



Environmental Stewardship Program

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



Dear Volunteers,

On behalf of the entire community, we want to express our heartfelt gratitude for your dedication and hard work in keeping Oakland clean, green, and beautiful. Your efforts make a lasting impact, creating a cleaner and more vibrant environment for everyone to enjoy.

Thank you for your time, energy, and commitment to making Oakland a better place!

With appreciation,

Oakland Public Works, Environmental Services Division

TABLE OF CONTENTS

1. [Prior to Project Day](#) 2
2. [Day of the Event](#)4
3. [After the Event](#)6
4. [Important Documents](#)... 8



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 to a successful event. The more prepared you are, the smoother the day will go. Happy volunteers who feel 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 workstations/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.oaklandca.gov/adoptaspot
- www.oaklandca.gov/creektobayday
- www.oaklandca.gov/earthday
- www.oaklandca.gov/mlkday

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. [Report you bag pick up to Oak311.](#)

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 an email from a City staff member to confirm the times you will pick up and return tools.

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 [online waiver](#) or paper waiver ([Volunteer Waiver & Release of Liability](#), [Renuncia de responsabilidades de individual](#), [個人免責聲明](#)).
- 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:**
 - i. Do not use power tools.
 - ii. Carry tools carefully to avoid hitting others. It is best to carry tools vertically with the tool pointed down.
 - iii. Always use the right tools for the job. Ask a team leader if you are unsure.
 - iv. Never allow children to play with tools. They should be supervised at all times and never allowed to use sharp tools.

v. 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 and 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 the 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,

- a. Collect and count all tools.
- b. 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:

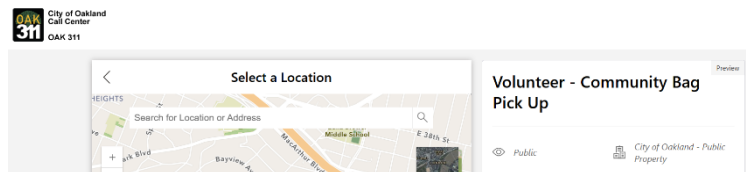
Call: dial 311 or 510-615-5566 **Email:** Oak311@oaklandca.gov

Website: [Report online: Volunteer Community Bag Pick Up](#)

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

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 business days** of the event.
- [Oakland Earth Day](#) results are requested within **7 business days** of the event.
- [Oakland Creek to Bay Day](#) results are requested by **1pm on the same 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 business 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.

You may also email hardcopies to:

City of Oakland Public Works Department
250 Frank H. Ogawa Plaza, Suite 5301 Oakland, CA 94612

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**
- [MLK Day](#): **#OaklandMLKday**

When reporting volunteer data, please attach photos to your report. You may also email 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.**

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 oaklandca.gov/adoptaspot, 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 [Volunteer Guidelines](#), [Reglas para voluntarios](#), [義工守則](#)
- 3 Tool Request Form
 - a. [Online form](#)
- 4 [Injury Reporting Form](#), [Lesiones formulario de informe](#), [受傷報告表](#)
- 5 [Tool Maintenance Guide](#), [Guía de mantenimiento de herramientas](#), [工具維修守則](#)
- 6 [Photo Documentation Tips](#), [Tips para documentar fotografías](#), [照片紀錄提示](#)
- 7 [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](#)
- 8 [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
- 9 [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. Everyone <p>Signs Waiver</p>	<p>Make sure volunteers understand the scope of the activities for the morning.</p>
11:30-11:45 AM	<p>Check to see that green waste and/or debris bags are placed according to your debris plan</p>		<p>Finish by agreed upon pick up time if coordinating debris pickup with an outside agency.</p>
11:45 - NOON	<p>Collect tools and supplies</p>	<ul style="list-style-type: none"> Check the entire site for tools left behind Account for and clean all tools 	
NOON	<p>Thank volunteers!</p>		<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>		<ul style="list-style-type: none"> Return tools, vests, gloves, and other supplies according to pre-arranged appointment with City staff. Report hours via event form, Esri HUB or by calling in. <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.

