CITY OF ST. HELENA

RESOLUTION NO. 2016-14

APPROVING A CITY OF ST. HELENA VOLUNTEER POLICY & PROCEDURES HANDBOOK

RECATALS

A. The City is committed to safe, effective, and meaningful engagement of community volunteers in order to build community spirit, meet civic objectives, and increase the satisfaction of the public in all areas of City service; and

B. City departments benefit from the help of talented volunteers in the community; and

C. To ensure the success of the City's various volunteer programs, a city-wide Volunteer Handbook was developed (Exhibit A).

D. The purpose of this handbook is to give volunteers an overview of the City's policies and procedures concerning volunteers.

RESOLUTION

NOW, THEREFORE, the City Council of the City of St. Helena resolves as follows:


Approved at a Regular Meeting of the St. Helena City Council on January 12, 2016 by the following vote:

Mayor Galbraith:  
Vice Mayor White:  
Councilmember Crull:  
Councilmember Dohring:  
Councilmember Pitts:  

APPROVED:

Alan Galbraith, Mayor

ATTEST:

Cindy Black, City Clerk
VOLUNTEER POLICY & PROCEDURES HANDBOOK

ISSUED JANUARY 2016
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Dear Volunteer:

It is a special pleasure for us to take this opportunity to welcome you and to thank you for your interest in offering your services as a volunteer with the City of St. Helena. We hope that you will find volunteering with the City to be an enjoyable and rewarding experience; enough that you’ll decide to join our ranks of those who have volunteered with us for many years.

Your generous gifts of time, energy, special skills and expertise are deeply appreciated. Your help as a volunteer allows the City to offer a higher level of service to the citizens of our community than we would otherwise be able to provide. Most importantly, you help our staff directly in the work that you accomplish for us.

Yours is a significant contribution to the quality of life in St. Helena and for these splendid gifts, we thank you.

Sincerely,

Alan Galbraith
Mayor

Jennifer Phillips
City Manager
THE VOLUNTEER PROGRAM
& CITY DEPARTMENTS

CITY OF ST. HELENA VOLUNTEER PROGRAM
The City Volunteer Program provides an opportunity for community members to share their expertise and actively support the City staff with various projects which serve the citizens of St. Helena.

This handbook is designed to help provide you with an overview of how our City functions as well as an informational guide to the policies and procedures for volunteering with the City of St. Helena. Our staff will strive to make your experience volunteering with the City rewarding and enjoyable.

THE CITY OF ST. HELENA
The City of St. Helena is a General Law City with a Council-Manager form of government. This type of government consists of an elected City Council and a City Manager, who is appointed by the Council. The City Council sets policy for the City of St. Helena and the City Manager and staff are responsible for carrying out that policy. The City Manager oversees the work of the following Departments:

- CITY MANAGER’S OFFICE
- HUMAN RESOURCES
- LIBRARY
- POLICE DEPARTMENT
- FIRE DEPARTMENT
- FINANCE DEPARTMENT
- PLANNING & COMMUNITY DEVELOPMENT
- PUBLIC WORKS DEPARTMENT
- RECREATION DEPARTMENT

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>CITY MANAGER’S OFFICE</td>
<td>967-2792</td>
</tr>
<tr>
<td>HUMAN RESOURCES</td>
<td>968-2753</td>
</tr>
<tr>
<td>LIBRARY</td>
<td>963-5244</td>
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<tr>
<td>POLICE DEPARTMENT</td>
<td>967-2850</td>
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<tr>
<td>FIRE DEPARTMENT</td>
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<td>968-2751</td>
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<td>PLANNING &amp; COMMUNITY DEVELOPMENT</td>
<td>967-2792</td>
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<td>968-2658</td>
</tr>
<tr>
<td>RECREATION DEPARTMENT</td>
<td>963-5706</td>
</tr>
</tbody>
</table>
RESPONSIBILITIES OF CITY STAFF & VOLUNTEERS

ROLE OF STAFF
One of the finest resources within the City is its dedicated and well-trained staff. A City staff member will serve as your direct supervisor.

