

APPENDIX A

PROGRAM ADMINISTRATION

SECTION

I. SITE SELECTION:

- a. **Site Selection Evaluation**

II. RECRUITMENT

- a. **Campground Host Volunteer Application Form**
- b. **Sample Interview Questions**
- c. **Host Selection Form**
- d. **Sample Follow-Up Recruitment Letter**

III. AGREEMENTS, ORIENTATION AND TRAINING

- a. **Sample Introductory Handout for Distribution by Hosts**
- b. **Volunteer Service Agreement**
- c. **Campground Host Responsibilities and Limitations Outline**
- d. **Campground Host Orientation Checklist**
- e. **Sample Training Agenda**
- f. **Safety/Emergency Procedures: Site Attractions and Recreational Opportunities**

SITE SELECTION EVALUATION FORM

Park: _____

Campground: _____

Self-Registration Campground: Weekdays: _____ Weekdays & _____ Weekends

Services Available Within Campground:

Required: _____ Electrified Sites _____ Service Centre (flush toilets, showers)
_____ Laundry _____ Running Water _____ Telephone

Supervisor on Site: _____ Part-time _____ Full-time
_____ Number of hours per day

Park Office or Campground Office Manned: _____ Part-time _____ Full-time
_____ Number of hours per day

Site and Area Attractions and Recreational Opportunities:

Number of Visitors during past operating season:

Camper days: _____

Day use: _____

Location Meets Criteria: Yes No

Comments:

Recommendation: _____

Park Supervisor/Manager: _____

CAMPGROUND HOST VOLUNTEER APPLICATION

| | | |
|--|-----------------------------|-------------|
| NAME | TELEPHONE | |
| ADDRESS | | POSTAL CODE |
| EMPLOYER'S NAME | LENGTH OF EMPLOYMENT | WORK # |
| WORK EXPERIENCE - PAID | | |
| WORK EXPERIENCE - VOLUNTEER | | |
| TYPE OF CAMPING UNIT AVAILABLE | SKILLS, INTERESTS, TRAINING | |
| PREVIOUS OUTDOOR/CAMPING EXPERIENCE | PREFERRED LOCATION | |
| DESCRIBE YOUR EXPERIENCE WORKING WITH THE PUBLIC | DAYS AVAILABLE | |
| | TIMES AVAILABLE | |
| ADD ANY INFORMATION YOU FEEL MAY BETTER DESCRIBE YOUR INTEREST IN VOLUNTEERING FOR THE CAMPGROUND HOST PROGRAM | | |
| REFERENCES (NAME, TELEPHONE #, RELATIONSHIP) | | |
| IN MAKING THIS APPLICATION, I HEREBY GIVE THE DEPARTMENT AUTHORITY TO CONTACT THE PERSONS NAMED AS REFERENCES. | | |
| _____ APPLICANT'S SIGNATURE | _____ DATE | |

SAMPLE VOLUNTEER INTERVIEW QUESTIONS

1. How did you hear about the Campground Host Program? Why are you interested in volunteering for Parks?
2. Tell me about some of your previous volunteer experiences. What did you enjoy the most? Why? / What did you enjoy the least? Why?
3. Describe yourself. What kind of personality do you have? What kind of person are you? What do you like the best about yourself? What would you change if you could?
4. What kinds of things make you really angry? How do you deal with those?
5. Are you a “team” worker? What kind of people do you work with best?
6. How would you describe your work habits? Do you work best independently or with close supervision?
7. Campground hosting is a service position. What kind of people are you most interested in providing service to, and why? Are there types of people you feel you could not work with?
8. As a campground host what do you see as your role?
9. Would there be any considerations or constraints on your hosting in campground, for example, health concerns (arthritis, heart problems, allergies, etc.), family commitments, must have days off, etc?
10. What can you tell me about Provincial Parks? How about (name your park)?
11. Imagine yourself as the Campground Host in a busy campground on a holiday weekend. It’s Saturday night and the campground is pull. There is a party going on in site 72. A young man from site 73 comes over to you at 10 p.m. to complain about the noise. How would you handle the situation?
12. You see a small child playing with a large dog on the beach. The dog is not on a leash, which is a violation of the Parks Regulations. You recognize the dog as one you have already seen roaming free through the campground: would you do anything, and if so, why?
13. A camper approaches you with a complaint about the evening program the night before. Who would you report this to?
14. The people in the campsite next to yours are first-time campers. You have helped them to set up their tents and get settled and they have invited you to join them for a campfire. As you are enjoying your hot chocolate, a spark is blown onto one of the tents, which catches fire. What do you do?

