



Community Cleanup, Beautification, or Restoration Volunteer Site Coordinator Planning Guide

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In case of emergency, call 911, or if using a cell phone to make the call, call the local Oakland emergency number: 510-777-3211. After calling the appropriate services, call your Environmental Stewardship Liaison with the City. If it's a special event day, call your rover ASAP to notify him/her of any situations. For non-emergencies, call the police at 510-777-3333.

1 Prior to Project Day

Careful planning is key for a successful event. The more prepared you are, the smoother the day will go. Happy volunteers who feel like they accomplished their tasks are more likely to volunteer again.

1. Plan Your Event

Plan the project(s) for your site well before your event. Consider the following:

- What will the project scope be?
- What human, material, and institutional resources are needed to complete the project?
- Are there neighborhood, interest, or community service groups who may want to join your efforts to clean your project site?
- How many volunteers are needed?
- How many volunteers will we have?
- Have we identified all tasks that can be performed?
- Are there a range of projects for people of varying abilities, adults, and children?
- Who will direct the volunteers? Have they been prepared for leadership roles?
- What kind and how many tools do we need?
- How will you dispose of debris?

2. Know Your Site – Prepare for the Unexpected

Think about possible logistical problems with your site. City staff can assist you in planning your project. Do a walk-through prior to the event to determine:

- Where the event will be staged (sign-in table, food, water, etc.).
- Where the work stations/areas for the volunteers will be located.
- How to communicate to volunteers the information they need (presentation, easels, hand-outs).
- How you will physically organize the groups. For example, early arrivers can be placed at the far ends of the creek and walk-in volunteers could work in the middle section.

Other considerations include:

- Pick **one** meeting site for volunteers to check in, sign in, and pick up giveaways, gloves, tools, and bags.
- Parking – is there enough parking around your area for volunteers? Is your site accessible to public transit?
- What to do in case of emergencies or injuries. Do you have a first aid kit? How will these situations be handled?
- Potential hazardous areas that should be avoided. Point these out using flags or other noticeable markings.
- The availability and location of restrooms.

The location of trash and green waste. Make sure you coordinate this with City staff so that the information can be communicated to City cleanup crews.

- 3. Photograph** Take before pictures of your site and plan on taking pictures during the event and after the project has ended. Before and after pictures are very compelling and provide great publicity. Before and after photos are best when taken from the exact same location and angle. [Additional photo tips are posted on the Adopt a Spot website.](#)
- 4. Recruit Volunteers** Help to publicize your event with fliers, posters, and announcements in local newsletters. Consider reaching out to your [Councilmember's Office](#), the nearest [Neighborhood Crime Prevention Council \(NCPC\)](#), nearby community organizations, schools, recreation centers, businesses, and nonprofits. Social media is also a valuable tool to recruit volunteers, such as [Nextdoor.com](#). Reach out early enough so people can schedule to come, but not so early that they forget about the event. Maintain strong relationships with current and potential volunteers in order to encourage them to return to your events in the future. Publicity materials for events can be found at:
- www.oaklandadoptaspot.org
 - www.oaklandcreektobayday.org
 - www.oaklandearthday.org
- 5. Prioritize Safety** Safety is the key factor in project operations. When recruiting volunteers, advise them to bring necessary items that they will need, such as sun block, heavy work or gardening gloves, appropriate footwear, jackets, etc. Review your site and make note of any safety concerns that you will need to address with volunteers on the day of the event. Emergency and non-emergency Oakland Police phone numbers are on the first page of this document.
- 6. Establish a Debris Plan** How will debris be handled? Will you need a green waste and/or garbage bin? Will you need to coordinate a special debris pickup after the event? These needs must be coordinated with City staff in planning your event.
- 7. Confirm Your Logistics**
- Use flags, banners, or signs to identify your meeting place and to direct volunteers to the cleanup area.
 - Ensure that you have adequate tools and supplies
 - Have drinking water and cups, but encourage volunteers to bring their own bottles to refill.
- 8. Pick up Tools and Supplies** Make arrangements with City staff to pick up tools and supplies that you will need for the event. You will receive a phone call from a City staff member to confirm the times you will pick up and return tools. (See Appendix for the City Volunteer Tool Request Form). You can borrow additional tools from the [Oakland Tool Lending Library](#) for free for a 4-day period.

2 Day of the Event

1. Set up for the Event

- Arrive at least 30 minutes prior to the event's start time to set up your check-in station and prepare for volunteers to arrive.
- Meet with your crew leaders and helpers to discuss necessary logistics.
- Volunteers who come early can help you unload tools and set up for the event.

2. Sign in Volunteers and Give the Orientation and Safety Talk

- **All volunteers must read the [Volunteer Guidelines](#) and sign the [waiver](#) stating that they have read the Volunteer Guidelines and are aware of the risks of the event. (See Appendix).**
- Do not let volunteers work if they have not signed the waiver.
- **Legible names and addresses are critical, so please stress this to your volunteers.**

Orientation and safety talking points:

- Introduce yourself and others who played a role in putting together the event.
- Thank everyone for coming out and explain the overall goals of the project.
- **Reporting injuries and near-miss accidents:** In the event of injury while volunteering, please notify the site coordinator who will notify City of Oakland staff immediately. If emergency services are needed, the site coordinator will immediately call the Oakland Police (see first page).
- **Outdoor preparedness:** All participants should wear gloves and close-toed shoes. Sunscreen, sunglasses, and wide-brimmed hats are also recommended.
- **Working near traffic:** Always wear bright yellow safety vests when working on sidewalks or near traffic. Advise volunteers to stay out of the street and only enter it if/when it is clearly safe to do so. Volunteers should always be aware of their surroundings and keep an eye on other volunteers, too.
- **Stay hydrated:** Stop to take breaks and drink water.
- **Tool safety:**
 - Do not use power tools.
 - Carry tools carefully to avoid hitting others. It is best to carry tools vertically with the tool pointed down.
 - Always use the right tools for the job. Ask a team leader if you are unsure.
 - Never allow children to play with tools. They should be supervised at all times and never allowed to use sharp tools.
 - Keep tools close to you. When not in use, neatly place tools out of the way to prevent trip hazards. Shovels and rakes should always be placed down.
- **First Aid kits:** Keep this easily accessible. Crew leaders and helpers should always know where the kit is located.