Environmental Stewardship Program

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).
- If injured while volunteering, notify City of Oakland staff immediately at adoptaspot@oaklandca.gov, 510-238-7630.

Tool Safety:

- Do not use power tools.
- Carry tools carefully to avoid hitting others. 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.
- Keep your tools close to you at all times.
- When not in use, place tools neatly to avoid trip hazards. Never lay tools in a walkway, always make sure they are visible.
- Count and clean your tools after an activity/cleanup.
- Return borrowed tools and supplies, as agreed.

The Tool Request Form is available at www.oaklandadoptaspot.org

Traffic Safety:

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

Working Near Waterways:

- Always work with a partner near water.
- Avoid touching [poison oak](#). Bathe and wash clothes after suspected exposure.
- 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 15 gallons or less in your residential blue recycling cart.
- Larger amounts of trash placed in clear plastic City-issued bags can be picked up by Public Works. (Bags are available by request.)
- Dispose of 15 gallons or less of green waste, such as leaves and trimmings, in your residential green cart.
- Debris boxes can be requested with one month's notice for large cleanups.
- Submit request for debris removal to **Oak 311** [Volunteer Community Bag Pick Up](#)

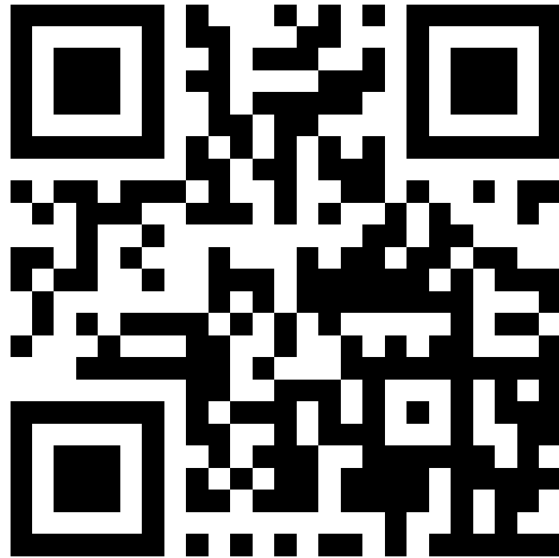
Working Near Homeless Encampments

- 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.

Report Volunteer Event Results

Your reports on activities and accomplishments help us tell the volunteer story and improve event coordination. Whether you participated in a clean-up event, tree planting, educational outreach, or any other stewardship project, your contributions matter and help us assess our collective achievements.

We kindly ask that, if you were a site coordinator or site lead, you submit your volunteer activities by scanning the QR code below to open the survey on your device.



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.

How It Works



Oakland Public Works Guidelines for Volunteering Near Unhoused Encampments

Unhoused encampments are a growing presence in Oakland due to the increasing unsheltered population. The City of Oakland provides information on this issue at [Oakland Encampment Management Team](https://www.oaklandca.gov/topics/encampment-management-team)
<https://www.oaklandca.gov/topics/encampment-management-team>

When volunteering near an unhoused encampment, certain procedures must be followed.

Below are best practices and guidelines to ensure safety and respect while volunteering with the City of Oakland and unhoused.

