

VOLUNTEER CITIZEN SUPPORT ORGANIZATION MANUAL



Virginia State Parks

**A Division of the
Department of Conservation and Recreation**

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Introduction

Groups can be a powerful force in supporting a park. These groups can take many forms and be highly organized or informal. The Citizen Support Organization is a more formal group that agrees to align its purpose in support of the park. A group may support a park and not become a CSO, and a group that chooses to become an official CSO has options in structure, formality, and organization. This manual provides information on the processes to follow for those various options. For example, the group may decide to wait before filing for nonprofit status. One issue is overriding: The CSO always works with the park in support of its mission.

Some Virginia State Parks have CSOs or “Friends of” groups already established. This manual will assist existing groups to grow stronger and provide guidance for new groups as they become established. The guidelines also help determine the roles of the Park Manager, park staff, and district staff in supporting CSOs.

The Purpose of a CSO

A CSO can help to create a strong connection between the park and the community. This relationship benefits the park, its staff and most importantly the citizens who visit these sites by:

- Assembling a corps of volunteers to assist with ongoing and future activities.
- Seeking alternative sources of financial support through fundraising, in-kind contributions, and donations of goods and services.
- Generating support for specific planned projects and events from local community organizations, groups and individuals.
- Promoting the park and important issues relating to parks in general with legislators, government decision makers, and the public.
- Acting as a good will ambassador between the local community and the park.

Establishing a CSO

Any group of interested citizens can form a CSO. In many cases the Park Manager with the District Volunteer Program Manager, may initiate the formation of a group through recruitment of volunteers. These volunteers will then take the necessary steps toward establishing the organization. Prior to setting up a CSO, the Park Manager and staff must review the kinds of tasks or services needed. A prioritized, comprehensive list of tasks should be developed.

Recruiting CSO Members

The formation of CSOs varies. If a particular person has volunteered to “take the lead” then the next step is forming a board of directors and building membership. If the group is still in the forming stage, the organization process will take longer. Plan a kick-off meeting to inform volunteers and the community about the new CSO:

- Recruit current and past park volunteers.
- Frequent visitors are another source of potential membership.
- Groups that are associated with the park may be a good source.
- Civic organizations or businesses in the community may have an interest.
- Schedule a public membership meeting hosted by the park, at the park.
- The park should provide any materials and staff necessary to hold the meeting.
- Submit articles to local newspapers or write Public Service Announcements (PSAs) for local radio stations about the formation of the group.
- Develop a flyer announcing the meeting date and time to post in prominent locations throughout the community.

The First Meeting

- Have attendees sign in, including address, phone and email, and perhaps their areas of interest.
- Have a printed agenda.
- Have attendees introduce themselves at the beginning of the meeting.
- Select a person to moderate the meeting who can keep the discussion focused, yet be open to new ideas.
- Provide an easel pad to record ideas (The new Post-It Note big pads are great for this.)
- Identify and list shared visions and concerns. Address them later, but get them on the table.
- Encourage participation to ensure ownership of outcomes.
- Develop a list of tasks to accomplish by the next meeting and who will be responsible.
- Expand your potential membership by asking attendees to bring someone to the next meeting.
- Set a date and time for the next meeting.
- Note: Election of any officers may not be advisable until the group adds potential members and begins to “gel.”



Establishing a Vision and Mission

Effective groups have a clear understanding of their purpose and what they want to accomplish. Early efforts will determine a group's course of action for years to come. The mission is a clear, concise sentence or two that synthesized the primary goals of the group. Set your sights high. The vision is an image of your park in ideal circumstances. Strategic objectives and goals are the methods for carrying out the mission to reach your vision. They become the work plan to provide a step-by-step map of where you are now to where you want to be in the future. Ensure your goals include a plan to work cooperatively with park management. Create agendas for the day, the month, the year that are achievable. Make sure the right person is chosen to carry out a given duty. If you become lost and start losing focus, remain positive and reconsider these four key elements to success: mission, vision, objectives and goals, and work plan. Keep in mind groups normally go through the phases of forming, storming and norming before becoming effective.

Board of Directors

The CSO will need a board of directors. The members could be self selected or appointed for a specific short term period during the organizational phase, or CSO officers and directors could be elected for a one or two year term in the early phase of formation. The board can be drawn from the general membership or specific people outside the membership may want to serve. Board members with fundraising experience will be an asset. The organization will also benefit from board members who are able to recruit new volunteers and assist with volunteer programs. Various skills and backgrounds are always a plus for a diverse membership to help with the different needs of the park.

Application Process

A CSO Project Priorities Form (see Appendix) is completed by the Park Manager and submitted to the CSO. This outlines projects that the park requests the CSO to pursue and outlines the support provided by the park.

A prospective CSO must complete a DCR Application Form (see Appendix) for designation as a CSO. The group needs to establish a name: Friends of... or any other name that best describes its purpose. The application requires a preliminary estimate of the type of park facilities to be used and the frequency of use. Finally, the names and addresses of the founders, the name of the organization and the park's name must also be provided.

Bylaws must be developed and written for the new CSO. The bylaws define specific details concerning the operations and procedures of the group. Samples of bylaws can be obtained from other CSOs if needed. Bylaws should include the following:

- Mission statement, identifying the name of your organization and the park you are supporting.
- Membership criteria, voting, dues, and termination of membership. All CSOs must include in their bylaws an open membership policy regardless of race, color, and religion, sex, age, disability, national origin, or political affiliation. The only requirement for membership is agreement with the mission of the CSO.
- Provide several levels of membership for individuals, families, and "patron" level. Offering an option of higher level support encourages larger donations.
- Establish meeting frequency and required number for a quorum.
- Establish officer positions and duties, set term limits, elections procedures and handling interim vacancies.
- Identify standing committees and their duties, with flexibility to establish new committees.
- Determine fiscal year and how the bylaws can be amended.
- Outline conditions and procedures of dissolution.
- Provide signature and date lines for approval and adoption by board members.
- Establish other rules or terms which the group wishes to follow such as two signatures on checks.
- CSOs should strongly consider including a section in their bylaws about conflict of interest situations regarding board members. Conflict of interest could arise regarding vendors, ownership of property near the site, etc. At a minimum, board members should be required to disclose conflicts of interest and should abstain from voting on issues that might create a conflict of interest.

The DCR Application, CSO Project Priorities form, and the Bylaws are submitted to the Park Manager, who will review the package and forward it to the DCR Director of Volunteer and Alternative Resources. After reviewing, the package goes to the DCR Director for approval and signature. A copy will be sent back to the CSO.



Becoming a Nonprofit

Most CSOs are established to provide financial and volunteer support to the park. Starting an organization requires a great deal of time. Expenses will be incurred. CSOs that will be handling money may want to become a nonprofit corporation. Some benefits of doing so include:

- Tax-exempt status
- Permission to solicit and receive public and private funds
- Encourages tax deductible donations
- Limited liability
- Separate and perpetual legal existence
- Lower postal rates on bulk mail (called a “nonprofit franking permit”)
- Free radio and television public service announcements
- Official recognition and structure

To Be or Not To Be a Nonprofit

A CSO must determine how it will manage receipts and expenditures. At least four options are available.

- First, a CSO can provide support directly to its own park even if it has not received official IRS certification of 501(c)(3) status providing that the following conditions are met. If an organization (other than a private foundation) operates in keeping with the charitable intent of 501(c)(3) and normally has annual gross receipts of not more than \$5,000.00, the IRS will consider the organization to be automatically exempt.
- Second, the CSO can seek certified 501(c)(3) status from the IRS.
- Third, the CSO can choose neither of the foregoing options, that is, the CSO can choose either not to operate in keeping with the charitable intent of 501(c)(3) and/or choose to exceed the \$5,000.00 annual gross receipts threshold. Under this third option, the CSO may keep the monies but the CSO is responsible for paying any taxes and donations are not tax exempt for the contributor.
- Fourth, contributors can make donations to the State Parks Project Fund. These donations can and should be designated to a specific park; however, using the money at the park level is less flexible than if the organization maintains the funds.