Your Supervisor agrees to:
• Provide all necessary orientation, training and supervision for your volunteer assignment;
• To provide the volunteer with a Volunteer Service Assignment Description and clear instructions;
• To change the volunteer assignment or add new duties only through mutual agreement between the volunteer and supervisor;
• Keep the volunteer informed of any changes in schedule or agency hours of operation;
• Validate and initial volunteer sign in log;
• Conduct a periodic oral evaluation of volunteer’s performance;
• Keep records of length of service, maintain a volunteer file and provide the volunteer with a letter of reference when requested;
• Give prior notice if volunteer work is ending or being interrupted.

ROLE OF VOLUNTEERS
Volunteers enhance and enrich the capabilities of City staff and provide valuable support and assistance to the St. Helena Community. Volunteer jobs within the City are varied. Volunteers are an extension of the total City program, not a substitute for staff.

A City Volunteer agrees to:
• Become familiar with and adhere to the policies and procedures as set forth in this handbook;
• Follow the duties and directions as provided by the staff supervisor in the Volunteer Service Assignment description;
• Provide at least 24 hours notice if you are unable to work (except in an emergency);
• Protect confidential information and exercise good judgment when acting on the City’s behalf;
• Accept supervision with a willingness to learn and willingness to ask questions about things not understood;
• Give prior notice if resigning or interrupting service.
STEPS TO BECOMING A CITY VOLUNTEER

VOLUNTEER APPLICATION
Prospective volunteers must complete a Volunteer Application available in the office of each department or from the City Manager’s Office. Applicants must possess the qualifications established for the position and must be able to perform the specified duties. For volunteers under the age of 18, a parent or guardian must complete and sign the parental information at the bottom of the form before a minor can participate in the program.

VOLUNTEER SERVICE ASSIGNMENT DESCRIPTION
All volunteer positions have a written assignment description identifying the general function, qualification requirements, primary responsibilities, and time requirements. Volunteers are required to possess the experience and other requirements as specified in their assignment description. Be sure to read your assignment description carefully to ensure that it matches your skills, interests, and time availability.

BACKGROUND CHECK AND FINGERPRINTING
Prospective volunteers under consideration may be subject to a background check, especially those interested in working with children.

INTERVIEW
Staff Supervisor will conduct an initial interview with each prospective volunteer to determine whether a match exists between the applicant's skills and the position available. Volunteers may be referred to another department if a job position suited for the volunteer is not available at the time or they may be placed on a waiting list.

ORIENTATION
New City volunteers are provided an orientation to help them gain familiarity with the City procedures, as well as to welcome them as part of the team.

TRAINING
Each volunteer will receive specific training on how to do his/her job. Some positions will include on-the-job mentoring with an experienced volunteer or staff person. Be sure to ask any questions you have. Don't assume anything! We want you to be successful.

EVALUATIONS
Periodic oral evaluations for all volunteers will be made to help determine if the volunteer is satisfied or comfortable with the job duties they have been given, and how they are relating to their supervisor and performing their duties. Volunteers are given the opportunity to make comments and suggestions on assignment improvements as well.
VOLUNTEER
POLICY & PROCEDURES

EQUAL OPPORTUNITY
The City of St. Helena Volunteer Program welcomes volunteers of all backgrounds and abilities and does not discriminate on the basis of race, religion, origin, ancestry, gender, marital status, sexual orientation, age, disability, or any other inappropriate basis in its volunteer selection process. Volunteers have equal access to available positions for which they are qualified and possess the ability to do the job.

ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY
The City of St. Helena holds a zero tolerance policy toward any form of discrimination as listed above or sexual harassment in the workplace. Sexual harassment includes, but is not limited to, unwelcome sexual advances, slurs, jokes, and other verbal, visual or physical conduct of a sexual or demeaning nature. In addition to being responsible for their own conduct, directors and supervisors must ensure that their employees and volunteers contribute to a work environment that is free of discrimination or sexual harassment.

It is, therefore, extremely important that any volunteer who believes they have been discriminated against or subject to sexual harassment must report it immediately to their direct supervisor or City Manager’s Office so it can be dealt with appropriately.

DRUG FREE/SMOKE FREE WORKPLACE
Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol. Smoking is allowed in designated locations only.

