

# Camp and Park Host Program Handbook



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# Camp and Park Host Program Handbook

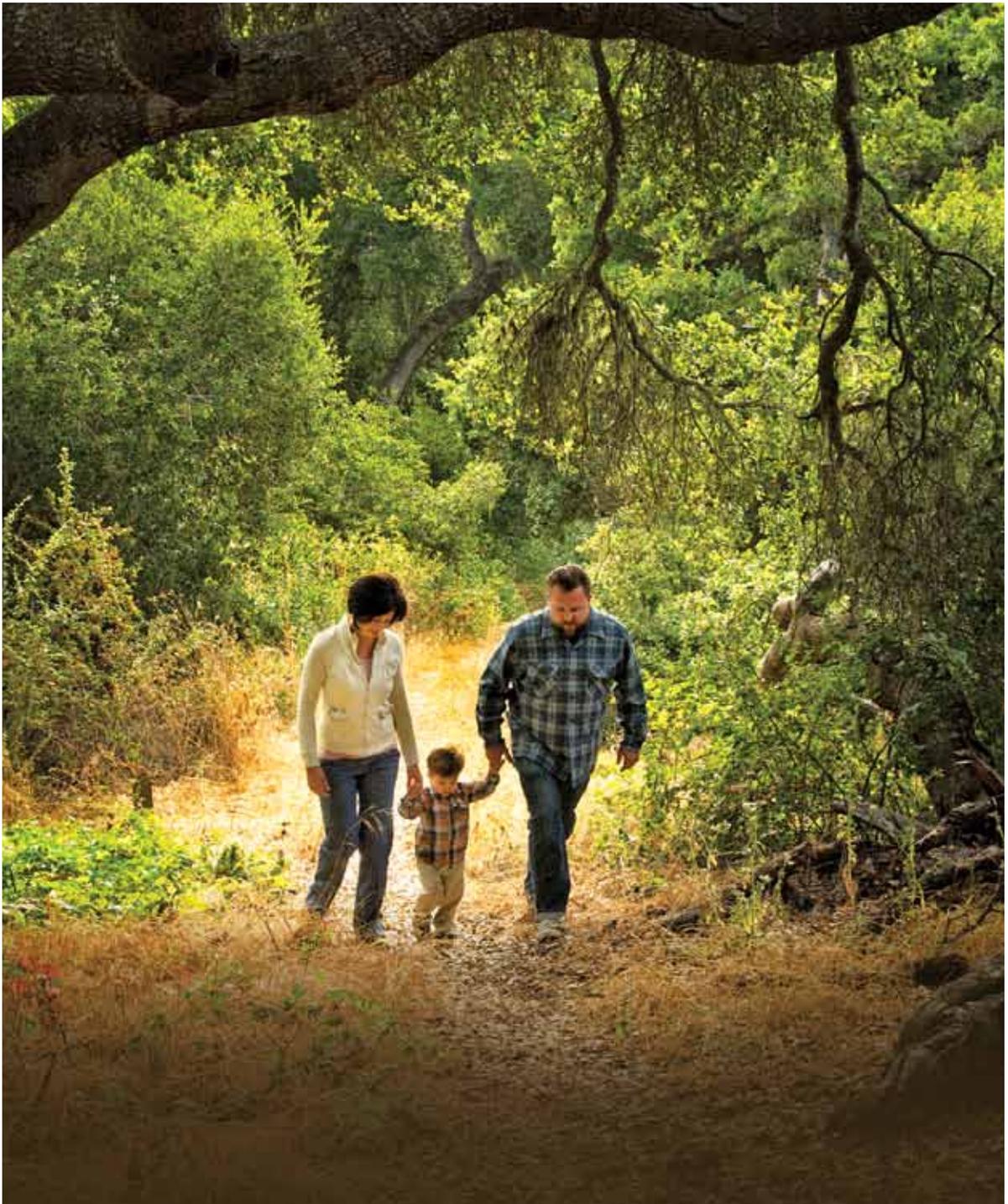
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The mission of California State Parks is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valuable natural and cultural resources, and creating opportunities for high-quality outdoor recreation.



## ACKNOWLEDGEMENTS

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\* Classifications and divisions reflect the positions held by these individuals at the time of publication.



## **USING THE CAMP AND PARK HOST PROGRAM HANDBOOK**

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The purpose of the Camp and Park Host Program Handbook is to set out policies and procedures to guide Department staff in implementing a consistent statewide Host Program.

Additional information regarding Department operations and policies may be found in the Volunteers in Parks Program Guidelines, the Department Operations Manual, the Department Administrative Manual, and Departmental Notices.

The Camp and Park Host Program Handbook is divided into three sections:

**Introduction** gives a legal, historical and operational overview of the Volunteers in Parks Program and the Camp and Park Host Program.

**Program Policies and Procedures** explain departmental policies, guidelines and legal requirements for managing Host Programs within California State Parks.

**Appendices** provide reference material and samples of forms related to the Host Program.



# VOLUNTEERS IN PARKS PROGRAM CAMP AND PARK HOST PROGRAM HANDBOOK

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Department Administrative Manual (DAM) §1260:

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Departmental Notice 96-26:

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Departmental Notice 97-42:

*Complimentary Passes*

Departmental Notice 2002-08:

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Department Operations Manual (DOM) 0907:

*Intellectual Property*

Department Operations Manual (DOM) 0908.3-0908.4:

*Volunteers in California State Parks*

Department Operations Manual (DOM) 2200; Department Housing

*Sections 2205.4, 2205.11, and 2206*

DOM Memo 129: *Camp and Park Host Length of Occupancy*



## INTRODUCTION

### **Historical Background of Volunteers in State Parks**

California State Parks volunteers follow a proud tradition of direct citizen initiative and voluntary action in support of public parks that dates back to the 19th century. Volunteer participation in public parks began in the mid-1860s when concerned citizens helped to establish Yosemite as California's first state park. From that time forward, the State's park volunteers have never wavered from serving the needs of Californians and visitors from all over the world. A brief history of California State Parks is found in Appendix A – General Information.

Today, Californians enjoy one of the largest and most popular park systems in the world. The diversity and beauty of California's state parks attract more than 71 million visitors annually, challenging park managers to seek alternative and cost-efficient ways of providing needed maintenance, visitor programs and overall operational support. Volunteers are integral to the successful operation of our state parks.

### **Volunteers in Parks Program Legal Authority**

The California State Government Volunteers Act (Government Code §3110 through 3119.5, Appendix E), passed by the Legislature in 1978, recognized the value of volunteerism to state government and all of California.



The Department developed the Volunteers in Parks Program (VIP) in compliance with the Act (refer to Appendix E for a summary of legislative authority). The VIP Program provides an organized, efficient, cost-effective, and legally based approach to managing a wide range of volunteer programs in California State Parks.

### **Camp and Park Host Program Background**

The Camp and Park Host Program (Host Program) is a specialized program within the Volunteers in Parks Program. California State Parks created the Host Program in 1982 to assist park staff in providing information, direction, and service to park visitors. Hosts are recruited to be visible representatives of the Department at campsites and day-use areas. As a condition of their service, hosts may reside in a designated state park unit for up to six months.

The Host Program benefits park visitors, the Department and staff, and the volunteers themselves. Hosts serve as the “eyes and ears” for rangers and maintenance staff who are unable to constantly monitor each campground or day-use area.

### **Definition of a Department Volunteer**

California State Parks volunteers, including Camp and Park Hosts, are individuals under the direction of Department personnel who, of their own free will and without compensation or financial gain, contribute goods or services to assist California State Parks in the accomplishment of its mission. Volunteers are not considered employees within the legal meaning of the term and do not have the same rights as employees.

### **Department Volunteer Recruitment Policy**

Recruitment of volunteers adheres to the Department's equal-opportunity employment policy that states in part that the



Department will “provide a discrimination-free work place by recruiting, employing, promoting, and retaining qualified individuals regardless of age, race, sex, color, national origin, creed, religion, political affiliation, ancestry, disability, medical condition (cancer and genetic conditions), marital status or sexual orientation.” (Departmental Notice 2002-08, Appendix E)

The Department is not obligated to accept or retain any person who volunteers his or her services. The relationship between a volunteer and the Department must be one of mutual benefit. Each volunteer must be given a specific, identified task and be able to perform safely and adequately the work that he or she is assigned. Supportive interaction and communication among volunteers—and between staff and volunteers—contribute to a healthy and active volunteer program.

### **Designated Host Coordinator**

The District Superintendent shall designate a Host Coordinator at the sector or unit level for parks with a host site. The Host Coordinator has lead responsibility for host recruitment, orientation, training, scheduling, record keeping, evaluation and recognition. The Host Coordinator also may serve as the Sector or Unit VIPP Coordinator.

While non-supervisory staff may provide some of the day-to-day oversight (lead) of hosts assisting with duties outside a campground, a designated supervisor must perform supervisory-specific tasks such as host registration, termination, and providing formal performance appraisals.



## Chapter 1

## CAMP AND PARK HOST ASSIGNMENTS

### 1.1 HOST TYPES AND ELIGIBILITY

#### Camp and Park Hosts

A host is a volunteer who provides basic operational services and information to the visiting public. Hosts reside temporarily in a recreational vehicle or trailer in a park unit campground (Camp Host), day-use area (Park Host) or other designated location. It is not the intent of the program to provide semi-permanent housing or places for individuals to reside while



working elsewhere in the community. A clear operational connection must be evident between the duties the host performs and the location of the host site.

As with all volunteers, hosts work under the Volunteer Service Agreement and duty statement, and they must receive orientation and training to perform their duties. Host duties vary by park location, so staff must develop a clear duty statement for each position.

#### Other Host Positions

Depending upon their skills and training, a host may serve in park settings other than a campground, including in maintenance or natural resource areas. Hosts may assist with a variety of responsibilities, including operation of visitor centers and historic sites.

#### International Volunteers

Citizens of countries other than the United States may serve as Camp Hosts for California State Parks provided they meet all requirements for entry into the country on a temporary basis (up to six months maximum, for purposes of tourism or other non-revenue earning activities). In most cases, international volunteers apply for a J1 or B2 visa and must show proof of medical insurance.

Canadian citizens are not required to have a visa to enter the U. S. provided they have documentation, such as a passport, that complies with the Western Hemisphere Travel Initiative (<http://www.getyouhome.gov>).

The process for entry into the United States can be involved and lengthy. Prospective volunteers should contact their local branch of the U.S. Embassy or Consulate to ensure they are current on all travel requirements. Volunteers are responsible for having documentation in place *prior to the start of their service* with California State Parks.

International volunteers wishing to serve as Hosts with California State Parks also are required to submit the following registration documents found in Appendices B, C, and D.

1. *State Parks Volunteer Application* (DPR 208H)
2. *VIPP International Volunteer Application*
3. Proof of valid driver license and driving record in good standing.
4. *Live Scan* fingerprinting services

Once accepted as hosts, international volunteers are managed using the same policies and procedures as for other hosts.

For current information related to international visitors/volunteers, refer to the U.S. Department of State's Visa Services website: <http://travel.state.gov/visa>, and the Canadian Border Services Agency: <http://www.cbsa.gc.ca>.



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## 1.2 HOST DUTIES AND RESPONSIBILITIES

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The primary role of a host is to provide park visitors with information, assistance and service. Duties include encouraging compliance with park rules and regulations and collecting fees when trained and authorized. Secondary duties may include staffing a visitor center, interpreting resources, performing light housekeeping and janitorial duties, maintaining facilities and performing simple repairs, removing litter, and selling wood and/or publications for a cooperating association.

Hosts must be available during times specified by the Host Coordinator. Outside jobs shall not interfere with the park's scheduling needs. Hosts shall not be away from the host site during the hosting commitment without the approval of the Host Coordinator.

Hosts should be observant at all times, reporting on infractions and providing informational, non-law enforcement advice to campers. Hosts shall not perform law enforcement duties. Any violations or emergencies observed by hosts or park visitors should be reported using appropriate methods of communication (calling 911, dispatch, contacting ranger staff, etc.)

As representatives of California State Parks, hosts are expected to:

- Wear the approved host uniform and maintain a neat appearance;
- Maintain a neat and orderly campsite at all times;
- Respond to requests for assistance in the park;
- Be available and responsive to visitor inquiries, providing correct information in a courteous and thoughtful manner; and
- Be available during scheduled duty hours (recommended 30 hours per week per site) to meet visitor and park operational needs.

Hosts are encouraged to participate in evaluating the Host Program.

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## 1.3 COMPLIANCE WITH PARK REGULATIONS AND LAWS

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Hosts shall comply with all park regulations and state, county, and city laws while residing in the park. Violation of any regulation or law may be grounds for immediate termination.

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## 1.4 STANDARDS OF CONDUCT

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Hosts are more visible and may have more contact with the public than many other volunteers; therefore, their behavior both on and off duty is subject to the highest standards.

Refer to the Host *Standards of Conduct* document in Appendix A.