Other options may be available. However, of the four options discussed above, option two (seek certified 501(c)(3) status from IRS) is the preferred choice for assuring that your efforts will, in fact, support the park of your choice. With this status, the CSO can focus its efforts on the park, will not have to pay income taxes, and can provide donors with documentary evidence that their donations are tax deductible. Also, having the IRS certification is a hedge against those years when annual gross receipts may exceed the \$5,000.00 threshold.

The forms and procedures listed below may seem overwhelming; however, if you take one step at a time, the process can be accomplished. Anticipate the time involved to push paperwork and decisions through the systems. Realize that all government forms and regulations are subject to revision and associated fees may change. The various forms are listed below to help you understand the procedures that may be required for your organization. Some of the forms may not be needed if your CSO has no income other than donations. However, forms on web sites are in Adobe Reader and can be saved to your computer to fill out then print for submission. The forms are listed in the order you should apply for and process them; for example, you must have the FEIN number before submitting IRS Form 1023.

Federal Employer Identification Number (FEIN) – Form SS-4

All CSOs should apply for a Federal Employer Identification Number. This number is required to open a bank account as well as for several applications, reports, and activities. Complete and submit an IRS Form-SS-4 to obtain this ID number. Go to www.irs.gov to download the form.

Incorporation

Corporate status is obtained through an application process with Virginia's State Corporation Commission (www.scc.Virginia.gov) and involves a registration fee. If an attorney is willing to voluntarily act as the CSO's agent, take advantage of that option. If voluntary legal assistance is not available, other options exist and should be pursued before deciding to pay attorney fees.

For example, the Virginia Association for Parks (see page 11) has been successful in helping several CSO's with the incorporation process.

A self-help website is located at www.legalzoom.com/incorporate/virginia.html. IRS Publication 557 provides information that is very useful in preparing articles of incorporation. Use the IRS information because the articles of incorporation provided to the state will become a part of the subsequent application package to IRS if 501(c)(3) status is sought.

Two advantages of becoming incorporated exist even if the group does not become a nonprofit:

- If the organization is sued and there is no negligence, individual board members should not be held personally liable.
- Establishment of incorporation encourages perpetuity; the organization will continue to exist indefinitely.

Filing for 501(c)(3) Status – Form 1023 & Publication 557

Complete and submit IRS Form 1023, Application for Recognition of Exemption Under Section 501(c)(3) of the Internal Revenue Code. A filing fee is required. IRS Publication 557, Tax-Exempt Status for Your Organization will help guide you through the steps to complete the application. Go online to www.irs.gov. Click on Charities and Nonprofits, then Charitable Organizations.

Solicitation of Contributions – Form 100

Chapter 5 of the Code of Virginia requires the registration of any organization engaged in the solicitation of funds from the public and prohibits any solicitations prior to registration. All CSOs are required to comply with this statute. File the Virginia Exemption Application, Solicitations not to Exceed \$5,000, Form 100, Category C, with the Division of Consumer Affairs, Virginia Department of Agriculture and Consumer Services (VDACS). Financial documentation is also required. There is a filing fee. Go to www.vdacs.virginia.gov. At the bottom of the page, click on List of Forms, then the tab for Charitable Solicitations. Any CSO with receipts over \$5,000 annually, or that hires a professional fundraising consultant, is also required to register with the VDACS. Registration fees and annual fees are based on the level of funds raised during the year. This form must be filed before applying for the Sales and Use Tax Exemption explained below.

Registering for State Sales Tax Exemption

If the CSO has obtained IRS 501(c)(3) certification, or is operating in accordance with the charitable intent of 501(c)(3), and has less than the \$5,000 threshold in annual gross receipts, you can apply for a Virginia State Sales Tax Exemption Number for use in purchasing goods used by the CSO or the park, or for resale without payment of sales tax. You must complete form NPO, Application for Sales and Use Tax Exemption for Nonprofit Organizations. Go to www.tax.virginia.gov. Click on Download Forms, then Business Forms, then Exemption Certificates. The form is listed as NPO (for nonprofit organizations) with an option to register online. After the form has been processed, you will receive a letter assigning the CSO a tax exempt number. This exemption will allow the CSO to

make purchases without paying sales tax on products like office supplies, food, or other items purchased for the park. Make copies of this letter to take with you when you make purchases. Check with the manager or customer service area of a store before going to the checkout, because some stores require you to complete an application first. The number can also be used when making purchases over the phone or via internet.

Local Government Filing Requirements

Each CSO is responsible for determining if there are any municipal requirements for the organization. For information in your locality, contact the County Commissioner of Revenue, the Director of Finance or other similar officials.

If the CSO Will Sell Products

If your CSO plans to sell firewood, operate a gift shop, or sell products like park t-shirts, magnets, or other items, you need to register as a business with the state and pay sales tax on items sold.

Registering as a Business – Form R-1

The first step is completing a Form R-1, Business Registration Application to register a nonprofit group. Go online to www.tax.virginia.gov. One of the first choices is “Online Registration.” Click on that and follow the procedures for registering your group. Note the nonprofit category. If you do not want to register online, go to the Download Forms tab at the top of the page, then click on Registration and select the R-1 and the Instructions. After registering, you will receive a letter of confirmation in the mail.

Sales and Use Tax Certificate of Exemption – ST-10 (Goods for resale)

This form exempts the CSO from paying sales tax for goods purchased to resell in the name of the CSO. The Form ST-10 can be found at the www.tax.virginia.gov site. Go to Download Forms tab at the top of the page, click on Businesses, then Sales Tax. Save the form to your computer. Check item #1. “Tangible personal property for RESALE only,” and complete the name of your group as “Dealer” and the Certificate of Registration No. that was authorized after completing the NPO, Application for Sales and Use Tax Exemption for Nonprofit Organizations, and the other lines on the bottom half of the page. Print out the form and take it with you when making purchases for items you will be reselling. Again, check with the manager or customer service area of a store before going to the checkout, because some stores require you to complete an application first. The number can also be used when making purchases over the phone or via internet.

Reporting Sales Tax Received – ST-9

If your CSO sells products like firewood, books, posters, T-shirts, and other retail items, sales tax must be collected and reported. Complete Virginia Retail Sales and Use Tax Return ST-9. The form is found at www.tax.virginia.gov. Go to the tab Download Forms, then Business Forms, then Sales Tax. The form includes a section to report county or city sales tax as well as state taxes.



Reporting Requirements

CSOs are required to provide certain reports and filings with DCR, the Commonwealth of Virginia and the IRS.

Annual Report

All CSOs must submit to DCR an annual report within 120 days of the end of the organization's fiscal year. The report is signed by the CSO President, submitted to the Park Manager for signature, then forwarded to the Director of Volunteer and Alternative Resources. Copies of the report should be available for all CSO members to review. A cover sheet is included in the Appendix (CSO Annual Report) to be submitted with the following items:

- Narrative audit committee report
- Annual financial summary report
- List of major accomplishments that year
- Goals and objectives for the following year

Annual Incorporation Fee

The State Corporation Commission requires an annual registration fee. The SCC mails out an annual registration report form in January to be updated and returned with the registration fee.

Sales Tax

CSOs that sell products and collect sales tax must report and pay those taxes to the state monthly or quarterly using the ST-9 form described above.

IRS Form 990

501(c)(3) organizations must file this report if gross receipts are over \$25,000. Download the form at www.irs.gov. Form and Instructions are over 150 pages. Groups with gross receipts in a tax year normally not more than \$25,000 are exempt from filing a Form 990 per Publication 557, Chapter 2, Annual Information Returns, Item 3.

e-Postcard

Small tax-exempt organizations whose annual gross receipts are normally \$25,000 or less may be required to electronically submit Form 990-N, also known as the e-Postcard, if they elect not to file Form 990 or Form 990-EZ.

Go to <http://www.irs.gov/charities/article/0,,id=169250,00.html>

Budgeting and Fundraising

Develop an annual budget including projected income and expenses like postage, food, and supplies for projects, as well as requested financial needs to support park programs. Good accounting procedures are important for completing required IRS forms annually. Define specific procedures for handling money and writing checks and include these procedures in the bylaws.

