

## CAMPGROUND HOST - VOLUNTEER PROGRAM

### POLICY

The Parks and Recreation Division encourages the use of volunteers as Campground Hosts at all units with campgrounds. Volunteer Hosts must comply with all State Laws, Administrative Rules, DNR Policies & Procedures and Director's Orders. DNR Policy and Procedure 23.01-02 Volunteer Program and 23.01-02 Supplement 1 Volunteer Program - General Information establishes the process of 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
- Loan forgotten camping equipment to visitors when available.

Hosts contribute their services with the goal of assuring visitors a comfortable enjoyable stay and enhance the quality of their outdoor-recreation experience.

The Unit Host Program Liaison is the unit employee responsible for overseeing the Host Program within a specific campground. This employee is designated as such by the Unit Supervisor. The Host Program Liaison needs to be available to the Host and knowledgeable of the services and activities to be provided by the Host. The Host Program Liaison is responsible for the following:

- Collecting the Host Activity Report on a weekly basis (PR3280)
- Ensuring the Expenditure & Cash reports are completed and provided to Administrative Support for processing.
- Completing an evaluation of the Host's performance (PR3275) upon their departure.
- Receiving the Host's feedback on their experience, including the Unit's performance upon the Host's departure (PR3276).

The Volunteer Program Manager is a member of the Resource Management Section in the Division office as designated by Resource Management Section Chief.

### PROCEDURE

#### Number of Hosts

Normally, each campground will be limited to one Host at a time. If simultaneous Hosts are desired, the Unit Supervisor/Manager may submit a written request of justification to the Volunteer Program Manager. 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 and August. Hosts on-site during the remaining camping months, while beneficial are optional to campground management. The Unit Supervisor/Manager may recommend to the Volunteer Program Manager that Hosts be present beyond the prime months of the camp year, based upon a unique need of the campground.

## **Selection and Application Process**

Campground Host applications are accepted year-round.

- Applicants must be at least 18 years of age and Michigan residents are given priority.
- Applicants must submit a Volunteer Campground Host Application, DNR Form 3141 and Volunteer Release and Waiver of Liability Form PR0511, to the Unit Supervisor/Manager of the park where the applicant wishes to serve.
- Hosts may not be scheduled to relieve paid employees on breaks or scheduled to perform job tasks normally assigned to paid employees.
- Applicant interviews and selection will be conducted by the Unit Supervisor/Manager and are subject to criminal history background check.
- The Unit Supervisor/Manager or Administrative Support staff enters the Host applicant data necessary to complete the criminal history background check to the same data bank system utilized for STW hires.
- Once an "approval to hire" comes back from the criminal history check, the unit supervisor/manager has 60 days to notify the host of his/her 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 DNR Human Resources office will notify the Volunteer Program Manager or his/her representative, and subsequently the Unit Supervisor/Managers of any problem discovered during criminal history checks.
- Volunteer Campground Host applications, the Volunteer Release and Waiver of Liability forms must be held on file at the Unit administrative office. Electronic copies of these documents and the applicant number from the criminal history check must be forwarded to the Volunteer Program Manager or his/her representative.
- Hosts may not begin service until the required forms are on file and the criminal history check is conducted. Units will only be notified of history checks which identify a problem.
- Unsuccessful applicants must be notified in writing by the Unit Supervisor/Manager.
- A new application is needed for each calendar year but not for repeat terms of service at the same unit within a calendar year. If a Host serves a second unit during the year, the first unit is to send a copy of their application to the second unit.
- Individuals chosen to serve as Hosts are not guaranteed selection for a succeeding service period.

Recreation Division (RD) 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 at that same park, but may be eligible at a different location and will be reviewed under the same conditions as all other applicants.

## **Criminal History Check**

Any adult who resides on the host site for more than 3 days, shall be subject to criminal history background checks. The Unit Supervisor/Manager submits the data for the criminal history background check in the same process as he/she does for the Campground Host (previously explained in the **Selection and Application Process** section of this Policy).

## **Training**

All Hosts are required to attend a Campground Host Training Program within the first two years of their acceptance date into the host program. Failure of Hosts to conform to minimum training requirements will result in termination of Host assignments.

Campground Host duties should supplement the unit staff. The Host(s) are encouraged to attend summer orientation required of all unit staff.

## **Length of Service**

All Campground Host schedules are assigned by the Unit Supervisor/Manager based on the needs of the Park.

- 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 Volunteer Campground Host Application, DNR Form 3141 and submit it to the Unit Supervisor/Manager.
- Campground Hosts scheduled for more than eight continuous weeks, at a particular park 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 approved by the Volunteer Program 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 unit by the Campground Host.

Campground Host on-duty and off-duty hours should be mutually agreed upon by the Host and the Unit Supervisor/Manager. 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 Unit Supervisor/Managers approval.