- **Steep banks and in-stream work:** Banks and channel areas can be slippery and hazardous. Ask volunteers to avoid working in these areas or make sure they take extra precaution.
- **Sensitive habitat:** Creeks and natural areas are ecologically sensitive areas that cannot always take the stress of human activity. Volunteers should stay on paths, unless an activity explicitly requires otherwise. Do not walk in creeks.
- **Hazardous materials:**
 - Always sweep, rake, or shovel **glass**. Never pick up **sharp objects** with your hands. Small shards of glass and metal can be hard to see. Volunteers should **never** reach their hands into areas where they cannot see what they are picking up. Always use gloves and appropriate tools to avoid handling sharp and/or hazardous objects.
- **Homeless encampments:**
 - Please ask all volunteers to stay clear of encampments, and not to pick up items nearby which may be personal items and not debris. City of Oakland protocols require volunteer debris bags to be staged for pickup at least 25' from a homeless encampment. To be safe, we request that you pile your debris bags at least 50' from an encampment. Call your rover if you have any questions or concerns.

Never touch medical or hazardous waste (including hypodermic needles, automotive fluids, or unknown fluids and materials). Flag the location of the waste. If your event is on a City-wide volunteer day, call your rover. Otherwise, report the items to the Public Works Call Center or to a City employee.

Public Works Call Center: 311, or 510-615-5566, OAK311@oaklandca.gov

Mobile apps: [311 Apple App Store](#) or [Google Play for Androids](#)

3. Distribute Tools & Supplies

Maintain control of your tool inventory and supplies. Tell volunteers when to return to the check-in site.

4. Photographs

Take pictures of the event as it happens, including the introductory talk and while volunteers are working. Consider taking a group shot of the volunteers at the end of the event. If you are unable to take pictures, assign a volunteer who likes to take pictures to photograph the event and send the pictures to you.

5. Media – If Press Comes to Your Site

If press comes to your site, please immediately notify the designated City Of Oakland press contact. Feel free to talk to the press person about your event. **Emphasize the positive – what you're doing, the impacts you're having on the environment and the community, and the connection to greater efforts to care for and clean up the environment.**

6. Site Cleanup

At the end of the event, have everyone return to the meeting location and provide a quick debrief. Ask if anyone would like to share any interesting information about their experience with the group. Be sure to thank everyone for their contributions.

Additionally,

- Collect and count all tools.
- Consider getting a group photo of the volunteers before they depart, or photos of them wrapping up the project.

Make sure the site is in better condition at the end of the project than it was before.

7. Debris Bag Placement for servicing

We encourage volunteers to download the mobile 311 Oakland app ([311 Apple App Store](#) or [Google Play for Androids](#)) to submit debris bag pickups.

Alternatively, you may also request debris bag pickups in one of the following methods:

OAK 311:

Call: dial 311 or 510-615-5566

Email: Oak311@oaklandca.gov

Website: [Report online.](#)

When reporting, make sure to enter your contact information, the number of debris/compost and recycling bags. Please group the bags together in the planned pick-up location(s). Avoid placing debris bags near a street litter container to avoid attracting illegal dumping and ensure that the debris bags are not blocking the public right of way or otherwise in the way for pedestrians, cars, etc.

Please do not place dirt, cardboard, mulch, or compost in trash bags!

For proper disposal, please visit <https://resource.stopwaste.org/>

or contact the Environmental Stewardship Staff by email at

adoptaspot@oaklandca.gov or by calling (510) 238 – 7630.

3 After the Event

1. Report Results via Summary Form

Your reports on activities and accomplishments help us tell the volunteer story and improve event coordination. Volunteer coordinators can also track on behalf of their groups. Contact adoptaspot@oaklandca.gov for more info or assistance.

Reporting timeline for Citywide events:

- [Oakland MLK Day of Service](#): results are requested within 7 days of the event.
- [Oakland Earth Day](#) results are requested by the end of the day of the event.
- [Oakland Creek to Bay Day](#) results are requested by 1pm on the day of the event. We report these total numbers collected in Oakland to the California Coastal Commission by 2pm on the day of event.
- Results for all other projects are requested within 7 days of the event.

If you do not have smart phone or computer access, please report your numbers by phone to your assigned rover, or you may submit a hardcopy in person when returning your tools.

The Oakland Volunteer Community Esri HUB also provides you with a record of your volunteering and a way to view other volunteer reports. To report on Esri, go to <https://oakland-volunteer-community-oakgis.hub.arcgis.com> page and click the Adopt A Spot or corresponding event tab to submit your volunteer hours and activity. Please make sure to indicate the event for which you are reporting your volunteer activity.

2. Submit Photos

Take after photos of your site to document all the work you and your volunteers did. Consider sending pictures to volunteers after the event as a thank you. If posting on social media, add the appropriate hashtag to help advertise your site and share with volunteers around Oakland:

- [Adopt a Spot](#): **#oaklandadoptaspot**
- [Creek to Bay](#): **#oaklandcreektobay**
- [Earth Day](#): **#oaklandearthday**

Please email any photos (or links to photos) to adoptaspot@oaklandca.gov Include the photographer's name, names of individuals, sites, and activities depicted. We love before and after photos, and action shots of volunteers engaged and enjoying themselves, especially images that convey sense of place. Note that we may use photos on our website or for other outreach purposes.

Adopt A Spot Site Coordinator How-To Guide

**3. Maintain
Relationships
with your
Volunteers**

Keep a copy of your sign in sheets and contact your volunteers after the event. A thank you email with pictures can go a long way in building relationships and encouraging volunteers to come to your future events.

4 Important Documents

1. Forms

The following documents are all available online at www.oaklandadoptaspot.org, or click on the links below if accessing this document from the web. These forms are also available in Spanish and Chinese (where indicated).

- 1 [Volunteer Waiver & Release of Liability](#), [Renuncia de responsabilidades de individual](#), [個人免責聲明](#)
- 2 [Group Waiver Form](#), [Renuncia de responsabilidades de grupos](#), [團體免責聲明](#)
- 3 [Volunteer Guidelines](#), [Reglas para voluntarios](#), [義工守則](#)
- 4 Tool Request Form
 - a. [Online form](#)
 - b. [Download fillable PDF](#)
- 5 [Injury Reporting Form](#), [Lesiones formulario de informe](#), [受傷報告表](#)
- 6 [Tool Maintenance Guide](#), [Guía de mantenimiento de herramientas](#), [工具維修守則](#)
- 7 [Photo Documentation Tips](#), [Tips para documentar fotografías](#), [照片紀錄提示](#)
- 8 [Best Practices for Acquiring Donated Refreshments for Volunteer Events](#), [Las mejores prácticas para obtener donaciones de refrigerios para eventos de voluntariado](#), [為志工活動獲贈茶點的最佳範例](#)
- 9 [Donation Request Template](#), [Carta modelo para pedir donaciones](#), [要求捐贈樣板](#) - for requesting donations of food or other goods for your volunteers
- 10 [Donation "Thank You" Template](#), [Carta modela para dar la gracias](#), [多謝捐贈樣板](#) - to acknowledge donations received for volunteer projects

Check back for additional documents covering safety, supplies, best practices for cleanups, landscaping, and habitat restoration, and more.