CONFIDENTIALITY
All information discussed or work completed within the course of a volunteer assignment is considered strictly confidential. Volunteers are required to uphold this policy. Only materials deemed to be in the Public Record can be disseminated. When in question, ask your supervisor.

VOLUNTEERS UNDER THE AGE OF 18
The City encourages the participation of youth in City and community activities. Young people aged 14 and over may apply to volunteer for the City in positions for which they are qualified, if they have written parental permission. Young volunteers are expected to abide by all City program policies and procedures. A child under 14 may volunteer only if their parent or guardian is present at all times (supervising the child's duties) and participates in the required training. The parent or guardian must sign the Volunteer Application, and go through the process of becoming a volunteer with their child.

SUPERVISION
Each volunteer will have an on-site contact and is expected to follow the procedures established by that staff member. Your job description identifies your supervisor, who is responsible for day-to-day management and guidance of your work, and will be available for consultation and assistance according to their schedule. Your supervisor will provide on-going feedback. Please feel free to ask any questions of this person or report any problems or concerns you have about your assignment. Disagreements with staff should never be discussed in public; they should be resolved in private between the two individuals. Unresolved disputes should be referred to the supervisor for final action.
COMMUNICATION

It is very important to keep open communication between the volunteer and supervisor. Please take a few minutes at the beginning of each day of work to check with your supervisor to find out if there are any announcements or changes for which you need to be aware. Important information must sometimes be distributed to volunteers on short notice. Volunteers are asked to report changes in personal information (i.e., address, phone number, etc.) to the supervisor in a timely fashion.

SIGN IN LOG

Accurate records of time and attendance must be kept for all volunteers. Volunteers are responsible for keeping track of time worked during their volunteer assignment and for signing in and out in the “Sign-In Log” provided in your department. The “Sign-In Log” is used to track volunteer hours for various purposes such as reporting volunteer statistics on grant applications, organizing special events, or in writing reference letters. The “Sign-In Log” represents the only permanent record of volunteer time.

ATTENDANCE

We encourage you to keep your time commitments; the staff is counting on your support and participation. We depend on our volunteers to report for their assignment on time and complete the work agreed to each day. If you are sick or unable to volunteer due to a planned vacation, please notify your immediate supervisor as soon as possible.

PARKING

City Hall Volunteers: Free parking is available in the lot behind City Hall between the St. Helena Fire Department and Lyman Park. Library Volunteers: Parking is available behind the Library and also along Library Lane. We do ask that you please leave the spaces in front of the Library open for Library patrons. Park and Recreation Volunteers: Free parking is available at all of our public parks.

Please note that if you opt to park on any City street, please check the street signs to be certain that you are not parked in a limited parking area. We are not able to waive parking tickets in the event you should receive one.

USE OF CITY VEHICLE

A volunteer’s assignment in the City may require him/her to drive a City-owned vehicle on City business. City-owned vehicles shall only be driven by appropriately licensed volunteers who have been authorized by the City Manager. Volunteers must hold a valid California driver’s license, provide the City with a copy of their current DMV record, and sign that they received, read and will abide by the City of St. Helena Driving Vehicles on City Business Policies and Procedures.

USE OFPrivately OWNED VEHICLE ON CITY BUSINESS

Should a volunteer assignment require him/her to drive a privately owned vehicle on City business, the volunteer must complete and sign an Authorization to Use Privately Owned Automobiles on City of St. Helena Business form. The volunteer must hold a valid California Driver’s License, provide a copy of Auto Liability Insurance, vehicle must be equipped with seat belts and be in safe mechanical condition.

COMPUTER, INTERNET & TELEPHONE USE

Please remember that the City is a place of business and your volunteer work is a job. All work completed on City computers is considered official business, confidential and property of the City. It is requested that you keep phone conversations professional, brief and quiet, and personal cell phone use should be kept to a minimum during work hours.
DISCIPLINARY PROCEDURES
Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of City staff. Volunteers who do not meet the requirements of their volunteer assignment or violate the policies established in this handbook are subject to dismissal. Efforts to correct problems of this nature will be discussed by the volunteer and the City staff member. Unresolved situations are referred to the City Manager for review and final decision.

