

VOLUNTEER PARK HOST HANDBOOK



**BC PARKS
May 30, 2001**

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PURPOSE OF THIS HANDBOOK

- ◆ To help Volunteer Park Hosts understand BC Parks and the Volunteer Host Program.
- ◆ To assist in training new volunteers and “veteran” hosts to maintain the excellent level of service currently being provided.
- ◆ To serve as a handy information reference for the hosts.
- ◆ To help ensure a safe, satisfying volunteer experience for the park hosts.

VOLUNTEER HOST PROGRAM HISTORY

The Volunteer Park Host Program is a hospitality service to park visitors. Originally started in only a handful of parks, the program has expanded in recent years to include parks in every region of the province. Primarily intended for campgrounds, the host program also includes marine parks, and some day-use and backcountry areas.

ROLE OF THE HOST

Park hosts supplement and enhance visitor services provided by park staff and park facility operators (PFOs). Host supervision will be provided by park staff but, it is important that hosts develop a good, cooperative relationship with PFOs who are in the park on a regular basis. Under the standards set out by BC Parks, and under BC Parks supervision PFOs are the “caretakers” of our parks. By providing helpful information to the PFOs you will help make their job easier.

Hosts create a warm and welcoming atmosphere. By greeting park visitors and providing them with information about things to do in the park and surrounding area, you are offering an important service that is not normally available from park staff. Hosts do not perform duties that are normally done by park staff or park facility operators. For instance, you will not collect fees, issue permits or enforce park regulations. But your friendly smile and courteous advice will go a long way in keeping infractions to a minimum and influencing park visitors to keep the parks clean.

BASIC DUTIES

Ideally, hosts are to be “on duty” five days per week, four hours per day, preferably in the afternoons and/or evenings, and on weekends. Although specific duties may vary from park to park, hosts are expected to perform the following basic duties.

- ◆ Greet and assist visitors, answer questions, receive comments and be readily accessible to the public during hours of duty. Remember that you may be the park visitor’s first impression of BC Parks.

- ◆ Understand, and be able to explain rules that apply to park visitors. But please do not try to enforce any rules.
- ◆ Observe activities within the park, and if immediate attention is required, contact appropriate staff and/or law enforcement or emergency personnel, if necessary.
- ◆ Maintain a daily logbook. Park staff will provide you with a notebook.
- ◆ Maintain a tidy host site.
- ◆ Other specific duties agreed upon with park staff.

- ◆ Days and hours of duty.

NOTE: *Hosts are not required to perform duties that entail heavy lifting or strenuous physical exertion. It is important that hosts and park staff discuss this carefully and arrive at a consensus of the activities required at the applicable park.*

PARK HOST LOG BOOK GUIDELINES

It may be interesting to you, and helpful to BC Parks, to keep a log book of your hosting activities. This doesn't need to be an elaborate, detailed account of every contact you make with the public. Please decide for yourself what format you would like to use. The log book will help you to complete an evaluation at the end of your term. Here are some suggestions of things to note in the back pages of your manual.

- Date:** *include which day of the week it is – i.e. weekend or weekday*
- Weather:** *general description*
- Time:** *time on duty*
- Contacts:** *record any unique or interesting inquiries, comments, events or incidents. Record any common inquiries or comments which may indicate problems or issues that need to be addressed. Give a rough idea of how many people you talked to. Consider keeping a Guest Book for the various places people come from, particularly international visitors. It might be a nice keepsake of your hosting experience.*

HOST BILL OF RIGHTS

- ◆ Volunteer Hosts have the right to receive adequate training, orientation, and materials so that they can perform their duties safely and successfully.
- ◆ Volunteer Hosts have the right to receive courteous treatment from BC Parks employees and contract staff.
- ◆ Volunteer Hosts have the right to honest, constructive evaluation of their performance when they request it.
- ◆ Volunteer Hosts have the right to be treated fairly. This includes providing them with clear, concise information on their duties, hours of work and days off, and a copy of their signed agreements.
- ◆ Volunteer Hosts have the right to receive acknowledgement and thanks for their efforts.
- ◆ Volunteer Hosts have the right to regular contact and support from BC Parks staff, and to be advised of who will be their contact in BC Parks.