Sample Day of Volunteer Day Planning Outline

Time	Logistics	Safety & Tools	Notes
8:00-8:30 AM	<ul style="list-style-type: none"> Set-up table and chairs Display event fliers Lay out tools, giveaways, etc. 	<ul style="list-style-type: none"> Display Volunteer Guidelines Lay out gloves, tools, and supplies 	<p>Turn on your cell phone.</p> <p>If you need anything, call your assigned Rover (Creek to Bay Day and Earth Day only).</p>
8:45 AM	<ul style="list-style-type: none"> Assign lead volunteers for Sign- In Table, Tools, Photography, etc. 	<ul style="list-style-type: none"> Tool Loan Captain maintains tool inventory 	<ul style="list-style-type: none"> Captains help make sure tasks are completed that day. See Photo Documentation Tips.
9:00 AM	<ul style="list-style-type: none"> Welcome all volunteers Introduce the site, logistics, hazards, relevant background info, etc. Consider circling up for an intro/icebreaker Assign Team Leader roles 	<p><u>Review</u></p> <ul style="list-style-type: none"> Volunteer Guidelines Use of tools Debris plan Photography Etc. <p>Everyone Signs Waiver</p>	<p>Make sure volunteers understand the scope of the activities for the morning.</p>
11:30-11:45 AM	Check to see that green waste and/or debris bags are placed according to your debris plan		Finish by agreed upon pick up time if coordinating debris pickup with an outside agency.
11:45 - NOON	Collect tools and supplies	<ul style="list-style-type: none"> Check the entire site for tools left behind Account for and clean all tools 	
NOON	Thank volunteers!		<ul style="list-style-type: none"> Acknowledge leaders, partners, donors, and everyone who pitched in. Announce follow-up activities and opportunities
11 AM-2	<p>Complete and submit paperwork and event reporting.</p> <p>Trucks begin picking up debris. Be patient as they are making multiple stops. Some will be picked up as late as Wednesday.</p>		<p>Return tools, vests, gloves, and other supplies according to pre-arranged appointment with Citystaff.</p> <p>Report hours via event form, Esri HUB or by calling in.</p> <p><i>For bags not picked up within three business days, contact us through one of the following methods:</i> Call: dial 311 or 510-615-5566 Email: OAK311@oaklandca.gov or visiting https://www.oaklandca.gov/services/oak311. Report that you are a volunteer along with the type of debris, quantity of bags, and the nearest address or intersection.</p>

Oakland Public Works Volunteer Guidelines

Thank you for your dedication to Oakland! Your well-being and satisfaction are important to us. All volunteers are expected to conduct themselves in a safe, courteous, and legal manner while participating in activities on City property or right-of-way. Please follow these guidelines:

General Conduct

- Always be courteous.
- Never use vulgar language or engage in threatening or disruptive actions.
- **Never make unauthorized changes to City property or right-of-way, including landscaping.**
- Keep foreign mulch and soils off City property and right-of-way, unless pre-authorized by Public Works.

General Safety

- Wear appropriate footwear, clothing, sunscreen, and eye protection.
- Stay hydrated.
- For Emergencies, call 911, or from a cell phone call 510-777-3333 (Oakland).
- In the event of injury while volunteering, please notify City of Oakland staff ASAP at adoptaspot@oaklandca.gov, 510-238-7630.

Tool Safety

- Do not use power tools.
- Carry tools carefully to avoid hitting others. For example, carry tools vertically with the tool pointed down.
- Always use the right tools for the job. Ask a team leader or City staff if you are unsure.
- Never allow children to play with tools or to use sharp tools.
- Always keep your tools close to you.
- When not using tools, neatly place them out of the way to prevent trip hazards.
- Count and clean your tools after an activity/cleanup.
- Return borrowed tools and supplies, as agreed. Tool Request Form available at www.oaklandadoptaspot.org.

Traffic Safety

- Stay out of the street when possible.
- Cross streets at signals or crosswalks, not mid-block.
- When working in or around a gutter, work from the sidewalk.
- If working near traffic, wear a bright reflective work vest or bright-colored clothing.
- Contact Environmental Services to assess or assist with traffic calming/coning.

Working near Waterways

- Always work with a partner near water.
- Avoid touching [poison oak](#). Bathe and wash clothes after suspected contact.
- Watch your footing on slopes and shorelines.
- Never allow children to work on steep slopes or near shorelines without adult supervision.



Debris Removal

- Always sweep, rake or shovel glass. Never pick up sharp objects with your hands.
- Never touch medical or hazardous waste (including hypodermic needles, automotive fluids, unknown fluids and materials). Report hypodermic needles to OAK311 and hazardous waste in the public right of way to the Oakland Fire Department at 510-444-3322.
- Separate collected materials into recycling, green waste and garbage.
- Dispose of recycling in your residential grey recycling cart.
- Dispose of small amounts of trash in your residential burgundy garbage cart. Larger amounts of trash placed in clear plastic City-issued bags can be picked up by Public Works. Bags supplied by request.
- Dispose of small amounts of green waste, such as leaves and trimmings, in your residential green cart. Waste Management will pick up green waste in paper bags placed next to your residential green cart on your normal trash pickup day.
- Debris boxes can be requested with one month's notice for large cleanups.

Working near Homeless Encampments

- Public Works does not authorize volunteers to work within homeless encampments.
- When staging debris for Public Works pickup, please leave volunteer debris bags at least 50 feet from a homeless encampment. This is to ensure that volunteer debris bags are not confused or mixed up with personal belongings of residents of the encampment. Bags placed too close to the encampment will not be picked up by Public Works.