**Source: Canadian Parks Service
Campground Host Kit**

CAMPGROUND HOST SELECTION FORM

Name(s) of Potential Host(s): _____

Address: _____ Phone: _____

Knowledge/Experience in Provincial Parks:

Number of Years Camping Experience:

Own/Have Available a Self-contained Camping Unit/Type:

Human Relations Experience (Volunteer Experience, Past Employment Experience,
Service Club Memberships, etc.):

Time Period Available: _____

Familiar with Site and Area of Program Location:

Individual(s) meet criteria: Yes No

Comments:

Recommendation: _____ Park Supervisor

SAMPLE FOLOW-UP RECRUITMENT LETTER

May 13, 2008

Jim and Donna Smith
Box 38
Weyburn SK S0G 5M0

Dear Jim and Donna:

In follow-up to our recent meeting regarding the new Campground Host program at Crooked Lake Provincial Park, I would like to inform you that your application has been accepted and welcome you to our volunteer program

With your people skills, camping experiences, familiarity with the park and local area, and interest in Saskatchewan's parks, you have a lot to share. Your typical duties will include:

- Greeting and visiting campers;
- Assisting campers in obtaining information about services, park facilities and activities and opportunities in the surrounding area by personal contact and distributing park publications upon request;
- Informing campers of park etiquette, hazards and park procedures;
- Reminding campers of self-registration and if necessary, explaining how the collection system works;
- Reporting maintenance problems, park regulation infractions, vandalism and complaints to supervisor, officer on duty or maintenance personnel;
- Assisting campers during emergency situations by providing comfort and contacting proper authorities;
- Working five days per week including weekends and holidays during the period established and agreed upon;
- Recording dialing personal contacts and visitor feedback and preparing required evaluation and reporting forms.

In exchange, we'll furnish you with a free campsite and some extras to make your stay more comfortable. We'll also provide all the necessary training.

Your responsibilities will not involve any law enforcement measures nor any money collection or hazardous functions.

May 13, 2002

Page 2

Jim and Donna Smith

We are looking forward to your being available as hosts in the campground for approximately four to six weeks for five days a week including the weekends and statutory holidays. If this time period seems to be overwhelming, we would be interested in working out some other arrangement.

As we had previously discussed, training for the campground host program will take place on Saturday, June 14, 2008 at the Crooked Lake Provincial Park maintenance office at which time the details of the program will be reviewed with you. The attached agenda reflects what you can anticipate the training to involve.

Please contact me at 728-4491 if you have any questions concerning the training or the Host program.

Yours sincerely,

Roy Reiss
Park Supervisor
Crooked Lake Provincial Park

attachment



Campground Host

INSERT NAME HERE Provincial Park and our Campground Hosts welcome you!

Need Assistance?

We can direct you to parks information, local services, first aid supplies and things for you and your family to do and see in our park.

Drop by for a visit. We'd love to hear from you!



SASKATCHEWAN
PARKS

If you have any questions, we are here to help.

How to find us...

You can either stop by our campsite or watch for us out enjoying the park dressed in our Saskatchewan Parks Volunteer attire.



Ministry of
Tourism, Parks,
Culture and Sport

Let's make memories in Saskatchewan's Provincial Parks!



Campground Host

INSERT NAME HERE Provincial Park and our Campground Hosts welcome you!

Need Assistance?

We can direct you to parks information, local services, first aid supplies and things for you and your family to do and see in our park.

How to find us...

You can either stop by our campsite or watch for us out enjoying the park dressed in our Saskatchewan Parks Volunteer attire.



SASKATCHEWAN
PARKS

Ministry of
Tourism, Parks,
Culture and Sport

If you have any questions, we are here to help.

Drop by for a visit. We'd love to hear from you!

Let's make memories in Saskatchewan's Provincial Parks!