## 1.5 HOURS OF SERVICE

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The Host Coordinator provides a schedule of duty hours for each host. This schedule will not preclude the need for the host to be available at his/her campsite to answer questions, assist visitors with vehicles, and report emergencies and/or problems. Camp Host hours accrue at a recommended rate of 30 hours per week worked in the volunteer capacity, unless otherwise determined by the VIPP Coordinator. Hours worked by spouses may be combined to meet the 200-hour pass requirement for earning the *VIPP Statewide Pass* (DPR 208E). If a host works additional hours in other volunteer capacities, those hours may be counted also.

### Rest Breaks

Hosts are allowed to take authorized breaks during times determined by the Host Coordinator. Consistent with Department policy, host breaks should not exceed 15 minutes during each four-hour period. Hosts are permitted to leave the work area during breaks.

### Smoking Breaks

It is the intent of the Department to provide a work atmosphere that is as free as is practicable of tobacco use and its undesired effects. This policy is applicable to all department facilities, vehicles, or other work areas controlled by the Department, whether leased or owned, including space in buildings shared with other agencies or businesses.

- “Smoking” means inhaling, exhaling, burning, or carrying a lighted cigarette, cigar or pipe.
- Smoking is prohibited in all state-owned or leased buildings. This prohibition shall apply to any area enclosed by the perimeter (outermost) walls of the building. Atriums, balconies, stairwells and other similar building features are to be considered “within a building.”
- Smoking is permitted in the host’s RV or trailer and within the host site. Other specific outside smoking areas shall be established and/or identified. Smoking shall not be permitted within



20 feet of doorways and ground-level air intake structures. “Smoke breaks” in lieu of regular breaks or rest periods may be granted during the work shift. Productivity must be maintained at appropriate levels.

- Smoking shall be prohibited in all state-owned vehicles and mobile equipment including passenger vehicles, light and heavy-duty trucks, cargo and passenger vans, buses and any other mobile equipment with an enclosed or enclosable driver/passenger compartment.

## **1.6 TRAVEL EXPENSE CLAIMS**

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The District Superintendent or designee must authorize reimbursement of host's travel-related expenses. Reimbursement limits for meals and lodging for hosts are the same as for paid employees.

Hosts may be reimbursed for travel expenses under the following conditions:

- The designated Department representative lists travel as a specific duty on the host's duty statement and pre-approves travel assignments;
- The host completes and has on file an approved Oath of Allegiance (STD 689);
- The host completes and submits an approved Travel Expense Claim (STD 262).  
Note: Use “paper” version of STD 262 instead of an electronic version from California Automated Travel Expense Reimbursement System (CalATERS).

## **1.7 HOME BASED OCCUPATIONS / COMMERCIAL ACTIVITIES**

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Home-based occupations and/or commercial activities by a host or other occupant of a host site must be approved in writing by the District Superintendent or designee prior to the start of activities.

Such activities shall comply with:

- Federal and state laws, including the California Code of Regulations;
- California State Park and Recreation Commission policies, local and county ordinances, local coastal plans, fire district regulations; and
- DAM Chapter 0200, Personnel, Section 0260.6 Incompatible Activities Policy.

The District Superintendent or designee may prohibit home-based occupations when the activity adversely:

- Compromises the integrity of a cultural resource area;
- Affects a sensitive resource management area; or
- Disturbs, endangers or interferes with park operations, park visitors, volunteers or neighbors.

Any home-based occupations or commercial ventures conducted at the host residence shall conform to the following regulations:

1. The business shall be carried on wholly indoors within the host's residence.
2. The business must be operated by a member of the household authorized to occupy the site.
3. There shall be no use of window displays or other advertising visible outside the premises to attract customers or clients. Business signs shall not be displayed on state park property or facilities.
4. Hosts shall not use the park mailing address or post office box for business purposes.
5. There shall not be the creation of noise, odors, smoke or other nuisances to a greater degree than normal for the campground in which the site is located.
6. The business shall not generate pedestrian or vehicular traffic, including deliveries.
7. There shall be no exterior storage of materials, supplies, products, tools or equipment.

## Chapter 2

## HOST SITE DESIGNATION, AMENITIES, AND OCCUPANCY

Housing policies for the Campground and Park Host Program are outlined in DOM Chapter 2200, *Department Housing*.

### 2.1 HOST SITE DESIGNATION

Camp Host sites should be located within the campground where the host can provide the best public service. The District or Sector Superintendent overseeing the park operation holds the discretion to decide the ideal number of host sites for each campground. Some campgrounds, due to their layout, may necessitate having more than one host site.



Host sites should be readily visible and within easy walking distance for park visitors. Approved park signage can enhance visibility. The site should be located near shower/restroom facilities, if no on-site sewer hook-up is available.

Host sites may be located in areas not visible to the public, when appropriate and approved by the District Superintendent or his/her designee.

### 2.2 AMENITIES

#### Basic Site Amenities

Each host site should offer the following basic items:

- Electrical and water hookup
- Sewer (either dump station nearby or sewer connection at the host site)
- Fire pit
- Picnic table

- Central telephone line (or pay telephone nearby)
- Storage shed (if approved by District Superintendent)

The host site should be fully ADA accessible.



### **Yards and Gardens**

Hosts shall maintain their belongings and grounds surrounding their site

in a condition that is attractive and safe. Personal property will be stored out of sight of the public or other residents, except as determined to be appropriate by the District Superintendent. Awnings, synthetic turf, and small amounts of outdoor furniture may be permitted outside the host's RV or trailer. Washer and dryer are permitted if built into the RV or trailer.

Hosts shall not conduct private residential activities, including gardening and personal-property storage, on or near the site. The Department also prohibits the following amenities:

- Clotheslines or ropes tied or nailed to trees
- Bird feeders
- Yard art, lawn ornaments, and wind chimes
- Excessive outdoor lighting
- Other items that distract from the park image

### **Pets**

For purposes of this policy, "pets" refers to dogs and cats. Animals that remain inside the host's residence in a cage, aquarium or other container will be allowed in most cases. No more than two animals may be permitted per host site. The District Superintendent may prohibit or restrict pets and/or other animals present in the host site or residence, under the following circumstances:

- Resource management concerns
- Site size concerns
- Host sites located in use areas where the pets could interact with or disturb the public or neighbors

Exceptions must be authorized in writing by the District Superintendent.

Pets permitted in host sites shall be legally subject to city, county, and California State Parks regulations (California Code of Regulation §4312, Dogs: Animals).

Hosts shall be responsible for picking up pet/animal waste and for damages to the host site, State or private property by the pets/animals.

Whenever the host must be away from his/her site for an extended period of time, arrangements must be made for the care of animals/pets at the host site. In advance of the planned absence, the host must provide his/her supervisor with the name and contact information of the person who will be responsible for the care and feeding of the animals/pets.

Refer to DOM Chapter 2200, Department Housing, Section 2206 (Appendix E)

### **Television Antennas and Satellite Dishes**

The Department permits antennas and satellite dishes, subject to the written approval of the District Superintendent and in compliance with the California Environmental Quality Act (CEQA) through the Department's Project Evaluation process. The Project Evaluation (DPR 183) application shall include a plot plan of the site area as well as the proposed location and dimensions of the antenna or satellite dish.

- a. Antennas or satellite dishes placed in areas subject to normal public use or vision must be:
  - i. Of a color that will not contrast with the surroundings.
  - ii. Fenced, planted or berm-constructed to screen the appearance and to prevent public contact with the antenna.
- b. Vegetation management shall not be undertaken to facilitate installation or improve signal reception.
- c. Antenna and satellite dish mounting must be entirely removed and the site returned to the original condition when the host vacates the site.

Refer to DOM Chapter 2200, Department Housing, Section 2205.4 (Appendix E)

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## **2.3 OCCUPANCY**

### **Duration of Occupancy**

Host assignments are temporary and not meant to provide semi-permanent homes for individuals in state park campgrounds. Hosts may serve a maximum of six (6) months annually in any single park unit. If no other qualified applicants are available, the District Superintendent may extend the time limit on a month-by-month basis, up to an additional two (2) months. The District Superintendent may establish a shorter period as a maximum.



### **Limits on Occupancy and Use**

Maximum occupancy of any site, including the host, his/her family members, children of any age, and visitors, shall be no more than eight persons at any time. Occupancy by any individual guest for more than seven consecutive days in any six-month period is prohibited and shall be considered breach of the service agreement, unless authorized in writing by the District Superintendent or his/her designee.

Vehicles shall be limited to one residential vehicle (trailer, motor coach or bus) and one additional motorized vehicle, as the parking area of the site allows.

The District Superintendent or his/her designee may approve use of tents by visitors to the host site for a maximum of 14 days.

### **Minimum Hour Commitment for Occupancy of Host Site**

The Department grants the host occupancy of a campsite as a condition of volunteering 30 hours (recommended) per week, per site, in the specified park.

At least one person residing in a host site must provide the minimum number of hours required for the host assignment.

### **Condition of Premises**

Hosts shall maintain and keep the premises clean and sanitary and in good repair. Upon vacating the host site, the host shall return the premises to a condition similar to that which existed at the start of occupancy, except for ordinary wear and tear.

At both the start and end of occupancy, the host and the District Superintendent or designee shall conduct conditions inspections and document, in writing, the condition of the site at the time of each inspection. The District Superintendent or designee should take photographs of the premises at the time of inspection and keep them on file with the host's registration documents.

The host will immediately notify the District Superintendent or designee of any defects or dangerous conditions in and about the premises once the host becomes aware of them.

The front door of the host's residential vehicle must be accessible to the public and free of obstructions and potential tripping hazards.

The host must remove **all** personal property when vacating the site.

### **Repairs and Alterations**

The host shall not make any repairs or alterations to the site except as provided by law or as authorized through the prior written consent of the District Superintendent.

### **Damage to the Premises**

The host shall reimburse the Department for the cost of any repairs to the premises damaged by host, household members, guests, or invitees through misuse or neglect.

In the event the premises are partially or totally damaged or destroyed by fire or other cause, the following shall apply:

1. In the event that the host, household members, guests, or invitees, in any way caused or contributed to the damage of the premises, the Department shall have the right to terminate the Volunteer Service Agreement at any time.
2. The host shall be responsible for all damage and repair costs.
3. The Department is not required to repair or replace host property unless the damage is caused by the Department.

Refer to DOM Chapter 2200, Department Housing, Section 2205.11 (Appendix E)



## Chapter 3

## RECRUITMENT AND REGISTRATION



### 3.1 HOST RECRUITMENT

#### Policy

The Host Program adheres to California State Parks policy of recruiting volunteers without regard to race, color, creed, ancestry, national origin, gender, marital status, sexual orientation, age, disability, religious or political affiliation. Use of host services that result in the layoff or reduction of hours of any existing state employee is not permitted.

The Host Coordinator should use the Department's website to recruit hosts by posting notice of immediate Camp Host openings or announcing that host selection has been completed for the year. The statewide Volunteers in Parks Program Coordinator can assist in making changes to a park unit's listing on the Department's web pages. To view current host listings, visit <http://www.parks.ca.gov/HostOpportunities>.

Proper screening, interviewing, and placement of hosts are essential to program success. Screen all applicants properly in order to assure that their impact is positive for the Host Coordinator, the park, and the public. Do **not** feel compelled to accept everyone who submits an application.

### **Qualifications**

Hosts must be over the age of 18 and physically able to carry out the assigned duties. Hosts must supply a suitable recreational vehicle or park trailer, described as a motor home, travel trailer, truck camper or camping trailer in good repair, subject to approval of the District Superintendent or their designee.

Refer to *California Health and Safety Code*, Section 18000 – 18014.5 for legal definitions of “park trailer,” “recreational vehicle,” “slide-in camper,” and “mobile home.”

### **Interview Process**

The objective of the interview process is to identify the most qualified person to fill a position. The interviewer must plan very carefully to conduct an interview that elicits the information needed to judge each candidate’s qualifications for specific assignments. Appendix D contains step-by-step procedures to better ensure a successful interview process.

### **Personal Reference Checks**

The Host Coordinator should require personal references and check them thoroughly.

### **Assignment of Hosts**

The Host Coordinator assigns the host to a particular location based on information gathered during the screening process. Placement is done with the consensus of both the host and the Host Coordinator’s supervisor. Individuals selected to serve as hosts do so as volunteers of the Department and shall not be hired as paid staff.

### **Assignment of Designated Host Site**

The Host Coordinator assigns a campsite for the host’s residential use while the host actively provides volunteer services. Host occupancy of the site shall be a required condition of volunteer service and the site must be the host’s primary residence during the service period. Host duties must have a clear operational connection to the host site.

The District Superintendent or their designee may approve occupancy of a host site by department staff, but staff shall be subject to the same lease requirements as any other paid staff residing in state housing.

### **Notification of Unsuccessful Applicants**

Inform prospects who were not selected for a host position either in writing or by telephone. If possible and appropriate, find another volunteer opportunity for the applicant to consider.