Coordinating with Public Works to pick up City-issued trash or green waste bags

- **Park, median, and large volume pick-ups need pre-approval.** Please contact Environmental Services at least two weeks in advance if you anticipate needing City assistance disposing of large amounts of trash or green waste. At least one month notice is needed for debris box requests.
- Consolidate bags into one or few locations on street corners or near accessible litter containers in parks. Place bags in a safe location that does not block the street or public right of way, such as by a street corner or next to a litter container.
- For street cleanups, report collected debris to the Public Works Call Center at 311, or direct at (510) 615-5566 (Mon-Fri between 8am – 4:30pm), or report online 24/7 by emailing OAK311@oaklandca.gov or via the OAK311/See Click Fix smart phone app.
 - Report the type of debris, number of bags, and nearest address or intersection.
 - *Contact Environmental Services at least two weeks prior to your event to facilitate timely pickup.*
- Contact the Adopt a Spot program if you are having challenges with debris pickups.

Note: The City reserves the right to immediately withdraw support for any volunteer if, at the sole discretion of the City, the volunteer's conduct while participating in volunteer activities on City property or right-of-way is determined to be inconsistent with these Volunteer Guidelines or violates any local, state or federal law. Withdrawal of support may include repossession of loaned tools and revocation of related Adopt a Spot Agreements.



CITY OF OAKLAND COVID-19 Volunteer Safety Guidelines

YOUR ACTIONS SAVE LIVES. Please comply with the Alameda County Health Officer's orders (www.acphd.org/2019-ncov.aspx) and the City's COVID-19 updates and with Oakland's (www.oaklandca.gov/topics/covid-19).

PRIOR TO PARTICIPATING IN A CITY-SPONSORED VOLUNTEER ACTIVITY:

- Take your temperature to determine whether you have a fever and assess whether you have any other COVID-19 symptoms such as:
 - Persistent coughing
 - Shortness of breath
 - Sore throat
 - Headache
 - Body or muscle aches
 - Chills or repeated shaking with chills
 - Recent loss of taste or smell

DO NOT PARTICIPATE IN IF:

- You have a temperature of 100.4 degrees Fahrenheit/38 degrees Celsius or higher, are experiencing any of the above symptoms or feel otherwise unwell.
- You or a household member has experienced any of the above symptoms within the last 14 days.
- You or a household member have been diagnosed with COVID-19 within the last 30 days and have not been medically cleared as non-contagious.
- You are aware that you or a household member has been exposed to someone who has been diagnosed with COVID-19 within the past 14 days.

BE SAFE AND STAY HEALTHY!



Oakland Public Works, Environmental Services, Adopt a Spot Program
250 Frank H. Ogawa Plaza, Suite 5301, Oakland CA 94612

510-238-7630, AdoptASpot@oaklandca.gov

Revised 8/3/2020

Oakland Public Works Guidelines for Volunteering Near Homeless Encampments

Homeless encampments are a growing occurrence in Oakland as a result of an increasing unsheltered population. The City of Oakland posts information on this issue at www.oaklandhomelessresponse.com.

A homeless encampment at or near your volunteer site requires certain procedures to be followed. Below we describe best practices and what to expect for volunteering with Oakland City government and homeless encampments.

Assess your site for the presence of homeless encampments. These encampments represent people's homes and may contain personal belongings of the residents. City of Oakland volunteers are not authorized to clean within an encampment. This protects the residents of the encampment from having their belongings tampered with or accidentally taken or disposed. Refraining from volunteering directly in the encampments also protects volunteers from challenging interactions with encampment residents and visitors.

If you find homeless encampments at your volunteer project site, you'll need to notify staff at the Volunteer Program (generically at adoptaspot@oaklandca.gov or via your established liaison) to help assess your options. Volunteer Program staff will notify the City's Encampment Management Team which can help with homeless outreach, resources, and response.

You might be able to work around, or even with the homeless encampment. Use your best judgement about engaging with the homeless at or near your site. Can you avoid the encampment and still carry out the project? If so, are you comfortable giving advance notice to the homeless about the cleanup? This should include assurance that their items will not be affected, though the event might be an opportunity for them to clear out unwanted items from their camp, and even to help out in the volunteer event.

When staging debris for Public Works pickup, please leave volunteer debris bags at least 50 feet from a homeless encampment. This is to ensure that volunteer debris bags are not confused or mixed up with personal belongings of residents of the encampment. Bags placed too close to the encampment will not be picked up by Public Works.

If you and/or your volunteer group is interested in assisting the people in the encampment, it is helpful to reach out and find out what the needs are. Please do not drop off goods, food, or other items unless they are specific to the health and safety of individuals at the encampment (for example: a blanket when it is raining, wrapped sandwiches, non-perishable goods, flashlights, etc.). There are many good intentioned efforts that bring unwanted food, clothing, and other items that then end up as trash and waste, which create hazards (illegal dumping piles, vermin, etc.) to those housed and unhoused in the area.

In some cases Oakland's Encampment Management Team will decide to schedule an intervention at the encampment. **Interventions are planned out about a month in advance**, and depending on the intervention, **may require 72 hour posting** at the encampment. The schedule (www.oaklandca.gov/services/public-works/keep-oakland-clean-and-beautiful/homeless-encampment-cleanup-schedule) is updated every Friday to reflect the upcoming week's operations. Planning ahead with the Volunteer Program will help ensure adequate planning time.

There are four active interventions that the City may take in regards to an encampment. Alternatively, the City could take no action. The active interventions include:

1. Closure- removing the encampment and using enforcement to prevent re-encampment
2. Cleaning- temporarily moving an encampment so that the location can be cleaned to resolve health and hygiene issues and then allowing the encampment residents to return
3. Temporary Health and Safety Measures- providing services to address the immediate health and safety needs of persons at an encampment and surrounding neighbors such as barriers to protect campers from traffic, portable toilets and wash stations, regular garbage pick up
4. Debris pick-up- scheduled collection of debris associated or near encampment

The following four sets of criteria (safety, health, location, size) will be applied when deciding if, and when, any of the actions listed above are warranted.

Safety

- Objective hazards to occupants of an encampment such as proximity to moving vehicles and steep slopes.
- Generating many calls for service to emergency responders, including Police response due to criminal activity
- Difficulty in extending emergency services to the site due to factors such as location or density of the encampment itself
- Fire hazards, including potential and actual fire activity

Health

- Excessive quantities of garbage, trash, or debris.
- Uncontrolled presence of needles, human waste, or other hazardous material.
- Vector hazards (e.g. rats)
- Other active health hazards to occupants or to the surrounding neighborhood

Location

- The proximity of the encampment to community resources including but not limited to schools, health centers, senior centers, etc.
- Preventing public access required by law, e.g. blocking a sidewalk
- Imminent work scheduled at the site for which the encampment will pose an obstruction
- Damage to environmentally critical areas
- Neighborhood impacts
- length of time the encampment has been present at a location.
- Damage to public infrastructure

Size

- The size of the encampment is having a disproportionate impact on its surrounding neighborhood
- The size of the encampment is creating unsafe conditions for the occupants

Best Practices for Acquiring Donated Refreshments for Volunteer Events

Providing snacks and refreshments can be a good way to keep volunteers energized, happy, and hydrated during volunteer events. A strategically timed snack break can be a good time for socializing as well as regrouping for additional tasks or priorities of the work day. A few snacks can go a long way towards volunteer satisfaction, which can contribute to volunteer performance, as well as return visits to your projects.