## **Uniforms**

All Campground Hosts shall be provided uniforms from the Volunteer Campground Host uniform section at [www.Logofit.com](http://www.Logofit.com) at the expense of the Unit. Nametags should be wood-grain, white lettering, this set-up:

- Line 1: Host name (however you/they want it, first only, first & last, Mr or Mrs ???)
- Line 2: Michigan Parks & Recreation Division
- Line 3: Volunteer Campground Host

Name tags, and at least one other uniform part, must be worn at all times while on duty.

Uniforms should not be worn outside of the assigned unit unless on official business which has been approved by the Unit Supervisor/Manager.

Campground Host vests and name tags must be returned to the Unit Supervisor/Manager at the end of the Host's assignment.

## **Budget**

Each Campground Host assignment is entitled to receive \$150 per month from the Host program budget to purchase supplies for their Host duties. This amount will be prorated if a host assignment is filled for less than a full month.

Each Unit with a Host program is required to track expenditure of this Host budget on the Volunteer Host Expenditure and Cash Report Form PR3147. Form PR3147 must be kept with all verifying receipts at the Unit, in the administrative files, in compliance with state records retention schedules (i.e. FY plus 7 years). In addition, copies of the expenditure reports must be submitted upon request to the Volunteer Program Manager or his/her designee at the end of the host season.

The Unit has the following options for dispersing money to the Hosts:

1. Pay the invoices via MAIN as they are presented, using the host coding.
2. Give Host Funds to the Host, requiring they provide receipts for expenses.

3. Reimburse the Host from Host Funds on site as they provide receipts.
4. The Unit makes the purchases from a list of needed supplies the Host provides.

Whatever method, the Unit Supervisor/Manager is responsible to comply with state purchasing procedures.

### **Campsite**

Campground Hosts must provide their own camping unit, equipment, and personal items. It is the Unit Supervisor/Manager's responsibility to select the site and facilities to be used by the Campground Host at no charge. 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.

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

The Unit Supervisor/Manager 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.

### **Recreation Passports**

Campground Hosts are not required to have Recreation Passports for their vehicles when at their assigned parks; however a good example should be set for our guests. Any visitors to the Hosts are expected to follow Policy regarding entrance fees.

### **Equipment**

The Unit Supervisor/Manager may loan the Host unit equipment for other campers to borrow during their camping experience. This camping equipment may include but is not limited to recreational equipment, hand tools and other items deemed necessary.

If a unit wishes to purchase some items for the host to loan, they may utilize host program money for such uses. Items which are not considered routine must be reviewed by the Volunteer Program Manager.

### **Duties**

Campground Hosts duties will supplement the unit staff by assisting and directing visitors to a campsite, explaining camping fees, assisting with camping activities, supply visitors with information and similar tasks. Specific Host duties can vary with assignment, but should not include janitorial, building and/or grounds maintenance.

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

1. Weekly Coffee Hour
2. Providing or Assisting with at least one (1) Special Weekly Activity
3. Daily Tour of Campground
4. Loan of Recreational Equipment and/or hand tools
5. Maintain Bulletin Board at Host site with weekly activities listed

6. Assist Unit in "Green Initiatives" efforts (i.e. recycling programs)
7. Create and/or Update Local Attractions/Services Directory. Sample table of contents can be found as DNR form IC3290. Examples of items:
  - Points or places of recreational interest within/outside the park
  - Camping supply outlets within/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
8. Create and/or update a Host Resource Manual to include items such as but not limited to:
  - Park history, natural and cultural resource and recreational opportunity information
  - Current DNR Issue information i.e. EAB, Beech Bark, fishing and wildlife information
  - Key PRD Management Policies i.e. Camping, Motorized Equipment, Dogs, Metal Detecting, Geo-caching, Volunteer, Camp Host
  - Camper courtesy brochure

### **Activity Report**

Hosts are required to complete a weekly Volunteer Campground Host Activity Report, available as DNR template PR3280 on file at their site and available upon request.

Unit Supervisor/Managers are to report Host volunteer hours weekly from this form into the Volunteer Program monthly report in CARS.

### **Liability**

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

### **Injuries/Accidents**

At the time of an injury/accident, volunteers must notify their Unit Supervisor/Manager. Medical cases will be reviewed on an individual basis by the DNR Human Resources office. Unit Supervisors/Managers file these reports the same as for paid employees.

### **Prohibited Acts**

1. Under no circumstances will Hosts be allowed to collect camping fees, Recreation Passport fees, or any other State of Michigan or concession operator's funds.
2. **Volunteers will not operate park vehicles or equipment (trucks, gators, golf carts etc.) without Unit Supervisor/Manager approval.**
3. Campground Hosts have no law enforcement authority. Infractions of DNR rules and policies are to be reported to Unit staff.
4. Personal gifts and gratuities will not be accepted.
5. Motor powered contrivances must comply with PRD Policy 7.21.

### **Departure**

All equipment and specified uniform items must be returned to the unit when the volunteer assignment has ended.

Evaluations may be completed by the Campground Host and Host Program Liaison as frequently as desired but must be done at the completion of the agreed upon assignment. These evaluations are available as templates PR3275 and PR3276. Completed evaluations are to be kept at the unit and available upon request by the Volunteer Program Manager or his/her designee.