TRAINING

This handbook forms the basis of the training provided to Volunteer Park Hosts. By reviewing the contents of this handbook with park staff, hosts should have adequate background and understanding of park operations and the role of the host. Each district will deliver any additional training required. Park staff will visit the host site occasionally and will assist with any problems or questions you may have.

SUPPLIES AND UNIFORMS

Although there may be variations from one park to another in what is provided to hosts, all hosts may expect the following basic supplies:

- ◆ park brochures and handouts
- ◆ a daily log book
- ◆ a properly designated campsite (for campground hosts, of course) at no cost during the period of the hosting agreement
- ◆ a host uniform, including a vest, one or more t-shirts, a baseball cap, and name tag.

Other supplies which **may** be available: (e.g. propane, electricity, moose antlers, Parks buttons, etc.)

ORIENTATION

- ◆ Spend some time getting oriented to the area. In addition to any brochures on the park, the Chamber of Commerce may have information about other attractions in the area that you may like to know about.
- ◆ If you can, arrive a day before the previous hosts leave to ask them questions, discuss any special considerations. Be sure to check with your supervisor ahead of time if you plan to stay at the campground.
- ◆ During the orientation session with parks staff, don't hesitate to ask questions, clarify responsibilities, or bring up concerns.
- ◆ Remember safety first, always. Know your physical limitations, discuss any specific medical problems, i.e. allergies, surgeries, diabetes, etc. with your supervisor. It is most beneficial if you have a current CPR rating, especially in the more remote parks.

HOSPITALITY TIPS

One of the most important responsibilities of a good host is to answer questions. If you do not know the answers to all of the questions, please avoid guessing. Try to find out where to refer those questions. The most commonly asked questions are:

- ◆ *what to do*
- ◆ *directions*
- ◆ *local services*
- ◆ *local or provincial history*
- ◆ *where to eat*

When handling an angry or impatient visitor, remember:

- ◆ *listen closely, allow them to vent their frustration*
- ◆ *apologize for their inconvenience*
- ◆ *never argue*
- ◆ *when appropriate, call your park contact*

Many of our visitors come here from foreign countries. This presents a special challenge in the area of language. Consider the following:

- ◆ *be patient with foreign visitors; they want to communicate as clearly as you do*
- ◆ *talk slowly and clearly; chances are they may know some English, and will stand a better chance of understanding you*
- ◆ *avoid slang words*
- ◆ *be aware of cultural habits and values that may be different from yours*
- ◆ *avoid sudden movements.*

- ◆ *use the communications tool that is effective in any language: SMILE! ☺*

When providing advice or suggestions, it is best to be neutral as others may have different tastes and preferences. They may be looking for a different experience than you would be, so answer their questions as directly as possible.

VOLUNTEER HOST INSURANCE POLICY

BC Parks provides two kinds of insurance to protect our volunteers:

Comprehensive General Liability

This insurance policy insures volunteers against third party claims for bodily injury, personal injury (libel, slander, etc.) or property losses that the volunteer may accidentally cause. The policy also provides defence and pay related defence costs. The limit of liability under this policy is up to \$1 million per occurrence.

Accidental Death & Dismemberment & Weekly Indemnity

This insurance policy covers volunteers for accidental death, bodily injury and/or disability they might suffer while performing ministry duties. This policy provides for an initial settlement and a weekly payment to insureds. The amount depends on the extent of the injury, whether or not the volunteer had a regular income-producing job. The policy will also reimburse the volunteer for out-of-pocket expenses in connection with the accident of injury.

Eligibility

The above mentioned policies cover our volunteers provided that:

- ◆ the loss or injury is sustained while volunteer is performing authorized duties on behalf of the Ministry;
- ◆ the volunteer is under 80 years of age;

RECOGNITION PROGRAM

BC Parks is proud of our volunteers and a system of recognition has been developed. A Base Pin is awarded to volunteers in their first calendar year. Volunteers who contribute five years (does not have to be consecutive) receive a Five-Year Pin. Volunteers who contribute ten years receive a Ten-Year Pin and a plaque.

