Campground Host Program



Do you have what it takes to live and work in a National Forest campground for a month? You could be a campground host!

Campground hosts volunteer for a minimum four-week stay and are on duty four to five days each week, including weekends and holidays. In exchange, you get to camp for free in the campground host site.

What you'll do

- Tell campers about local points of interest and where they can find things like fuel, bait, and groceries.
- Perform light campground maintenance: pick up litter, sweep, restock toilet supplies, and make minor emergency repairs.
- Help with other duties as needed.
- Set a good example. Follow all rules, and practice good housekeeping at all times in and around the host site.
- Be observant. Advise campers of any rules they may not be aware of, and report major violations to staff. Campground hosts do not perform any law enforcement duties.

How hosts are selected

Hosts are selected on a first-come, first-served basis during the season. Returning hosts in good standing are given preference. Hosts must provide their own RV or camping equipment. An extra vehicle is recommended for personal transportation. Selection criteria include experience in camping, prior campground or park host service, working with the public, length of time willing to be hosts and how well skills match park needs. No salary or stipend is provided.

Successful applicants are required to sign a volunteer agreement stating their park-specific duties, benefits, obligations and termination conditions.

General duties of a campground host include:

- Campground hosts will serve as the first contact many campers will have with the Forest Service. The experience should leave campers with a positive attitude.
- Campground hosts must be identifiable, visible, and a positive representative of the Forest Service. Maintain a groomed appearance, greet visitors and provide information, and display a courteous and helpful demeanor when rendering assistance to visitor questions. The host campsite must be kept tidy, clean, and welcoming to visitors.
- Campground hosts will serve as an important link to the Forest Service recreation staff.
- Clean and resupply all bathroom facilities daily. On busy weekends the bathrooms are required to be checked twice a day.
- Campsites and fire rings will be cleaned after a campsite is vacated.
- The beach and boat landing area will be checked daily.
- Some light maintenance tasks will be assigned as needed.
- Campground hosts will be asked to assist visitors during any severe inclement weather related emergencies.
- Encourage visitors to "do the right things" by following all Forest Service rules and regulations.
- Campground hosts do NOT do any collections or compliance in the campgrounds.
- They do **NOT** enforce any of the Forest Service rules and regulations.
- All supplies and PPE will be furnished by the Forest Service.

Time commitment:

We ask for at least a one month commitment, or as long as a full season. Hosts will be expected to work a minimum of 25-30 hours a week. This includes Saturdays, Sundays, and holidays. Service weeks will revolve around the busy weekends. Being at the host site for the busy weekends is a must.

Requirements:

- Hosts are to be neat in appearance when working with visitors.
- Have adequate housing for extended periods of time.
- Hosts should be in good physical condition and able to walk the campground several times a day.
- All host work is performed in a variety of weather conditions including rain, humidity and heat, and varying temperatures.

Hosts are provided with a free campsite. Some campsites may have electric or water hookup depending on each specific campground. A small, quiet generator is recommended. There is potable drinking water available at every campground.

HOSTING FOR US FOREST SERVICE

Even though the Forest Service is a large organization with many employees and volunteers, the average visitor will often judge the entire Forest Service based on the action of a single worker. If this individual is rude or inefficient, it will take considerable kindness and efficiency by other employees and volunteers to overcome this one bad impression. A bad experience may never be erased from the memory of some visitors.

Therefore, as a campground host, YOU become the most important member of the Forest Service Family more often than you may realize. You are constantly in the view of visitors who may have no other contact with the Forest Service. What our visitors think of the Forest Service depends on the character of service rendered by you, other volunteers, and Forest Service staff alike.

BE A GOOD HOST

It can be challenging to cheerfully and effectively deal with another person's mess or negative attitude. You should always be a good host by being courteous, professional, and helpful to everyone at all times. Leave the impression that you are friendly, helpful, and available to assist. Remember, visitor satisfaction depends on good customer service that you and Forest Service staff provide.