RESIGNATIONS / LETTERS OF RECOMMENDATION
When you have decided to end your volunteer experience with us, we ask that you please notify your designated supervisor two weeks in advance so that there is time to fill the pending vacancy.

We are happy to provide a letter of recommendation to those volunteers who have satisfactorily served the City. Please make your request for a letter to your supervisor at the time of your two weeks notice.

HAVE FUN!
The satisfaction of our volunteers is important to us. Please feel free to let your staff supervisor know if you are having any difficulties, or with any suggestions, comments, or questions of concern. We hope you enjoy your volunteer experience.
HEALTH & SAFETY
INJURY / ACCIDENT PROCEDURES

HEALTH AND SAFETY
Because safety is everyone's job, volunteers are asked to be alert at all times to safety hazards. As part of your orientation and training you will receive a copy of the City's Illness and Prevention Policy (IIPP). Unsafe conditions should be reported to your supervisor rather than being handled by volunteers. Please notify your supervisor of any assignment which may cause you physical discomfort or which could lead to personal injury, so that the situation can be rectified or the volunteer can be transferred to a more suitable assignment.

A Medical Emergency requiring immediate assistance, the volunteer should proceed to the Emergency Room.

All injuries, whether minor or serious, are to be reported directly to your supervisor immediately. Your supervisor will complete a Supervisors Report of Injury Form which is forwarded to the Administrative Services Manager in the City Manager’s Office.

First aid kits and fire extinguishers are visibly located in each department.

An Emergency Evacuation requires immediate departure of the building. Please exit the building in an orderly fashion and meet your department staff at a pre-designated area away from glass or possible falling objects. Ask your supervisor where your department exterior meeting area is located. Practice evacuation drills are held periodically.

WORK INJURY COVERAGE
As part of the initial paperwork for your volunteer assignment, you completed and signed a form Volunteer Work Injury Coverage to determine whether you are volunteering as a City Volunteer or Other Agency Volunteer.

City Volunteers are covered for work related injuries by the City’s Worker’s Compensation Insurance administered through Redwood Empire Municipal Insurance Fund (REMF) (707) 938-2388. During your initial volunteer paperwork you had the option to Pre-select a Treating Physician for a work related injury, and you have the option to submit this designation any time during your volunteer period. However please be aware, this form must be signed by your doctor and on file with the Administrative Services Department prior to any work injury or illness in order to receive initial treatment from your chosen physician. If you did not pre-select a physician, the City Worker’s Compensation medical provider is JobCare Occupational Health (non-emergency) or St. Helena Hospital Emergency (707) 963-3611.

Other Agency Volunteers who are working on a volunteer assignment with the City of St. Helena through another agency are covered for work injuries per the volunteer’s agreement with the primary agency. It is important that you report any work related injuries to said agency as soon as possible.
**HOLIDAY SCHEDULE**

**HOLIDAYS**  
The following is a list of holidays observed by the City of St. Helena. Please note if an authorized holiday falls on a Saturday, the immediately preceding Friday will be observed, and if an authorized holiday falls on a Sunday, the following Monday will be observed as the holiday.

**DAYS OF OBSERVANCE**

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
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<tbody>
<tr>
<td>NEW YEAR’S DAY</td>
<td>JANUARY 1ST</td>
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<tr>
<td>MARTIN LUTHER KING</td>
<td>THIRD MONDAY IN JANUARY</td>
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<tr>
<td>PRESIDENT’S DAY</td>
<td>THIRD MONDAY IN FEBRUARY</td>
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<tr>
<td>CESAR CHAVEZ</td>
<td>MARCH 3RD</td>
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<tr>
<td>MEMORIAL DAY</td>
<td>LAST MONDAY IN MAY</td>
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<tr>
<td>INDEPENDENCE DAY</td>
<td>JULY 4TH</td>
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<tr>
<td>LABOR DAY</td>
<td>FIRST MONDAY IN SEPTEMBER</td>
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<tr>
<td>VETERAN’S DAY</td>
<td>NOVEMBER 11TH</td>
</tr>
<tr>
<td>THANKSGIVING DAY</td>
<td>FOURTH THURSDAY IN NOVEMBER</td>
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<tr>
<td>FRIDAY AFTER THANKSGIVING</td>
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<tr>
<td>CHRISTMAS EVE DAY</td>
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<tr>
<td>CHRISTMAS DAY</td>
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Adult Volunteer Application