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## 3.2 HOST REGISTRATION

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### Required Registration Documents (Refer to Appendix A through C for sample forms)

- State Park Volunteer Application (DPR 208H)
- Volunteer Service Agreement (DPR 208)
- Host Duty Statement
- Volunteer Confidential Information (DPR 208D)
- Essential Functions Health Questionnaire (STD 910)
- Pre-Employment Arrest/ Conviction Disclosure Statement (DPR 883)
- Request for LIVE SCAN Service (BCII 8016)
- Government Agency Request for Driver License/Identification Card Information (INF 254)
- Authorization to Use Privately Owned Vehicle on State Business (STD 261)
- State Property Equipment Issue Record (DPR 175)
- Basic Driver Performance Test (DPR 347)
- Equipment Operators Qualification Card (DPR 161)
- Visual Media Consent (DPR 993)

The Host Coordinator shall not sign the Volunteer Service Agreement until the health and background checks are complete.

Electronic copies of forms are located on the Department share drive, with two exceptions. Request for LIVE SCAN Service (BCII 8016) and Government Agency Request for Driver License/Identification Card Information (INF 254), are available from the statewide Volunteers in Parks Program Coordinator.

### Vehicle Registration

Hosts using vehicles registered outside California are required to register the vehicle in California if the vehicle is located or operated in California for a greater amount of time than in any other individual state during the host's service period (California Vehicle Code §4000.4b – Appendix E). For example, if a host's motor home has an Idaho registration that begins January 1 and expires December 31 and the vehicle will be used for more than six months in California, the vehicle must be registered in California.

Refer to *Volunteers in Parks Program Guidelines* and DOM Chapter 0900, *Interpretation and Education*.

### Processing Confidential Information

Confidential information is data such as a person's social security number, date of birth, driver's license or identification number, phone number, address, physical description, education, medical or other similar information that is sensitive in nature.

Personal information collected by the Department from volunteer applicants is subject to both the *Information Practices Act* and the *Public Records Act*. In general, personal information is considered confidential and should be protected to the same extent as similar information contained in Department personnel records for employees and job applicants, unless disclosure or other handling is required by the applicable laws.

Forms with volunteer confidential information should be forwarded to and retained by the designated Division/District/Sector personnel officer. Only staff that normally has access to employee personnel files should be given access to a volunteer's confidential information. However, a Host Coordinator employee who does not normally have access to personnel files may have access to confidential information to the extent necessary to perform his or her duties. The District Superintendent shall determine the appropriate level of access to extend to the Host Coordinator.

Address any questions about disclosure, including *Public Records Act* requests, to the Legal Office.

## Chapter 4

## ORIENTATION, TRAINING, AND EVALUATION

### 4.1 CREATING A POSITIVE WORK ENVIRONMENT

A positive work environment helps create a feeling of cooperation and mutual respect between hosts and staff.

Create and maintain an excellent working environment by:

- checking in frequently with hosts;
- acknowledging their input;
- responding to their requests;
- being friendly and greeting them by name;
- thanking them often – and most importantly,
- treating them with respect.

Each host should be made to feel comfortable and aware of any written and unwritten “ground rules” in effect.

### 4.2 HOST ORIENTATION

Proper orientation helps hosts feel welcome and gain the most from their volunteer experience. Orientation is distinct from training and should not be used to teach skills or provide hosts the depth of knowledge they may need to do their jobs.

Orientation of a new host is made easier for the Host Coordinator when a “formal” orientation session is held. The “where,” “what,” “when,” “why,” and “with whom” of the host’s assignment must be covered, as well as letting the host know where to go for help.



**The Host Coordinator should use the orientation to:**

- Introduce California State Parks and its mission;
- Welcome and introduce hosts to park staff and co-workers;
- Outline host standards of conduct; and
- Inform hosts of liability protection and injury compensation provided under the Volunteers in Parks Program.

**The Host Coordinator will be responsible for providing orientation on the following policies and procedures:**

- Park and local area orientation
- Park rules and regulations, local laws, park policies
- Park operations, host duties, cash-handling procedures
- Safety training and risk management
- Visitor accessibility, and accessible features and facilities of the park
- How to deal with emergencies
- How to deal with difficult people
- Sexual harassment, discrimination
- Incompatible activities
- Use of state vehicles and property
- Use of 2-way radio

The Host Coordinator should have the host complete the orientation checklist. Keep with the host's file. (A sample checklist is found in Appendix D.)

### **4.3 HOST TRAINING**

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Training is an integral part of an active host program. Training includes initial onsite instruction to teach hosts their assignments as well as periodic refresher training to increase the host's overall effectiveness. Time devoted to training is time well invested, providing not only greater program efficiency but also increasing job satisfaction among hosts.

When planning Host Training, consider the following:

- Be as precise as possible in identifying the skills and knowledge the host must learn or have refreshed;
- Be as job-specific as possible;
- Draw on the skills and experiences of the host;
- Be realistic about what can be accomplished in the training session;
- Involve experienced staff and other volunteers; and
- Look for opportunities to train hosts and staff together.

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## 4.4 HOST PERFORMANCE EVALUATION

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Hosts benefit from knowing when performance of their duties is successful or needs improvement. The Host Coordinator should evaluate hosts both to uncover problems and to reward accomplishments. Hosts, in turn, are encouraged to participate in evaluating the Host Program.

The following policies apply to formal evaluation of hosts:

- Each District Superintendent shall develop a plan for evaluating hosts based upon the Performance Evaluation in the Volunteers in Parks Program Guidelines.
- The Host Coordinator shall formally evaluate each host at least once during the assignment, as noted on the Volunteer Service Agreement (DPR 208, Appendix B), using the volunteer's duty statement as criteria.

Department staff should make every attempt to correct/address performance deficiencies when appropriate.

For policies related to evaluation of hosts engaged in interpretive programs, refer to DOM Chapter 0900, Section 0900.3.8.1, Interpretive Presenters Evaluation and Section 0900.3.9, School Group Program Evaluation.

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## 4.5 SEPARATING HOSTS

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The Host Coordinator shall indicate the separation date on the host's Volunteer Service Agreement (DPR 208), specifying the host's standing and whether review of the host's file is necessary prior to reinstatement.

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## 4.6 TERMINATING HOSTS

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Either the Department or the host may terminate the Volunteer Service Agreement at any time and without cause.

The Department may terminate a host for the following reasons:

- Failure to fulfill hour commitments;
- Failure to comply with Department policies and the host agreement;
- Violating park rules and regulations, other laws, and Department policies; and/or
- Unwillingness or inability to perform duties or be a positive Department representative.

### Exit Interview

Conducting an exit interview along with a performance evaluation at the conclusion of the host's assignment is recommended Department procedure.

Refer to the sample VIPP *Exit Interview* form found in Appendix D.



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## CHAPTER 5

# MOTIVATION AND RECOGNITION

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### 5.1 MOTIVATING HOSTS

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Meaningful recognition is a vital element for retaining valuable hosts; recognition helps ensure quality programs while reducing the need for ongoing recruitment and training. There are many ways to motivate hosts in addition to the Departmental awards and passes discussed later in this chapter. The following is a partial list of actions to incorporate into a Host Program:

- Give constructive feedback to hosts about their work—both formally in a scheduled meeting and informally on a regular on-the-job basis.
- Provide opportunities for your hosts to give feedback about the park and the VIP program. Solicit a host's ideas by using a suggestion box, and follow their advice where appropriate. These practices foster two-way communication.
- Have an open-door policy with hosts. Invite them to drop by and chat, air concerns, or discuss their work.
- Give hosts opportunities for increased responsibilities (in other words, promotional or advancement opportunities within the park).
- Invite hosts to staff meetings, and encourage them to participate.
- Recognize hosts through formal events. Have an annual Volunteer Day (perhaps during National Volunteer Week in April) to formally recognize hosts and other volunteers, or schedule formal get-togethers such as banquets, parties, picnics, etc.
- Invite hosts to lunch, or have a sack lunch day for all park staff and volunteers.

- Let staff know when hosts are providing an important and valuable service.
- Look for secondary motivations (the host's personal agenda), and acknowledge them by providing opportunities to socialize, train for leadership, gain a sense of achievement, etc.
- Grant special privileges to hosts, such as behind-the-scenes tours, special "invitation only" events, and/or open access to libraries.
- Communicate often that individual and group volunteer efforts are vital.
- Recognize hosts informally, on a daily basis. Examples: a thank-you after a difficult day, a birthday card, a smile, etc.
- Include a story in the Department newsletter, News & Views, or a local newspaper, telling of a host's impact on people or programs.
- Recognize paid staff who works with hosts. A recognition system for staff who manages hosts will do much to maintain good relations between staff and volunteers.
- Make a CD or video of a host: show the host at the worksite; record testimony from paid staff and other volunteers; write and perform a poem or a song. Make the CD or video both serious and fun—a memento the host can cherish for years to come.

## 5.2 COMPLIMENTARY PARK PASSES

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There are two types of complimentary park passes for active hosts in the Volunteers in Parks Program: the *VIPP District Pass* (DPR 208F) and the *VIPP Statewide Pass* (DPR 208E). In order to receive VIPP benefits such as park passes, the host must serve a minimum number of hours, as determined by the district.

### **VIPP District Passes (DPR 208F)**

The annual District Pass may be made available at the district level to all volunteers, including hosts, who meet the minimum work requirements for maintaining active volunteer status, as established by the District Superintendent. The pass allows free day-use access to all of the district's state park units for the current calendar year.

### **VIPP Statewide Pass (DPR 208E)**

For hosts who volunteer at least 200 hours in one calendar year, a Statewide Pass is available both as a way to thank them for their work and to encourage their further exploration of the State Park System. The annual Statewide Pass is valid for one calendar year; service time cannot be accrued over different years. The pass allows hosts day-use access to all state park units, with the exception of Hearst Castle or other units as determined by park management.

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## 5.3 ORDERING, PROCESSING, AND ISSUING VIPP PASSES

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### Ordering VIPP Passes

VIPP passes are accountable documents that require documentation of each pass distributed. VIPP passes are ordered by and issued to the person in the district responsible for accountable documents. For auditing purposes, the District VIPP Coordinator shall maintain a list of volunteers who are issued VIPP passes using the *Record of Passes Issued* (DPR 308A). For passes ordered but not used, Departmental Notice 96-26 specifies the required procedures for end-of-the year accounting and disposal.

To order passes, send a completed and signed *Accountable Documents Requisition* (DPR 145) to the statewide VIPP Coordinator in the Interpretation and Education Division. Passes may be ordered at any time during the year, but ideally, they should be requested in early December to have them ready for hosts by January.

**Refer to Appendix B for sample forms.**

### Issuing District and Statewide Passes to Hosts

Before issuing a pass to a host, the designated Department representative must type or legibly print the host's name on the pass. If the pass is mailed to the host, it is a good practice to enclose a brief, personal note expressing the Department's appreciation for the host's efforts.

### Issuing 200-Hour Passes during Current Mid-Year

Once a host/couple has worked 200 or more qualifying hours in a calendar year, they may be issued a Statewide Pass. Only one 200-hour Statewide Pass may be issued per calendar year even if the host/couple's total hours worked for the year exceeds 200 hours. If the 200 hours is accrued at the end of the current calendar year, the host/couple will be issued a 200-hour Statewide Pass effective January of the following year.

### Host Use of District and Statewide Passes

District and Statewide Passes are non-transferable. When a host presents his or her pass upon entering any state park unit, a valid form of identification should also be shown to the kiosk attendant. In those state park units with unstaffed kiosks or "iron rangers," the pass should be displayed in plain view on the vehicle's dashboard. In this situation it is not necessary to display an ID on the dashboard or to leave it at the kiosk.

## **5.4 DEPARTMENT RECOGNITION AWARDS (CHART)**

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### **District and Unit Awards**

District Superintendents are encouraged to develop formal district and park unit volunteer award programs. Categories of unit and district awards can be created, and certificates or awards designed, to recognize individual and team efforts of varying degrees of significance.

### **Department Awards**

Two Department awards are available: the Poppy Award and the Volunteer Medallion. Please use DPR forms 208I and 208J to submit nominations to the statewide VIPP Coordinator.

In addition, the Director's Special Commendation (DPR 967A) may be used to recognize exceptional and outstanding accomplishments by government agencies, organizations or businesses that further the mission, goals, and values of California State Parks.

See Department Recognition Awards Chart on following page.

## 5.4 AWARDS AND HONORS

The Department has several awards available for recognizing volunteers and the valuable services they perform. Award Nomination forms are found in Appendix B.

Award Title:	POPPY AWARD	VOLUNTEER MEDALLION for SUPERIOR ACHIEVEMENT	DIRECTOR'S SPECIAL COMMENDATION	UNIVERSAL ACCESS AWARD	DISTRICT & UNIT AWARDS
<b>Eligibility</b>	All Department Volunteers	All Department volunteers or teams of volunteers	All Department employees and teams (include names of all members). Also can be presented to other governmental agencies, organizations, or businesses that made outstanding contributions to the Dept. mission.	Department employees, teams, volunteers. Also Department partners such as non-profit organizations, and concessions	Department volunteers or teams of volunteers
<b>Nomination</b>	Any Department employee	Any Department employee or volunteer.	Submit the nomination using Director's Special Commendation Award Nomination (DPR 967A) to the Department Recognition Coordinator. All nominations are confidential.	Any Department employee. Submit nominations to the Department's Human Rights Office	Any Department employee or volunteer.