With some advance planning you may be able to secure donated snacks and refreshments for your volunteer event. Many local businesses are happy to contribute to community causes and efforts to support and associate with these efforts. Some companies have social responsibility and community service mandates to donate and volunteer for the community. Many businesses such as bakeries, produce markets, and coffee shops have ongoing donation policies that help them help the community through donations of perishable goods that would otherwise go to waste and be thrown out at the end of the day.

Investigate Donor Requirements

- Check the organization's website for posted donation policies or talk to an on-site manager
- Would your event or organization be eligible?
- How much advance notice is required?
- What documentation is needed to make a request?

Making the request

- Make your request in the manner required by the donor
- Try to time your donation discussion to non-busy times

Request letter

- On your organization's letterhead
- Include your organization's tax ID number if you have one
- Customizable templates available here in [English](#), [Spanish](#), and [Chinese](#)
- Personalize the letter and make the connection of the project to the business you are approaching

Picking up donations

- Find out the pickup logistics and plan your trip accordingly
- Bring your documentation of the donor's agreement when making the pickup

Thank you/Acknowledgement letter

- Include information about what was accomplished, how the business was acknowledged to the volunteers, and how the donated goods were appreciated by the volunteers.
- Consider taking a photo of the volunteer group with the donated goods to include with the letter.
- Some businesses proudly display such thank you letters for their customers and community to see.
- Customizable templates available here in [English](#), [Spanish](#), [Chinese](#)



Photo documentation tips

We encourage you to take photos and videos at your volunteer projects. Before & after, and action photos are a great way to document and share the hard work of you and the volunteers. We collect photos from all the projects for photo slideshows for city-wide cleanups ([like this one from Earth Day](#)), volunteer appreciation, and promotion of future volunteer events.

Share photos and videos

- Email your photos and videos to adoptaspot@oaklandca.gov
- If posting to social media, please include hashtags provided by Public Works (ex: #oaklandearthday, #oaklandcreektobay, #oaklandadoptaspot, etc.)

Logistics

- Is there a volunteer who likes to take photographs and can do a good job? Consider asking someone to be the photographer for the day if you cannot. You will likely have a lot of other responsibilities, so you will be glad you delegated this task to a volunteer.
- Use a camera instead of a phone camera for higher resolution photos.
- Let people know that you will be taking photos and provide instruction for those not wanting their pictures taken.

Photo content

- Try to capture images that tell the story of your volunteer project and show smiles, sense of place, and accomplishment.
- Will the site look dramatically improved after your cleanup? Take before and after photos of the site from the same location, angle, and vantage point. If this is a long term effort, you may consider setting up locations and shots to repeat at subsequent events. Record photo point locations using notes, GPS, field markings, or associations with permanent markers (fence posts, or other easily-located spots).
- Take both candid shots and quasi-candid photos of volunteers in action (these are action photos where you ask volunteers to look up and smile at the camera as they are working).
- Avoid butt shots, anything inappropriate, and unflattering photos.
- Consider angle, perspective, sun exposure, background, and other factors when framing your shot

Photo filing and organizing

- Record volunteers' names for each photo. If minors are in the photo, obtain written permission from a parent or guardian to share the photo (for adults, the photo waiver is included in the [liability waiver](#)).
- Record other photo attributes: location, date, photographer, subject(s). It may help to record this information as you are taking photos and associated with the photo numbers.
- File and organize photos from the event as soon as you can, as it's easy to forget details.
- Back up photos on a flash drive, portable hard drive, or in the cloud.

Photo examples



Before and after photos from the same photo point (same location and same angle) tell powerful stories of transformation



Action shots clearly showing the volunteer activity, appropriate activities and safety gear (gloves, vests, tools), sense of place, and group effort.



Flattering photos of individuals that show smiles, sense of place, and accomplishment.
Group photos at the end of the work day showing accomplishment, context, and sense of place.

Site Coordinator: _____ Event: _____

Date: _____

Please legibly write your name and contact information. Read the Volunteer Guidelines and the Waiver & Release of Liability (below). Sign to the right to acknowledge you've read and agree to both. **(Note: If volunteer is a minor, parent or guardian must sign.)**

Name: _____	Phone: _____	Email: _____	
Street Address: _____	City: _____	Zip: _____	

How did you learn about this event? Poster/Flyer Website Word of Mouth Email Postcard City Newsletter Other: _____

Name: _____	Phone: _____	Email: _____	
Street Address: _____	City: _____	Zip: _____	

How did you learn about this event? Poster/Flyer Website Word of Mouth Email Postcard City Newsletter Other: _____

Name: _____	Phone: _____	Email: _____	
Street Address: _____	City: _____	Zip: _____	

How did you learn about this event? Poster/Flyer Website Word of Mouth Email Postcard City Newsletter Other: _____

Name: _____	Phone: _____	Email: _____	
Street Address: _____	City: _____	Zip: _____	

How did you learn about this event? Poster/Flyer Website Word of Mouth Email Postcard City Newsletter Other: _____

Name: _____	Phone: _____	Email: _____	
Street Address: _____	City: _____	Zip: _____	

How did you learn about this event? Poster/Flyer Website Word of Mouth Email Postcard City Newsletter Other: _____

Waiver & Release of Liability

I am voluntarily participating in the City of Oakland's Public Works Agency volunteer program. I acknowledge my participation in these events does not come without the risk of injury or harm; I accept this risk, and assume responsibility for all liability and risk associated with my participation. I agree to hold harmless, release, waive and forever discharge the City of Oakland, its employees, departments, officers and agents, from any and all claims or demands I may have by reason of any accident, illness, injury, loss, destruction or damage to property, arising or resulting directly or indirectly from my participation in this activity. I further covenant not to bring any legal action against the City of Oakland, its employees, departments, officers and agents, for any injury, loss or damage resulting from my participation in this activity. This Waiver and Release is contractual and not a mere recital and applies whether or not injury or loss resulting from this activity is caused by an act or omission of the City, its employees, departments, officers or agents, negligent or otherwise. This Waiver and Release is binding on my heirs, executors, administrators, assigns, and all of my family members, and applies to all losses, whether known or unknown, suspected or unsuspected, related to my participation in this activity. I hereby grant permission to the City of Oakland to use photographs and video of me taken during this activity on its website and in other publications, at the City's sole discretion and without further consideration. This Waiver and Release was executed on the above date at Oakland, California and is valid for a 12 month period from the date of signing.

