

POLICY TITLE: Volunteer Campground Host

BRANCH/DIVISION: Parks and Natural Areas /Recreation & Education Services

Policy Number: Park Directive 4.1.11

Effective Date: June 2013

Approved By: Mike Gilbertson, Director

INTENT To establish a directive for the Volunteer Campground Host Program in Manitoba's provincial parks.

POLICY STATEMENTS The Campground Host program is intended to:

Provide accurate park information to campground visitors, thereby enhancing their visit. The emphasis is to provide assistance to campers and advise them of the services and amenities available in the campground and local areas.

Provide an opportunity for individuals to become involved in their favourite park.

Assist in presenting a positive park image through increasing personal contact with visitors.

Enhance security by having a regular presence in the campgrounds and by reporting suspicious security-related concerns to their supervisor.

AUTHORITY *The Provincial Parks Act.*

DEFINITION **Volunteer Campground Host:** a camper who volunteers to greet and assist other campers, answer questions, listen to comments, and distribute printed materials. The host does not have financial or permitting responsibilities. The host performs volunteer duties under the supervision of the District Park Supervisor or designate.

LENGTH OF TERM An initial probationary term of one season will be offered to Volunteer Campground Hosts. The agreement (see Attachment 4.1.11-001) may be extended to include a second season, based upon satisfactory performance. Conservation and Water Stewardship reserves the right to cancel the agreement at any time.

QUALIFICATIONS All applications for Volunteer Campground Host will be reviewed by the local District Park Supervisor or delegate, with consideration given to the following:

**QUALIFICATIONS
cont'd**

1. Camping experience and familiarity with Manitoba parks;
2. Willingness to assist visitors and project a friendly image of Manitoba parks;
3. The Volunteer Campground Host is required to be in attendance on weekends from May long weekend to Labour Day and a minimum of two weeks in each of July and August, or; alternate attendance requirements as set out by the supervisor.

**RECRUITMENT and
SELECTION**

New or replacement Volunteer Campground Host(s) shall be selected and interviewed from the list of interested parties developed from applications received by the Central Coordinator and/or applications received locally. For applications received directly at the park, copies should be forwarded to the Central Coordinator.

The Volunteer Campground Host(s) application deadline is October 30. This allows the time necessary to have the applicants interviewed, selected and informed by December 30, allowing unsuccessful applicant(s) the opportunity to apply for a seasonal site for the upcoming season.

In addition to the Volunteer Campground Host brochure, districts may wish to advertise locally to recruit applicants.

If no suitable Volunteer Campground Host(s) is found, the agreement with the existing Volunteer Campground Host(s) may be extended one additional season, at the discretion of Manitoba Conservation.

When the campground host opportunity becomes available, an application from the existing campground host(s) may be considered along with those of the other applicants.

WAIVING OF FEES

All Volunteer Campground Hosts while performing campground host duties are to receive a designated complimentary nightly camping site for the period that they are involved in the program. This campsite:

1. Should be located in a spot that facilitates the greeting and providing assistance responsibilities of the Volunteer Campground Host. Selected sites are often highly visible, near the entrance and/or centrally located;
2. Should be electrically or fully serviced, providing that a satisfactory location is available (see point 1, above);
3. May be a seasonal campsite if such a site best satisfies point number 1 and 2, above, or if special circumstances warrant (i.e. an operational need for a Volunteer Campground Host serving the needs of seasonal campers).

**WAIVING OF FEES
cont'd**

Volunteer Campground Hosts will receive an Employee Vehicle Pass from the District Park Supervisor or designate for the term specified in their agreement.

Waiving of fees for the camping site will be processed by issuing a no-charge camping permit and submitted to the Financial Services Section of Conservation and Water Stewardship.

RESPONSIBILITIES Central Coordinator (Special Programs Coordinator)

Identify campgrounds, along with District Park Supervisor and Regional Park Superintendents, where the program would be of greatest benefit.

Provide program brochures and applications to district staff.

Participate in interviews as requested.

Provide on-going program support to regional staff on an as required basis.

Responsible for maintaining an up-to-date listing of prospective Volunteer Campground Hosts based upon applications and indications of interest received.

District Park Supervisor (or designate)

In conjunction with Central Coordinator and Regional Parks Superintendent, identify campgrounds where program would be of greatest benefit.

Involvement in soliciting applicants for program through the posting of bulletins (see Attachment 4.1.11-002) and posters, and distribution of brochures.

Interview prospective hosts and make decisions regarding acceptance of applicant into program (see Attachment 4.1.11-003 for Interview Questions).

Supervision of Volunteer Campground Host including meeting with host on regular basis, supplying host with park information materials and **Guidebook for Volunteer Campground Host**, including introductions to other appropriate park staff.

Ensure Volunteer Campground Host is not performing duties normally performed by staff.

Ensure that the Volunteer Campground Host understands the assigned duties and signs the Individual Volunteer Campground Host Agreement form (see Attachment 4.1.11-001).

**RESPONSIBILITIES
cont'd**

Issue Volunteer Campground Host an Employee Vehicle Pass.

Ensure process of waiving and refunding of camping fees is completed (see Waiving of Fees).

Will ensure contact is made with Central Coordinator in the event of performance concerns or issues.

Ensure Volunteer Campground Host attends "Manitoba Best" hospitality training where available.

Conduct year-end program review in conjunction with Volunteer Campground Host and submit annual summary of program to the Central Coordinator. This report should include a performance appraisal. All concerns, complaints or incidents should be documented.

Forward Campground Host's Year-end Report to Central Coordinator, including the completed Volunteer Campground Host Journal, Attendance Record and Questionnaire.

Forward names and phone numbers of Volunteer Campground Hosts to Central Coordinator, in conjunction with the names and numbers of all other park volunteers..

Volunteer Campground Host(s)

The Volunteer Campground Host is expected to welcome visitors, meet campers and provide assistance in obtaining information about facilities, services and activities in and around the park. A host must also be aware of park rules and regulations and display an identifying volunteer host sign at the campsite when on duty. Inform supervisor of observed infractions of park regulations, redirect visitor complaints and/or comments to Supervisor and inform supervisor of maintenance concerns. A detailed Volunteer Campground Host Job Description is provided in Attachment [4.1.11-004](#).

Record personal contacts and visitor feedback in the Campground Host Journal (see Attachment [4.1.11-005](#)).

The Volunteer Campground Host is required to be in attendance on weekends from May long weekend to Labour Day and a minimum of two weeks in each of July and August, or; alternate attendance requirements as set out by the supervisor.

Submit and perform duties to a schedule approved by the supervisor.

Participate in the department's "Manitoba Best" hospitality training where available.

RESPONSIBILITIES Participate and assist interpretive staff in the delivery of public
cont'd programs at parks where interpretive programming is available.

Participate in other related duties as specified in the **Guidebook for Volunteer Campground Hosts.**

INSURANCE Volunteers receive insurance coverage as outlined in the Manitoba
COVERGE Government Manual "*Procedures and Standards of Operation for Volunteer Involvement.*"

RECOGNITION Conservation and Water Stewardship appreciates the work of the Campground Hosts. Thank you letters will be sent annually along with a Certificate of Appreciation. Other forms of recognition are left to the discretion of the respective District Park Supervisor or designate.