Here are a few tips that, if followed, can help hosts properly present themselves and the Forest Service to the public:

- How well do you present yourself to visitors? Employees and volunteers should maintain a well-groomed appearance. Clothes should be neat, well-kept, and clean within the limits of the job.
- How do you act toward others? You are rendering a service when you
 assist others. You should have the approach to render help with a positive
 attitude. Do this with a smile, be courteous, and be professional. After
 assistance has been provided, go back to your other responsibilities.
- How is your housekeeping? Your equipment, supplies, and camp site should be neat, clean, and orderly in order to provide a good example to other campers.
- Are you setting a good example? We cannot make one rule for the public
 and another for ourselves. As we remind and advise visitors of the rules and
 regulations we must set a good example ourselves. For instance, comply
 with speed limits and traffic control signs within and outside of recreation
 areas. Laws and regulations apply to all of us.
- How do you answer questions? Camp Hosts should always answer questions respectfully, courteously, and tactfully. If you cannot answer a visitor's question, direct the person to someone who can or admit you do not know. The wrong answer to a question could lead to confusion and

potential problems. Some questions from visitors can be answered by supplying various types of printed literature and associated maps. Maintain a supply with you and be familiar with their content so you can assist with a visitor's needs. Do not merely hand out literature. Point out where the information is found in the map or brochure.

• How do you explain rules and regulations? Most rule violations occur because people are not aware of the rule or cannot see the purpose it serves. Take the time to explain the reason for a particular rule or regulation—ask people to pass this information on to other campers. Thank them for helping you in your job and, if possible, compliment them on a noticeably good point in their camp unit. Campground hosts do not enforce Forest Service rules or regulations.

Many levels of developed campgrounds are available to visitors. Sometimes campers choose a campground that doesn't suit their tastes. It is too primitive, or it is too developed. What pleases the beginning camper may not please the experienced camper at all. All levels of development are necessary to serve different tastes and needs. If you run into complaints about the appropriateness of a campground, try to explain the differences and recommend a campground more suitable to the camper's desires.

Campground hosts and recreation staff should not express their personal views on Forest Service policy to the public. Campground hosts and recreation staff may have many responsibilities; including welcoming visitors, cleaning rest rooms, providing information, and performing minor maintenance. All responsibilities should be conducted with a smile. Be positive, courteous, and professional with all public interactions. Remember, you are representing the U.S. Forest Service to all visitors that you encounter. If problems occur let your Forest Service contact know.



| VOLUNTEER SERVICE AGREEMENT—NATURAL & CULTURAL RESOURCES | | | | | | | |
|---|-----------|------------------------|--|---|--|--|--|
| 1. INDIVIDUAL | | 2. GROUP | OUP | | | | |
| 3. NAME OF AGENCY USDA Forest Service | | | 1 | 4. AGREEMENT # | | | |
| 5. NAME OF VOLUNTEER (First, Last) | | | | 6. U.S. CITIZEN OR PERMANENT RESIDENT Yes No, list visa type | | | |
| 7. NAME OF GROUP | | | 8. NAME OF GROUP CONTACT (First, Last) | | | | |
| 9. STREET ADDRESS | | | 10. CITY, STATE, ZIP CODE | | | | |
| 11. EMAIL ADDRESS 12. PHONE Home: Mobile: | | | | 13. AGE Under 15 15 - 18 19 - 25 26 - 35 36 - 54 55 and Older | | | |
| | • | • | • | oran or have a disability. Multiracial respondents may select two or unteer force in the natural and cultural resource areas. | | | |
| 14a. Ethnicity (Select one): 14b. Race (Select one or more, regard) | | | less of ethnicity): | 14c. Are you a Veteran? Yes No | | | |
| Hispanic or Latino | ☐ Americ | an Indian or Alaskan N | lative | 14d. Do you have disability? Yes No | | | |
| ☐ Not Hispanic or Latino | ☐ Black o | r African American | White | | | | |
| | ☐ Native | Hawaiian or Other Pac | cific Islander | | | | |
| EMERGENCY CONTACT INFO | RMATION | | | <u>.</u> | | | |
| 15. NAME (Last, First) 16. PHONE Home: Mobile: | | | | 17. EMAIL ADDRESS | | | |
| 18. STREET ADDRESS 19. CITY, STATE, | | | ZIP CODE | | | | |
| GOVERNMENT OFFICIAL COMPLETES THIS SECTION | | | | | | | |
| 20. AGENCY CONTACT NAME (Last, First) | | | 21. AGENCY CONTACT EMAIL & PHONE | | | | |
| Steven Metzner | | | steven.metz | ner@usda.gov | | | |
| 22. REIMBURSEMENTS APPROVED: Yes No Type and Rate of Reimbursement: | | | 23. VOLUNTEER POSITION/GROUP PROJECT TITLE: Campground Host | | | | |
| 24. Description of service to be performed. Provide a brief abstract of volunteer or service activity and the location of the volunteer activity, and attach description of service to be performed. Service description should include details such as time and schedule commitment, use of government vehicle, use of personal equipment and/or vehicle, skills required (note certifications if necessary), level of physical activity required, etc. If this is a group agreement, the leader is to provide the group name and attach a complete list of group participants or optional form 301b for each volunteer. VOLUNTEER/SERVICE ACTIVITY ABSTRACT | | | | | | | |
| Campground Host shall perform the following duties as agreed upon. | | | | | | | |