Site Coordinator: _____ Event: _____

Date: _____

Please legibly write your name and contact information. Read the Volunteer Guidelines and the Waiver & Release of Liability (below). Sign to the right to acknowledge you've read and agree to both. **(Note: If volunteer is a minor, parent or guardian must sign.)**

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Street Address: _____	City: _____	Zip: _____	

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認養地方統籌人： _____

活動： _____

日期： _____

請以工整字體寫下您的名字和聯絡資訊。請閱讀「志工指南」和「棄權與責任豁免聲明」（見下方）
請於右方簽名，確認您已閱讀並同意遵守兩者之規定。（請注意：若志工未成年，父母或監護人亦須簽名。）

姓名： _____ 電話： _____ 電子信箱： _____

地址： _____ 城市： _____ 郵遞區號： _____

您如何得知此活動？ 海報/宣傳單 網站 他人推薦 電子郵件 明信片 市政府新聞稿 其他： _____

簽名

姓名： _____ 電話： _____ 電子信箱： _____

地址： _____ 城市： _____ 郵遞區號： _____

您如何得知此活動？ 海報/宣傳單 網站 他人推薦 電子郵件 明信片 市政府新聞稿 其他： _____

簽名

姓名： _____ 電話： _____ 電子信箱： _____

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簽名

姓名： _____ 電話： _____ 電子信箱： _____

地址： _____ 城市： _____ 郵遞區號： _____

您如何得知此活動？ 海報/宣傳單 網站 他人推薦 電子郵件 明信片 市政府新聞稿 其他： _____

簽名

棄權與責任豁免聲明

我自願參與奧克蘭市公共事務局的志工計劃。我瞭解參加這些活動可能會有受傷的風險；我接受此風險，參與活動相關的責任和風險完全由本人承擔。
我同意若我因為參與此活動而直接或間接導致或發生意外、生病、受傷、財物遺失、損毀或損壞，我願意保護、解除、免除並永久放棄向奧克蘭市政府、其職員、部門、官員和機構追究相關賠償或要求的責任。
我更立約保證不會因為參與此活動而導致的受傷、財物遺失或損壞，而對奧克蘭市政府、其職員、部門、官員和機構提出任何法律訴訟。
本棄權與責任豁免聲明具有契約效力，並非只是敘文，無論本人受傷或蒙受的損失是否因為市政府、其職員、部門、官員或機構的過失或非過失行為或失職所致，本聲明依舊適用。
本棄權和責任豁免聲明對我的繼承人、遺囑執行人、遺產管理人、受讓人以及我的所有家庭成員具有同等約束效力，並適用於因本人參與此活動所導致的已知或未知、疑似或非疑似的所有損失。我允許奧克蘭市政府得酌情全權決定在其網站和其他出版品中，使用我在本活動期間拍攝之所有照片和影片。本棄權與責任豁免聲明於 2014 年 _____ 在奧克蘭簽署生效，自簽署日起於之後的 12 個月內有效。

認養地方統籌人： _____

活動： _____

日期： _____

請以工整字體寫下您的名字和聯絡資訊。請閱讀「志工指南」和「棄權與責任豁免聲明」（見下方）
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姓名： _____ 電話： _____ 電子信箱： _____

地址： _____ 城市： _____ 郵遞區號： _____

您如何得知此活動？ 海報/宣傳單 網站 他人推薦 電子郵件 明信片 市政府新聞稿 其他： _____

簽名

姓名： _____ 電話： _____ 電子信箱： _____

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簽名

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Nombre del Coordinador del Sitio: _____

Evento: _____

Fecha: _____

Por favor escriba su nombre e información de contacto legiblemente. Lea la Guía de Voluntarios y el Acuerdo de Exoneración de Responsabilidad Legal. Firme a la derecha para declarar que ha leído la guía y la exoneración de responsabilidad legal y entiende plenamente su contenido. **(Si tiene menos de 18 años de edad, su padre o guardián también debe firmar.)**

Nombre: _____ Telefono: _____ Email: _____

Dirección: _____ Ciudad: _____ Código postal: _____ (firma)

Como se enteró de este evento? Cartel/folleto Sitio web Otra persona Email Tarjeta postal Boletín informativo de Oakland Otro manera: _____

Nombre: _____ Telefono: _____ Email: _____

Dirección: _____ Ciudad: _____ Código postal: _____ (firma)

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Como se enteró de este evento? Cartel/folleto Sitio web Otra persona Email Tarjeta postal Boletín informativo de Oakland Otro manera: _____

*Acuerdo de Exoneración de Responsabilidad Legal

Estoy participando voluntariamente en el programa voluntario de la Agencia de Obras Públicas de la Ciudad de Oakland. Reconozco que mi participación en este evento no excluye el riesgo de lesiones o daños corporales; yo acepto este riesgo y estoy de acuerdo en asumir toda responsabilidad civil y riesgos relacionados con mi participación. Estoy de acuerdo en exonerar a la Ciudad de Oakland, sus empleados, departamentos, funcionarios, oficiales y agentes de toda responsabilidad legal, demanda judicial o administrativa que yo pudiera tener por motivo de accidente, enfermedad, lesión, pérdida, destrucción o daño a la propiedad, que surja o resulte directamente o indirectamente por mi participación en esta actividad. Este Acuerdo de Exoneración de Responsabilidad Legal es contractual y no sólo de carácter descriptivo, y aplica también en el caso de que cualquier lesión o pérdida ocasionado en esta actividad sea causada por acción u omisión por parte de la Ciudad, sus empleados, departamentos, funcionarios, oficiales o agentes, ya sean o no negligentes. Este Acuerdo de Exoneración de Responsabilidad Legal aplica también a mis herederos, legatarios, administradores, cesionarios y a todos los miembros de mi familia, e incluye toda pérdida, conocida o desconocida, sospechada o no sospechada, relacionada con mi participación en esta actividad. Por lo presente, autorizo a la Ciudad para utilizar fotografías y grabaciones de video tomadas de mí, durante esta actividad, para publicar en su sitio Web y en otras publicaciones, a la discreción de la Ciudad y sin más consideraciones.

