall be placed in non-smoking vehicles. In the absence of marking or posting, all vehicles are assumed to be restricted.

Smoking outside of Department buildings should occur only:

A. where no flammable or combustible materials are present.

B. where it will not interfere with the public’s use of the building.

C. at locations other than the main entrance to the building unless using alternative locations would cause substantial inconvenience.

REFERENCE: Delaware Department of Natural Resources & Environmental Control Administrative Policies and Procedures
Subject: D-0309 – Smoking in the Workplace

Section: 0300 – Conduct

While VOLUNTEERS ARE NOT CONSIDERED EMPLOYEES, It is the Volunteer Policy of Delaware State Parks that provisions in DNREC Policy established for employees are extended and applicable to volunteers as well. Behavior by volunteers and towards volunteers must adhere to that contained in this policy.
POLICY: SEXUAL HARASSMENT

Sexual harassment is a form of employee misconduct which undermines the integrity of the employment relationship. Each employee of the Department of Natural Resources and Environmental Control, regardless of sex, is entitled to a working environment which is free from intimidation and sexual harassment. The Department shall not tolerate any form of sexual harassment by any employee of either sex in compliance with Executive Order 24.

POLICY

A. Prohibited Practices - Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that fails to respect the rights of others, that debilitates morale and that, therefore, interferes with the service effectiveness of its victims and their co-workers. The following practices are prohibited:

1. making an unwelcome sexual advance, a request for sexual favors, or other verbal or physical conduct of a sexual nature a condition of employment for any applicant or employee;
2. making the submission to or the rejection of such conduct the basis for an employment decision affecting an applicant or employee; or
3. creating an intimidating, hostile, or offensive service environment by such conduct.

B. Forms of Sexual Harassment - Sexual harassment may also be manifested in different ways. One of these is the demand for sexual favors. Other behavior that may be offensive and grounds for a claim of sexual harassment include:

1. Verbal
   - Sexual innuendoes
   - Suggestive comments
   - Jokes of a sexual nature
   - Sexual propositions
   - Threats

2. Non-verbal
   - Sexually suggestive objects or pictures
   - Graphic comments
   - Suggestive or insulting sounds
   - Leering
   - Whistling
   - Obscene gestures
3. Physical
   · Unwanted physical contact such as touching, pinching, or brushing the body
   · Coerced sexual intercourse
   · Assault

C. Behaviors – Sexual harassment may be overt or subtle. Some behavior which may be appropriate in a social setting may not be appropriate or permitted in the service place. Regardless of the form it takes, verbal or physical; sexual harassment can be insulting and demeaning to the recipient and will not be tolerated. Each employee is expected to comply with this policy and take appropriate measures to ensure that such conduct does not occur.

D. Reporting - Any employee who believes that they are being sexually harassed should advise the offending individual that the conduct in question is offensive and request that it be discontinued immediately. If they do not desire to mention the offending behavior to the offending individual, or if the conduct in question is not discontinued, the employee should bring the concerns to the attention of their supervisor or the agency AA/EEO Officer who has been designated to handle agency employee complaints.

E. Disciplinary Action – Each employee is expected to comply with this policy and any violation may warrant appropriate disciplinary action in accordance with the Merit Rules or union contract provision. Disciplinary action shall depend upon the severity of the incident.

REFERENCE: Delaware Department of Natural Resources & Environmental Control Administrative Policies and Procedures
Subject: D-0308 – Sexual Harassment and Discrimination
Section: 0300 – Conduct

While VOLUNTEERS ARE NOT CONSIDERED EMPLOYEES, It is the Volunteer Policy of Delaware State Parks that provisions in DNREC Policy established for employees are extended and applicable to volunteers as well. Behavior by volunteers and towards volunteers must adhere to that contained in this policy.
POLICY: AFFIRMATIVE ACTION

Purpose
The Affirmative Action Policy of the Department of Natural Resources and Environmental Control prohibits discrimination toward employees or applicants for employment on the basis of race, religion, color, national origin, sex, age, Vietnam-era veteran status, or physical disability. In addition, no action will be taken that will threaten, intimidate, or retaliate against any employee or applicant for initiating or processing an Affirmative Action grievance or complaint. This policy is in keeping with that of the State of Delaware as established by State law and Executive Order.

This policy also certifies full compliance with Title VII of the Civil Rights Act of 1964. DNREC is a participant in the State of Delaware’s Affirmative Action Program.

No office, facility, or employee of any division shall practice or tolerate the existence of discriminatory practices with regard to any aspect of employment, treatment of employees, services rendered, or facilities supplied.

All employees and applicants for employment have the right under the law to register complaints when they feel that the law has been violated in any respect.

Affirmative Action Statement: “The Department of Natural Resources and Environmental Control is committed to affirmative action, equal opportunity, and the diversity of its workforce.” This statement should appear on all correspondence that contains Equal Employment Opportunity/Affirmative Action statements, including hire letters, flyers, brochures, etc.

REFERENCE: Delaware Department of Natural Resources & Environmental Control
Administrative Policies and Procedures
Subject: D-0902 – Affirmative Action Policy and Statement
Section: D-0900 – Personnel Management

While VOLUNTEERS ARE NOT CONSIDERED EMPLOYEES, It is the Volunteer Policy of Delaware State Parks that provisions in DNREC Policy established for employees are extended and applicable to volunteers as well. Behavior by volunteers and towards volunteers must adhere to that contained in this policy.
What is Diversity?