- **Assess Your Project Site:**
Check your project site for the presence of unhoused encampments. These encampments represent people's homes and may contain personal belongings. The **City of Oakland volunteers are not authorized to clean within an encampment.** Refraining from volunteering directly in the encampments also protects volunteers from potentially challenging interactions with unhoused residents or visitors.
- **Staging Debris for Pickup:**
When staging debris for Public Works pickup, leave volunteer debris bags at *least 50 feet* from any unhoused encampment. This ensures that volunteer debris bags are not mistaken for personal belongings of residents of the encampment. **Bags placed too close to an encampment will NOT be picked up by Public Works.**
- **Notifying Volunteer Program Staff:**
If you find an unhoused encampment at your volunteer project site, notify the Volunteer Program staff (via adoptspot@oaklandca.gov or your designated liaison) to help assess your options. Volunteer Program staff will notify the City's Encampment Management Team, which can provide homeless outreach, resources, and response.
- **Engaging with Encampment Residents:**
If you or your volunteer group are interested in assisting residents of the encampment, it's important to identify community-based services prior to making contact. Before engaging with encampment residents, please contact the Mobile Assistance Community Responders of Oakland (MACRO) Program by emailing MACRO@oaklandca.gov or calling (510) 446-2276. MACRO teams are trained to provide community-based resources, respond to behavioral or mental health calls, and handle nonviolent community disturbances.
- **Encampment Management Response:**
In some cases, Oakland's Encampment Management Team may schedule an intervention at the encampment. **Interventions are planned about a month in advance**, and depending on the situation, **may require a 72-hour notice at the encampment.** The intervention schedule is updated every Friday to reflect the upcoming week's operations. Planning ahead with the Volunteer Program will help ensure adequate time for coordination.

Thank you for your cooperation and commitment to serving our community responsibly.

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

To report an issue related to an encampment, please report to [311](tel:311), and for general inquiries, email homelessness@oaklandca.gov

For issues of active violence, active fire, and other emergency matters, please call **911** immediately.

For non-emergency quality-of-life calls for service, please contact the City of Oakland Mobile Assistance Community Responders of Oakland (MACRO) Program:

How to Request a MACRO Response - Do not call 211, 311, or 911 to request a MACRO response.

Phone: (510) 44 MACRO | (510) 446-2276 | Email: MACRO@oaklandca.gov

Website: <https://www.oaklandca.gov/projects/macro-mobile-assistance-community-responders-of-oakland>

To aid the dispatcher, callers should confirm that the situation is non-violent, non-emergent, with no visible weapons, and outside of a dwelling/residence or business.



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 workday. 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](#)



****Copy and paste this into a Word document in order to customize for your specific requests.**

[Insert your letterhead here]

[Date]

[Store Name]

[Address]

Oakland, CA [Zip]

Dear [“Store Manager” or insert person’s actual name if known],

[Your organization/group name] is requesting donations for our volunteer event on [insert date and location]. We are asking for a donation of:

[name specific donation request here, e.g. Coffee for 25 people].

Through the City of Oakland’s Adopt A Spot program, we are sponsoring a volunteer [cleanup, planting, habitat restoration, etc.] event at [location] from [time range]. You are invited to join.

With your donation, we hope to provide our volunteers with the energy they need to clean and beautify our communities. We will acknowledge donations at our volunteer event.

Thank you for supporting a cleaner and more beautiful Oakland!

Sincerely,

[Name]

[Title]

[Organization/Group Name]

[Email]

[Phone]

For more information about [organization/group name], please visit [insert website here].

****Copy and paste this into a word document in order to customize for your specific requests.**

[Insert your letterhead here]

[Date]

[Store Name]

[Address]

Oakland, CA [Zip]

Dear ["Store Manager" or insert person's actual name if known],

[Your organization/group name] is very appreciative of your donation of [name specific donation request here, e.g. Coffee for 25 people] for our volunteer workday on [insert date].

Our volunteers thoroughly enjoyed your contribution. [Insert short description of how many volunteers participated at your site and what was accomplished (could be something like "30 volunteers removed 20 bags of trash from Courtland Creek, improving the area for wildlife, water quality, and the community's enjoyment")]. **We are grateful for your support to Oakland by providing our volunteers with the energy they needed to clean up our city.**

Thank you for your commitment to a cleaner and more beautiful Oakland!