| 1. | Clean restrooms a minimum of 2 times daily on peak recreation days Friday, Saturday, and Sundays and holiday weekends. Restrooms should be checked daily to ensure they are supplied with toilet paper and clean. Cleaning interval should be increased during times of high use. O Cleaning Restroom Requires: a) Wipe down and disinfect toilet b) Scrub the inside of riser with brush c) Clean interior walls of building d) Sweep Floors e) Restock Toilet Paper f) If more intense cleaning is needed or problems occur please contact the Forest Service | | | | | | | |
|-----------------|--|--|--|--|--|--|--|--|
| 2. | Cleaning of fire rings and general site cleaning should be done after each site has been vacated. On reservation sites there is a two hour window that has been added for cleaning. Check out time is 12:00 PM and check in Time is 2:00PM, sites should be cleaned during this window if reservations run continuous. Reservation sites should be cleaned after each use when the site has been vacated. | | | | | | | |
| 3. | 3. Posting and checking of reservation system: Reservations should be checked daily, your Forest Service Contact will provide you with an updated Daily Arrival Sheet as needed. Reservations are to be posted at a minimum of four days before the party is to arrive. They should be checked daily to ensure they are properly posted on the expected day of arrival. | | | | | | | |
| 4. | Painting, hosts have the option to paint if so desired. Details can be provided by Forest Service contact. | | | | | | | |
| 5. | Mowing and lopping, hosts have the option to mow grass in campground and associated beach and boat landing areas. Forest Service contact will provide mowers and required safety equipment. JHA is to be completed before being allowed to mow. | | | | | | | |
| 6. | Brief Forest Service Contact person of any issues going on in the campground, hosts are not expected to confront campers when there is a violation. The expectation is for the host to safely document what information they can and report to the Forest Service contact. Host will be given names and numbers for emergency contacts. | | | | | | | |
| | This agreement is for the time period of until | | | | | | | |
| 25. Chec | k all that apply: Description of service attached List of group participants/optional form 301b attached | | | | | | | |
| | ☐ Job Hazard Analysis ☐ Valid Driver's License Verified (if required) | | | | | | | |
| | | | | | | | | |