Award Title:	POPPY AWARD	VOLUNTEER MEDALLION for SUPERIOR ACHIEVEMENT	DIRECTOR'S SPECIAL COMMENDATION	UNIVERSAL ACCESS AWARD	DISTRICT & UNIT AWARDS
<p><b>Criteria</b></p> <p>Any individual volunteer who contributes significantly to the betterment of California State Parks.</p>	<p>Significant contribution toward the mission and goals of the Department and worthy of recognition by the California State Parks Director. Generally, volunteer efforts should be recognized first at district/division/section level or with Poppy Award, prior to nomination for the Medallion.</p>	<p>An individual or a team that makes a significant contribution toward accomplishment of the mission and goals of the Department. Efforts recognized by this certificate stand far above the norm, be substantial in impact, and worthy of recognition at the director's level.</p>	<p>1. Outstanding achievements completed within the last two years, which benefit people with disabilities and increase opportunities for universal access. 2. Reflects the mission &amp; goals of the Self-Evaluation &amp; Transition Plans for Accessibility, and follows the CSP Accessibility Guidelines.</p>	<p>Districts are encouraged to develop personalized district and/or park unit awards to honor individual and team efforts.</p>	<p>Nominator prepares application form for review and recommendation by the District Volunteer Coordinator, Superintendent, and approval by the Volunteer Programs Coordinator.</p>
<p><b>Selection</b></p>	<p>Nominator prepares application to be reviewed by the District Volunteer Coordinator and signed by the District Superintendent. District Volunteer Coordinator forwards the nomination to the statewide Volunteer Programs Coordinator.</p>	<p>Review board called as needed by chair of recognition committee comprised of appropriate division chief, or statewide recognition committee may recommend that the director's annual award nomination(s) be alternately considered for this recognition.</p>	<p>Nominations are reviewed by California State Parks' Disabled Advisory Committee, Managers of the Human Rights Office, and the Accessibility Section. Concurrence by the Director of California State Parks.</p>	<p>Nominator prepares application form for review and recommendation by the District Volunteer Coordinator, Superintendent, and approval by the Volunteer Programs Coordinator.</p>	

Award Title:	POPPY AWARD	VOLUNTEER MEDALLION for SUPERIOR ACHIEVEMENT	DIRECTOR'S SPECIAL COMMENDATION	UNIVERSAL ACCESS AWARD	DISTRICT & UNIT AWARDS
<b>Description</b>	An 8-1/2"x11" certificate with gold embossed lettering and pale orange poppies. Include the volunteer's name, a short description of their contributions, and a signature block for the District/Sector Superintendent or Division Chief.	A personalized certificate signed by the Director and two brass medallions are encased in a matted frame.	Framed certificate	Certificate and Blue Wave style clear crystal award.	Parchment certificate designed by district or unit staff and signed by the District or Sector Superintendent.
<b>Presentation</b>	Framed and matted, matted alone or placed inside a presentation folder.	This award is presented by the Deputy Director for Park Operations or other Deputy Director or Superintendent, as appropriate.	This award is presented by the Director, Deputy Director for Park Operations or other Deputy Director, as appropriate.	The award is presented by the Director of California State Parks in the work location of the recipient(s).	Framed and matted, matted alone or placed inside a presentation folder.
<b>Processing Time</b>	Please allow at least 2-weeks' lead time to process Poppy Award.	Please allow at least 3-weeks' lead time to process the Volunteer Medallion.	Nominations can be submitted at any time during the year.	Nominations are accepted in May and June, and the final award is typically presented in October to coincide with National Disability Awareness Month.	Specified by the District Volunteer Coordinator or Superintendent.



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## CHAPTER 6

# UNIFORMS AND ACCESSORIES

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As representatives of the Department, hosts are responsible for presenting a favorable image to visitors. The diversity of duties performed by volunteers and the variety of geographic locations and weather conditions do not allow for a single style of authorized uniform to be worn. All styles of uniform worn by hosts, however, should clearly identify hosts as official DPR representatives.

Districts are encouraged to develop district-wide dress codes that will guide hosts in selecting and wearing clothing that is appropriate, clean and in good repair. Hosts should refrain from wearing host apparel while off duty or outside the park. The District Superintendent may authorize the wearing or display of specially designed individual park unit patches, name badges and hour bars for use by hosts. Hosts may not wear the standard DPR uniform. Ranger Stetsons or badges (or facsimiles), and several officially sanctioned departmental insignia and uniform accessories are available for wear when approved by the District Superintendent. For information about the availability and cost of these uniform items, contact the VIPP Coordinator.

### 6.1 VOLUNTEER PATCH

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The volunteer patch is available from the District VIP Program Coordinator. The patch is similar in design to the official California State Parks uniform shoulder patch, with the addition of the word "VOLUNTEER" at the bottom of the patch. It is preferable for patches to be sewn centered and 3/4-inch below the shoulder seam on both sleeves. If only one volunteer patch is to be worn, it should be worn on the left sleeve.

For sleeveless vests, the patch should be sewn on the left breast pocket (or in the approximate area of the garment where a breast pocket would normally be located.) The District Superintendent must approve other locations for the patch.



## 6.2 VOLUNTEER NAME BADGE

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An official plastic name badge is available from DPR Headquarters. Hosts are encouraged to wear a name badge while on duty.



## 6.3 CAMP HOST CAPS AND VISORS

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VIPP visors and baseball-style caps are available for purchase through Parks Online Store and may be worn as uniform items. They are made of khaki-colored canvas and are embroidered with the Department logo and the word “Volunteer” or “Host.”



## 6.4 OPTIONAL UNIFORM ATTIRE (SUPPLIED BY DISTRICT OR PURCHASED BY HOST)

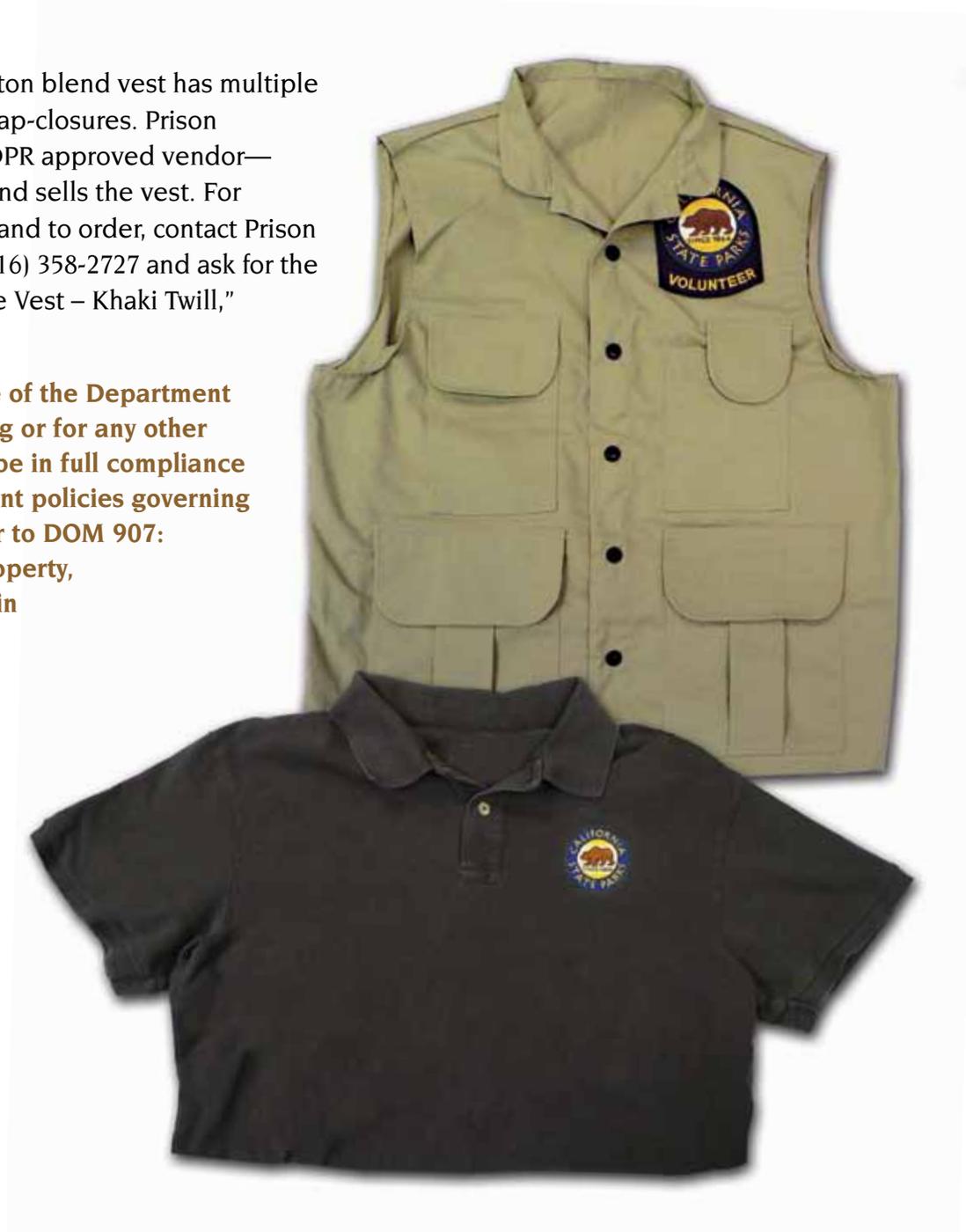
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The Department does not have standard uniform clothing for volunteers. Many park units choose to use a multi-purpose khaki-colored vest and/or a standard polo shirt, either of which may be embroidered or silk-screened with the Department logo.

Polo shirts may be purchased from a variety of vendors, provided the vendor has an approved license agreement with the Department. A list of approved vendors is available on the Department intranet: <http://isearch.parks.ca.gov/fssdb/>.

The poly-cotton blend vest has multiple pockets and snap-closures. Prison Industries—a DPR approved vendor—manufactures and sells the vest. For current pricing and to order, contact Prison Industries at (916) 358-2727 and ask for the “Fish and Game Vest – Khaki Twill,” order #4887.

**Important: Use of the Department logo on clothing or for any other purpose must be in full compliance with Department policies governing logo use (Refer to DOM 907: Intellectual Property, section 907.8, in Appendix E.)**





## CHAPTER 7

## WORKER'S COMPENSATION INSURANCE AND TORT LIABILITY

No work is so important that it should be undertaken in an unsafe manner that may result in injury. Besides the obvious pain and lost work time, such incidents can result in costly workers' compensation claims. Further, unsafe actions of a volunteer which result in injuries to another volunteer or to a park visitor can result in tort claims filed against the volunteer and the Department. Understanding California State Parks' workers' compensation and tort liability policies is important to proper management of a volunteer program.

### 7.1 WORKER'S COMPENSATION INSURANCE

Workers' compensation insurance is State-mandated compensation provided by employers to their employees for physical injuries and other medically related disabilities occurring within the course and scope of employees' duties. Although hosts are not considered state employees, the Department covers hosts under the workers' compensation insurance program if the host is properly registered as a long-term Department volunteer.

### 7.2 TORT LIABILITY COVERAGE

Tort liability, as applied to volunteer management, is generally defined as an action by a short- or long-term volunteer, including Camp and Park Hosts, which results in personal injury to another person or damage to the property of another.

For example, if a host, while performing officially assigned duties, accidentally leaves a shovel in a trail and a visitor subsequently trips over the shovel and breaks his leg, a lawsuit that the injured party brings against the host may be defended and covered by the Department.

The Department's obligations regarding injury to a person or damage to property caused by the negligent or intentional acts or omissions of hosts will be determined on a case-by-case basis. In some cases, depending upon the circumstances of each particular situation, the Department may be liable for the actions of a host acting within the scope of his or her assigned duties.

### 7.3 LIABILITY QUESTIONS

Specific questions regarding volunteer workers' compensation and tort liability issues that cannot be answered by district administrative staff should be directed to the Legal or Personnel Office.



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## CHAPTER 8

# RISK MANAGEMENT

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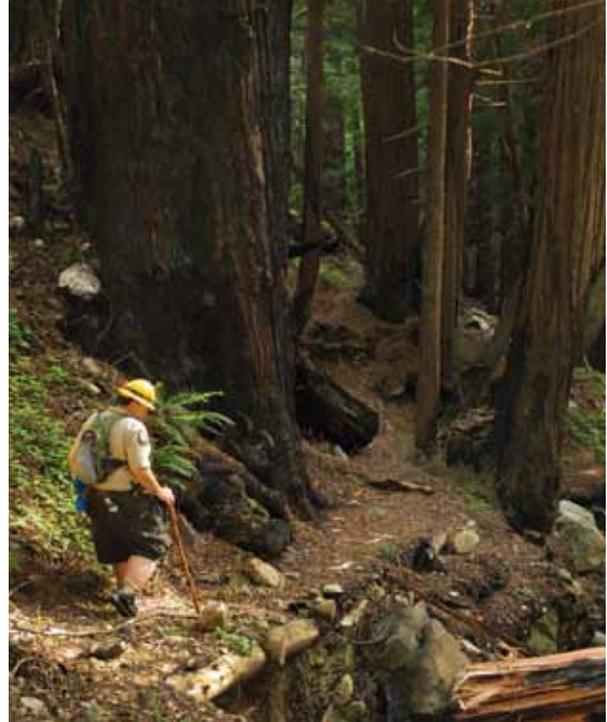
### 8.1 POLICIES

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Risk management imposes constraints on certain types of volunteer assignments. While hosts must observe the same safety precautions as employees, the Department shall not permit any use of hosts in jobs considered hazardous for state employees (such as fire-fighting).