Nombre del Coordinador del Sitio: _____

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Como se enteró de este evento? Cartel/folleto Sitio web Otra persona Email Tarjeta postal Boletín informativo de Oakland Otro manera: _____

Nombre: _____ Telefono: _____ Email: _____

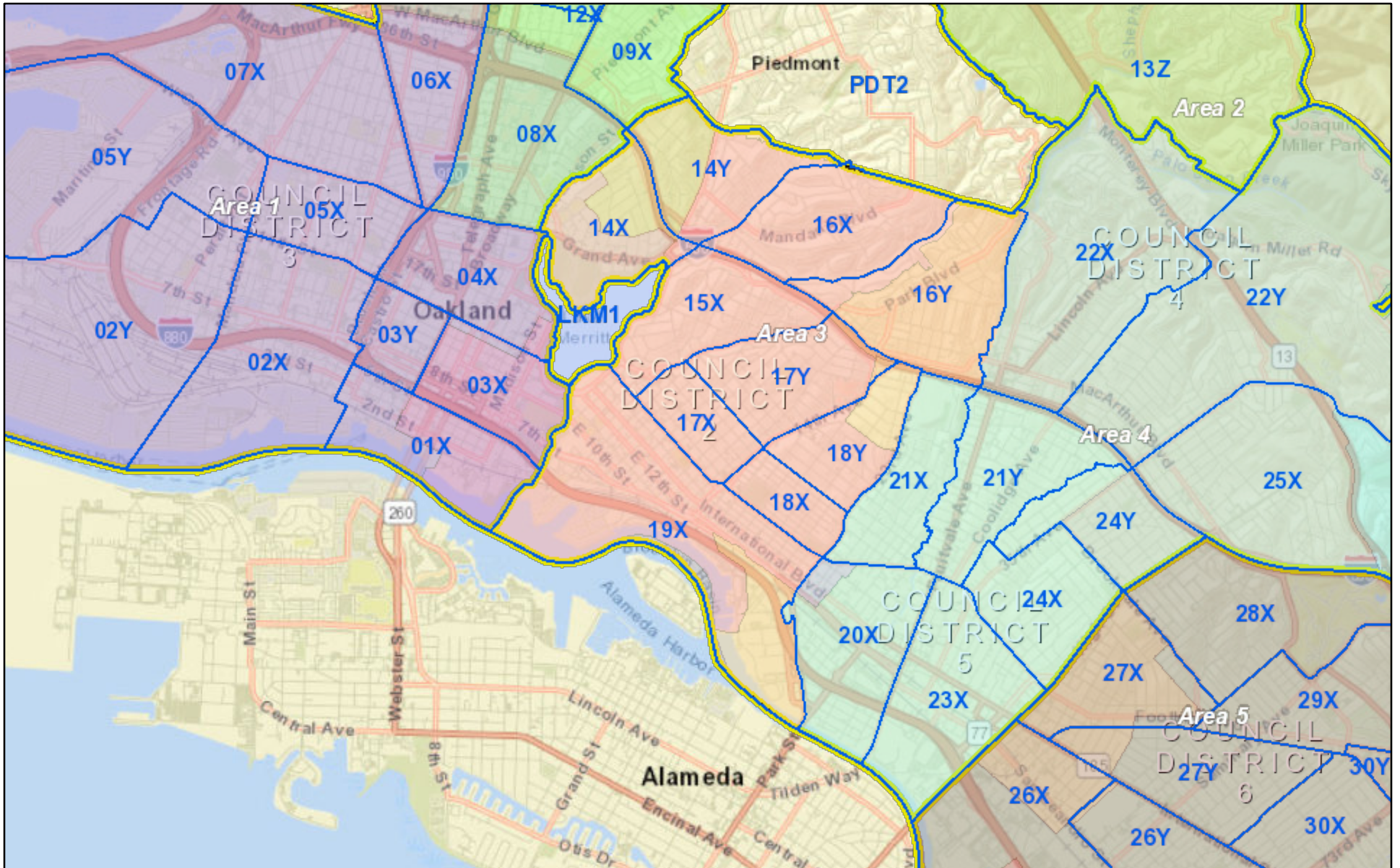
Dirección: _____ Ciudad: _____ Código postal: _____ (firma) _____

Como se enteró de este evento? Cartel/folleto Sitio web Otra persona Email Tarjeta postal Boletín informativo de Oakland Otro manera: _____

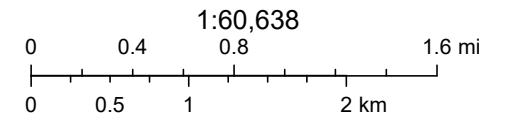
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Oakland Council Districts & Police Beats, Districts



November 9, 2023



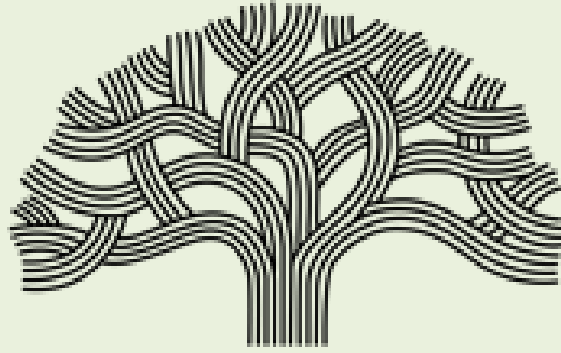
Bureau of Land Management, Esri, HERE, Garmin, INCREMENT P, NGA, USGS, GIS ITD

As of 9/3/2022

BFO 1 CRO				
Lt.		Thomason	Jeffrey	
	SGT	Manguy	Alain	
	OFC	Gichki	Meeran	
	OFC	Triana	Silvestre	
	SGT	Kim	Eric	
	OFC	Plasencia	Gustavo	
	OFC	Singh	Hardeep	
	OFC	Perez	Christopher	
	OFC	Shahnazari Man	Mehrdad	
	OFC	Fiorino	Marisa	
	OFC	Templeman	Karl	
BFO 2 CRO				
Lt.		Febel		
	SGT	Vargas	Oscar	
	SGT	Johnson	Ronald	
	OFC	Sumpter	Sheldon	
	OFC	Johnson	Aaron	
	OFC	Lopez	Rosalia	
	OFC	Endaya	Joseph	
	OFC	Vasquez Rudea	Carla	