☑ Goes beyond race, sex, or ethnicity
☑ Is not the same as Affirmative Action
☑ Includes anything that makes people different, such as:
  ⇒ Life style
  ⇒ Family Status
  ⇒ Physical Attributes
  ⇒ Profession
  ⇒ Education Level
  ⇒ Economic Status
  ⇒ Religion
  ⇒ Cultural Background
  ⇒ Disability
  ⇒ Age

Diversity is about:
- Valuing and respecting human beings for their contributions to the service program.
- Everyone has something to contribute.
- Respecting the opinions of others and dealing with people as individuals without attributing any stereotypes to them.

Why is understanding and valuing diversity important?
- Promotes mutual respect among co-workers
- Encourages open communication
- Cultivates new ideas
- Encourages teamwork
- Can increase productivity

Delaware State Parks is committed to creating a diverse work force, both paid and unpaid. The workplace should not be thought of as a “melting pot” but as a “salad bowl” where people of different backgrounds, value systems, needs and ideas can come together to serve productively.
Uniform Policy

PURPOSE
This Division of Parks and Recreation uniform policy establishes general guidelines for wear and grooming standards for all full-time, non-enforcement, and field State Park employees. This policy builds upon that foundation in determining policy for AmeriCorps members.

Uniforms identify members to the public and other agencies. The manner in which uniforms are fitted, maintained, and worn reflects your personal attitude and the professional image of the Division and the Department.

APPEARANCE
1. It is recognized that the public acceptance of personal appearance styles varies greatly. The Division standards are broad enough to offer choices.

2. Hairstyles shall allow employees to safely and capably perform assigned jobs without detracting from overall uniform appearance. If a hat or cap is required, the hairstyle must allow proper fit.

3. Sideburns, beards, and mustaches should be neat, clean, and well trimmed.

4. No visible body piercing with the exception of earrings. No earrings will be allowed that would inhibit the safe performance of an employee’s job.

GENERAL REGULATIONS
1. All employees assigned a uniform will wear it year-round when on duty.

2. Sleeves of t-shirts, sweatshirts or sweaters worn as undergarments will not be exposed.

3. No hat, other than a Division-approved State Park hat, may be worn with the uniform.

4. No pins, badges, or patches, except those authorized by the Division, may be worn.

5. Identification badges must be worn in compliance with Department policy.

6. The uniform will not be worn off duty except to and from service.

7. It will be the responsibility of supervisors to enforce this policy.
**Delaware State Parks AmeriCorps Program Uniform**

AmeriCorps members will provide their own Division approved trousers and shorts (tan, gray, blue, green, brown, or khaki) or denim pants (green, black, or brown).

Female employees may substitute a Division approved skirt, for trousers, when appropriate.

AmeriCorps members will provide their own Division approved footwear (sneakers or closed toed shoes…no flip flops).

AmeriCorps members will provide their own Division approved hats (wide brim khaki hats, wide brim straw hats, or ball-cap style hats with rear neck protection). All hats must have either the Department or Division logo.
PROHIBITED PROGRAM ACTIVITIES

While charging time to the AmeriCorps Program, accumulating service or training hours, or otherwise performing activities associated with the AmeriCorps program members may not engage in the following activities:

a. Attempting to influence legislation.
b. Organizing or engaging in protests, petitions, boycotts, or strikes.
c. Assisting, promoting, or deterring union organizing.
d. Impairing existing contracts for services or collective bargaining agreements.
e. Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office.
f. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation or elected officials.
g. Engaging in religious instruction; conducting worship services; providing instruction as part of a program that includes mandatory religious instruction or worship; constructing or operating facilities devoted to religious instruction or worship; maintaining facilities primarily or inherently devoted to religious instruction or worship; or engaging in any form of religious proselytism.
h. Providing a direct benefit to:
   
   i. A for-profit entity.
   ii. A labor union.
   iii. A partisan political organization.
   iv. An organization engaged in the religious activities described in the preceding sub-clause, unless Grant funds are not used to support the religious activities.
   v. A nonprofit entity that fails to comply with the restrictions contained in section 501(c)(3) of U.S. Code Title 26.

i. Voter registration drives by AmeriCorps members is an unacceptable service activity. In addition, Corporation funds may not be used to conduct a voter registration drive.

j. Other activities as the Corporation determines will be prohibited, upon notice to the Grantee.

Individuals may exercise their rights as private citizens and may participate in the above activities on their initiative, on non-AmeriCorps time, and using non-Corporation funds. The AmeriCorps logo should not be worn while doing so.
Non-Displacement

I. Prohibition on Displacing an Employee or a Position: The Grantee may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a member in a program or project.

II. Prohibition on Promotional Infringement: The Grantee may not create a community service opportunity that will infringe in any manner on the promotional opportunity of an employed individual.

III. Prohibition on Displacing Employee Services, Duties or Activities: A member in a program or project may not perform any services or duties, or engage in activities that would otherwise be performed by an employee, as part of the assigned duties of such employee.

IV. Prohibition on Supplanting, Hiring or Infringing on Recall Rights: A member in a program or project may not perform any services or duties, or engage in activities that:
   
   a) will supplant the hiring of employed workers; or
   b) are services, duties or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

Other Prohibitions

A member in a program or project may not perform services or duties that have been performed by or were assigned to any:

   a) currently employed worker;
   b) employee who recently resigned or was discharged;
   c) employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
   d) employee who is on leave (terminal, temporary, vacation, emergency, or sick);
   e) employee who is on strike or is being locked out.
I have received, read, and understand the Delaware State Parks AmeriCorps Program Summer Member Handbook, and have duly attended the Pre-Service Training.

__________________________  _________________________
Signature                    Park or Program