The following risk management policies shall apply to hosts:

- Hosts shall not perform physical law enforcement activities, nor shall they be assigned to duties that place them in life threatening situations, such as fire fighting, even as observers.
- With the exception of their assigned duties, hosts shall not be given duties they do not feel comfortable completing, or do not willingly agree to perform.
- In accordance with DOM Chapter 1100, *Emergency Medical Services*, the District Superintendent shall determine if hosts will be given Emergency Medical Services (EMS) training, and at what levels.



### 8.2 STRATEGIES

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The reduction of on-the-job accident-related injuries to hosts is the responsibility of all Department employees and volunteers. The following risk management strategies should be incorporated into a host program:

- **Proper supervision:** Both a legal requirement and a good management tool, effective supervision helps ensure the host program continues to serve the Department's mission.
- **Ongoing training:** Initial and ongoing training is mandatory to help ensure hosts are familiar with safe work practices. Additionally, advanced training must be completed and records maintained, for volunteers involved in more specialized or potentially hazardous work, such as operating power tools.

- **Sign-in procedures:** Provide adequate documentation as to when hosts are on duty in park locations other than the campground.
- **Safety equipment:** Provide suitable safety equipment for the host and require proper use.
- **Ongoing analysis:** Investigate all accidents and injuries to determine what factors, conditions or practices contributed to the incidents. Proper and timely actions must be taken to prevent or reduce the risk of reoccurrence.

Refer to DAM 1200: Employee Safety for additional safety-related policies.

### 8.3 PROCEDURES FOR REPORTING ACCIDENTS

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Use the *Accident Report (Other than Motor Vehicle)* (STD 268 – Appendix C) to report all accidents and injuries within 48 hours of the incident. Thoroughly investigate and describe the circumstances surrounding the accident, including injured party information, property damage/loss information, and witness information.

The designated Department personnel officer shall submit the original document, including photos or diagrams, to:

**Office of the Attorney General, Tort Unit,  
P. O. Box 944255  
Sacramento, CA 94244-2550**

Submit one copy to:

**Office of Risk and Insurance Management (ORIM)  
707 Third Street, First Floor  
West Sacramento, CA 95605**

Retain one copy for Department records. *The Accident Report (Other than Motor Vehicle)* (STD 268) is a confidential document, and under no circumstances should information be given to anyone except authorized State of California officials.

Refer to Chapter 9, “*Use of Firearms, Vehicles, Equipment, Personal Resources,*” regarding procedures for reporting accidents involving motor vehicles.

### 8.4 NATURAL DISASTERS

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In parks with potential hazardous conditions such as fire, flood, road washout, isolation due to high tides, etc., the host shall monitor environmental conditions carefully. If a state park ranger perceives a potential threat to life and/or property, the host shall comply with evacuation orders immediately. Park personnel shall make every effort to accommodate an evacuated host at an alternate state park location.

## CHAPTER 9

# USE OF FIREARMS, VEHICLES, EQUIPMENT AND PERSONAL RESOURCES

### 9.1 FIREARMS/AMMUNITION

Hosts, including those who possess a concealed weapons permit, are not authorized to handle contemporary firearms and/or ammunition during their assignment.

### 9.2 STATE EQUIPMENT AND VEHICLES

#### Vehicles

Certain host duties require use of state equipment or motor vehicles, or use of private motor vehicles on state business. Prior to a host operating a state or private motor vehicle on official state business, the Host Coordinator must:



- Verify that the host is at least 18 years old and has a valid driver's license.
- For California residents, conduct a driving record check through the California Department of Motor Vehicles. Use the *Government Agency Request for Driver License/Identification Record Information* (INF 254 – Appendix C).
- Out-of-state residents and international volunteers follow procedures for seasonal employees: a copy of the volunteer's Driver Record from his/her home jurisdiction is required each year to ensure the employee/volunteer's driving record and license are valid and in good standing. (Refer to DAM 1260 and 1265.1 in Appendix E).
- Complete and submit *Authorization to Use Privately Owned Vehicles on State Business* (STD 261 – Appendix C).
- Instruct each host on proper vehicle operation, maintenance, and safety, including seat belt use and accident reporting requirements.
- Administer a driver's test and complete *Basic Driver's Performance Test*, (DPR 347), which a host must pass for each type of vehicle to be operated.

- Require each host to maintain a current *Equipment Operators Qualification Card* (DPR 161) for any vehicle or special equipment (chainsaws, power tools, tire-changing equipment, etc.) to be operated.
- Prohibit a host from operating law enforcement or emergency vehicles unless the vehicle is clearly marked “out of service.”

Refer to DAM Chapter 1200, (Appendix E) *Employee Safety, §1265, Vehicle Operation Policies and Procedures*, for Department policy regarding review of host driving records as part of the screening process.

### **Equipment - Radios and Cell Phones**

Hosts using Department-assigned communications equipment, including radios and/or cell phones, must be trained in proper use and operational guidelines found in *DPR Public Safety Radio System Users' Handbook* available from the Department's Warehouse.

## **9.3 PERSONAL RESOURCES**

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### **Private Vehicles**

Hosts using private vehicles, such as automobiles, motor homes, trailers, etc., are expected to have such vehicles properly registered and insured for use in California. Private-vehicle use is governed by the same policy guidelines as for state vehicles (see section 9.2 above, and Chapter 3, section 3.2 “Host Registration”).

### **Personal Property**

Hosts are discouraged from using personal property or equipment while conducting state business. Should any personal property such as vehicles, computers, binoculars, cameras, flashlights, and bicycles, be lost, damaged or stolen while being used on state business, the State cannot be held liable.

Hosts shall not borrow state equipment for personal use. Such unauthorized use of state-owned equipment may result in the host's termination.

### **Personal Funds**

Hosts are discouraged from using personal funds for conducting state business, and are responsible for any personal costs incurred while serving as a host.

## CHAPTER 10

**FUNDING SOURCES FOR THE HOST PROGRAM**

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**10.1 VOLUNTEER ENHANCEMENT PROGRAM**

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The Volunteer Enhancement Program (VEP) has been an invaluable source of financial support for minor capital outlay projects to enhance the Department's volunteer programs and expand interpretive and educational opportunities within state parks. With dedicated funding from the sale of general obligation bonds such as Proposition 84, VEP funds may be used for installing or upgrading camp or park host sites, restoration and rehabilitation of visitor-serving facilities within the State Park System, and interpretation of its cultural and natural resources.

When bond funds are available, the VEP Coordinator in the Interpretation and Education Division will access the Park Infrastructure Database (PID) to review projects for eligibility. The district must enter all projects that need funding into PID in order to be considered. Each district has a VEP Coordinator to disseminate VEP information to the district. VEP Coordinators also monitor, track and report VEP expenditures to the Interpretation and Education Division. Depending on district needs, the VEP Coordinator's role can be assigned to the Administrative Officer, Maintenance Chief, Interpretive Specialist, VIPP Coordinator, or another position.

**10.2 COOPERATING ASSOCIATIONS**

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Cooperating associations are federally recognized nonprofit corporations established to provide financial aid for the interpretive and educational activities of the state park unit(s) for which they were formed. Cooperating associations provide vital support to volunteer programs by funding a variety of items such as interpretive aids/materials, costumes, and equipment. Many associations also provide funding/support for training, special events and interpretive programs.

**10.3 CALIFORNIA STATE PARKS FOUNDATION**

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California State Parks Foundation (CSPF) supports and raises funds for a wide range of capital projects, environmental education and natural and cultural resource protection grants. Collaborative funding supports annual projects such as Earth Day Restoration and Cleanup. The Park Champions Program is a pilot program for CSPF volunteers interested in quarterly work days in selected state parks. CSPF also supports state park programs such as Junior Rangers, Junior Lifeguards, Litter-Getters, and FamCamp.



Capital projects include wetlands restoration at Candlestick Point SRA; restoration of the historic lighthouse at Pigeon Point Light Station SHP, and the restoration of Vikingsholm at Emerald Bay SP.

#### **10.4 RANGER LANE VOLUNTEER FUND**

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The California State Parks Foundation administers the Ranger Lane Volunteer Fund, which specifically supports state park projects and programs that involve the efforts of volunteers. State park staff, volunteers and cooperating associations can apply with the approval of the District Superintendent. Projects must benefit the Department's volunteer programs.

To apply for a grant from the Ranger Lane Volunteer Fund, prospective grantees submit an on-line application within specified deadlines. The application, schedule of deadlines, and other relevant information are found on the California State Parks Foundation website: <http://www.calparks.org/programs/competitive-grant/>.

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## **APPENDIX A GENERAL INFORMATION**

A State Park System is Born  
 Camp Host Duty Statement  
 Host Standards of Conduct  
 Tax Benefits of Volunteering

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## **APPENDIX B DEPARTMENTAL (DPR) FORMS**

DPR 139 Supply Order  
 DPR 145 Accountable Documents Requisition  
 DPR 161 Equipment Operator Qualification Card  
     (Order from DPR Warehouse using DPR 139)  
 DPR 175 Employee State Property/Equipment Issue Record  
 DPR 183 Project Evaluation (PEF)  
 DPR 208 Volunteer Service Agreement  
 DPR 208D Volunteer Confidential Information  
 DPR 208E Volunteers in Parks - Statewide Pass  
     (Order from DPR Warehouse using DPR 145)  
 DPR 208F Volunteers in Parks – District Pass  
     (Order from DPR Warehouse using DPR 145)  
 DPR 208H State Parks Volunteer Application  
 DPR 208I Volunteer Medallion Nomination  
 DPR 208J Poppy Award Nomination  
 DPR 208K Volunteer Service Agreement Checklist  
 DPR 308A Record of Passes Issued  
 DPR 593 Use of Criminal Justice Information  
 DPR 615 Employee's/Volunteer's Notice of Pre-Designated Physician  
 DPR 883 Pre-Employment Arrest/Conviction Disclosure Statement  
 DPR 954 Self Identification and Certification  
 DPR 967A Director's Special Commendation  
 DPR 993 Visual Media Consent Form  
 DPR Universal Access Award Information  
 DPR Universal Access Award Nomination

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## **APPENDIX C STANDARD (STATE) FORMS**

STD 204 Payee Data Record (with Supplemental Form DPR 88)  
 STD 261 Authorization to Use a Privately Owned Vehicle on State Business  
 STD 262A Travel Expense Claim  
 STD 268 Accident Report (Other than Motor Vehicle)  
 STD 270 Vehicle Accident Report  
 STD 689 Oath of Allegiance

- STD 910 Essential Functions Health Questionnaire
- INF 254 Government Agency Request for Drivers License Information
- BCII 8016 Request for Live Scan Service

## **APPENDIX D VOLUNTEERS IN PARKS PROGRAM (VIPP) FORMS**

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- VIPP Annual Program Activity Report
- VIPP Interview Procedure
- VIPP Orientation Checklist
- VIPP Performance Evaluation
- VIPP Exit Interview
- VIPP Poppy Award and Volunteer Medallion (Sample Language)
- VIPP International Volunteers Application

## **APPENDIX E LEGAL/ADMINISTRATIVE REFERENCES AND DEPARTMENT POLICIES**

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### **State Laws**

- California Government Code §3110 through 3119.5:  
*California State Government Volunteers Act*
- California Labor Code §1720.4:  
*Public Works*
- California Vehicle Code §4000.4:  
*Registration Required: Primary Use*
- California Vehicle Code §17150, §17151:  
*Liability of Private Owners*
- State Administrative Manual (SAM) §2420:  
*Motor Vehicle Liability Self-Insurance Program*
- State Administrative Manual (SAM) §2455:  
*Motor Vehicle Accident Reporting and Investigation*

### **Department Policies**

- Department Administrative Manual (DAM) 0215.3:  
*Employment/Pre-Employment Criminal History Checks*
- Department Administrative Manual (DAM) 0250.10:  
*Nepotism Policy*
- Department Administrative Manual (DAM) §1260:  
*Employee Vehicle Accident Prevention*
- Department Administrative Manual (DAM) §1265:  
*Vehicle Operation Policies and Procedures*
- Departmental Notice 96-26:  
*Receipts, Tickets and Passes Accountability*

Departmental Notice 97-42:

*Complimentary Passes*

Departmental Notice 2002-08:

*Equal Employment Opportunity Policy*

Department Operations Manual (DOM) 0907:

*Intellectual Properties*

Department Operations Manual (DOM) 0908.3-0908.4:

*Volunteers in California State Parks*

Department Operations Manual (DOM) 2200; Department Housing

*Sections 2205.4, 2205.11, and 2600*

DOM Memo 129: *Camp and Park Host Length of Occupancy*

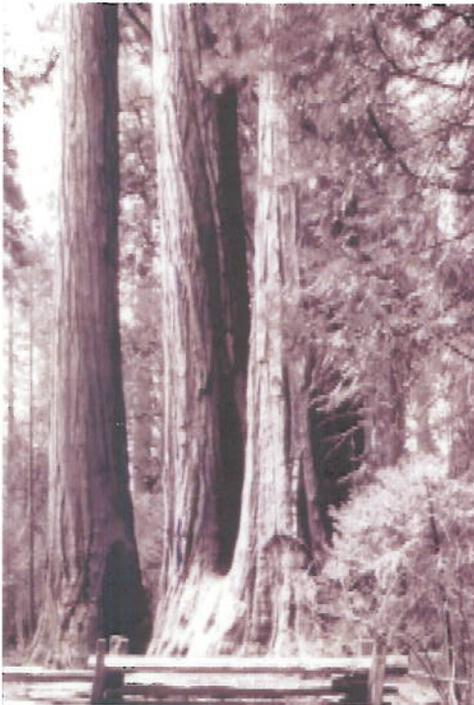
## A STATE PARK SYSTEM IS BORN

In the decades before California had an organized environmental movement, few foresaw the day when the state's northern coastal ranges would no longer be blanketed with redwood forests. With alarming speed, entire mountainsides of ancient forests were felled. New cities bustling with business and industry and fueled by the riches of California's abundant deposits of gold and silver were erupting on the landscape. It appeared to many that the bounty of this rich land was without end.