City of Oakland Contacts

Issue	Contact Agency	Phone #
ILLEGAL DUMPING		
Garbage/refuse dumped on public streets, alley ways, medians	OAK311	615-5566
Garbage/refuse (blight) dumping or accumulation on private property	OAK311	615-5566
Liquids dumped in storm drain, creeks or flood channel	OAK311	615-5566
Garbage/refuse dumped in storm drain, creeks or flood channel	OAK311	615-5566
Hazardous materials illegally dumped (batteries, motor oil, fuel, vehicle fluids) **NON-EMERGENCY**	Fire Services Agency - Non-Emergency	444-1616
Hazardous materials spill in progress ***EMERGENCY***	Fire Services Agency – Emergency	911; or from a cell phone 777-3211
RESIDENTIAL BULKY COLLECTION		
Bulky collection service: schedule appointment; report missed pick-up; overage billing	Waste Management of Alameda County	613-8710
Bulky set-outs spilled in the street during collections		
Bulky set-outs left at curb by WMAC due to unacceptable material set out	OAK311	615-5566
Bulky set out more than 24 hours prior to scheduled date	City of Oakland Recycling Program	238-7283
GARBAGE SERVICE		
Establish or change residential or commercial garbage service	Waste Management of Alameda County	613-8710
Garbage service problems: missed pick-up; spills from garbage truck		
Inadequate or no garbage service	City of Oakland Recycling Program - Environmental Services Division	238- 7283
Billing past due, collections, appeals, property liens (residential only)	Finance and Management Agency Mandatory Garbage Unit	238-3287
STREET LITTER		
Overflowing City street litter containers	Report at OAK311	615-5566
Improper dumping into or use of City street litter containers; Street sweeping		
VOLUNTEER OPPORTUNITIES		
Volunteer support for cleaning & greening activities	PUBLIC WORKS - Environmental Services Division	238-7630
OTHER		
Abandoned vehicles on public street	Report to OAK311	615-5566
Abandoned vehicles on private property	OAK311	615-5566
Vector/rodent problem due to refuse/garbage accumulation	Alameda County - Vector Control Services	567-6800
Dead animal in the street	Oakland Animal Services	535-5602
EMERGENCY/NON-EMERGENCY NUMBERS		
Emergency		911
Emergency if using a cell phone	Local Oakland 911 number	777-3211
Non-Emergency		777-3333



CITY OF OAKLAND

PUBLIC WORKS

Tool Maintenance Guide

1 Right Tool for the Job

Please use tools for their intended purposes for both your safety and for tool longevity.

- 1. Ask questions** If you aren't sure how to use a tool, or the purpose of a specific tool, ask someone for assistance.
- 2. Be safe!** Using the wrong tool for a specific task can cause it to break or otherwise create an unsafe situation. Again, always ask questions if unsure.
- 3. Return clean tools** Return all tools in the condition in which you received them. Instructions on tool cleaning can be found on the next page.
- 4. Broken tools** Normal wear and tear is expected, but if a tool breaks despite your best efforts, please return it to the City of Oakland for repair or disposal.

2 Cleaning Tools

Please return all tools in the condition (or better) in which you received them.

- 1. Materials needed**

Use wire water, brushes, steel wool, or rags to clean off tools after a project. Raw linseed oil, or similar oil, should be used to wipe down metal surfaces and lubricate moving parts.
- 2. Shovels**

Clean off any accumulated mud or other debris. To prevent rust, do not let shovels sit in water. If wet, wipe down metal parts with linseed oil on a rag.
- 3. Pruners, Loppers, and Shears**

These tools are designed to cut wood or foliage. To maintain a sharp and even cutting surface, do not use them in soil, or to cut wire, rock, or other hard surfaces. If wet, wipe down blades and moving parts with linseed oil after use to prevent rust.

If these tools are used on trees or plants with fire blight, please disinfect by soaking in un-diluted isopropyl alcohol (rubbing alcohol, any percentage) for no less than 1 minute. Thoroughly dry all tools and wipe down with oil.
- 4. Paint rollers (not including roller covers), and brushes**

Clean off any excess paint on the rollers to prevent them from becoming caked with dry paint and no longer usable. The roller covers should be properly discarded. Brushes should be cleaned and returned when possible.
- 5. Graffiti Kits**

Please return heavy-duty reusable gloves with the graffiti kits.
- 6. Paint cans and buckets**

Please seal any remaining paint in the original paint can. If using buckets with a paint grid for rollers, leftover paint can be left inside the bucket and returned with the lid securely attached to prevent spilling or drying of the paint inside. The metal grid should be removed from the edge of the bucket and placed inside before sealing.
- 7. Other buckets**

If buckets are heavily soiled, please clean out and wipe dry.
- 8. Water coolers**

Empty water coolers and keep lid off to prevent mold or mildew growth inside the coolers.
- 9. Single-use items**

Please properly dispose of any single-use item, such as nitrile gloves, paint roller covers, dust masks, etc.

Incident/Injury Report Form

Please Print

In the event of injury while volunteering,
please notify City of Oakland staff immediately at
adoptaspot@oaklandca.gov, 510-238-7630.

Name of (Injured Person)	Gender M F	Birthday	E-Mail
Address of Injured Person and Best Contact Phone Number (Include Area Code)			
If Applicable, Parent's Name, Address, and Best Contact Phone Number (Include Area Code)			
Date and Time of Accident	Place where Accident Occurred		
Type of Injury suspected if known (Check any that apply): Bruise Dislocation Laceration Concussion Fracture Sprain/Strain Other(Specify)			
Body Part Injured (Note side of Injury using "R" for Right side and "L" for Left Side) <input type="checkbox"/> Hand <input type="checkbox"/> Foot <input type="checkbox"/> Arm <input type="checkbox"/> Shoulder <input type="checkbox"/> Back <input type="checkbox"/> Head <input type="checkbox"/> Face <input type="checkbox"/> Foot <input type="checkbox"/> Leg <input type="checkbox"/> Chest <input type="checkbox"/> Eye Other(Specify)			
Was First Aid rendered? Describe if yes:			
Was an Ambulance recommended? Yes No			
If yes, did the injured refuse? Yes No			
Were teeth injured? If so, which ones?	Describe Condition of Injured Teeth Prior to Accident: Whole, Sound, and Natural Filled Capped Artificial		
Did Injury Result in Death? Yes No			
Describe How Accident Occurred – Give All Possible Details			
Form completed by Print Name _____ Signature _____ Date _____			