The City of St. Helena Volunteer Waiver & Release Form must be returned with this application. No applications will be considered without the City's Waiver & Release Form. Please refer to the City of St. Helena's Volunteer Handbook for expectations, requirements, & rules of the City's Volunteer Program. Available positions for volunteers may be found in the City's website.

Volunteer Program

Those who can do more, volunteer.
-Unknown author

OFFICE USE ONLY:
Received date:
Interview date:
Orientation date:
Any other training:
Start date:
This form was updated 10/2015

First & Last Name:________________________________________
Street Address:__________________________________________
City:___________________________________________________
Phone:_________________________________________________
Email Address:__________________________________________

Best times to reach you:
Morning
Afternoon
Evening

Emergency Contact Name:________________________________
Phone:_________________________________________________

If you were referred to us, which organization referred you? (Court or Employer)________________________________________

Education Completed:
High School
College & Degree(s)
_______________________________________________________

Have you ever volunteered with the City before?__________ If so, please state the Department and date on which you volunteered and what tasks did you do?

Please describe other work/volunteer experiences; include names of organizations and duties.

Special Skills/Hobbies or Interests:

Computers
Video
Photography
Typing
Graphics
Working with children
Research
Filing
Storytelling
Book mending/repair
Public Relations
Gardening

Art
Genealogy
Sports
Languages
Other:

Fluent languages (other than English):

Please indicate what days/times you are available to volunteer

Mondays
Tuesdays
Wednesdays
Thursdays
Fridays
Saturdays
Sundays

Time availability: From ___________ a.m./p.m. To: ___________ a.m./p.m.

Are there any limitations that may restrict your volunteering?

Which open volunteer position(s) are you interested in?

Sign if you agree with the following: Please read carefully before signing.

I certify that all statements made in this form are true and complete to the best of my knowledge and belief. I agree and understand any misstatement or omission of material fact on this application may be cause for forfeiture of all my rights to volunteer at the City of St. Helena.

I have read, understand, and agree with the requirements and policies on the City of St. Helena's Volunteer Handbook and the position I am applying for. I understand that the City of St. Helena reserves the right to select & retain volunteers based on the needs of the City Departments.

I am aware and understand City reserves the right to investigate any criminal record history of people who may work with children. I hereby authorize the City of St. Helena and the California Department of Justice to review state and local records to determine if I have been convicted of any crimes for the limited purpose of determining whether I can engage in volunteer activities with children.

In the event of an emergency, I authorize the City of St. Helena to notify my emergency contact.

Signature:__________________________________ Date:________________________
City of St. Helena Volunteer Waiver and Release

Please read and sign this Waiver and Release form to volunteer for the City of St. Helena. If you are the parent or legal guardian of a minor volunteer under the age of 18, please complete the entire form and “Section C - Release by the parent or legal guardian of any Volunteer under the age of 18,” on behalf of the minor.

Section A

<table>
<thead>
<tr>
<th>Volunteer Name (Herein &quot;Volunteer&quot;)</th>
<th>Home Phone</th>
<th>Mobile Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>City</td>
<td>State</td>
</tr>
</tbody>
</table>

Email

Emergency Contact: Name and Phone Number

Volunteer activity includes but is not limited to the following (Please provide a brief description of the work you will be doing):

Would you like to be contacted about additional volunteer opportunities with the City of St. Helena? ☐ Yes

Section B

It is my intention to perform voluntary services without compensation for the City of St. Helena ("City").

Assumption of Risk - I hereby assume all risks of participating in this volunteer activity and full responsibility for my conduct and actions, including any injury to myself or others or damage to property that may result while volunteering, and I understand that the City is not responsible for conditions that I create myself or those created by other volunteers or participants.