- CSOs should establish a bank account and track all receipts and expenditures in logical categories.
- Establish good internal controls over the receipt and disbursement of funds. For example, consider how many signatures the CSO needs to have on the bank signature card, whether the CSO wants to require more than one signature on each check, etc.
- At the end of the fiscal year, CSOs should have an audit of financial records. This is submitted with other reports annually. (See list above.)

Fundraising Ideas

Before launching any fundraising projects, develop a plan to present to park management. Some ideas may not be appropriate for parks, like selling raffle tickets, and the timing is important to not conflict with other park events. Consider the following ideas:

- Organize a special event like a dinner, concert, square dance or other event with a theme. Sell tickets to cover the cost of the meal, and supplies, and add an additional amount that is identified to attendees as a tax deductible contribution.
- Sell food at a concession stand for a large event in the park, as long as there is no conflict with other vendors.
- Provide specialized items at a gift shop with profits going to the CSO.
- Develop a product unique to the park to sell.
- Place a CSO donation box at the Visitor Center or other locations in the park, and at special events, explaining what donations will be used for.
- Solicit funds from businesses and individuals in the community as long as there is a specific cause you are supporting.
- Brainstorm ideas, because each park and its area are unique.

Seeking Grants and Funding

- Identify individuals or organizations in the community who might provide pro-bono services, or contribute funds or supplies for park programs.
- Research foundations and charitable groups through resources like *The Chronicle of Philanthropy*, *GrantSmart* or *Foundation Center*.
- Pay for training for a member to attend a grant writing workshop if members do not have this experience.
- Research possible grants; make sure they fit the CSOs and park's mission. Consult with the Park Manager before pursuing any grants to ensure the park supports your initiative. Many grants require in-kind monies or labor, and some are very paper work intensive.

Volunteer Guidelines for CSO Members

Both general and board members of the CSO function as volunteers. They provide a service to the park and are not compensated for their service. Most CSO members are active in one or more volunteer areas of the park; however, membership in the CSO is not required to be a volunteer at the park, however you must be a register volunteer in order to be a CSO member.

CSO Members as VSP Volunteers

- Active members (those who do more than donate money) must complete a formal Volunteer Application and go through Orientation so they know the park policies and procedures like other Core Volunteers.
- CSO board members should be proactive to ensure any active member has completed the application process and orientation. Work closely with the Park Volunteer Coordinator to obtain forms and training information.
- Having an application on file at the park protects the CSO for liability when members are performing services.
- Volunteers/members must report hours by the 2nd day of each month for the previous month either by signing in on a Time Sheet at the park or mailing, phoning or emailing their hours to the Park Volunteer Coordinator. Reporting hours is required even if a volunteer does not want to receive Virginia State Park (VSP) benefits. Volunteer hours document the cost benefit to the park system. Some CSOs may prefer to collect all CSO volunteer hours

monthly and report those hours to the Park Volunteer Coordinator as a way of tracking CSO support to the park.

- Volunteer hours include time at meetings, assisting with park events and programs, as well as away from the park, writing letters/emails, making phone calls, handling finances, advocating in Richmond, planning projects, and attending meetings with other CSO groups. Travel time to and from the park of service does not count as volunteer hours; travel time to do shopping, banking, advocating for the park, or to a meeting at another park does count.
- Volunteer hours accumulate and qualify for VSP Benefits.

Position Descriptions for CSO Volunteers

Virginia State Parks has written Position Descriptions (PDs) which help in recruiting volunteers and matching them to the most appropriate job. Volunteers will know what is expected of them and whether they are willing to commit to the time and tasks involved. Expectations should be clear with specific criteria so that performance can be measured. Volunteer PDs emphasize that volunteering is more than a casual commitment and that the Virginia State Parks' Volunteer Program is run in a professional manner and holds people accountable for their commitments.

The Park Volunteer Coordinator has a written PD for "Friends Supporter" which is appropriate for anyone supporting the park through the CSO. Additional PDs can be developed and are encouraged for the elected officers or long-standing committee chairs.

Volunteers receive their PD during orientation along with an Orientation/Training Checklist which outlines various areas of training that may be needed for volunteer positions at the park. The volunteer initials each item with the trainer and the completed form is filed in the individual's volunteer file in the Park Volunteer Coordinator's office. Volunteers who complete the orientation have a better understanding of the park and can be more knowledgeable supporters of your CSO.

Why People Volunteer

Most volunteers have more than one reason for volunteering for Virginia State Parks. Knowing why people volunteer helps us recruit CSO members. Consider the following reasons for volunteering:

- Giving back to an organization from which they have received benefit in the past
- Sharing a specific talent or interest with others
- Promoting a unique feature of the park
- Enjoying the outdoors and the natural environment and wanting to preserve this for future generations
- A love of the park's history or natural features
- Making new friends with people who have similar interests
- Wanting new challenges and opportunities
- Improving health and having fun
- Needing a social outlet and the opportunity to work with others
- Or the opposite, getting away from a busy lifestyle and doing something alone
- The need to feel needed
- And we cannot ignore that people volunteer for Virginia State Parks, because we offer great benefits to volunteers!



... and Do Not Volunteer

- Convenience – distance to travel, times we can use them doesn't match their availability
- Feel organization doesn't welcome or need them
- Family and work obligations and health issues
- Don't want to feel tied down to a schedule
- Negative reports about volunteering in the organization
- Not interested in joining and committing to an organization

Realize that not everyone will want to volunteer for your organization. However, one reason why people say they do not volunteer is that **they have never been asked!**

Building and Maintaining Support

Once the CSO has been established and projects are on-going, the CSO needs new ideas and new people to remain viable.



- Keep in contact with the Park Volunteer Coordinator concerning new volunteers who may be interested in becoming more involved at the park.
- Sponsor a special event for all volunteers – covered dish meal, speaker or program on a park related topic, evening campfire program, waterfront event – and make sure the non-CSO volunteers hear the story of your CSO.
- Interact with other CSO groups – have meetings or events together – to learn what other groups are doing.
- Sponsor a trip inviting all park volunteers to visit another park. Take reservations and limit your numbers so people have a better chance to get acquainted and learn more about the CSO.
- Support the park's annual volunteer recognition event by providing funds for food, decorations or a program. Make sure all volunteers know the CSO sponsored the event.
 - Continuously network with other park

volunteers.

- Consider joining the Virginia Association for Parks (see page 11 for the related benefits).

Communication for Support

- Develop a recruitment flyer for your CSO with a tear off membership application and mailing information.
- Place flyers in brochure racks at the park and at community locations like libraries.
- Continue to publicize CSO activities and meetings.
- Go to meetings of other groups in the community, inform them about the CSO and your plans, and invite them to join the CSO in some capacity.
- Submit articles to local newspapers or write PSAs for local radio stations about accomplishments of the group.
- Publish a newsletter and/or send periodic emails to keep members up to date on CSO activities at the park. Use email to distribute the newsletter to as many people as possible to reduce postage costs. If possible, the park manager should allow use of equipment to make copies.
- If the Park Volunteer Coordinator produces a newsletter for all active and prospective volunteers, include an article about the CSO in each issue.

- Write letters to the editor of the local papers to inform the public about issues related to the park, park events, and invite them to CSO meetings.
- To ensure a professional image of the CSO, have any written material – letters, flyers, PSAs, newsletters – proofread by several people, including the Park Manager.
- Take photos of CSO activities to add impact to the communication methods you choose.
- Recognize the efforts of individuals and acknowledge group successes.

Management of the CSO

An effective CSO consists of people who are dedicated and committed to the goals of both the park and the CSO while keeping in mind the mission of the CSO. Park needs and priorities should be well defined to the board so that they can establish goals and objectives for their projects.

Citizen Support Organization's Role

Simply stated, a CSO exists to assist and support the park's mission, operation and programs. The group is not intended to oversee the day-to-day operations or management of the park. The group is an entity separate from the site, liable for its actions and responsible for its own directions. However, its activities must be conducted in cooperation with the park and with a full understanding of the mission of the Virginia Department of Conservation and Recreation.