But some Californians saw things differently. Yosemite became a state trust in 1864 and was later to be a National Park. In the 1880s, Ralph Sidney Smith, editor and manager of the *Redwood City Times and Gazette*, began to enlighten his readers about the need to preserve part of California's unique redwood forests. Unfortunately, Smith's life was cut short, but he had already planted the seed that would ultimately reach fruition as California's first redwood state park. His crusade was picked up and carried on by other prominent Californians such as photographer Andrew P. Hill, by members of the new, yet influential Sempervirens Club, and by the dozens of writers who promoted the idea of preserving the best of California forever. Heated political battles finally brought compromise and passage of a bill authorizing state funds for the purchase of redwood property in Santa Cruz County. Governor Henry T. Gage signed the bill on March 16, 1901. The following year, the newly

appointed California Redwood Park Commission approved acquisition of the first 2,500 acres in Big Basin at a cost of \$100 per acre.

The actions of turn-of-the-century citizens and lawmakers to preserve islands of California's most valuable lands for future generations put the Golden State in the forefront of the preservation movement. Unlike national parks, state parks such as Big Basin and Humboldt Redwoods did not have to prove economically useless to any mining, timber, or grazing interests before being granted park status. Further, unlike newly-established western national parks, which were already on federally-owned land, most California parkland purchases were from private owners.



*Calaveras Big Trees State Park*

Much of the early interest in preserving California's history grew from a world-wide fascination with the Gold Rush. In 1890, California created its first official historical landmark—a statue of James Marshall overlooking his 1848 gold discovery site near Coloma. Three years later, Sutter's Fort was dedicated as a state historic monument and was opened to the public.

The Native Sons of the Golden West and the Native Daughters of the Golden West, working with other preservation-minded organizations, were instrumental in raising money and securing the cooperation of the Legislature to identify and create state historic monuments.

Their successes included the Monterey Custom House, the Pioneer Monument (Donner Memorial), San Pasqual Battlefield, the Bear Flag Monument in historic Sonoma Plaza, and General Vallejo's Petaluma Adobe. Some of these efforts to preserve California's history took years to reach fruition and cost many thousands of dollars.



*Monterey State Historic Park*

Control of the state's historic monuments remained with independent boards and commissions until 1921. Today, the State Historical Resources Commission conforms to standards established under the 1966 National Historic Preservation Act as well as the Public Resources Code. Responsibility for state and federal historic preservation programs now rests with the Office of Historic Preservation. Before 1927, no comprehensive plan existed for preserving California's recreational, natural, and cultural treasures. However, with leadership from the Save-the-Redwoods League, a broad coalition of groups and individuals threw their collective powers into a new campaign for a state park bill. The new bill swiftly gained the unanimous approval of the Legislature and was signed into law by Governor C. C. Young, to take effect in 1927.

The following year, a newly-established State Park Commission began gathering support for the first state park bond issue. Their efforts were rewarded in 1928 when Californians voted nearly three to one in favor of a \$6 million park bond act. In addition, Frederick Law Olmstead completed a statewide survey of potential parklands that defined basic long-range goals and provided guidance for the acquisition and development of state parks. With Newton Drury serving as acquisition officer, the new system of state parks began to grow rapidly.

In January 1929, when California had only a dozen state parks and five historic monuments valued at one million dollars, John D. Rockefeller donated one million dollars for acquisition of old growth redwoods in what would become Humboldt Redwoods State Park. He then offered another \$1 million to be matched by other private donors. During the next two years, lands for many of the most beautiful and famous state parks were acquired through a combination of private donations or purchased with money from the 1928 bond issue. These included D. L. Bliss, Mount San Jacinto, Calaveras Big Trees, Mount Diablo, Del Norte Coast Redwoods, Mount Tamalpais, and Cuyamaca Rancho State Parks. Coastal areas included San Clemente, Doheny, Point Lobos, Seacliff, Sunset, Carpinteria, and Silver Strand State Beaches.

The first 50 years of state park history were marked by enormous growth in parklands and facilities. Even during the recession of the 1930s, parklands were acquired. The Civilian Conservation Corps (CCC) and Works Progress Administration (WPA) provided work for architects, manual laborers, and historians in developing many state parks.

After World War II, there was a tremendous increase in demand for recreational facilities. During the next decade, 24 new beaches and parks costing \$10 million were acquired. In 1951, Newton Drury became Director of the California Division of Beaches and Parks. During his tenure, much of the State Park System's share of offshore oil royalties, which had been suspended in 1947, began to flow once again. When Drury retired in 1959, at age 70, the California State Park System was composed of 150 beaches, parks, and historic monuments, covering 615,000 acres.

During the 1960s, there emerged intense public interest in preserving California's wildlands from encroaching development. By a 1.5 million-vote plurality, Californians approved a \$150 million bond act in 1964, allowing acquisition of new state parklands including Point Mugu and Sugar Pine Point State Parks. The 1960s were also a time of change in the structure and hierarchy of the State Park System. In 1961, under Director Charles DeTurk, the old Division



*Plumas-Eureka State Park*

of Beaches and Parks merged with the Division of Recreation and the Division of Small Craft Harbors.

William Penn Mott, Jr. became Director in 1967, and vowed a new era of growth even though faced with gubernatorial budget cuts and hiring freezes. Mott successfully transformed the Division of Beaches and Parks into the Department of Parks and Recreation. With the formation of the Department came a shift to

management of more active recreation facilities. The development of the Central Valley Project created reservoirs providing recreational opportunities to be managed by the new Department. During this same period, the separate Park Commission and Recreation Commission were merged into a nine-member State Park and Recreation Commission. The functions of the Department were centralized, with district staff positions moved to headquarters. Individual parks were grouped under area managers who, in turn, reported to district superintendents.

A mandate to acquire and operate state recreation areas and facilities was provided in 1974 when the people of California approved Proposition 1, a \$250 million state park bond issue. By the end of the decade, the California State Park System had 500 miles of lake shoreline, 87 miles of river frontage, 200 miles of coastline, 14,000 campsites, and 1,500 miles of riding and hiking trails. Historical units included missions, forts, the gold discovery site at Coloma, Hearst San Simeon, Jack London's home, Bidwell Mansion, and many more. In addition, an entire new division, the Off-Highway Motor Vehicle Recreation Division, was added to the Department. Bonds which assisted the growth of State Parks also passed in 1976 and 1980.

In 1983, a comprehensive report of the threats to natural and scenic values of the State Park System was completed. This report, *Stewardship 1983*, led to funding for major resource management efforts. Between 1984 and 1993, \$21 million was expended through the Natural Heritage Stewardship and Statewide Resource Management programs, resulting in restoration and protection of California's diverse natural and cultural heritage.

California State Parks represents the most diverse natural and cultural heritage holdings of any land managing agency in California. These lands support a stunning array of the state's landscape provinces, environmentally sensitive habitat areas, threatened species, ancient Native American sites, and historic facilities. With almost a third of California's magnificent coastline under its care, California State Parks manages the state's finest coastal wetlands, estuaries, and dune systems. At the same time, the demands of more than 33 million Californians for recreational opportunities are increasing.

Over 70 million visits annually were made to California's state parks in recent years, most occurring between mid-May and mid-September. This caused stress to the infrastructure of the Department, an infrastructure supported by an archaic bureaucratic structure which was slow in responding to the needs of the citizens it served. Districts reported to Regions, which, in turn, reported to Sacramento Headquarters.



*Candlestick Point State Recreation Area*

It was in this context that the Department established the Phoenix Committee to evaluate the structure of California State Parks and to make recommendations for change. The Phoenix Committee's sweeping recommendations were fully implemented. A layer of the Department's reporting structure (Regions) was eliminated, and the 55 Districts were consolidated into 23. Along with the consolidation came delegated responsibility, which allowed the Districts to immediately respond to the needs of their constituency. Modern business management practices were implemented soon after the reorganization was completed.

These efforts were recognized in 1994, 1995, and 1997 when California State Parks became the first state agency to be awarded the coveted Eureka Award for Quality and Service. The awards were milestones for the Department and demonstrate that government can be responsive to the people, effectively measure and carry out its mission, and continually improve its processes.

From 1994 to 1997, the Department reassessed its entire operation and structure. It identified its core programs and adopted performance-based budgeting as a means of managing performance. California State Parks was one of four state agencies that were allowed to adopt this budgeting process as part of a statewide pilot. In addition, several units within the Department were transferred to local jurisdictions as part of its operational assessment. At the same time, critical parklands such as Gray Whale Ranch in Santa Cruz

County and the coastal areas of Limekiln State Park in Monterey County, were added to the State Park System. Today, there are 266 units within the State Park System.

During this same period, volunteerism hit an all-time high with 14,000 volunteers annually providing nearly one million hours of time to California State Parks. Interpretation and education remain core programs within the Department as it meets its commitment to ***The Seventh Generation***.

With the election of Governor Gray Davis in 1998 and the resulting appointment of Rusty Areias as Director, California State Parks received positive support and attention from the new Administration and the State Legislature. As an example,



*Sutter's Fort State Historic Park*

funds for maintenance of the state park infrastructure, which had been neglected for a decade, were made available at record levels. The Department also refined its performance management system in 1999 and became the first government agency to receive a coveted Arthur Andersen Best Practices Award. California State Parks began the 21<sup>st</sup> century with 266 park units, nearly 300 miles of coastline, 625 miles of lake and river frontage, 15,200 campsites, 3,000 miles of hiking, biking and equestrian trails, and 450 miles of off-highway vehicle trails on nearly 1.3 million acres. In 2000, the people of California overwhelmingly passed the largest state park bond in the nation's history (\$2.1 billion) to support California's growing need for park and recreation services. In recognition of its leadership role in historic preservation, State Parks was invited to join the National Trust for Historic Preservation and the Getty Trust in sponsoring the national 2000 Preservation Conference. California State Parks entered the 21<sup>st</sup> century with new challenges and significant support to meet those challenges.

## Statute

*The legal charter of California State Parks, as required by the Public Resources Code, and the California Code of Regulations, among others, calls for it to: "...administer, protect, provide for recreational opportunity, and develop the State Park System; to interpret the values of the State Park System to the public; to operate the Off-Highway Motor Vehicle Recreation Program; to administer the California Historical Resources Protection Program; and to administer federal and state grants and bond funds to local agencies."*



*California State Capitol*



# CAMP AND PARK HOST PROGRAM STANDARDS OF CONDUCT

California State Parks holds high expectations for all camp/park hosts. Accordingly, each host should strive to meet or exceed the following standards:

## **Professionalism**

- Be dependable and on time for your assigned shift.
- Become familiar with the unit where you work and other units within the district.
- Follow all park rules and regulations and all laws.
- Respect the cultural and ethnic diversity of California and ensure the park is free of all harassment and discrimination.
- Treat duties and assignments seriously. Attend all required training that applies to job duties. Notify supervisor/host coordinator of any questions or difficulties you may have regarding your assignment or duties.
- Check with a supervisor or ranger before offering services to allied agencies.
- Refuse any offers of work-related gratuities, gifts or favors. Never keep lost and found items, or utilize park supplies or materials for personal use.
- Do not use or attempt to use for private gain or advantage any department symbol, badge, identification card, supplies, service record, facility information, time, equipment, or the prestige or influence of a department volunteer position.
- Do not discuss confidential information outside the department without prior authorization, including crimes, accidents, disciplinary actions, employee grievances and proposed policy changes. Clear any information and/or comments for the media with your supervisor.
- Demonstrate and encourage safety awareness and practices. Actively participate in safety programs and identify/report unsafe working conditions.
- Do not smoke in any state building or in state vehicles.
- Do not report to duty while under the influence of intoxicants or illegal drugs, and do not take drugs or alcoholic beverages during work. If you are on legal medication that influences your ability to fulfill your assignment, notify your supervisor.