I EXPRESSLY ASSUME ALL RISK OF THE ACTIVITY OF VOLUNTEERING MY SERVICES FOR THE CITY OF ST. HELENA.

Workers’ Compensation - I have been advised that the City’s policy is to cover volunteers as employees of the City for the purposes of workers’ compensation benefits. I also understand that under workers’ compensation laws, workers’ compensation benefits will be my sole remedy in the event that I am injured while performing volunteer activities for the City.

Loss of Personal Property - I understand that the environment and conditions in which I am volunteering may cause damage to my personal property. I acknowledge that the City is not responsible for any loss or damage to my personal property used while volunteering my services or brought to the place where I volunteer for the City. I agree that I will not file any claims against the City for any personal property loss or damage for whatever cause.

Release - With the exception of these workers’ compensation benefits, I hereby waive all actions, proceedings, alternative dispute resolution procedures, demands, claims, and causes of action, and other means of recovery, of whatever nature, for injuries to person (including without limitation death, dismemberment, and emotional distress), or damages (whether to person, property or business and including without limitation all forms of monetary recovery, whether for general, special, compensatory, or punitive damages, loss of earnings, loss of earning capacity, loss of profits or other damages of
whatever nature), known or unknown, existing or future, arising from or in any way related to my participation in the Volunteer Activity or the use of any product created in connection with my participation in the Volunteer Activity for education, promotional, advertising or other purposes for the benefit of the City, its departments, and its agencies. I expressly acknowledge that I am familiar with Section 1542 of the California Civil Code which provides:

A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.

I expressly waive and relinquish any rights and benefits which I may have under Section 1542 of the California Civil Code, or any state or federal statute or common law principle to similar effect, to the full extent that such rights and benefits may be lawfully waived pertaining to the subject matter of the waiver and release set forth in this paragraph. I understand and acknowledge the significance and consequences of this specific waiver of Section 1542 of the California Civil Code.

**Indemnification** - I hereby agree, on behalf of myself, and my heirs, executors, administrators, and assigns, to indemnify, defend (with legal counsel) and hold harmless the City, its officials, officers, employees, agents, volunteers, and contractors from and against any and all actions, proceedings, alternative dispute procedures, demands, and causes of action of whatever nature, costs and expenses (including attorneys’ fees), judgments, orders, decrees, liens and other encumbrances, liabilities, injuries to person (including without limitation death, dismemberment, and emotional distress), damages (whether to person, property, or business, including without limitation, all forms of monetary recovery, whether for general, special, compensatory, or punitive damages, loss of earnings, loss of earning capacity, loss of profits or other damages of whatever nature), known or unknown, existing or future, caused by my negligence or willful misconduct.

**Knowing and Voluntary Execution** - I have carefully read this Waiver and Release and fully understand its contents. I understand that this is a release of liability and a contract between myself and the City of St. Helena and that I am giving up valuable legal rights and I knowingly and voluntarily give up these rights of my own free will. I represent that I have had the opportunity to seek the advice of my own independent legal counsel. I am volunteering at the City at my own risk.

This Waiver and Release is entered into the date below at St. Helena, California.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**Section C: Release by the parent or legal guardian of any Volunteer under the age of 18**

<table>
<thead>
<tr>
<th>Parent or Legal Guardian Name (Herein &quot;Legal Guardian&quot;)</th>
<th>Mobile Phone</th>
<th>Emergency/Contact</th>
</tr>
</thead>
</table>

I, am the Legal Guardian of the minor Volunteer listed above. I hereby authorize my child to participate in the volunteer activity identified in Section A. I understand that my child may incur bodily injury, personal injury, illness, death, or property damage by volunteering for the activity described above. I have read and understand Section B of this Waiver and Release. By my signature below, I agree to all the terms of Section B on behalf of my child. I agree that the waivers and releases of Section B apply to me and any actions, claims, or demands that I may bring, in my own name or on behalf of my child, arising from my child's participation in the volunteer activity described above, excepting any workers' compensation claims as described above.

This Waiver and Release is entered into on the date below at St. Helena, California.

<table>
<thead>
<tr>
<th>Parent or Legal Guardian Signature</th>
<th>Date</th>
</tr>
</thead>
</table>