

CAMPGROUND HOST - VOLUNTEER PROGRAM

POLICY

The City of Homer encourages the use of volunteers as Campground Hosts at all City campgrounds. A Campground Host must comply with all State and federal Laws and Homer City Code provisions applicable to the City owned park or recreational area to which the Campground Host is assigned. Campground Host Policy and Procedure Volunteer Program and 23.01-02 Supplement City of Homer Campground Host Program - establish the process of application and approval for campground hosts.

Hospitality is the most important function of Campground Hosts. Their duties include, but are not limited to the following:

- Extend a warm welcome to campground visitors.
- Maintain a friendly presence
- Provide answers to questions and information regarding local attractions
- Assuring visitors a comfortable enjoyable stay and enhance the quality of their outdoor-recreation experience.

Campground Host duties will supplement the City staff.

The Parks Maintenance Coordinator is the City employee responsible for overseeing the Campground Host Program. This employee is designated as such by the Public Works Director or City Manager. The Parks Maintenance Coordinator needs to be available and knowledgeable of the services and activities to be provided by the Campground Host. The Parks Maintenance Coordinator is responsible for the following:

- Collecting the Campground Host Activity Report on a weekly basis
- Ensuring the Campground Host Expenditure and Cash reports are completed and provided to Administrative Support for processing.
- Completing an evaluation of the Campground Host's performance upon the Host's departure and submitting to Personnel to be included in the Host's file.
- Receiving the Host's feedback on the Host's experience, including any needed major repair or replacement of campground fixtures and equipment.

PROCEDURE

Number of Campground Hosts

Normally, one Campground Host couple or family at a time will be assigned to a campground. Two Campground Host couples or families may be assigned to a campground with approval by the Public Works Director or City Manager of a written request by the Parks Maintenance Coordinator explaining the factors supporting the request. Factors such as the following may justify a second Campground Host:

- Campground occupancy rate
- Unique campground configuration
- Large numbers of special events

Timetables

Campground Hosts are required in campgrounds during the prime camp season months of June, July August and September. Hosts on-site during the months of May and October, while beneficial, are optional to campground management. The Parks Maintenance Coordinator may recommend to the Public Works Director or City Manager that Hosts be assigned to a campground beyond the prime months of the camp year, based upon a specific need at that campground.

Selection and Application Process

Campground Host applications may be submitted from September 1st through April 30th prior to the camping season. No applications will be accepted from May 1 through August 31st.

- Applicants must be at least 21 years of age.
- Applicants must submit a Volunteer Campground Host Application and Volunteer Release and Waiver of Liability Form.
- An application must be submitted for each person who will reside at the Campground Host site for more than three days.
- Applicant(s) interviews and selection will be conducted by the Parks Maintenance Coordinator, Personnel, Public Works Director, City Manager or other person as designated.
- Personnel staff will complete the criminal history background check on the applicant(s).
- Once an "approval to hire" comes back from the criminal history check, the Parks Maintenance Coordinator will be advised and has 60 days to notify the potential host of his/her/their assignment. A criminal history check does not have to be repeated unless the applicant returns the following year or the unit supervisor/manager thinks it necessary to do one before that.
- The Personnel office will notify the Parks Maintenance Coordinator and subsequently the Public Works Director or City Manager of any problem discovered during criminal history checks.
- Hosts may not begin service until the required forms are on file and the criminal history check is conducted.
- Unsuccessful applicants must be notified in writing by Personnel.
- A new application is needed for each calendar year.
- Individuals chosen to serve as Hosts are not guaranteed selection for a succeeding year.

Employees are not eligible to be Campground Hosts. Campground Hosts who have an immediate relative (parent, sibling, child) serving as a full-time or seasonal employee assigned to a specific park cannot serve as Host.

Volunteer Release and Waiver of Liability Form

A copy of the Volunteer Release and Waiver of Liability Form will be provided to the Parks Maintenance Coordinator to keep on file for the individual parks.

Orientation

All Hosts are required to attend a Campground Host orientation program at the commencement of their service. Failure of Hosts to attend the orientation program will result in termination of Host assignments.

Length of Service

All Campground Host schedules are assigned by the Parks Maintenance Coordinator based on the needs of the park or recreational area and request of the host.

- The intent is to schedule a Host for no less than four consecutive weeks at a time.
- Hosts wishing to serve another season are to complete the Campground Host Application and submit it to Personnel.
- Campground Hosts scheduled for more than eight continuous weeks, at a particular park or recreational area in a single season are limited to a maximum term of three consecutive years at that park.
- Exceptions to the minimum or maximum time periods must be recommended by the Parks Maintenance Coordinator and approved by the Public Works Director or City Manager.