Sincerely,

[Name]

[Title]

[Organization/Group Name]

[Email]

[Phone]



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, 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.)
- Submit photos along with your volunteer data report via our [Survey](#)

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 group 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

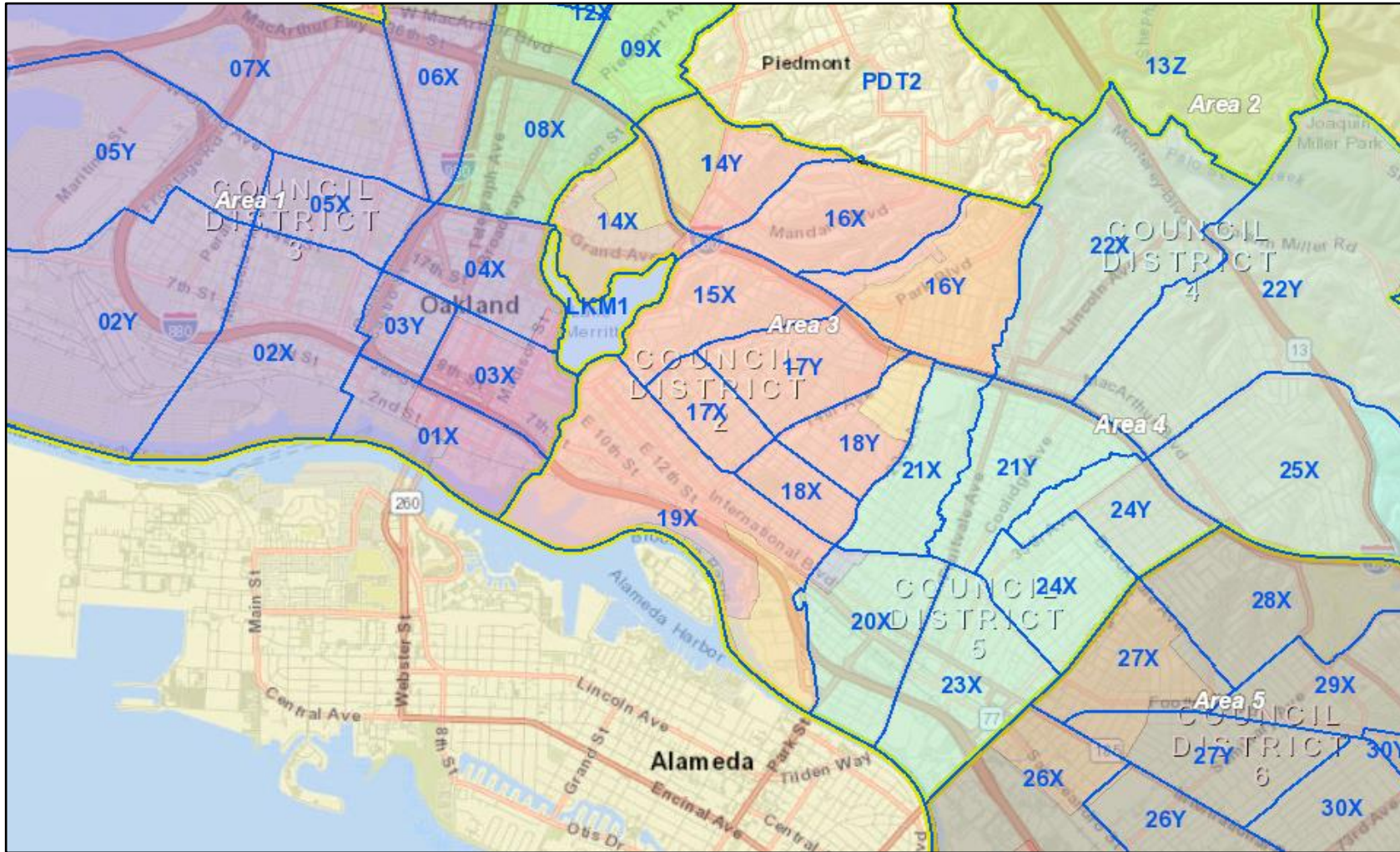


Action shots clearly showing the volunteer activity, appropriate activities and safety gear (gloves, vests, tools), sense of place, and group effort.