PARK RULES AND REGULATIONS

As a Volunteer Park Host you will often encounter a variety of minor infractions against the park rules and regulations. Or some park visitors may ask you questions. The Park

Regulations list all of these rules and regulations but, there are some, which you should know, or at least be familiar with, and where to find answers.

The first and most important thing to remember is that *Hosts must not act in a policing or enforcing capacity as this could result in confrontation.* In dealing with a situation where you witness infractions you should use the “public relations approach”. This friendly but straightforward approach is based on the premise that the park visitor does not realize that he/she has broken one of the park rules.

The following example illustrates this approach, using this opening statement: “*Excuse me Sir (or Madam), did you know you should have your dog on a leash while in the campground?*” This allows them the opportunity to comply with the regulation. In most cases the park visitor will inform you that they will pick up a leash when they return to their campsite, or they will call the dog back into their campsite and tie it up. If you encounter an individual who continually abuses the regulation and begins to argue, then report the incident to the Park Facility Operator or park staff.

REMEMBER, YOUR ROLE IS TO INFORM THE PARK VISITOR, NOT TO ENFORCE

Listed below are some of the Park Regulations you should know:

PUBLIC CONDUCT AND ENFORCEMENT

Disturbance Prohibited

No person shall create or cause a deliberate or unnecessary disturbance in a park or recreation area.

Except as authorized by a park officer, no person shall, between the hours of 11 p.m. and 7 a.m. the following day, operate or permit another person to operate any device that produces sound at a level which disturbs the peace and quiet of:

- ◆ an occupant of another campsite, or
- ◆ persons in the park or recreation area.

Signs

A park officer may erect a sign or other device specifying an area in which specific activities are permitted, prohibited or restricted in a park.

Fires

No person shall start or maintain a fire in a park in:

- ◆ a campground, unless the fire is in a fireplace provided by the ministry, and not more than 0.5 metres in diameter and 0.5 metres in height.

No person shall use vegetation from a campground or from frontcountry to start or maintain a fire except:

- ◆ vegetation that is specifically provided as firewood by the Ministry or an operator, or
- ◆ as authorized by a park officer.

Responsibility for Action of Minors

No parent, guardian, custodian or person in charge of a minor shall permit the minor to do anything that is prohibited by the Act or this regulation.

Horses Prohibited

No person shall have a horse or other draught or riding animal in a park except:

- ◆ in an area or on a trail as permitted by a sign or other device, or
- ◆ as authorized by a park officer.

Control of Domestic Animals

Except as authorized by a park officer, no person shall allow a domestic animal to enter or remain in any part of a park that is:

- ◆ a beach within a campground or day-use area
- ◆ a public building or structure, or
- ◆ an area in which domestic animals are prohibited by a sign or other device.

This does not apply to a domestic animal that is used to guide a blind person.

Except as authorized by a park officer, no person shall allow a domestic animal to enter or remain in frontcountry or in backcountry unless the domestic animal is:

- ◆ restrained by a leash not longer than 2 metres, or
- ◆ confined in a container, enclosure or motor vehicle.

No person shall allow a domestic animal in a park to:

- ◆ cause an annoyance,
- ◆ injure a person,
- ◆ damage property or vegetation, or
- ◆ chase or molest wildlife.

A person who has a domestic animal in a park or recreation area shall dispose of excrement from that domestic animal in a manner and at a location where the excrement will not cause a public inconvenience or annoyance.

- ◆ A park officer may order a person who contravenes this section to remove the domestic animal from the park or recreation area.

Control of Other Animals

- ◆ Except as authorized by a park officer, no person who owns or is responsible for an animal shall, in a park, allow that animal to:
- ◆ graze, browse or otherwise consume vegetation, or
- ◆ roam at large.