Campground Host

INSERT NAME HERE Provincial Park and our Campground Hosts welcome you!

Need Assistance?

We can direct you to parks information, local services, first aid supplies and things for you and your family to do and see in our park.

How to find us...

You can either stop by our campsite or watch for us out enjoying the park dressed in our Saskatchewan Parks Volunteer attire.



Ministry of
Tourism, Parks,
Culture and Sport

If you have any questions, we are here to help.

Drop by for a visit. We'd love to hear from you!

Let's make memories in Saskatchewan's Provincial Parks!



VOLUNTEER SERVICES AGREEMENT

THIS AGREEMENT MADE THIS ____ DAY OF _____, 20____.

BETWEEN: HER MAJESTY THE QUEEN IN RIGHT OF SASKATCHEWAN, as represented by the
Minister of Tourism, Parks, Culture and Sport (hereinafter called “the Minister”)

AND: Name: _____ (hereinafter called “the Volunteer”)

WHEREAS the Volunteer wishes to provide certain services to the Minister on a voluntary basis, and the Minister is agreeable to the provision of those services;

WHEREAS the parties wish to make an agreement as to the nature of their relationship and as to the terms and conditions on which the services are provided, in the event that the Volunteer chooses to provide the services;

NOW THEREFORE, in consideration of the mutual covenants, terms and conditions contained herein, the parties agree as follows:

1. The Volunteer may provide services as outlined on the attached project outline.
2. The Volunteer acknowledges and agrees that the services are provided on a voluntary basis and that:
 - a. no remuneration is payable therefore to the Volunteer or its members;
 - b. no employment relationship exists between the Volunteer or its members and the minister;
 - c. for greater certainty, and without limiting the generality of clause (b), neither the Volunteer nor any of its members is an “employee” within the meaning of *The Labour Standards Act* or a “worker:” within the meaning of *The Workers Compensation ACT, 1979*;
 - d. the Volunteer shall bear the sole risk of injury or damage to the person or property of the Volunteer or its members while providing the services.
3. All materials, equipment or services will be provided for the Volunteer’s use while providing the services.
4. The Volunteer shall observe all procedures and directions specified by the project leader relating to the carrying out of the services.
5. The Minister shall, at his own expense, maintain in force the Commercial General Liability Insurance Policy No. 1470203 for Volunteer Staff operating under the supervision of Saskatchewan Ministry of Tourism, Parks, Culture and Sport, or any renewal or replacement thereof. Coverage is governed by the terms and conditions of the said Policy in force at the time of any loss.
6. Either party may discontinue the provision of the services at any time by notifying the other party in writing that the services are discontinued.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date indicated above.

HER MAJESTY IN RIGHT OF SASKATCHEWAN

(Minister’s representative)

(Volunteer)

**(Signature of parent or guardian for
volunteer under the age of 18 years)**

CAMPGROUND HOST VOLUNTEER RESPONSIBILITIES AND LIMITATIONS

PARK: _____

VOLUNTEER'S SUPERVISOR: _____

PROJECT DURATION: From _____ **To** _____

DAYS/Week: _____ **M T W T F S S**

Responsibilities

- As representatives of the Ministry of Tourism, Parks, Culture and Sport, hosts should keep a clean camping area and avoid any image of permanency. They will also be expected to maintain a neat personal appearance;
- Greet and visit campers;
- Assist campers in obtaining information about services, park facilities and activities and recreational opportunities in the surrounding area by personal contact and distribution of park publications upon request;
- Inform campers of park etiquette, hazards and park procedures. Hosts are encouraged to use courtesy and tactfulness when giving information to park visitors.
- In a self-registration campground, remind visitors of the need to register and if necessary explain how the collection system works. Should be knowledgeable about park fees, checkout time, definitions of a "party," what policies are enforced for vehicles per site, and policies regarding seniors park entry;
- Report maintenance problems, park regulation infractions, vandalism and complaints to supervisor, officer on duty or maintenance personnel;
- Assist campers during emergency situations by providing comfort and contacting proper authorities;
- Work five days per week or as required including weekends and holidays during the period established and agreed upon;
- Record daily personal contacts and visitor feedback and prepare required evaluation and reporting forms.