CSO Meetings and Structure

The CSO Bylaws can be very structured or can be written fairly flexible to adapt to the needs of the group. The only meeting requirement imposed by the State for attaining corporate status is that the organization has an annual meeting and that the park manager or designee must be present to constitute a quorum. Whether the group meets monthly, quarterly, annually, or on an ad hoc basis, the organization should ensure that there is a need for the meeting, that it is organized and well planned. People's time is valuable so be sure any meeting is worth attending, and the result will be better attendance.

Board of Directors meet on a regular basis to handle the business of the CSO. The Park Manager or designee is expected to maintain contact with the board and must be present to constitute a quorum. The manager should be aware of meeting practices and offer advice and direction when needed. The CSO Board makes the final decisions on policies relating to the finances, public relations and programs of the CSO. The board should understand the history, purpose, programs, policies and procedures of the park and of DCR. The board should have the necessary general experience and interest in the park to effectively represent the park and the CSO in the community. The CSO board should be available to the Park Manager for consultation on matters of common concern and need. The board also ensures volunteer support for the CSO programs and the identified park needs.

The following statements are adapted from *Fundamental Practices for Success with Volunteer Boards of Nonprofit Organizations*:

1. The board ensures that the organization's resources are continually focused on the mission.
2. The board, holding a public trust, is accountable to the community for the organization's success in carrying out the mission and meeting its ethical and legal obligations.
3. The board selects members who have specific capabilities needed to meet the organization's goals, who are committed to the mission and who contribute to a balance of the community.
4. The board gives prospective members a candid account of the organization, the board's responsibilities, and the commitments expected of members.
5. The board, park manager, and where applicable park staff, should provide a shared leadership of the CSO.
6. The board and the park staff motivate each other as they act to exercise their responsibilities.

7. The board functions in a way that enables both group productivity and individual accomplishments.

General CSO meetings are recommended on a regular basis for all CSO members and the Board of Directors. They can be scheduled annually, at the beginning and end of the season or quarterly. Opening these meetings to all volunteers will result in some of the non-CSO volunteers becoming new members. The meetings can be informal events with food, program or activities. Include a short report of CSO accomplishments and explain how to join the CSO. Work with the Park Volunteer Coordinator to plan these meetings and obtain the list of volunteers to invite.

Standing or Short Term Committees are a method of involving volunteers with special interests. These groups can plan events or coordinate specific efforts of the CSO. Examples are re-enactors, historic researchers, Volunteer Virginia clean-up events, trail groups (horse, bike, etc.), nature enthusiasts. The Park Volunteer Coordinator can work with you to determine needs and perhaps groups that could become an adjunct group of the CSO because of their special interest. Including such individuals and groups within the CSO helps extend your membership and provides a base for future leadership positions on the board. Consider opening membership on committees to volunteers who are not CSO members. As they become involved in the committee's activities, they will usually join the CSO.



Any meetings held in support of the CSO, whether board, committee, or general meetings should follow the same guidelines:

- Meetings should be scheduled regularly and well publicized in advance.
- Minutes of the meeting must be recorded and kept on file.
- Copies of minutes should be provided to the park.
- At least one person from the park or district staff, preferably the Park Manager, must be in attendance. If the manager is unable to attend, the delegated park representative should be aware of the issues that may be discussed and the park's position on those issues, and brief the Park Manager after the meeting. Questions always seem to arise concerning scheduling, use of park facilities or other area that staff needs to answer.
- Continually evaluate your progress and programs in order to stay focused.

Park Manager's Role

The Park Manager serves as an ex-officio member of the CSO board and should ensure coordination of the CSO programs and activities with the park's plans, schedules and DCR policy. The Park Manager submits a prioritized list of funding requests annually or as a list becomes outdated. The Park Manager should communicate to the CSO, the history, the purpose, policies and practices of the park and of DCR. The Park Manager consults the CSO when seeking help for certain park needs. He/she should make available, when possible, any existing office or maintenance equipment for CSO projects. The manager provides approval or rejection of proposed projects and events that the CSO group elects to sponsor. Any rejection should be accompanied by a written explanation.

Use of Park Facilities and Staff

The Park Manager has the authority to permit the use of facilities by the CSO without charge for their meetings or sponsored events. The Park Manager determines if the proposed use of the facilities interferes with the reasonable use of the park by the public. The use of facilities can be broad, for example, the manager could provide a room or building for the CSO to use as an office. Staff should be available to assist CSOs when necessary. At least one staff person must attend CSO meetings, not only to serve in an advisory capacity, but also to show support for their interest in the park. Office equipment, faxes, copiers and computers should be made available when possible.

Park, District, and DCR Staff's Role

The Park's Volunteer Coordinator should have an active role in assisting the CSO and be a liaison between the CSO and the park staff. The District Volunteer Program Manager and the VSP Director of Volunteer and Alternative Resources provide support at their respective levels. A park staff person or district staff person may also serve in an ex-officio capacity. VSP staff function as ambassadors of the park system, so when working with volunteers, it is impossible to separate their role as a paid employee. Staff may choose to participate in activities of the CSO, but cannot be voting members of CSO groups. However, they may join the Virginia Association for Parks which is an umbrella group for all state and national parks in the Commonwealth. The staff's main role is to assist the group in coordinating their activities with the parks needs, and DCR policies, while providing support. This is done through fostering good communication practices, attending meetings and being involved with the CSO. The more interest staff takes in the CSO, the more likely the success of the organization.

Virginia Association for Parks

The VAFP is a nonprofit umbrella organization for citizen support groups (Friends of Parks) and individual volunteers supporting state parks, state natural areas, and national parks, monuments, forests, wildlife refuges, and historic sites across the Commonwealth. VAFP actively advocates park issues at the local, regional, state, and national levels and offers free technical advice and hands-on help to those who wish to form new volunteer support organizations. VAFP also conducts semiannual conferences with training sessions and networking opportunities. Virginia State Park CSOs are encouraged to join the VAFP; individual members may want to join also. Your Park Volunteer Coordinator can provide the name, phone number and email of the current contact person. See the website www.virginiaparks.org for more information.

Appendix – Forms

Basic CSO Forms

DCR Application for CSO – Completed by organizing committee and submitted to Park Manager who forwards to DCR.

CSO Project Priorities Form – Completed by the Park Manager and submitted with the Application to outline projects and the support provided by the park.

Sample CSO Project Priorities Form

Sample CSO Bylaws

CSO Annual Report – Cover sheet with signatures to accompany annual report submitted to Park Manager and DCR.

Sample Attachments to Annual Report:

Sample Audit Letter

Sample Annual Financial Summary

Sample Summary of Year's Accomplishments & Goals and Objectives for Upcoming Year

Basic Volunteer Program Forms Used By Active CSO Volunteers

Volunteer Application – Completed by all volunteers before beginning a volunteer assignment.

Volunteer Orientation/Training Checklist – Documents that new volunteers received orientation to the park, its rules and procedures, and training for the specific job.

Position Description – CSO/Friends Supporter – The Park Volunteer Coordinator has a template to develop additional PDs.

Volunteer Time Sheet – Records volunteer work time at locations within the park, or volunteers may complete and return to the Volunteer Coordinator.

Individual Volunteer Time Sheet – Alternate form for individual volunteers to record hours by program area.

VSP Individual Volunteer Benefits Chart – Benefits updated and revised, effective 1 July 2006

Volunteer Request Form – Completed by any staff person or volunteer to request volunteer support for a project and submitted to Park Volunteer Coordinator for follow-up.

Volunteer Self Review – Completed by volunteers annually to determine training needs and correct volunteer placement. Copy placed in volunteer's file.

Exit Evaluation for Volunteers – Given to departing volunteer for feedback about their experience.

