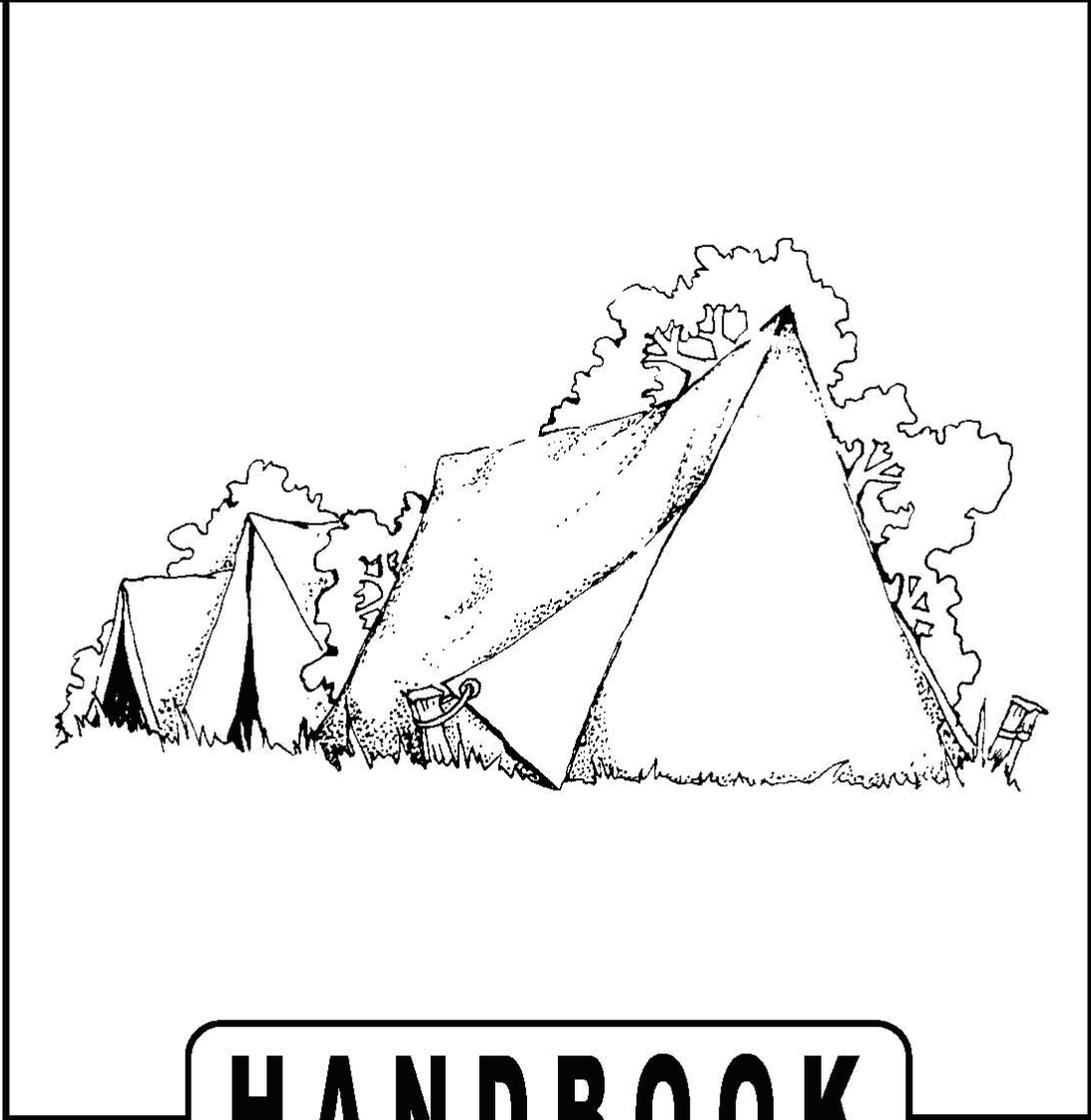


CAMPGROUND HOST



HANDBOOK

Alberta


Alberta Parks
VOLUNTEER

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WELCOME

Congratulations on becoming an Alberta Parks' Campground Host! You have become an important part of our customer service team. Each year millions of visitors arrive in provincial campgrounds to relax and experience our province's natural beauty. As a Campground Host, you will meet and greet many of these visitors, sharing your knowledge and enthusiasm with them to help make their visit an enjoyable one.