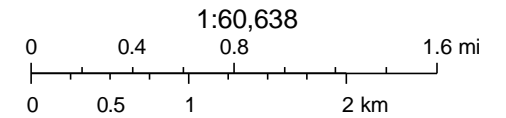


Flattering photos of individuals that show smiles, sense of place, and accomplishment.
Group photos at the end of the workday showing accomplishment, context, and sense of place.

Oakland Council Districts & Police Beats, Districts



November 9, 2023



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

OaklandGIS

COMMUNITY RESOURCE OFFICER DIRECTORY

As of 20 Mar 21

CP Beat	Officer	NCPC	Work Cell (510)	Contact by Email
Area 1 Acting Lt. Matt McGiffert				
CRO 1	Sgt. Anwawn Jones	Supervisor	915-5477	akjones@oaklandca.gov
1	Brenda Ivey	1X, 2Y, 3Y, 4X, 5Y, 7X, 10X	238-3091	Blvey@oaklandca.gov
2	Angela Moore	2X, 5X, 6X, 8X, 12X, 13Y, 13Z, 14X	238-6822	AMoore@oaklandca.gov
3	Lisa June	3X, 18X, 18Y, 19X, 22Y, 25X	238-3102	LJue@oaklandca.gov
4				
5				
6				
7				
Area 2 Acting Lt. Eriberto Perez-Angeles				
CRO 2	Sgt. Alain Manguy	Supervisor	381-8446	amanguy@oaklandca.gov
8				
9	n/a	9X	986-2715	NSDAdmin@oaklandca.gov
10	n/a	10Y	986-2715	NSDAdmin@oaklandca.gov
11	n/a	11X	986-2715	NSDAdmin@oaklandca.gov
12	n/a	12Y	986-2715	NSDAdmin@oaklandca.gov
13	n/a	13X	986-2715	NSDAdmin@oaklandca.gov
14	n/a	14Y	986-2715	NSDAdmin@oaklandca.gov
Area 3 Lt. Josheph McGuinn				
CRO 3	Sgt. Eric Kim	Supervisor	406-6237	ekim@oaklandca.gov
15	Jason Wallace	15X, 31Y, 31Z, 33X, 34X	238-6827	JWallace@oaklandca.gov
16	n/a	16X, 16Y	986-2715	NSDAdmin@oaklandca.gov
17	n/a	17X, 17Y	986-2715	NSDAdmin@oaklandca.gov
18				
19				
20	Claudia De La Cruz-Perez	20X, 21X, 21Y, 23X, 24X, 27Y	238-7683	cdelacruz-perez@oaklandca.gov
21				
22	n/a	22X	986-2715	NSDAdmin@oaklandca.gov
Area 4 Lt. William Febel				
CRO 4	Sgt. Oscar Vargas	Supervisor	507-6035	ovargas@oaklandca.gov
23				
24	Araina Richards	24Y, 25Y, 27X, 29X, 31X, 32Y, 35Y	238-7619	ARichards@oaklandca.gov
25				
26	n/a	26X, 26Y	986-2715	NSDAdmin@oaklandca.gov
27				
28	n/a	28X	986-2715	NSDAdmin@oaklandca.gov
Area 5 Lt. Kevin Kaney				
CRO 5	Sgt. Ronald Johnson	Supervisor	908-2121	rjohnson@oaklandca.gov
29				
30	n/a	30X, 30Y	986-2715	NSDAdmin@oaklandca.gov
31				
32	n/a	32X	986-2715	NSDAdmin@oaklandca.gov
33				
34				
35	n/a	35X	986-2715	NSDAdmin@oaklandca.gov



GET INVOLVED, OAKLAND!