Federal And State Forms Available Online

Federal Forms – Online at www.irs.gov

SS-4 Application for Employer Identification Number

1023 Application for Recognition of Exemption – Application for 501(c)(3) status.

Publication 557 – Instructions for Completing Form 1023

Form 990 Return of Organization Exempt from Income Tax

Commonwealth of Virginia Forms

The following forms at www.tax.virginia.gov

R-1 Business Registration Application

Application for Sales and Use Tax Exemption for Nonprofit Organizations

ST-10 Sales and Use Tax Certificate of Exemption – Goods for resale.

ST-9 Virginia Retail Sales and Use Tax Return and ST-9A Worksheet

Form 100-C Virginia Exemption Application, Solicitations not to Exceed \$5,000 at

www.vdacs.virginia.gov

And incorporation information at www.scc.virginia.gov

Park Manager/Date

State Park Director/Date

**CSO PROJECT PRIORITIES
FORM**

PARK

1
2
3
4
5
6
7
8

WHAT DO YOU NEED?							
VOLUNTEER	EQUIPMENT	FUNDING	PUBLIC EXHIB	HIST REVIEW	CONSTRUCTION	INTERPRET	RESOURCE MGMT
Volunteers at event and prepare meal		Food for volunteers					
Volunteers with history interest	Tape recorder		Perhaps prepare an exhibit for future	Park records available			
Horse riding club volunteers		\$2,000 for mulch at trail head			Kiosk at trail head for info map	Develop a flyer about new trail	DCR staff to assist with details
Volunteers current on park issues.	Park copier available						

**CSO PROJECT PRIORITIES
FORM**

PARK: *****

1 Assist with special events to provide traffic control, set up/cleanup, and meals for volunteer workers the day of the event.
2 Establish a special interest committee to conduct oral histories of those familiar with area prior to becoming a state park.
3 Establish special use horse trails for the park.
4 Advocate for park at local govt. meetings.

**BY-LAWS
OF
FRIENDS OF ----- STATE PARK ASSOCIATION**

**ARTICLE I
NAME AND LOCATION**

SECTION 1. NAME

The name of the Organization shall be FRIENDS OF _____ STATE PARK ASSOCIATION (hereinafter referred to as “the Association”).

SECTION 2. LOCATION

The place in Virginia where the principal office of the Association is to be located is Any Town, Virginia.

**ARTICLE II
MISSION**

SECTION 1. MISSION STATEMENT

The Association is formed exclusively for supportive, educational and other charitable non-profitable purposes.

More specifically, the mission of the Association is to act as a non-profit Citizens Support Organization to assist in conserving the natural, cultural, scenic, and recreational resources of _____ State Park; to assist in providing a variety of recreational and educational opportunities; and to assist in promoting environmental stewardship along one of Virginia’s linear state parks.

**ARTICLE III
MEMBERSHIP**

SECTION 1. ELIGIBILITY

Membership in the Association is open to any individual eighteen (18) years of age or older who is interested in the Association’s purpose(s).

SECTION 2. DUES

Annual dues will be set by the Board of Directors. In the last month of the fiscal year, the Treasurer will notify each member of his/her dues for the coming year. Dues will be payable on the first day of the new fiscal year.

SECTION 3. VOTING

Each member will have one vote in all matters coming before membership meetings at which said member(s) is present. Proxy voting will not be permitted and no member(s) may vote whose dues are not paid for the current year.

ARTICLE IV
MEETINGS

SECTION 1. ANNUAL MEETING

The annual membership meeting will be held during the second calendar quarter of each year in Any Town, Virginia. Notice of the annual meeting will be made prior to the meeting by e-mail, newspaper, phone, or newsletter. Said notice of the annual meeting shall include an agenda for the meeting and, when appropriate, a slate of nominees for office.

SECTION 2. GENERAL AND SPECIAL MEETINGS

General and special membership meetings will be held as deemed necessary by the Board for the purpose of conducting business to accomplish the mission of the Association. Notice of such meetings shall be made prior to the meeting by e-mail, newspaper, phone, or newsletter.

SECTION 3. QUORUM

The members present at a meeting, and at least one state park staff member, will constitute a quorum.

ARTICLE V
DIRECTORS AND OFFICERS

SECTION 1. BOARD OF DIRECTORS

The initial Board of Directors will be comprised of four members who will also serve as officers of the Association. The four initial officer positions will be President, Vice President, Secretary, and Treasurer. All present and subsequent members of the Board, and all present and subsequent officers, must maintain the status of members in good standing to continue in their respective positions.

At its first annual membership meeting the Board will increase the total number of its members to seven by a majority vote of the quorum of the Association.

SECTION 2. OFFICERS

The officers of the Association will be elected by a majority vote of the quorum of the Association.. The Board may create as many officer positions as it deems necessary for managing the Association's activities. As a minimum, however, the Board will elect a President, Vice President, Secretary, and a Treasurer. The elected officers will serve in their respective capacities with regard to both the membership and its meetings and the Board of Directors and its meetings.

The President will preside at all meetings (membership and Board meetings) and will perform such other duties as are deemed incidental to the office or are appropriately required by the Board.

The Vice President will exercise the authority of the President in the President's absence.

The Secretary will be responsible for recording the minutes of membership and Board of Director meetings, and carry out such other duties as are deemed incidental to the office or required by the President or Board.

The Treasurer will ultimately collect and receive all monies due or belonging to the Association. The Treasurer will deposit these monies in a bank designated by the Board of Directors in an account established in the name of the Association. The Treasurer will report to the Board at each meeting the condition of the Association's finances and every item of receipt or payment not previously reported.

Any check, draft or other order for the payment of money, note, or other evidence of indebtedness issued in the name of the Association must be signed by two officers. The Board will have access to the Association's books and records at all times.

SECTION 3. TERM OF OFFICE

The original Board of Directors and Officers will serve for a one-year term. Subsequent Board members will be elected at annual membership meetings for a term of two years. Elections will be staggered so that the Association will not concurrently lose all of the experienced Directors and Officers. Thus, after the first year, the President and Secretary will be elected for two years; and the Vice President and Treasurer will be elected for one year. At the first annual membership meeting three At Large Board Members will be elected by a majority of the quorum of the Association. After one year one At Large Board member must rotate off the Board and two At Large Board members will serve a two year term. At the end of their term an At Large Board member can be elected to an officer position. But after an officer's term is expired they will not be eligible for election to the Board for one year.

SECTION 4. INTERIM VACANCIES

An interim vacancy occurring in the office of the President will be filled by the Vice President for the remainder of the unexpired term of office. Interim vacancies occurring in the other offices will be filled through action by the Board of Directors for the remainders of the unexpired terms of those offices.

Should the Board decide to increase the total number of its members as discussed in Section 1 above, or to fill an in-term vacancy, the Board may appoint individuals to serve in an interim capacity until the next annual membership meeting.

SECTION 5. ELECTIONS

Election of Board members will be conducted at annual membership meetings. The Board will establish a Nominating Committee to develop and present a slate of candidates. Nominations from the floor will also be permitted but no member shall be nominated through any approach without the nominee's consent to serve if elected having first been secured.

The candidate(s) receiving the greatest number of votes will be declared elected. Newly elected Board members will assume their duties in the first month of the fiscal year following the election.

ARTICLE VI **COMMITTEES**

SECTION 1. GENERAL

The Board may appoint standing committees to advance the work of the Association. Similarly, the President or the Board may appoint ad hoc committees. Any committee, standing or ad hoc, will always be subject to the final authority of the Board.

SECTION 2. INITIAL STANDING COMMITTEES

There will be six initial standing committees: the Nominating Committee; Audit Committee; Education/Historic Collections Committee; Marketing/Business Development Committee; Fundraising/Special Events Committee; Citizen Patrol Committee.

As referenced in Article V, Section 5 above, the Board will establish a Nominating Committee to develop a slate of candidates for election.

The Board will also appoint an Audit Committee. This Committee will be comprised of at least three members. Its duties will include an annual audit of the Association's financial records and preparation of an annual report for submission to the

Department of Conservation and Recreation within 120 days of the end of the current fiscal year.

SECTION 3. TERMINATION OF APPOINTMENT

The Board may terminate any committee member's appointment by a majority vote of the full membership of the Board and a written notice of such termination to the appointee. The Board may or may not appoint successors to those appointees whose services have been terminated.