This handbook is yours to keep. It will give you some guidelines for volunteering and may answer some of the questions you have. It will supplement the orientation and training you will receive from your supervisor. Use this handbook as a reference and record additional information as needed.

We are sure that your time, effort, and enthusiasm will contribute a great deal. Thank you for your participation. We wish you the best of luck.

TEAMWORK

By participating as a Campground Host, you have become part of a team of people dedicated to preservation, park management and customer excellence. Volunteers complement the services provided by staff, contractors and other partners. Your volunteer contribution is appreciated! As a valuable part of the Parks' Team, you set an example for all Albertans and visitors. Your interactions with the public during and after your volunteer service, will be a reflection of Alberta Parks' positive image and identity.



Spend some time with the other team members, the staff, contractors and other partners to become familiar with the campground you will be working in, with its unique natural resources and with the range of the opportunities provided for the public. As a volunteer you will have time to enjoy yourself. You can make this volunteer experience rewarding and fun for yourself and others on your team.

DUTIES AND RESPONSIBILITIES

Campground Hosts must maintain a "good host" image at all times.

During orientation and training, your supervisor will specify the duties and tasks for which you are responsible for. Although duties will be tailored to suit the specific needs of the individual campground and the Hosts themselves, the general duties of the position are as follows:

1. Welcome visitors and assist them in obtaining information about the campground, its services and natural resources as well as local attractions/services and information regarding campground rules and regulations.
2. Inform supervisor or staff of regulation infractions. Under no circumstances will the Campground Host assume a law enforcement role. Any response to infractions must be handled by staff. Hosts do not have legislated power or authority to act on enforcement matters. "Observe, Record and Report" is the standard practice when infractions are brought to the Host's attention.
3. Direct major maintenance problems to the supervisor or private operator. Hosts may be asked to assist with some light maintenance tasks, but are not to replace staff.
4. Assist campers or staff in emergency situations when necessary.
5. Other duties may include helping with visitor surveys, crafts, talks or other special assignments (depending on the specific skills or interest of a given Host).

HOSTS AND PRIVATE FACILITY OPERATORS

Private businesses operate some of the campgrounds within provincial campgrounds. These private operators deliver essential services to our visiting public. Each and every operator has signed a contract with the provincial government, which specifies what services they will provide. As campground facilities, landscapes, etc. differ, so do the private operator contracts differ.

As a Campground Host, your role continues to be one of enhancing the visitor's experience. Many visitors consider the opportunity to meet people like you, as an essential part of their experience. As such the presence of a Campground Host, is an asset to the private operators because visitors receive additional information and public relations services at these specific campgrounds. As a volunteer, you work with private operators as part of Parks' Team, not for them.

VOLUNTEER LIMITATIONS

Your role as a volunteer is very important to us, but there are some things you must remember.

These include:

- You do not legally represent Alberta Parks because you have no legislated powers or authority. Therefore activities such as collecting revenue (camping fees, selling firewood, etc), involvement in enforcement, are prohibited.
- You will not perform any hazardous duties. If you feel a duty is beyond your skill and ability, advise your supervisor
- All media inquiries shall be directed to your immediate supervisor.
- Direct any public inquiries regarding detailed or sensitive information to your immediate supervisor.
- Campground Hosts volunteering in provincial campgrounds with private operators work for Alberta Parks, not the private operator. No work shall be performed for any private operator, without the expressed permission of your supervisor.
- Volunteers are not permitted to host for a private operators within the Alberta Parks Campground Host Program. Should a private operator choose to facilitate nonpaid worker placements of their own in support of the campground, any such placements shall not receive any support, supplies or assistance from the Alberta Parks Campground Host Program, including accident and/or liability protection. Signage or other forms of Host Program identification shall not used in conjunction with placements provide by private operators.
- There may be other limitations specific to your placement. Be sure to check with your supervisor for more details.



IDENTIFICATION

As a Campground Host, you will be making contact with the public. You need to be identified as an Alberta Parks volunteer to co-workers and the public. Your neat and clean attire will reflect a positive public image. Identification items issued will vary depending upon your public exposure and the unique requirements of your location. Your supervisor will help you with this by providing you with the proper identification items.