MOTOR VEHICLES, VESSELS AND AIRCRAFT

Illegal Parking and Tow Away

Except as authorized by a park officer, no person shall:

- ◆ stop or park a vehicle on the travelled portion of a park road, or
- ◆ stop or park a vehicle in such a manner as to:
- ◆ impede the proper use of a park road,
- ◆ damage vegetation, or
- ◆ restrict or inhibit recreational use of the park or recreation area.

No person shall, between the hours of 11 p.m. and 7 a.m. the following day, stop or park a vehicle in a campground, day-use area or parking area of a park or recreation area except:

- ◆ at a campsite where that person is the member of registered party or group,
- ◆ in a parking area as permitted by a sign or other device, or
- ◆ as authorized by a park officer.

Cycles

No person shall ride a cycle in a park except:

- ◆ on a park road,
- ◆ in an area or on a trail as permitted by a sign or other device, or
- ◆ as authorized by a park officer.

FIREARMS, HUNTING AND FISHING

Possession of Firearms, Bows and Crossbows

No person shall possess a firearm, bow or crossbow in a park except:

- ◆ a firearm, bow or crossbow that is carried in a vehicle,
- ◆ during an open season specified under the *Wildlife Act* in those parks listed in Schedule B, or
- ◆ as authorized by a park officer.

Discharge of Firearms, Bows and Crossbows Prohibited

No person shall discharge a firearm, bow or crossbow in a park or recreation area except:

- ◆ during an open season specified under the Wildlife Act in those parks and recreation areas listed in Schedule B and only for the purposes of hunting, or
- ◆ as authorized by a park officer.

Except as authorized by a park officer, no person shall hunt or discharge a firearm, bow or crossbow in a park within 400 metres of either side of the centreline of a park road or highway.

Feeding of Wildlife

No person shall feed wildlife in a park.

PRESERVATION AND WASTE MANAGEMENT

Prohibited Activity

Except as authorized by a park officer, no person shall:

- ◆ damage or destroy any natural resource or property in a park,
- ◆ possess any natural resource or property of a park,
- ◆ remove any natural resource or property from a park.

Litter Only in Receptacle Provided

No person shall deposit litter in a park or recreation area except in a receptacle, pit or area provided for that purpose by the Ministry or an operator.

If a receptacle, pit or area is not provided for the deposit of litter, no person shall leave litter in a park.

Transporting Litter Into a Park or Recreation Area

No person shall bring domestic, commercial or industrial litter into a park or recreation area for the purpose of disposal.

CAMPING AND PICNICKING

Controlled Public Access

No person shall, between the hours of 11 p.m. and 7 a.m. the following day, enter or remain in a campground except:

- ◆ a person who is the member of a registered party or group, or
- ◆ as authorized by a park officer.

Except as authorized by a park officer, no person shall, between the hours of 11 p.m. and 7 a.m. the following day, enter or remain in a day-use area.

Maximum Length of Stay

Except as authorized by a park officer, no person shall camp in a park for more than 14 days in a calendar year.

Except as authorized by a park officer, no person who owns a vessel or is responsible for a vessel shall allow that vessel to remain overnight in a park for more than 14 days in a calendar year.

Fees for Seniors

The fees applicable to a senior under this regulation apply to a party or group if:

- ◆ the party of group includes one or more seniors, and
- ◆ no person, other than the senior or the spouse of the senior, is an adult.

OTHER STATUTES

There are other statutes which apply in provincial parks and recreation areas such as the *Criminal Code*, the *Liquor Control and Licensing Act (LCLA)*, the *Motor Vehicle Act (MVA)*, etc. For example, the LCLA prohibits consuming alcohol in a public place. This means that a park visitor may only consume alcohol when in their registered campsite. The MVA applies on all roads in parks.

Again, remember that the role of the host is only to be an observer and informant.

Your assistance in observing, recording and reporting on violations to park regulations will contribute to effective park management.

IMPORTANT INFORMATION AND CONTACTS

Emergency Information

As emergency procedures vary from park to park, please clarify with Park Staff what is the appropriate procedure for the park in which you are hosting.