ARTICLE VII
GENERAL PROVISIONS

SECTION 1. CALENDAR

The fiscal year for the Association will mirror that of the Department of Conservation and Recreation. Presently, that year begins on July 1 and ends on June 30.

SECTION 2. AMENDMENTS

Amendments to the By-Laws may be made by a majority vote of the Board of Directors at any meeting where a quorum is present provided that all Board members receive ten days advance notice of the proposed amendment and the date on which the vote will take place. By-Laws made by the Board of Directors may be repealed or amended and new By-Laws may be made by a majority vote of a quorum of the Association membership.

ARTICLE VIII
DISSOLUTION

SECTION I. CONDITIONS AND PROCEDURES

The Association may be dissolved at any time by recommendation of the Board of Directors approved in writing by more than two-thirds of the members in good standing. In the event of dissolution, whether voluntary, involuntary, or operation of law, none of the assets of the Association will be distributed to any member. After payment of all lawful debts of the Association, its property and assets shall be given _____ State Park.

APPROVAL AND ADOPTION

These by-laws for the Friends of _____ State Park are hereby approved and adopted by the undersigned Board of Directors on this 11th day of March, 2009.

President

Vice President

Treasurer

Secretary

BY LAWS OF FRIENDS OF *** STATE PARK**
Adopted June 2006

MISSION STATEMENT: The mission of *Friends* of ***** State Park is to act as a Citizens Support Organization (CSO) in assisting to identify and promote activities to conserve, enhance, and interpret the cultural and historic resources of the park. In furtherance of our mission, the organization shall actively encourage donations and fund raising in support of the park.

ARTICLE I

CSO ORGANIZATIONAL MEMBERSHIP

SECTION 1. NAME

The name of the Citizens Support Organization shall be FRIENDS of ***** STATE PARK.

SECTION 2. ELIGIBILITY

Membership in the "*Friends of ***** State Park*" shall be open to all interested persons regardless of race, color, and religion, sex, age, disability, national origin, or political affiliation.

1. Family – Membership may include both spouses or single parent and any dependent children under age 18 years of age living in the same household.
2. Individual – Membership for all persons eighteen (18) years or older.
3. Business, Community Organizations, and Supporting – Membership includes individuals and organizations who provide monetary support to the park.
4. Members who attend CSO meetings and/or actively volunteer at ***** State Park must complete a Volunteer Application form and submit volunteers to the Park Volunteer Coordinator.

SECTION 3. VOTING

Membership dues must be current to be a voting member. Each individual member shall have one vote at any membership meeting at which she/he is present. Family membership shall have two (2) votes. Proxy voting will not be permitted at any membership meeting or election. The Park Manager, or park representative, shall serve as an ex officio member and will be non-voting.

SECTION 4. DUES

The Board of Directors shall set annual dues. The fiscal year for the organization shall be July 1-June 30. During the month of June, the Treasurer shall send to each member a statement of his/her dues for the coming year. Annual dues shall be payable by August 1 of each year for the coming year. Membership is automatically terminated for non-payment of dues.

SECTION 5. TERMINATION OF MEMBERSHIP

Any member in good standing may resign from the “*Friends*” upon written notice to the Secretary. The Board of Directors has the right to request the resignation of any member who flagrantly violates the purposes and objectives of the “*Friends of ***** State Park*” and/or engages in activities inconsistent with the best interests of the park.

**ARTICLE II
MEETINGS**

SECTION 1. ANNUAL MEETING

The annual membership meeting will be held during the second quarter (calendar year), at ***** State Park in the County of *****, Virginia. Regular meetings shall be held every quarter. Notice of such meetings will be by newspaper, phone, email, or a Friends newsletter. Said notice of the annual meeting shall include an agenda for the meeting and, when appropriate, a slate of nominees for office.

SECTION 2. GENERAL AND SPECIAL MEETINGS

General and special meetings will be held as deemed necessary by the President or the Board for the purpose of conducting business to accomplish the mission of the “*Friends of ***** State Park*”.

SECTION 3. QUORUM

The quorum for a membership meeting where a vote is required shall be 10% of the active members. A motion must have the vote of a majority of those present to pass.

**ARTICLE III
BOARD/OFFICERS**

SECTION 1. BOARD OF DIRECTORS

The Board of Directors shall be composed of President, Vice-President, Secretary, Treasurer, Past President, and two members at large, serving as Directors, so long as the total number of the Board of Directors remains odd. All shall be members in good standing and serve in their capacities for a term of two years.

SECTION 2. TERM OF OFFICE

The term of office will correspond with the fiscal year – July 1 – June 30. The original Board of Directors/Officers will serve for a one-year term. Subsequent Board members will be elected for a term of two years.

SECTION 3. ELECTIONS

The President shall appoint a Nominating Committee consisting of three members at least one month prior to the annual meeting when voting will occur. The Nominating Committee will present the slate of officers at the annual membership meeting. Nominations may also be made from the floor prior to the vote call.

SECTION 4. INTERIM VACANCIES

An interim vacancy in the Presidency will be filled by the Vice-President for the remainder of the unexpired term of office. Interim vacancies occurring in the other offices will be filled through action by the Board of Directors for the remainders of unexpired terms of those offices.

SECTION 5. DUTIES OF OFFICERS

The **President** shall preside at all meetings of the membership and of the Board and perform such duties as are deemed incidental to the office or are appropriately required by the Board. The President also serves as liaison between the park staff and the Friends.

The **Vice President** shall assist the President in the execution of his/her duties. The Vice President will exercise the authority of the President in the President's absence.

The **Secretary** shall record the minutes of the membership and the Board of Directors meetings, maintain membership data, prepare correspondence as required, write and mail a periodic newsletter, and perform other duties incidental to the office or required by the President or Board.

The **Treasurer** shall collect and receive all monies due to, or belonging to the "**Friends**". The treasurer will deposit monies in a bank designated by the Board of Directors in an account established in the name of the "**Friends**". The Treasurer will report to the Board at each meeting the condition of the "**Friends**" finances and every item of receipt or payment, not previously reported. Two officers must sign any check, draft or other order for payment of money, note, or other evidence of indebtedness issued in the name of the "**Friends**". The Treasurer is responsible for closing out the records and balancing the account at the end of the fiscal year, June 30th. At the June annual membership meeting, the Board of Directors shall appoint two members to audit the records and submit a report within thirty days of the end of the fiscal year. A copy will remain on file with the secretary as a permanent record. The Treasurer shall complete any paperwork and make sure the Friends meet any tax obligations, if any. The Board will have access to the "**Friends**" books and records at all times.

**ARTICLE IV
COMMITTEES**

SECTION 1. GENERAL

The Board may appoint standing committees to advance the work of the "**Friends**". Similarly, the President may appoint ad hoc committees. Any committee, standing or ad hoc, will always be subject to the final authority of the Board.

SECTION 2. INITIAL STANDING COMMITTEES

There will be three (3) initial standing committees to advance the work of the "**Friends of ***** State Park**". They are:

- Historical Research Committee
- Special Events Support Committee
- Horse Trails Committee

The Board of Directors, with assistance from park staff, and other "**Friends**" members will define committee duties.

SECTIONS 3. TERMINATION OF APPOINTMENT

The Board may terminate any committee member’s appointment by a majority vote of the full membership of the Board and a written notice of such termination to the appointee.

**ARTICLE V
GENERAL PROVISIONS**

SECTION 1. CALENDAR

The fiscal year of the “*Friends*” shall begin on the first day of July and end on the 30th of June in each year.

SECTION 2. AMENDMENTS

Amendments to the By-Laws may be proposed through the resolution of the Board of Directors to the general membership at any regular or called meeting. The written notice of such meeting shall contain the date, time and place, and that the purpose of the meeting is to consider proposed amendment and the original text. A copy of the proposed amendment shall accompany notice. The amendment (s) shall be adopted by two-thirds (2/3) vote of the members present.