SUPERVISION

You will be supervised by a staff member. Your supervisor will play an important role during your term. He/she will provide support, direction, feedback and evaluation. Be sure you know your supervisor's name, phone number and office location. A Contact Form is provided to you at the back of this handbook for you to keep track of this important information.

Our mutual goal is to make each volunteer's experience positive. Your supervisor will discuss your responsibilities and any problems or questions you may have. Ongoing supervision is an important aspect of your supervisor's duties; you will not be left to fend for yourself. If you have any problems, questions, or suggestions contact your supervisor. If the problem is between the supervisor and you, and you are unable to resolve the issue directly, please contact your local Manager for assistance (request the name of this person at the start of your placement for inclusion on your Contact List). You may also contact Program Staff in the Edmonton office, regarding your issues.

PUBLIC CONTACT

As part of the Alberta Parks' Team, the image you present to the public is very important. Remember first impressions are lasting ones. Present yourself in a manner that creates a positive image to both you and Alberta Parks.

Be visible - wear your identification.

Be helpful - go that extra step.

Appearance -neat and well groomed.

Be friendly and courteous – this encourages interaction.

Give accurate, concise information-if you don't know the correct answer, don't guess.

Answer all questions as best you can - remember that staff can assist you in providing the correct answer.

Enthusiasm and friendliness are contagious - how you react to the public, strongly influences how they will react to you.

i. Initiating Public Contacts

Campground Hosts are expected to initiate contacts with visitors. Two common approaches are:

Roving (walking around the campground). A friendly greeting as you are passing by the campsite will encourage questions. Enter an individual's campsite only if you are invited.

Remaining at your campsite ready and accessible to answer questions when visitors stop by. Don't forget to display the host sign when you are available and it's a good idea to have copies of maps and other brochures to hand out.

If the public appear interested or have any questions, you may want to spend time speaking with them. If on the other hand, they appear occupied, respect their privacy.

ii. Handling Complaints

As a volunteer, you may be approached by the public with their complaints. If staff are available, refer the public to them. If you do find yourself in a situation where staff are not available, please follow these steps:

- Listen carefully to the individual. Ensure you understand the nature of their complaint.
- Do not take sides by defending or degrading Parks, staff, park or contractors.
- Write down the details of the complaint. Obtain the individual's name, address, and telephone number. (If the person is camping at a provincial park/recreation area, obtain the campsite number as well.)
- Indicate that you understand the complaint. Inform the individual of your volunteer status and give assurance that you will notify the appropriate staff.
- Thank the individual for bringing the problem to your attention.
- Report the incident and pass on your written record of the complaint to your supervisor, or another staff member, as soon as possible.

YOUR SAFETY

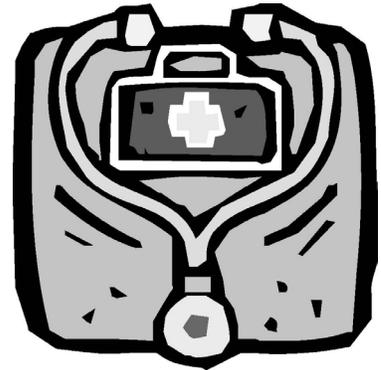
Accident prevention, the most important component of safety, is a combination of safe conditions and common sense. When you are performing your duties, observe all safety procedures. If you discover a hazardous situation before a staff member does, contact your supervisor or other available staff so that the potential hazard can be addressed. If you are assigned any duties that you feel are hazardous to you, discuss the matter with your supervisor to have your duties adjusted.

If you are involved in an accident or are injured, you must inform your supervisor immediately. This is a requirement under Alberta Occupational Health and Safety and Worker's Compensation Board.

PUBLIC SAFETY

If a member of the public approaches you for emergency assistance, you should be aware of the following. Ensure that you discuss this with your supervisor as part of your training:

- location(s) of first aid equipment
- location of staff members
- emergency procedures
- fire, hospital, ambulance and police phone numbers
- location of the nearest phone (or radio if phone not available)
- directions to nearest hospital/first aid station
- location and phone number of nearest veterinarian and service station



KNOW THE EMERGENCY PLAN IN PLACE, IN CASE AN INCIDENT OCCURS !

OTHER TRAINING

Opportunities to attend training or workshops may be available to you. This may be in conjunction with start of season, the annual volunteer conference, or other occasions. Ask your supervisor for more details.