## Public Contact/Communication

- Public service is the host's highest priority. Serve the public in a fair, impartial manner, avoiding any activity that compromises your authority. Be friendly, honest, courteous and helpful in all interactions with the public.
- Do not express a personal opinion to the public on controversial matters. Do not recommend to the public, specific local businesses.
- If you witness a violation of park rules, contact and caution park visitors by providing information only. You do not have peace officer status or authority. Violations of laws or rules should be reported to a ranger if needed.

## Personal Conduct

- Maintain open and honest relationships and develop trust with department employees, other park volunteers, concessionaires and park visitors.
- Present a positive attitude and have the ability to rise above personal disagreements. Offer assistance and support to fellow volunteers and park staff.
- Be a key player on the park team:
  - Improve your skill and knowledge base
  - Set goals, take the lead
  - Analyze and solve problems
  - Be progressive and open to change
- Set a high standard for personal grooming and appearance. Wear the approved uniform correctly. Make sure uniform is clean and well kept.

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Camp/Park Host Signature

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Date signed

**ACCIDENT REPORT  
(Other than Motor Vehicle)**

STD. 268 (REV. 8-94)

***This report should be completed  
and distributed within 48 hours of  
the incident. Attach any photos or  
diagrams.*****CONFIDENTIAL--ATTORNEY/CLIENT PRIVILEGED DOCUMENT*****This is a CONFIDENTIAL report to provide information for use by legal counsel in the event a claim is filed  
against the State or its employees. Under no circumstances should information be given to anyone except  
authorized state officials.***

INCIDENT DATE	LOCATION (Describe specific location on reverse)	TIME

**INJURED PARTY INFORMATION**

INJURED PARTY'S NAME (Last, First, M.I.)	BIRTH DATE	DRIVER'S LICENSE NUMBER
INJURED PARTY'S MAILING ADDRESS (Street, City, State, Zip)	HOME TELEPHONE NUMBER ( )	WORK TELEPHONE NUMBER ( )
NATURE AND EXTENT OF APPARENT / CLAIMED INJURY (Describe incident in detail on reverse.)		

PHOTOGRAPHS TAKEN <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, BY WHOM	FIRST AID GIVEN <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, BY WHOM
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**PROPERTY DAMAGE/LOSS INFORMATION**

PROPERTY OWNER'S NAME (Last, First, M.I.)	HOME TELEPHONE NUMBER ( )	WORK TELEPHONE NUMBER ( )
PROPERTY OWNER'S MAILING ADDRESS (Street, City, State, Zip)		
NATURE AND EXTENT OF DAMAGE / LOSS (Describe in detail on reverse of this page)		

**WITNESS INFORMATION**

NAME (Last, First, M.I.)	ADDRESS (Street, City, State, Zip)	TELEPHONE NUMBER
1.	WORK	( )
	HOME	( )
DRIVER'S LICENSE NUMBER:		( )
2.	WORK	( )
	HOME	( )
DRIVER'S LICENSE NUMBER:		( )
3.	WORK	( )
	HOME	( )
DRIVER'S LICENSE NUMBER:		( )
REPORTING AGENCY NAME		

REPORTING EMPLOYEE'S NAME AND TITLE (Print or Type)	TELEPHONE NUMBER ( )
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REPORTING EMPLOYEE'S SIGNATURE



REPORTING EMPLOYEE'S SUPERVISOR'S NAME AND TITLE (Print or Type)	TELEPHONE NUMBER ( )
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**ACCIDENT REPORT**  
***(Other than Motor Vehicle)***

STD. 268 (REV. 8-94) (REVERSE)

***USE ADDITIONAL SHEETS AS NECESSARY***

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DESCRIBE SPECIFIC LOCATION OF THE INCIDENT

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DESCRIBE THE INCIDENT IN DETAIL



## VOLUNTEERS IN PARKS PROGRAM

### INTERNATIONAL VOLUNTEER APPLICATION

**Instructions:** All prospective volunteers must complete parts A & B below. Students only fill out part C as well as A & B. Attach this application to the *State Parks Volunteer Application*.

#### **PART A – BACKGROUND**

NAME: Last \_\_\_\_\_ First \_\_\_\_\_ Middle \_\_\_\_\_

\_\_\_ Male \_\_\_ Female    DATE OF BIRTH: Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

CITY AND COUNTRY OF BIRTH: \_\_\_\_\_

\_\_\_\_\_

COUNTRY OF CITIZENSHIP: \_\_\_\_\_

COUNTRY OF RESIDENCE: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**IF EMPLOYED, CURRENT WORK POSITION AND TYPE OF EMPLOYER: (government (local, central), private business, non-profit organization, etc.)**

\_\_\_\_\_

\_\_\_\_\_

SPECIAL SKILLS, INTERESTS: \_\_\_\_\_

\_\_\_\_\_

WHEN WOULD YOU LIKE TO BEGIN VOLUNTEERING? \_\_\_\_\_

HOW LONG ARE YOU AVAILABLE? \_\_\_\_\_

## **PART B – DOCUMENTATION**

All documentation for entry and temporary visitation to the United States must be in order prior to commencing volunteer service with California State Parks. It is recommended that applicants consult with their home branch of the U.S. Embassy or Consulate regarding current documentation and procedural requirements.

**PREVIOUS VISA to U.S.? YES \_\_\_\_\_ NO \_\_\_\_\_**

**If yes, please list dates and visa types:**

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**CANADIAN CITIZENS:** Please list type(s) of documentation you will provide in accordance with the Western Hemisphere Travel Initiative (for listing of approved documentation visit the WHTI website: [www.getyouhome.gov](http://www.getyouhome.gov)):

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## **PART C – EDUCATION** (Students only fill out this section)

**NUMBER OF YEARS IN UNIVERSITY:** \_\_\_\_\_

**MAJOR AREA OF STUDY:** \_\_\_\_\_

**DEGREES AND DATE(S) RECEIVED:** \_\_\_\_\_

**NAME, TITLE AND CONTACT INFORMATION OF 2 UNIVERSITY FACULTY MEMBERS WHO AGREE TO SERVE AS YOUR ACADEMIC REFERENCES:**

**1. Name** \_\_\_\_\_ **Title** \_\_\_\_\_

**Address** \_\_\_\_\_

**E-mail** \_\_\_\_\_

**2. Name** \_\_\_\_\_ **Title** \_\_\_\_\_

**Address** \_\_\_\_\_

**E-mail** \_\_\_\_\_

**Previous Job Related Experience:** \_\_\_\_\_

State of California - The Resources Agency CALIFORNIA STATE PARKS <b>DEPARTMENTAL NOTICE</b>		MANUAL Operations
<b>No. 96-26</b>		
SUBJECT RECEIPTS, TICKETS AND PASSES ACCOUNTABILITY		CHAPTER 1400, Field Operations
ISSUED July 23, 1996	EXPIRES When Incorporated	REFERENCE DOM 1425.21 and 1425.22, DAM 0830.6

DPR 375 (Rev. 11/97)(Word, 12/3/97)

WHEN APPLICABLE, ENTER THE NUMBER AND DATE OF THIS DEPARTMENTAL NOTICE IN THE MARGIN OF THE MANUAL PAGE, ADJACENT TO THE SECTION(S) AFFECTED BY IT.

***This Departmental Notice has been re-created for transmittal in electronic format. The original notice was signed by Kenneth B. Jones, Deputy Director for Park Stewardship.***

To clarify responsibilities for relief of accountability for receipts, tickets and passes, DOM 1400, Field Operations, is revised as follows:

**RECEIPTS, TICKETS AND PASSES ACCOUNTABILITY**

**1425.2**

**RELIEF OF ACCOUNTABILITY FOR LOST, STOLEN OR  
1425.21  
MISSING RECEIPTS, TICKETS OR PASSES**

The District Superintendent is accountable for all tickets, receipts and passes issued to the District. The District should maintain a log indicating where all tickets, receipts and passes, by type and serial number, are assigned. No documents need to be sent to Headquarters when these items are transferred within the District.

Procedures for relief of accountability for lost, stolen or missing tickets, receipts or passes are:

RESPONSIBILITY	ACTION
District Superintendent / Administrative Officer	1. Prepares a memo (original and three copies) to the Audits Office, with Audits Office approval block giving details about the loss, actions taken to verify the disappearance, and listing the missing receipts, tickets or passes by type and serial number. Mails the original and two copies of the memo to the AuditsOffice, retaining a pending copy
Audits Office	2. Reviews the memo and forwards a copy to the Park Services Division. - If acceptable, signs the appropriate approval line, returns the original to the District and retains a copy. - If unacceptable, returns the package to the District Superintendent with appropriate comments.
Park Services Division	3. Reviews the memo. Notifies other Districts of the serial numbers of the missing receipts, tickets, or passes, as appropriate.
District Superintendent/ Administrative Officer	4. On receipt of the memo from the Audits Office: - If approved, files the memo and discards the pending copy. - If disapproved, reviews comments from the Audits Office and takes appropriate action. 5. Responds to the Audits Office on actions taken.

**OBSELETE TICKETS, RECEIPTS AND PASSES  
1425.22**

Obsolete tickets, receipts and passes are accountable until destroyed. The Audits Office has authorized the destruction of these accountable documents in the Districts by the Administrative Officers. Districts no longer need to send these documents to Sacramento for destruction.

Destruction procedures for obsolete tickets, receipts and passes are:

<b>RESPONSIBILITY</b>	<b>ACTION</b>
Administrative Officer	1. Prepares a memo to the Audits Office, with Audits Office approval block, listing the documents by type and serial number, and requesting approval for destruction of accountable documents to relieve the District Superintendent of accountability.
Audits Office	2. Reviews the request, signs the approval block and returns the memo to the District.
Administrative Officer	3. With another employee, witnesses the destruction of the documents. Certifies on the memo that the accountable documents were destroyed and has the employee who also witnessed the destruction sign the memo. Retains the memo at the District for audit purposes.

The above changes take effect immediately. If you have any questions regarding this notice, contact Carol Pruitt, Park Services Division, at (916) 654-1697 or CALNET 464-1697.

original signed by

Kenneth B. Jones  
Deputy Director  
Park Stewardship

State of California - The Resources Agency DEPARTMENT OF PARKS AND RECREATION		MANUAL
<b>DEPARTMENTAL NOTICE</b>		Administration
SUBJECT		CHAPTER
DPR EQUAL EMPLOYMENT OPPORTUNITY POLICY		1400, Human Rights
ISSUED	EXPIRES	REFERENCE
March 11, 2002	When Incorporated	DAM 1400

DPR 375 (Rev. 10/2001)(Word 10/10/2001)

**WHEN APPLICABLE, ENTER THE NUMBER AND DATE OF THIS DEPARTMENTAL NOTICE IN THE MARGIN OF THE MANUAL PAGE, ADJACENT TO THE SECTION(S) AFFECTED BY IT.**

*This Departmental Notice has been re-created for transmittal in electronic format. The original notice was signed by Denzil Verardo, Chief Deputy Director, Administrative Services.*

This Departmental Notice supersedes DN 99-12 and replaces Section 1405 in DAM Chapter 1400, Human Resources.

Effective immediately, the Department's Equal Opportunity Policy is as follows:

## EQUAL EMPLOYMENT OPPORTUNITY POLICY

### Policy

The California Department of Parks and Recreation (DPR) is committed to equal employment opportunity. The Department will ensure maintenance of a personnel system which provides equal employment opportunity in hiring, training and promotion – under all terms and conditions of employment – for all purposes, at all levels of the Department's work force – regardless of age, sex, race, color, creed, religion, political affiliation, national origin, ancestry, disability, medical condition (cancer and genetic conditions), marital status, and sexual orientation.

It is the Department's policy to ensure that all personnel actions will be conducted in a nondiscriminatory manner. All personnel procedures will be conducted in full compliance with all Federal and State employment requirements. The Department will ensure equal employment opportunity in permanent and seasonal employment, concessions in state parks, grants to local governments, and contracts for goods and services. The Department will provide a work environment that is free of discrimination and harassment based on the factors listed above.

### Definitions

Equal employment opportunity is defined as a positive and active effort to provide a discrimination-free work place by recruiting, employing, promoting, and retaining qualified individuals regardless of age, race, sex, color, national origin, creed, religion, political affiliation, ancestry, disability, medical condition (cancer and genetic conditions), marital status or sexual orientation.

## **AREAS OF RESPONSIBILITY**

### **Director**

The Director of the Department of Parks and Recreation will recognize and accept the responsibility to:

- Take corrective measures to eliminate any discrimination and/or harassment of men or women on the basis of sex, people of color, persons with disabilities, or any other protected group in all levels of the Department's work force. To this end, the Department will review and revise, as necessary, its policies, practices, and procedures related to recruitment, examination, selection, appointment, assignment, career advancement, promotion, training and retention of all employees.
- Enforce, practice, and advocate compliance with all laws, rules, regulations and State Personnel Board (SPB) policies as they relate to equal employment opportunity.
- Ensure equality and fairness in the administration of the Department's personnel management system for all employees and applicants for employment.

### **Chief, Human Rights Office**

The Chief of the Human Rights Office (HRO) will initiate and promote the development of systems and policies to ensure equality in employment practices. The HRO will, in cooperation with the SPB, monitor departmental equal employment opportunity related activity.