Scheduling

Being a Campground Host represents a major commitment of time. A minimum of 30 hours per week is to be contributed to each park or recreational area by the Campground Host.

Campground Host on-duty and off-duty hours shall be mutually agreed upon by the Host and the Parks Maintenance Coordinator. Hosts are required to provide services based on their units' needs, including weekends and holidays. On-duty and off-duty hours should be posted in a visible location at the Host site.

Additional days off and other changes in scheduling will be subject to the Public Works Director or City Manager approval.

Hosts may not be scheduled to relieve paid employees on breaks.

Uniforms

No uniforms are required or provided to Campground Hosts.

Host Expenditures

The Parks Maintenance Coordinator is required to track expenditures of each Host on the Campground Host Expenditure and Cash Report Form. This form must be kept with all verifying receipts in the administrative files, in compliance with City records retention schedules. In addition, copies of the expenditure reports must be submitted upon request to the Parks Maintenance Coordinator at the end of season.

Campsite

The Park Maintenance Coordinator will designate the Campground Host site in each campground. There will be no charge for the Campground Host's use of this site and campground facilities. The site is to be in a highly visible area, such as a location near the campground entrance or across from a campground restroom building. The Campground Host site should not be located on a high demand campsite. Campground Hosts must provide their own camping unit, equipment, and personal items.

The Host campsite must be kept neat and clean at all times.

The Park Maintenance Coordinator will provide the Host campsite with the following:

1. "Campground Host" sign
2. Bulletin Board or Eraser Board.
3. "On Duty/Off Duty" sign
4. Display rack or table for brochures, maps, etc.
5. Electricity (if available), Water (if available)

Visitors to Host's Campsite

Guest visits and lengths of stay must not interfere with the Host's duties. The only people, who may

reside on the Host campsite for more than 3 days, are those on the application.

Equipment

Campground Hosts will be provided the equipment necessary to provide the required maintenance and janitorial services at the park or recreational area they are hosting.

Duties

Campground Hosts duties will supplement the staff by assisting and directing visitors to a campsite, explaining camping fees, collecting camping fees, assisting with camping activities, supply visitors with information, light maintenance and repair of facilities and trash pickup and removal; cleaning of restrooms and campsites as they are vacated. Specific Host duties can vary with assignment, and include but are not limited to janitorial, building and/or grounds maintenance.

The following Campground Hosts activities contribute to the 30 weekly service hours for Hosts:

- Periodic Tour and Inspection of Campground
- Maintain Bulletin Board at Host site with local activities listed
- Assist in "Green Initiatives" efforts (i.e. recycling programs)
- Create and/or Update Local Attractions/Services Directory.
- Points or places of recreational interest within/outside the park
- Camping supply outlets outside the park
- Faith-based organization locations
- Maps of the local area and local phone books
- Hospital/medical resources nearby and contact information
- Emergency responder services and contact information
- Weather service providers in the area
- Emergency evacuation plans for the park

Activity Report

Hosts are required to complete a weekly Campground Host Activity Report to be provided to the Parks Maintenance Coordinator

Parks Maintenance Coordinator will provide a summary monthly to Public Works Director and City Manager for inclusion in his reports to City Council.

Liability

While a volunteer is serving in the capacity of a Campground Host, he/she has the same immunity from civil liability as a City employee.

Injuries/Accidents

At the time of an injury/accident, Campground Hosts must notify the Parks Maintenance Coordinator and Personnel. Medical cases will be reviewed on an individual basis by the Personnel Director. Reports will be filed the same as for City employees.

Prohibited Acts

- 1 Campground Hosts will not operate city vehicles or equipment (trucks, gators, golf carts, etc.) without Public Works Director approval.
- 2 Campground Hosts have no law enforcement authority. Infractions of City Code and/or State and Federal law and policies are to be reported to the Homer Police Department as soon as possible.
- 3 Personal gifts and gratuities will not be accepted.

Departure

All equipment and specified items must be returned when the Campground Host volunteer assignment has ended.

Evaluations may be completed by the Campground Host and Parks Maintenance Coordinator as frequently as desired but must be done at the completion of the agreed upon assignment. Completed evaluations are to be kept in the Personnel Office and available upon request by the Public Works Director or City Manager or his/her designee.