DO YOU WANT TO IMPROVE YOUR COMMUNITY?
THERE ARE CITY PROGRAMS THAT CAN HELP.
SCAN THE QR CODES TO LEARN MORE!

OAK311 (DOWNLOAD APP)



Request City Services: illegal dumping, graffiti, potholes, encampments, building maintenance, and urgent infrastructure issues.

311.oaklandca.gov

BULKY BLOCK PARTY



Join us on the last Saturday of every month* to dispose of your unwanted household items for *free!* Residents only. Bring proof of residency, such as a utility bill.

oaklandca.gov/bulky-block

MACRO: MOBILE ASSISTANCE COMMUNITY RESPONDERS OF OAKLAND



MACRO is a community response program for non-violent, non-emergency 911 calls to reduce responses by emergency services.

oaklandca.gov/macro

NEIGHBORHOOD SERVICES DIVISION



In partnership with City Departments, meet neighbors and solve neighborhood issues while building a healthy & resilient community.

oaklandca.gov/neighborhood-services

ADOPT-A-SPOT



Adopt a public space in your neighborhood to regularly clean, green and beautify! Tools, supplies & resources provided.

oaklandca.gov/adopt-a-spot

EMERGENCY PREPAREDNESS



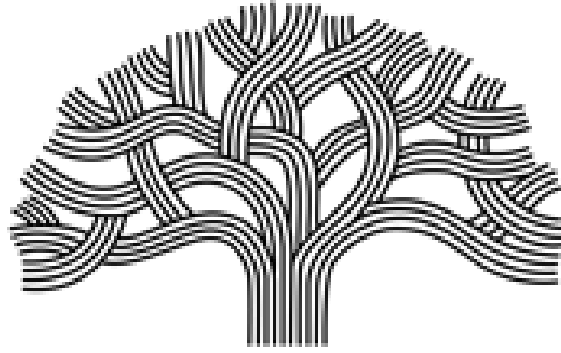
Free emergency preparedness & response training program. Available to individuals and groups.

oaklandca.gov/readyoakland

ADDITIONAL COMMUNITY INFORMATION (IF APPLICABLE):

QUESTIONS: NSDADMIN@OAKLANDCA.GOV | 510-986-2715





CITY OF OAKLAND

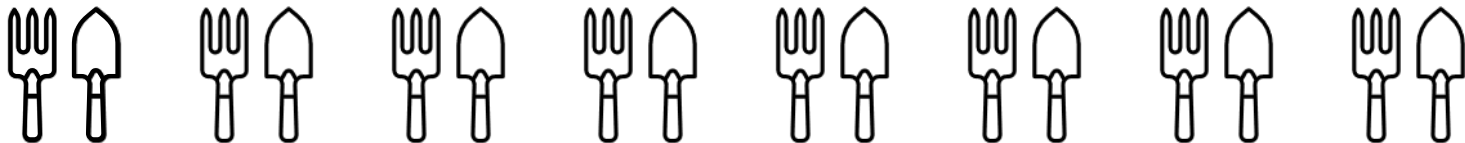
PUBLIC WORKS

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 <input type="radio"/> M <input type="radio"/> 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): <input type="checkbox"/> Bruise <input type="checkbox"/> Dislocation <input type="checkbox"/> Laceration <input type="checkbox"/> Concussion <input type="checkbox"/> Fracture <input type="checkbox"/> 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? <input type="radio"/> Yes <input type="radio"/> No			
If yes, did the injured refuse? <input type="radio"/> Yes <input type="radio"/> No			
Were teeth injured? If so, which ones?	Describe Condition of Injured Teeth Prior to Accident: <input type="radio"/> Whole, Sound, and Natural <input type="radio"/> Filled <input type="radio"/> Capped <input type="radio"/> Artificial		
Did Injury Result in Death? <input type="radio"/> Yes <input type="radio"/> No			
Describe How Accident Occurred – Give All Possible Details			
Form completed by			
Print Name _____		Signature _____	
		Date _____	