RECOGNITION

Alberta Parks appreciates and recognizes the vital service that volunteers bring to provincial campgrounds. Each and every volunteer is recognized in some way, depending upon the number of hours, or nature of the project you participated in. Please ensure you leave the following with your supervisor at the conclusion of your placement: your hours of work and your current address, phone number and email address.

RECORD KEEPING & EVALUATION

Keeping track of your hours and activities/duties helps us to evaluate the Campground Host program, track successes, and ensures that your contributions are recognized. A Volunteer Record Form is provided to you in this Handbook. We appreciate your diligence in filling it out, and returning it to your supervisor.

As well, you will be asked to complete a Volunteer Feedback Form at the end of your volunteer term. In turn, your supervisor will fill out a Volunteer Evaluation Form, which examines your ability to meet the expectations that were placed upon you. Both of these evaluations help Parks to assess the Campground Host program and identify areas for improvement. You will receive a copy of the Record Form, Feedback Form and Evaluation Form upon request to your supervisor.

VOLUNTEER AGREEMENT

All volunteers must complete a Volunteer Agreement, which establishes the legal relationship between you and Alberta Parks and states key requirements for the placement. Your supervisor will review the agreement with you and answer any questions you may have.

INSURANCE COVERAGE

Once you have signed the Volunteer Agreement, your coverage under Alberta Worker's Compensation Board takes effect, in the course of your authorized duties. Additionally Government of Alberta also provides general liability coverage for volunteers, in the course of your authorized duties

REGULATIONS SUMMARY

Below are some of the most frequent questions you'll receive pertain to regulations:

Stay Limit: for individual campers at campgrounds and recreation areas is 16 consecutive days.

Quiet Hours: 11:00PM to 7:00AM.

Liquor: is allowed only within a registered site. It is illegal under the Gaming and Liquor Act to be in possession of liquor in washrooms, camp kitchens, roads, beaches, picnic areas, or other public areas.

Vehicles: are permitted on designated roads and parking areas only.

Off-Highway Vehicles: may not be operated within campgrounds, except in areas designated by signs or notices.

Speed Limit: in campground the speed is 30kph, unless otherwise posted.

Pets: must be kept on a leash not more than 2 metres in length.

Campfires: are permitted in designated receptacles only; they must be attended at all times.

Firearms: may not be discharged in provincial campgrounds or recreation areas.

ADDITIONAL INFORMATION MAY BE OBTAINED FROM YOUR SUPERVISOR

EXPENSE REIMBURSEMENT

Some volunteers will be able to submit expense claims for reimbursement, if they have received prior approval from their supervisor before the expenses are incurred. Your supervisor will provide you with the proper form and assist you in submitting, should you qualify for expense reimbursement.

FORMS AND BLANK COPIES

In the following Appendix are forms to assist you in your placement.



Appendix

YOUR CONTACT LIST

Supervisor's Name: _____

Supervisor's Office Number: _____

Supervisor's Cellphone Number: _____

Alternate Supervisor's Name: _____

Alternate Supervisor's Office Number: _____

Alternate Supervisor's Cellphone Number: _____

Manager's Name: _____

Manager's Phone Number: _____

Emergency Contact Phone Numbers:

Police: _____

Fire Dept: _____

Ambulance: _____

Other Important Contact Information:

Volunteer Feedback

	Surpassed Expectation	Met Expectation	Needs Improvement	Unable to Rate
Training and orientation was sufficient and helpful for performing duties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervision was helpful and informative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enjoyed the clients and personal contacts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gained a sense of accomplishment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made new friends and increased social contacts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteering aided in career development, references, or feeling of satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Felt that duties performed met original volunteering expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Felt encouraged to bring forward ideas and recommendations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Felt appreciated by clients and/or staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Received supplies/publications from supervisor in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments, Suggestions or Recommendations:

Volunteer(s) Signature _____ Date _____

Volunteer Evaluation

Volunteer(s) Name(s): _____

	Surpassed Expectation	Met Expectation	Needs Improvement	Unable to Rate
Answered client's questions with correct information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understands appropriate emergency procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assists clients in friendly, helpful manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available appropriate hours as established daily (dependable).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsible performance in meeting problem situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understands rules and regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains good communication with supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performs with a mature, independent work style.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good teamwork with staff and other volunteers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with safety in mind at all times; good judgment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:

Supervisor Signature _____ Date _____