**ARTICLE VI
DISSOLUTION**

Section 1. Conditions and Procedures

The “*Friends*” may be dissolved at any time by the recommendation of the Board of Directors and approved in writing by more than two-thirds (2/3) of the members in good standing. In the event of dissolution, whether voluntary, or involuntary, or by operation of law, none of the assets of the “*Friends*” will be distributed to any member. After payment of all lawful debts of the “*Friends*”, its property and assets will be donated to ***** State Park.

APPROVAL and ADOPTION

These bylaws for the *Friends of ***** State Park* are hereby approved and adopted by the membership and verified by the undersigned Board of Directors/Officers:

*****, President / Date

*****, Secretary / Date

*****, Vice-President / Date

*****, Treasurer / Date

*****, Director / Date

*****, Director / Date

**VIRGINIA STATE PARKS
CITIZEN SUPPORT ORGANIZATION
ANNUAL REPORT**

Period/Year of Report _____

Name of CSO _____

Park/Location Supported _____

Current President _____

Phone _____

Email _____

Person Completing/Submitting Report (if different)

Phone _____

Email _____

The following items must be included in this report: (Use as many pages as required)

1. Written Narrative of CSO Annual Audit
2. Summary Financial Report for the Fiscal Year
3. Summary of Year's Accomplishments
4. Goals and Objectives for Upcoming Year

Submit all documents to the following within 120 days of the end of your fiscal year:

To your local Park Manager
who will then submit the signed package to the
State Parks Director of Volunteer and Alternative Resources (signed originals)

President

Date

Park Manager

Date

REPORT OF FRIENDS OF *** STATE PARK
ANNUAL FINANCIAL SUMMARY PERIOD
– JULY 1, 2005 – JUNE 30, 2006**

<u>Balance on hand June 30, 2005</u>	\$ 250.47
<u>Income</u>	
Membership Dues	325.00
Donations from Horse Clubs for mulch	780.00
Firewood Sales	1247.25
TOTAL RECEIPTS	\$2352.25
<u>Expenditures</u>	
Mulch for horse trail head	780.00
Wood, etc. for kiosk	438.22
Food and decorations for recognition event	538.57
Food for spring break and YCC meals	282.43
Misc. supplies	<u>71.81</u>
TOTAL EXPENDITURES	\$2111.03
BALANCE JUNE 30, 2006	\$ 491.69

FRIENDS OF *** STATE PARK**
ANNUAL REPORT
PERIOD – JULY 1, 2005 – JUNE 30, 2006

Summary of the Year's Accomplishments

- Completed all paperwork required for 501(c)(3) status, and awaiting word of acceptance.
- Provided funds for, and built, an information kiosk at the horse riding trail head.
- Obtained donations from local horse clubs to fund two dump trucks of mulch to prevent erosion in the area.
- Coordinated monthly cleanup of the trail adopted by the Friends and repaired several areas that were eroding due to storms.
- Wrote senators and representatives to encourage increased funding for state parks.
- A Friends representative attended county board meetings regularly to keep abreast of pending land sales and commercial building near the park.
- Funded one meal for alternative spring break students and two for YCC group.
- Supported annual volunteer recognition event by providing food and decorations.
- Bundled firewood to sell at campground.
- Made wreaths and garland to decorate the Contact Station and Visitor Center for the holidays.
- Added two new families and four new individuals to our membership. Total membership is now nineteen.

Goals and Objectives for Upcoming Year

Continue to support park via:

- Advocacy with local and state governments.
- Financial support of meals for volunteer groups and annual recognition event.
- Maintaining adopted trail monthly.
- Providing holiday decorations for the park.
- Bundling firewood to sell at campground.
- Assisting with park events and interpretive programs.

New initiatives:

- Develop a flyer and a brochure about the Friends for kiosks and brochure racks within park. Post flyers at the local libraries and commonly frequented local businesses.
- Increase Friends membership by at least ten people.
- Write letters to the editor of local papers to encourage the community to utilize their park and tell about the Friends group.
- Write a column on Friends activities to insert in newsletters sent to volunteers by the Park Volunteer Coordinator.
- Host two covered dish meals for all park volunteers and provide one program related to park history and the other related to new park development/initiatives.
- Join the Virginia Association for Parks and send representatives to their fall and spring meetings.

VOLUNTEER APPLICATION



**Volunteer
Location**

Last Name _____ First _____ MI _____

Male → Female → Preferred Nickname _____

Mailing Address _____ Apt. # _____

City _____ State _____ Zip _____

Home Phone (_____) _____ Cell/Business Phone (_____) _____

Email Address _____ Birth Date (Optional) _____

Shirt Size → Petite → Small → Medium → Large → XLarge
 XXL Large → XXX Large

VOLUNTEER INTERESTS (Check all that apply.)

- Visitor Services (visitor center, host, greeter) → Administration/Office
- Maintenance (buildings, grounds, gardening) → Interpretation - Environmental
- Resource Management (trails, cleanups, water quality) → Interpretation - Historic/Cultural
- Skilled Labor (explain skill) _____ → Special Events
- Other (explain) _____

VOLUNTEER AVAILABILITY (Check all that apply.)

- Summer → Fall → Winter → Spring →
- Sat → Sun → Mon → Tue → Wed → Thur → Fri →
- Morning → Afternoon → Evening → Special events/Projects →

EMPLOYMENT INFORMATION

Employed → Retired → Student →

Employer/School Name _____

VOLUNTEER/PAID EXPERIENCE

MEDICAL INFORMATION Describe any medical conditions that might affect your ability to perform volunteer duties:

Person to notify in case of emergency? Name _____ Relationship _____

Phone (_____) _____ Address _____

PLEASE CONTINUE ON BACK SIDE _____

AGREEMENT:

- (1) I agree to volunteer my time and talents to assist Virginia State Parks (VSP) in carrying out its mission to conserve Virginia's natural and recreational resources.
- (2) I understand that I will not receive any monetary compensation and that I am not eligible for the benefits offered to state employees. I understand that my volunteer services to VSP will be considered as legitimate job experience when applying for a related classified state position.
- (3) I understand that while on duty, I am covered by secondary medical insurance provided by VSP.
- (4) I understand that with proper notification either I or VSP may cancel this agreement at any time.
- (5) I agree to:
 - Complete the duties that I am assigned to the best of my ability.
 - Arrive on time and notify staff when I am unable to work the shift or hours I had planned.
 - Be courteous and respectful to the public, volunteers, and staff.
 - Abide by all park policies, rules, and regulations.
 - Share my ideas for improving the program area in which I work, but understand that not all ideas can be implemented.
- (6) DCR agrees to:
 - Treat you with respect and courtesy.
 - Provide necessary training to do your assignments.
 - Provide a safe working environment.
 - Offer you the benefits that have been developed for volunteers.

I hereby certify that all entries on this application are true and complete and I agree and understand that any falsification of information herein, regardless of time of discovery, may cause forfeiture on my part to any rights as a volunteer in the service of Virginia State Parks. I understand that all information on this application is subject to verification and I consent to criminal history background checks. I also consent to references and former employers (professional or volunteer) and educational institutions listed being contacted regarding this application

By signing below, I acknowledge that I have read and agree to abide by the above statements.

Signature _____ Date _____

VISUAL IMAGE RELEASE

While volunteering my services at Virginia State Parks, I hereby consent to the use of visual images taken of me for the purpose of advertising, promoting, offering the benefits of or teaching about the facilities and services of Virginia State Parks. I need not inspect or approve the finished product of any copy using my image.

Signature _____ Date _____

PARENTAL/GUARDIAN CONSENT: (To be completed if volunteer is under age of 18)

I affirm that I am the parent / guardian of the below named volunteer. I have read the description of the work that the volunteer will perform. I hereby voluntarily assume all risks of accident or injury and release Virginia State Parks from all liability for personal injury or damage of any kind.

