



# 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