Limitations:

- Take no law enforcement measures other than being observant and advising users of unintentional infractions. They should observe, record and report. However, hosts can play an effective role in educating park visitors by making them aware of the problem of unleashed dogs, pointing out the park's centralized garbage and where receptacles are located and by explaining the damage caused by vehicles and tents being off of driving and camping areas. The hosts positive attitude and commitment to the value of the park and a general code of camping ethics can have more effect on the camping public than a long list of "don'ts."
- Report flagrant violations to park authorities;
- Collect no monies;
- Do not become involved in any hazardous functions;
- Pass on maintenance problems to supervisor;
- May allow immediate family to camp on host campsite, if sharing the hosts' accommodation; Invited guests using alternative accommodation must camp at their own site following the terms of the campground regulations.

CAMPGROUND HOST ORIENTATATION CHECKLIST

- | | |
|--|---|
| _____ | 3. Discussion of the Volunteer role, responsibilities and limitation; |
| _____ | 4. Host campsite signs, caps, name tag and identification issued. |
| _____ | 5. Complaint forms and identification card issued. |
| _____ | 6. Safety procedure described and understood. |
| _____ | 7. Site, specific park and local area information available. |
| _____ | 8. Weekly inquiries summary sheet explained and used for recording visitor contacts. |
| _____ | 9. Promissory agreement completed: one host copy, one file copy. |
| _____ | 10. Weekly supervision meeting established, project and volunteer evaluation process explained. |
| _____ | 11. Third Party Liability Coverage, use of Department resources. |
| _____ | 12. Public Relations (for those volunteers involved with the public). |
| 1. Location of Host Campsite and tour of campground, identification of park special attractions. | 13. Lines of communication/authority within the park. |
| 2. Orientation session with your park supervisor. | |

Volunteer Orientation Completed:

(Volunteer Supervisor)

(Date)

(Volunteer)

(Date)

SAMPLE TRAINING AGENDA
CAMPGROUND HOST TRAINING

Introduction to the Saskatchewan Parks System

- Video Presentation

Ministry Overview

- Ministry
- Region/District/Park

Communication

- Supervision
- Reporting

Host Responsibilities

- Volunteer Duties
- Limitations
- Manual Review
- Administration/Data Collection

Coffee

Park Rules and Regulations

Safety Procedures

- Emergency Procedures
- Incident/Accident Forms
- First Aid

Equipment and Supplies

- Location
- Requisitions
- Brochures/Maps
- Uniforms

Volunteer Agreement/Insurance

Hospitality

- Initiating Contacts
- Handling Complaints

Campsite Selection

Tour of site and local attractions

SAFETY/EMERGENCY PROCEDURES:

Directions to nearest Hospital/First Aid Station: _____

Important Phone Numbers:
Park Enforcement: _____
RCMP: _____
Fire: _____
Hospital: _____
Ambulance: _____
Park: _____
Park Supervisor: _____
Other: _____

Nearest Phone (Location & Number): _____

Two Way Radio (Call Number & Procedure – if applicable):

Safety/Emergency Procedures

First Aid Equipment and Locations: _____

Basic Emergency Plan: _____

SITE ATTRACTIONS AND RECREATIONAL OPPORTUNITIES:

Programs (Interpretive, Swimming Lessons, Special Events):

Facilities (Nature Centres, Historic Markers, Commercial Operations – Boat/Bike Rentals, Stables, Golf, Mini-Golf, Swimming, Canoe and Hiking Routes, Fishing Points, etc): _____

Camping Opportunities/Information:

Campgrounds/Number of Sites/Services/Directions: _____

Campground Regulations: _____

Camping Programs(Self-registration, Seasonal Changes/Fees):_____

Fishing Opportunities/Regulations/Licenses Available: _____

Drinking Water Sources: _____

Trailer Dumping: _____

Firewood Supply/Campfire Regulations: _____

Park Office Location/Hours: _____

Local Area Information:

Sites and Attractions (Restaurants, Amusements, Theatres, Shopping, Festivals, Fairs, Markets, etc): _____

Services:

Post Office: _____

Car Repairs: _____

R.V. Centre: _____

Veterinarian: _____ **Phone:** _____

Service/Gas Stations: _____ **Phone:** _____

Tow Truck Phone Number: _____

Other: _____