| PARENTAL CONSENT FOR VOLUNTEER UNDER AGE 18 | | | | | | | |
|--|---|--|----------------|--|--|--|--|
| 26. PARENT OR LEGAL GUARDIAN (First, Last) | PHONE | 28. EMAIL ADDRESS | | | | | |
| | Home: | | | | | | |
| | Mobile: | | | | | | |
| 29. STREET ADDRESS | 30. CITY, STATE, ZIP CODE | | | | | | |
| 31. I affirm that I am the parent/guardian of the above name otherwise provided by law; and that the service will not of the volunteer will perform. I give my permission for | confer on the volunteer the status of a Fed | y volunteer program does not provide compensation, exce deral employee. I have read the attached description of th to participate in the specified volunteer act | e service that | | | | |
| | (NAME OF YOUTH) | | | | | | |
| | | | | | | | |
| 32. Parent/Guardian Signature | | Date | | | | | |
| VOLUNTEER & GROUP LEADER AFFIRMATION | | | | | | | |
| government or I may cancel this agreement at any time by notifying the other party. I understand that my volunteer position may require a reference check, background investigation, and/or a criminal history inquiry in order for me to perform my duties. I understand that all publications, films, slides, videos, artistic or similar endeavors, resulting from my volunteer services as specifically stated in the attached job description, will become the property of the United States, and as such, will be in the public domain and not subject to copyright laws. I understand the health and physical condition requirements for doing the work as described in the job description and at the project location, and certify that the statements I have checked below are true: I or group leader know of no medical condition or physical limitation that may adversely affect my or members of the group ability to provide this service. If a group see attached OF301b. I or a member of the group have a medical condition or physical limitation that may adversely affect my ability to provide this service and have informed the Government Representative. If a member of a group see attached OF301b. I or group member do not consent to being photographed or to the release of my photographic image. If a member of a group see attached OF301b. I do hereby volunteer my services as described above, to assist in authorized activities at USDA Forest Service and I agree to follow all applicable safety guidelines. See attached OF301b attached if a member of a group. (NAME OF FEDERAL AGENCY) | | | | | | | |
| | | | | | | | |
| 34. Signature of Volunteer or Group Leader | | Date | | | | | |
| The above-named agency agrees, while this arrangement is in effect, to provide such materials, equipment, and facilities that are available and needed to perform the service described above, and to consider you as a Federal employee only for the purposes of tort claims, liability and injury compensation to the extent not covered by your volunteer group, if any. | | | | | | | |
| | | | | | | | |
| 35. Signature of Government Representative | Date | | | | | | |
| TERMINATION OF AGREEMENT | | | | | | | |
| 36. Agreement Terminated Date: | Total Hours Completed: | | | | | | |
| 37. Signature of Government Representative: | | | | | | | |
| | | | | | | | |
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PUBLIC BURDEN STATEMENT

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0596-0080. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. USDA, DOI, DOC and DOD prohibit discrimination in all programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status. Not all prohibited bases apply to all programs.

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Collection and use is covered by Privacy Act System of Records OPM/GOVT-1 and USDA/OP-1, and is consistent with the provisions of 5 USC 552a (Privacy Act of 1974), which authorizes acceptance of the information requested on this form. The data will be used to maintain official records of volunteers of the USDA and USDI for the purposes of tort claims and injury compensation. Furnishing this data is voluntary, however if this form is incomplete, enrollment in the program cannot proceed.

| | | | Volunt | eer Times | heet | | | |
|------------------------------------|--------------------------------|-------|-------------|---|-------------|-----------------|-------|-------|
| Name of olunteer/Group: | | | | Name of Supervisor | | | | |
| | | | | | - | | | |
| Month / Year:_ | | | | Del | partment/Re | /Resource Area: | | |
| er the actual cl o hours were v | | | | next to the corr | esponding | date. | | |
| Date | Hours | Total | Date | Hours | Total | Date | Hours | Total |
| 1 | | | 12 | | | 23 | | |
| 2 | | | 13 | | | 24 | | |
| 3 | | | 14 | | | 25 | | |
| 4 | *********************** | | 15 | | | 26 | | |
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| volunteer:_ | | | | | _ | Date: | | |
| Supervisor:_ | | | | | _ | Date: | | |
| | | | | | | | | |

 $\textbf{Note} \colon \textit{Information from this timesheet will be used for the Volunteers Annual Report, form FS-1800-24}$

Burden Statement

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