To ensure nondiscriminatory treatment of all employees, job applicants, and recipients of services, the HRO will maintain a discrimination complaint procedure that will include both informal and formal processes. Informal complaints will be resolved fairly, promptly, and confidentially. Formal complaints of discrimination will be investigated thoroughly and without bias, following up findings with appropriate action.

The HRO will provide training to managers, supervisors, lead persons, and employees in the area of Equal Employment Opportunity, including the prevention of discrimination, harassment and issues relating to people with disabilities.

The HRO will conduct an annual analysis of the Department's work force demographics related to the employment of persons with disabilities, based on relevant area labor force statistics, and will develop an action plan and timetables as required by Government Code Sections 19790-19799. The HRO will also prepare an annual action plan and a report tracking the progress of the Department's Upward Mobility Program for individuals in low-paying occupations. This information will be made available to Department managers to support their efforts to achieve a diverse work force.

## **Managers**

Managers will be responsible for implementation of the Equal Employment Opportunity Program. Any employee who intentionally obstructs the goals and principles of equal employment opportunity may be subject to corrective action.

## **Supervisors**

All DPR supervisors have the responsibility to monitor their unit's total personnel practices to ensure compliance with the spirit and intent of the Department's Equal Employment Opportunity Program. Any employee who intentionally obstructs the goals and principles of equal employment opportunity may be subject to corrective action.

## **Employees**

Every employee has a responsibility to integrate the intent and philosophy of equal employment opportunity and non-discrimination into daily operations.

If you have any questions regarding this notice, contact the Human Rights Office at (916) 653-8148/Calnet 453-8148.

Original Signed By

Denzil Verardo  
Deputy Director  
Administrative Services

State of California - Natural Resources Agency DEPARTMENT OF PARKS AND RECREATION		MANUAL
<b>DEPARTMENTAL NOTICE</b>		Administration
No. 2010-03		CHAPTER
SUBJECT		DAM 0100 Public Relations
Social Media		REFERENCE
ISSUED	EXPIRES	IT Policy Letter 10-02
September 22, 2010	When Incorporated	

DPR 375 (Rev. 10/2001)(Word 6/25/2002)

*WHEN APPLICABLE, ENTER THE NUMBER AND DATE OF THIS DEPARTMENTAL NOTICE IN THE MARGIN OF THE MANUAL PAGE, ADJACENT TO THE SECTION(S) AFFECTED BY IT.*

This Departmental Notice (DN) provides policy, guidance and clarification of issues regarding the Department of Parks and Recreation's (Department) use of social media Web sites, including Twitter, Facebook, MySpace, YouTube, blogs and other similar sites. Correct usage of these sites will establish a clear and consistent image for California State Parks. The policies in this DN apply to the entire Department, including its formal relationships with concessionaires and cooperating associations.

The policies and guidance in this DN are effective immediately.

#### **A. LEGAL AUTHORITY**

IT Policy Letter 10-02 assigns agency responsibility for the monitoring and management of social media sites to comply with State Administrative Manual (SAM) Section 5310 and Social Media Standards set by the State Information Management Manual (SIMM) Section 66B.

#### **B. BACKGROUND**

California's State Park System is recognized as the most geographically diverse and resource rich state park system in the nation. Accordingly, the Department has determined that clear and consistent messages are needed to communicate a unified image to current and prospective park visitors and to convey the diversity of our parks.

The Deputy Director of Communications is responsible for public information activities of the Department and directs the work of the Communications Office, through which news releases, and other public information materials are issued, and interviews with the news media are initiated. However, each employee shares in the responsibility for maintaining good public relations. The public's attitude toward the Department is often determined by personal contact with Department employees.

A new form of personal contact has come into being through the use of the Internet on social media sites. The Pew Research Center found that 75 percent of 18-29 year olds have created a profile on social media sites. Forester Research also discovered that four out of five online Americans are active in creating, participating in or reading some form of social content at least once a month.

The Social Media companies make it possible for every individual with access to the Internet to create a page and post messages for the public, as well as receive feedback from the public with the exchange completely anonymous on both sides.

In this new environment of communicating with our current and prospective visitors, it is critical that we continue to maintain a consistent image and ensure that we conduct ourselves online in the same professional manner that we do in person, in news releases and in news interviews. The policy is not intended to dampen enthusiasm. It simply provides workable and acceptable guidelines.

It differentiates California State Parks from other park and recreation providers, and helps promote park advocacy and consumer loyalty. When communicated consistently across all points of contact, the California State Parks brand will become familiar to consumers and motivate them to cherish, preserve and protect parks.

### **C. DEFINITIONS**

Social Media is the various forms of communications, such as text, photos, and video posted to social Web sites that allow for interaction among individuals, groups and organizations in and around the content on the Web sites. Social media are primarily Internet and mobile-based tools for sharing and discussing information. For government departments, it is another tool to communicate openly with the public.

Users are people who actively post messages, photos or videos on social media Web sites, including but not limited to Twitter, Facebook, MySpace, YouTube, Flickr, Wikipedia, blogs and other similar sites currently in existence and yet to be invented. At California State Parks, they are individuals who have the approval from a unit manager or superintendent to represent their park, division, office or other unit to the public and who are well informed of the statewide and Departmental social media policies and procedures. These include the *California State Parks Social Media Handbook*. This policy applies to permanent and seasonal employees, Department volunteers, student interns, and retired annuitants.

### **D. GENERAL POLICY**

It is the Department's Social Media Policy to:

1. Communicate to current and prospective park visitors a unified and consistent messaging that maintains the Department's brand image on social media and social networking pages online.
2. Incorporate into park social media communications, the identified messages and conduct outlined in the *California State Parks Social Media Handbook*.
3. Protect the Department's messaging and brand image against unauthorized use, whether intentional or unintentional, by individuals or organizations, to the extent practicable.
4. Contractors, including Cooperating Associations and Concessionaires, are not permitted to utilize social media sites as official representatives of California State Parks or any unit within California State Parks.

## SOCIAL MEDIA ELEMENTS

Because social media sites are a key point of consumer contact, policies for social media conduct should be followed by all divisions, units, individuals, involved in communicating with the public on social media sites on behalf of California State Parks. Incorporating the messaging correctly and consistently will create a strong, unified style and tone. See the *California State Parks Social Media Handbook* for specific usage guidelines. The handbook is posted on the Departmental Intranet in the Document Library. Hard copies can be requested from the Communications Office. Policies and guidelines concerning brand image (including 2007-02 and *Brand Standards Handbook*) are meant to work in tandem with the Social Media policy and guidelines and must be adhered to, as well as Department policy regarding the use of the Internet (DAM Chapter 1600).

Questions about social media can be directed to the Communications Office.



Manuel T. Lopez  
Deputy Director  
Administrative Services



Sedrick Mitchell  
Deputy Director  
External Affairs

Northern Buttes District  
Volunteer Duty Statement

**CAMPGROUND HOST**  
**McArthur-Burney Falls Memorial State Park**

**ESSENTIAL JOB FUNCTIONS STATEMENT**

Volunteer positions interpret park features to the public; assist with aspects of campground operation and maintenance work. The essential job functions of these positions include: visitor services, maintenance services, effective communication and clerical/recordkeeping work.

**JOB TITLE:** Campground Host

**PURPOSE:** To support the California State Parks Mission and provide assistance to the staff and operation of McArthur-Burney Falls Memorial State Park.

**MAJOR DUTIES:**

- Represents California State Parks in a positive manner at all times.
- Provides campground checks on a scheduled basis under the direction of Park Staff.
- Assists permanent maintenance staff with projects as directed.
- Staffs the visitor center as scheduled and provides interpretive information about the exhibits.
- In a friendly, professional manner, provides general information and assistance to park visitors, including directions, park use fees, and rules and regulations.

**REQUIREMENTS:**

- Successfully completes the required training and orientation for park operations.
- Wears the required State Park Volunteer uniform.
- Attends all regularly scheduled Volunteer meetings.

**REPORTS TO:** State Park Ranger

**SUPERVISED BY:** Supervising State Park Ranger, Cascade Sector

**LOCATION:** McArthur-Burney Falls Memorial State Park

**TIME COMMITMENT:** Minimum of 20 hours per week.

- SKILLS REQUIRED:**
- The ability to effectively communicate to members of the public and State Park staff.
  - Willingness and ability to follow the required guidelines established to perform duties.
  - The ability and willingness to follow proper radio protocol.

**CAMP HOST SITE REQUIREMENTS:**

- Maintain a neat and orderly campsite.
- Personal belongings will be stored out of public sight.
- The Host Site landscaping shall not be altered, fencing shall not be erected, and non-camping equipment is not allowed at the site.

**GENERAL INFORMATION:** Before a volunteer position is offered, required forms are subject to review and approval, as outlined in the Volunteers in Parks Program Guidelines.

**ESSENTIAL FUNCTIONS COMPONENTS**

The following components of the Essential Functions must be performed at a level which demonstrates ability to successfully perform routine unskilled public contact work, area and facilities maintenance, resource protection, effective communication, and clerical work.

**A. VISITOR SERVICES**

- 1) Campground Operations
  - Sit for prolonged periods of time
  - Stand for prolonged periods of time
  - Effective communication
  - Knowledge of Basic Math
- 2) Camp Checks
  - Ability to make public contact/camp checks
  - Effective communication

**B. MAINTENANCE SERVICES**

- 1) Housekeeping/Janitorial/Custodial
  - Bend
  - Lift
  - Grip
  - Squat
  - Push/Pull
  - Carry
  - Walk
  - Comprehend
  - Dexterity
  - Stoop
  - Drag

2) Trash Pick-Up

- Bend
- Lift
- Grip
- Squat
- Carry
- Stoop
- Drag
- Push/Pull

C. **RESOURCE PROTECTION**

1) Trail Clearing and Trail Maintenance

- Rake
- Walk
- Push/Pull
- Grip
- Bend
- Hike on uneven ground
- Stoop
- Climb
- Carry
- Lift

D. **COMMUNICATE EFFECTIVELY**

The following components of this Essential Function must be performed at a level sufficient to be understood by internal and external customers.

- Document activities in public education & contact, day to day activities
- Effective oral presentations in English in public education
- Effective listening and comprehension
- Deal tactfully with public and staff

E. **CLERICAL/RECORDKEEPING**

- Read
- Write
- Accountability for funds
- Knowledge of Departmental fee schedules and park unit information
- Completion of appropriate Departmental forms
- Adherence to schedule requirements

I have read and understand this Duty Statement:

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State Park Volunteer

Date

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Supervising State Park Ranger

Date



# CAMP AND PARK HOST PROGRAM

## STANDARDS OF CONDUCT

California State Parks holds high expectations for all camp/park hosts. Accordingly, each host should strive to meet or exceed the following standards:

### Professionalism

- Be dependable and on time for your assigned shift.
- Become familiar with the unit where you work and other units within the district.
- Follow all park rules and regulations and all laws.
- Respect the cultural and ethnic diversity of California and ensure the park is free of all harassment and discrimination.
- Treat duties and assignments seriously. Attend all required training that applies to job duties. Notify supervisor/host coordinator of any questions or difficulties you may have regarding your assignment or duties.
- Check with a supervisor or ranger before offering services to allied agencies.
- Refuse any offers of work-related gratuities, gifts or favors. Never keep lost and found items, or utilize park supplies or materials for personal use.
- Do not use or attempt to use for private gain or advantage any department symbol, badge, identification card, supplies, service record, facility information, time, equipment, or the prestige or influence of a department volunteer position.
- Do not discuss confidential information outside the department without prior authorization, including crimes, accidents, disciplinary actions, employee grievances and proposed policy changes. Clear any information and/or comments for the media with your supervisor.
- Demonstrate and encourage safety awareness and practices. Actively participate in safety programs and identify/report unsafe working conditions.
- Do not smoke in any state building or in state vehicles.
- Do not report to duty while under the influence of intoxicants or illegal drugs, and do not take drugs or alcoholic beverages during work. If you are on legal medication that influences your ability to fulfill your assignment, notify your supervisor.

## Public Contact/Communication

- Public service is the host's highest priority. Serve the public in a fair, impartial manner, avoiding any activity that compromises your authority. Be friendly, honest, courteous and helpful in all interactions with the public.
- Do not recommend to the public specific local businesses.
- Do not express, display, broadcast, distribute or otherwise communicate to the public any personal opinions, messages or points of view while being identified as, or performing the duties of, a camp or park host, or while occupying the camp host site. This includes the display of expressive items such as stickers, flags, signs and clothing.
- If you witness a violation of park rules, contact and caution park visitors by providing information only. You do not have peace officer status or authority. Violations of laws or rules should be reported to a ranger if needed.

## Personal Conduct

- Maintain open and honest relationships and develop trust with department employees, other park volunteers, concessionaires and park visitors.
- Present a positive attitude and have the ability to rise above personal disagreements. Offer assistance and support to fellow volunteers and park staff.
- Be a key player on the park team:
  - Improve your skill and knowledge base
  - Set goals, take the lead
  - Analyze and solve problems
  - Be progressive and open to change
- Set a high standard for personal grooming and appearance. Wear the approved uniform correctly. Make sure uniform is clean and well kept.

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Camp/Park Host Signature

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Date signed