I give my permission for _____ to participate in the volunteer program.
Name of Minor (Please Print)

Signature of Parent/Guardian _____ Date _____

Printed Name _____

VOLUNTEER ORIENTATION/TRAINING CHECKLIST

Volunteer Name

Volunteer Position Description(s)

*Return signed/initialed form to Park Volunteer Coordinator within 2 weeks of start date.
Add topics as needed for volunteer job. Check "Not Applicable" when appropriate.*

	Date	Volunteer's Initials	Trainer's Initials	Not Applicable	Comments
Introduction to staff					
Tour of the park/work site					
Restrooms, break room					
Safe place for personal belongings					
Location of Time Sheets/logs					
Fire extinguishers/first aid kits					
Mail boxes/bulletin boards					
How family can contact volunteer at park					
Orientation Packet					
Volunteer Handbook					
Dress code					
Recording hours – how/where					
Benefits plan					
Parking and passes					
Overview of brochures					
Park staff list and phone #s					
Fee schedule, camping & cabin					
CSO/Friends organization/opportunities					
Completion of Paperwork/Signatures					
Volunteer Application					
Receipt of Sexual Harassment Policy					
Summary of Alcohol and Drug Policy					
Acknowledgment/Internet & Elect. Comm.					
Workers Right-to-Know					
Driving state vehicles					
Position description(s)					
Overview & agreement signature					
Timeliness, and change of schedule					
Training & review process					
General training					
Phone/radio system/usage					
Lost and found					
Open/closing of volunteer location					
Emergencies					
First aid – for non trained					
Weather					
Accident reporting					

VIRGINIA STATE PARKS VOLUNTEER POSITION DESCRIPTION

Park/Site

Volunteer Job Title CSO/FRIENDS SUPPORTER

Supervisor (Title & Name) _____

General Description:

As a member of the park's CSO/Friends organization, provide support to the park as needed.

Specific Duties:

- Attend scheduled meetings to keep up-to-date on events, policy changes, building projects, etc.
- May serve as an officer of the organization.
- Work closely with park staff to ensure the group is supporting the goals of the park.
- May participate in lobbying or letter writing campaigns to encourage legislative support.
- Assist with special events at the park by helping with set up, clean up or funding.
- Advocate for parks by sharing information to the community and encouraging the public to use park facilities.
- Report monthly volunteer hours to Park Volunteer Coordinator.

Qualifications:

- Concern for preserving park lands for public use and extending park programs.
- Able to work independently or as a team.

Training:

- Orientation using Volunteer Orientation/Training Checklist
- Attend as many training opportunities as possible to increase awareness of park concerns, needs, and issues.

Time Commitment:

2-4 days/month 4-6 hours/day Other

For: 1 year 6 months/summer season Other

I agree to perform the above volunteer job for the time commitment indicated. I will notify my supervisor and/or Park Volunteer Coordinator if I am unable to work my scheduled time or if my personal situation changes and I am not able to complete my agreed upon time commitment.

Volunteer Signature _____ Date

**VIRGINIA STATE PARKS
INDIVIDUAL VOLUNTEER BENEFITS**

HOURS	BENEFIT
ASAP	Name Tag
25	Park Manager's Certificate (produced by Park), Pass Park of Service (produced by park)
50	Polo Shirt
100	1 Year Pass to all State Parks
150	Choice of flashlight key chain, mug, polo shirt, 1 week camping, ball cap, floppy hat
300	Choice of 1 Year Pass to all State Parks, flashlight key chain, mug, polo shirt, 1 week camping, ball cap, floppy hat
450	Choice of flashlight key chain, mug, polo shirt, 1 week camping, ball cap, floppy hat
500	Lifetime Pass to all State Parks
600	Choice of sweatshirt, 1 week camping, windbreaker, volunteer folder
750	Choice of sweatshirt, 1 week cabin (off season), windbreaker, volunteer folder
900	Choice of sweatshirt, vest, 1 week camping, windbreaker, volunteer folder
1000	Name on Park's 1000 Hr. Plaque (Park responsibility – central office will procure the plaque), lifetime boat launching/horse trailer pass
Every 200 Hours after 1000	Choice of flashlight key chain, mug, polo shirt, sweatshirt, windbreaker, volunteer folder or 1 week camping, ball cap, floppy hat
Every 400 Hours after 1000	1 week cabin (off season) is also an option, i.e., 1400, 1800, 2200, etc.
1500	Jefferson cup
2000	Sec. of Natural Resources Certificate and Pewter Bar Pin
3000	Bench or Tree & Plaque Dedicated to honor volunteer at Recognition Ceremony (Park responsibility)

Benefits are effective 1 January 2007 for volunteers who attained the 25-hour level by 1 July 2006. Effective immediately for all other (new) volunteers.

VIRGINIA STATE PARKS VOLUNTEER REQUEST FORM

How to use this form:

- Any paid or volunteer staff person may submit this form when he/she sees a need or possible situation for volunteer support; however, please realize that not all requests may be able to be filled.
- The form should be filled out completely and submitted to the Park Volunteer Coordinator. The more complete the information, the easier to match volunteers to the project.
- Form should be submitted at least **three weeks** before the event or start of the work project. A longer time lead may be needed for unusual or complicated projects.
- If you know of a particular volunteer or group of volunteers who might be approached for the project, indicate that as a "volunteer source."

Project/Event Assignment _____

Assignment is _____ Short Term _____ Long Term

Start Date _____ Completion Date _____

Estimated # of hours needed to complete assignment: _____

Number of volunteers requested _____ Volunteer Source _____

Is a Volunteer Position Description already written for this assignment _____ Yes _____ No
(Needed for individual/core volunteer, but not group projects)

Project/Event Objectives _____

Scope of the Project _____

Skills required _____

Tools required:

Are these currently available? _____ Yes _____ No

Who will ensure tools/supplies are available or purchased? _____

Requested by (Print Name) _____ **Date** _____

Signature

VOLUNTEER SELF REVIEW

You are a valuable member of the park team and a part of the overall process of evaluating park programs. Review is a healthy method of reflection, revitalization and renewal. Please take a few minutes to reflect on your volunteer experience during the past year. Bring this form with you when you meet with your Volunteer Supervisor.

Name of Volunteer _____ Period Covered by Review _____

Volunteer Position _____ Supervisor _____

Circle your responses to the following:

	<i>Disagree.....</i>					<i>Agree</i>
Park staff is helpful to answer my questions.	1	2	3	4	5	
I received the training necessary to do my job.	1	2	3	4	5	
I accurately complete paperwork required for my position.	1	2	3	4	5	
I notify the park if unable to work when scheduled.	1	2	3	4	5	
I arrive on time and remain for my shift.	1	2	3	4	5	
I record my volunteer hours on a timely basis.	1	2	3	4	5	
I wear my uniform or clothing appropriate to the job/activity.	1	2	3	4	5	
I initiate conversations with visitors and assist them as needed.	1	2	3	4	5	
I support park policies and procedures.	1	2	3	4	5	
I recommend volunteering at the park to family and friends.	1	2	3	4	5	

Ways I could improve my performance _____

Additional training I would like to have _____

Ways the park could make my volunteer experience more enjoyable _____

Other volunteer areas I might like to try _____

Thanks for your time!

VIRGINIA STATE PARKS EXIT EVALUATION FOR VOLUNTEERS

The park would like feedback about your volunteer experience to help us improve our volunteer program. Please return this form to the Park Volunteer Coordinator. The back side can be used for any additional comments.

Volunteer Name (Optional) _____

Name of Supervisor _____

How long did you volunteer at the park?

< 3 months 3-6 months 6 months – 1 year 1-2 years 2-5 years over 5 years

Description of Your Volunteer Job(s) _____

<i>Circle the number that best fits your experience:</i>	<i>Disagree.....</i>					<i>Agree</i>
I received the training necessary to do my job.	1	2	3	4	5	
Staff members were friendly and courteous and made me feel welcome.	1	2	3	4	5	
I enjoyed volunteering my time.	1	2	3	4	5	
My volunteer assignment contributed to the needs of the park.	1	2	3	4	5	
I would recommend volunteering at the park to others.	1	2	3	4	5	

Please explain your reasons for disagreeing with any of the above statements.

What was the best part of your volunteer experience?

What would have made this a better experience for you?

Reason for leaving

Thank You For Your Time!