Emergency Contacts

BC Parks: _____

Police: _____

Fire: _____

Ambulance: _____

Nearest Hospital: _____

Nearest Phone: _____

Other Contacts

Gasoline: _____

Towing: _____

(RV) Repairs: _____

Propane: _____

Laundromat: _____

Chamber of Commerce/Travel Infocentre: _____

Dentist: _____

Other: _____

Other Sources of Information

There are many references which may increase your effectiveness as a Host. Some of these will be provided by park staff, others you may find on your own.

BC Freshwater Fishing Regulations Synopsis, BC Environment

BC Hunting Regulations Synopsis, BC Environment

BC Parks District Office

Chamber of Commerce\Travel Infocentre

Other: _____

BC PARKS – WHAT ARE WE ALL ABOUT

British Columbia has an outstanding provincial parks system. Many feel it is the best provincial system in Canada. BC Parks protects representative samples of our diverse landscape and many of our most outstanding natural features while providing a wide variety of recreational opportunities.

Of what value are parks? For society, parks are a heritage, a way to share the finest natural environments today, then pass them on to future generations. For communities, parks offer near-by recreation and may provide employment. For the individual, parks offer solitude, physical challenge, and spiritual renewal.

Parks are selected and cherished for their natural beauty, and in British Columbia we are blessed with exquisite environments to choose from:

mountains...coastlines...caves...lakes and rivers...historic sites...wildlife and vegetation...places of international significance.

Here are some quick facts:

- ◆ As of March 2001 there are 576 provincial parks and 53 designated protected areas and 148 designated ecological reserves.
- ◆ Altogether there are more than 10.37 million hectares of land in provincial parks, protected areas and ecological reserves.
- ◆ BC Parks offer over 12,292 campsites in 338 campgrounds along with 2,897 kilometers of hiking trails.
- ◆ Over 23 million visits to provincial parks were recorded in 2000. One in eight visitors camp overnight.
- ◆ BC Parks visitors contribute more than \$400 million to the provincial economy annually.
- ◆ All of this is managed, maintained and protected by BC Parks staff, contractors and volunteers.

History

The first large parks created in B.C. were Glacier and Yoho National Parks in 1886. They were established to attract tourists to the new Canadian Pacific Railway system. It was also tourism and its anticipated commercial benefits which influenced the B.C. government to establish Strathcona as the first provincial park in 1911. By 1939 the larger parks like Garibaldi (1920), Kokanee Glacier (1922), Tweedsmuir (1938) and Wells Gray (1939) had been established.

Prior to 1939 most visitation to the large wilderness parks was by the more affluent segment of society. Access was generally by rail, horses and on foot. Accommodation was provided by private lodges or cabin. During the Great Depression (1929-1939), work crews constructed roads, trails and visitor facilities.

After World War II the park system began to change. There was increased demand for auto-accessible developments such as campgrounds and day-use areas. Park visitors came from a broader spectrum of society and began to increase in numbers. The importance of conservation and the protection of natural resources within parks became more significant.

By 1957 there were 120 parks in the system. This same year saw the first interpretive programs offered at Manning Park. In 1965 a *Park Act* was passed which provided management guidelines and increased protection of natural resources.

The 1960s and 1970s saw the largest development of facilities within BC Parks. Many of the campgrounds, day-use areas, and trails we use today were constructed or redeveloped during this time. By 1978 the modern provincial park system was firmly established.

Since 1992 BC Parks has nearly doubled the size of its protected area system. The modern protected area system is substantially different in the year 2000 than it was in 1978. Through a comprehensive system of parks, protected areas and ecological reserves, the rich diversity of British Columbia's natural environment will be protected for future generations.

BC Parks is continuing to work on the completion of the provincial protected areas system. Conservation is now the primary reason for establishing new parks although recreation continues to play an important role. Visitors come from all segments of society and enjoy a variety of outdoor recreational pursuits. Parks are also used for scientific research, protection of special features and conservation of large representative ecoregions.

BC Parks Mandate and Goals

The *Park Act* clearly states that the park system will both protect the natural environment and provide recreation opportunities. Conservation goals, recreation goals, and park classifications are outlined below.

BC Parks Conservation Goals

- ◆ to protect examples of each most important representative natural landscapes of British Columbia;
- ◆ to protect British Columbia's key natural and cultural features.

BC Parks Recreation Goals

- ◆ to provide parks that are major outdoor recreation areas;
- ◆ to provide parks along major travel corridors;
- ◆ to provide backcountry experiences;
- ◆ to ensure, in conjunction with other agencies, that British Columbians have access to local recreation opportunities.

COMPLETION OF THE PARK SYSTEM – PROTECTED AREA STRATEGY

The provincial government is proceeding with a single, integrated strategy for coordinating all of B.C.'s protected area programs and objectives. The goals are to:

- ◆ protect representative examples of landscapes and ecological types
- ◆ protect outstanding natural and cultural features
- ◆ contribute to maintaining biodiversity and important wildlife habitats
- ◆ provide a range of outdoor recreation opportunities

Study areas have been identified and are being evaluated by community-based study teams. BC Parks is one of the key agencies in this process. The strategy is a significant initiative towards the completion and expansion of the provincial parks system.

FIREWOOD CONSERVATION

Sitting around a campfire has always been considered a traditional part of any camping experience. In most of our provincial campgrounds, firewood is provided as a service within the campsite fee. While some campers choose to use fires for cooking throughout the day, the majority of use occurs in the evenings as families and friends gather together to socialize and roast marshmallows and wieners.

Campfire smoke is becoming a concern in many campgrounds. Wood smoke is now considered one of the most serious kinds of air pollution in British Columbia. Small particles in smoke are associated with many health problems including bronchitis, asthma and emphysema. Fires left to burn all day and large bonfires at night can create a haze that covers entire communities. This is of particular concern when the campgrounds are adjacent to towns or small communities. Too much smoke can also impact ecosystems and vegetation needed to produce oxygen.

BC Parks recognizes the need to limit the amount of smoke from campfires. While many campers will continue to have fires, we encourage them to help us in reducing smoke pollution through the following messages:

- Reduce the number of fires per day
- Keep campfires small
- Reduce the length of time of evening campfires
- Extinguish all fires when not in use

RECYCLING

Did you know that the average Canadian generates almost two kilograms of garbage a day? Recycling our waste helps to conserve our forests, oceans and other natural values. It also reduces pollution caused through manufacturing and by ordinary disposal methods.

BC Parks encourages all visitors to recycle when visiting provincial parks. Recycling bins for collecting bottles, beverage tins, paper etc. are located throughout many provincial campgrounds and day-use areas. We request that visitors take home any recyclable items if bins are not available, particularly in day-use areas. Recycling can make a difference to the health of our parks and of our planet.

ON LINE RESERVATIONS FOR BC CAMPSITES

In response to survey requests from our park visitors BC Parks initiated an on line reservation system. As a park host you will be asked to explain this system. The following is a brief description of the new online reservation system for BC Parks.

From: March. 1st to September 15th, reservations can be made online at <http://www.discovercamping.ca/> or by phoning the call centre at 1-800-689-9025 (689-9025 in Greater Vancouver). Reservation agents are available from 7 a.m. to 7 p.m., Monday to Friday, and 9 a.m. to 5 p.m. on Saturdays, Sundays and statutory holidays (Pacific Time).

Sixty-eight of the most popular provincial parks and the Pacific Rim National Park Reserve (Green Point campground) accept campsite reservations. This year, Sunset View campground at Green Lake Provincial Park in the Cariboo has been added to the service. At most parks, campsites are also available on a first-come-first-served basis.

Reservations can be made up to three months in advance or as little as two days ahead. Campsites at Birkenhead Lake, Liard River Hotsprings, Loveland Bay, Stamp River and Strathcona (Buttle Lake) need to be reserved five days ahead.

The reservation service fee is \$6.42 per night to a maximum of \$19.26 for three or more nights (includes seven per cent GST) per campsite. The campsite fee must also be paid at the time of booking, using MasterCard or Visa.

BC PARKS DISABLED ACCESS PASS PROGRAM

BC Parks has introduced a program for persons with disabilities which provides them with an opportunity to camp free in British Columbia provincial parks and recreation areas. Any resident of British Columbia with a permanent mental or physical disability who meets the program's eligibility criteria may be eligible for a **BC PARKS DISABLED ACCESS PASS**.

To qualify for the pass, the applicant must:

- be a resident of British Columbia

AND

- be receiving benefits through the **Disabilities Benefits Program** (Disability Benefits Level II) (previously called G.A.I.N. for handicapped benefits)

OR

- have a physician complete Part "B" of the application which may be obtained by contacting BC Parks Headquarters Victoria or copied from the BC Parks web site.

APPENDIX A:

VEHICLE AND PARTY POLICY

Definition of the vehicle and party policy

In order to encompass public requests and reflect current BC Parks policies a new definition of vehicle and party policy was developed.

From the Park and Recreation Area Regulations:

“party” means up to 8 persons, of whom at least one, but not more than 4, are 16 years old or older, and who may have with them

- (a) one recreational vehicle or non-recreational vehicle, and
- (b) one legally towed trailer;

“recreational vehicle” means a self-propelled vehicle or a trailer, primarily designed as temporary living quarters for recreational or travel use.

Second non-recreational vehicle charge

- (a) A party may have a second vehicle non-recreational vehicle on a campsite if so authorized by a park officer and on payment of a nightly charge, equal to ½ its camping fee.
- (b) A party may not have more than one recreational vehicle on a campsite.

Maximum number of persons on a campsite

No more than 8 persons may occupy a campsite, unless a park officer authorizes a different number.



Volunteer Park Host Job Description

Approved:

Volunteer Program
Manual

Effective Date
April 17, 2001

Amendment

Page

Position:	<ul style="list-style-type: none"> • Volunteer Park Host
Purpose:	<ul style="list-style-type: none"> • Supplement and enhance visitor service provided by park staff and Park Facility Operators (PFOs)
Activities:	<ul style="list-style-type: none"> • Create a warm and welcoming atmosphere by greeting park visitors and providing them with information about things to do in the park and surrounding areas. • Understand and be able to explain park rules that apply to park visitors. It is not your job to enforce rules. Report infractions to the Park Facility Operator or park staff if you think it is necessary. • Display good environmental practices and encourage other campers to do the same. • Maintain a tidy host site, as an example to campground visitors. • Observe activities in the park. If immediate action is required, contact appropriate staff and /or law enforcement or emergency personnel. • Adhere to agency rules or procedures, including record keeping requirements and confidentiality of agency and client information.
Qualifications:	<ul style="list-style-type: none"> • Couples or individuals with their own camping rig or equipment who enjoy working with people and have good oral communication skills.
Time Frame:	<ul style="list-style-type: none"> • Camping season as per individual park assignment. • Estimated hours: 80 hours per month per person.

	<ul style="list-style-type: none"> • Usual assignment is one month in length with the volunteer providing four hours of service per day, five days per week. • Days off are usually taken during the week.
Site:	<ul style="list-style-type: none"> • Designated host campsite in assigned park.
Orientation & Training:	<ul style="list-style-type: none"> • Required: General BC Parks orientation • Optional: Self orientation to assigned area, activities and features
Supervision:	<ul style="list-style-type: none"> • Provided by BC Park staff, but it is important that the host develop a cooperative relationship with the Park Facility Operator who is in the park on a regular basis.
Evaluation Measures:	<ul style="list-style-type: none"> • Input from park visitors, park staff and Park Facility Operators.
Benefits:	<ul style="list-style-type: none"> • Opportunity to learn more about BC Parks and share that information with park visitors. • Enjoyment of sharing knowledge with other campers and especially visitors from other countries. • Opportunity to camp without fee and for extended periods of time. • Gain access to in park experiences. • Gain practical and specialized knowledge, skills and experience by working closely with professionals that have technical expertise in conservation. • Have a real and positive impact on the quality experience of park visitors. • Some expenses may be covered: e.g. electricity, propane, ferry fee. <p><i>(This must be discussed and negotiated prior to commitment)</i></p>