

# Camp and Park Host Program Handbook



PUBLISHED BY  
California State Parks  
Interpretation and Education Division  
2012



# Camp and Park Host Program Handbook

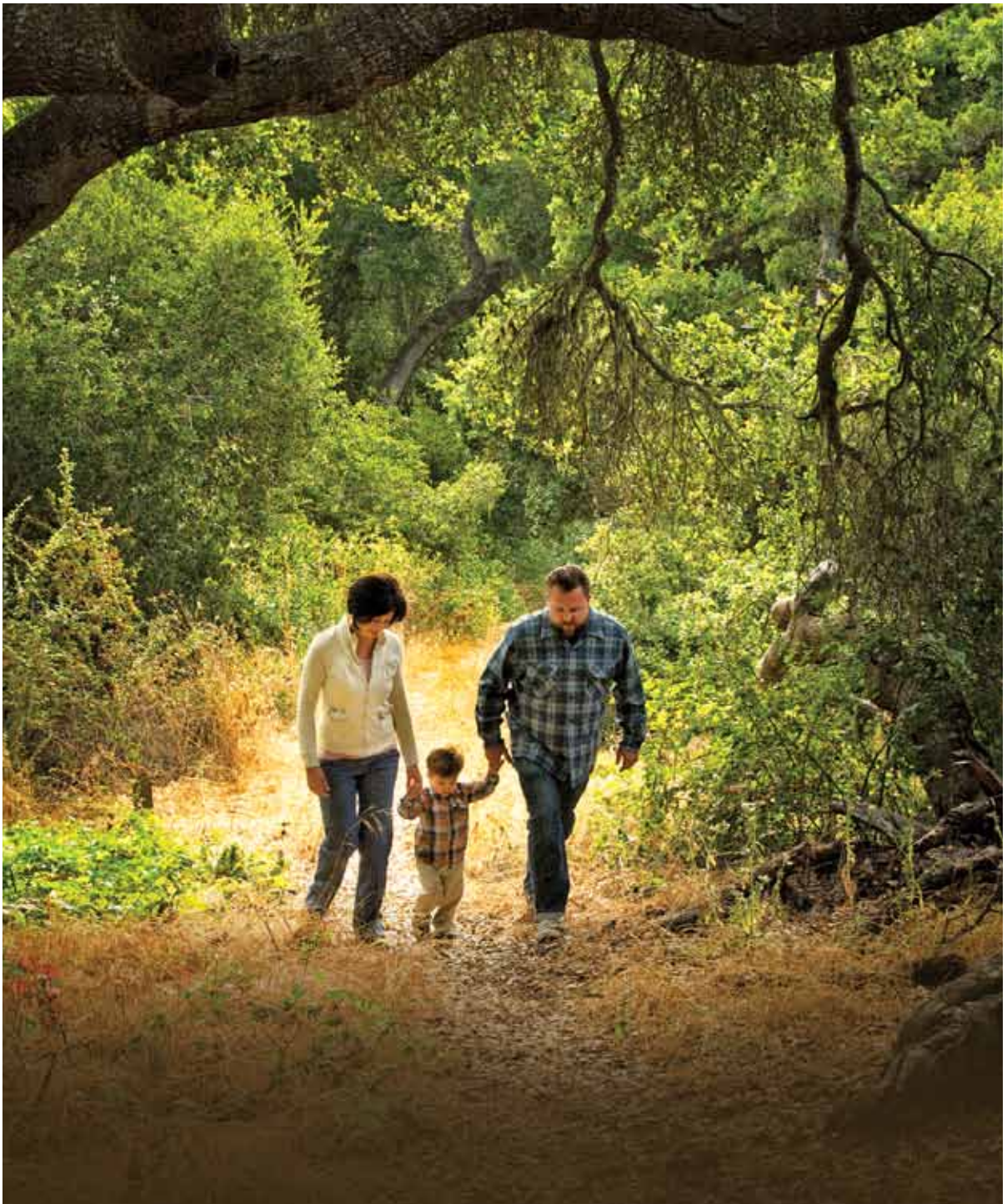
California State Parks  
Interpretation and Education Division  
Sacramento, California  
2012



© 2012 California State Parks

California State Parks supports equal access.  
This publication can be made available in alternate formats.  
For information call: (800) 777-0369  
(916) 653-6995, outside the U.S.  
711, TTY relay service  
[www.parks.ca.gov](http://www.parks.ca.gov)

Questions about this handbook or request for copies should be directed to:  
Interpretation and Education Division  
California State Parks  
PO Box 942896, Sacramento, CA 94296-0001  
Phone: (916) 654-2249  
[interp@parks.ca.gov](mailto:interp@parks.ca.gov)



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

---

The 2012 edition of Volunteers in Parks Program Camp and Park Host Handbook was prepared by Margo Cowan, Volunteers in Parks Program Coordinator, Interpretation and Education Division, California State Parks. Sincere thanks and acknowledgements are given to the following individuals for their contributions.\*

Brian Baer	Photographer, Interpretation and Education Division
Diane Barclay	Park Interpretive Specialist, Interpretation and Education Division
Maria Heilpern	Volunteer, Interpretation and Education Division
Wil Jorae	Museum Curator II, Interpretation and Education Division
Lorissa Kemper	Graphic Designer III, Interpretation and Education Division
Cate Murphy	Publications Editor, Interpretation and Education Division
Corinne Nelson	Office Technician, Interpretation and Education Division
John Palmer	Senior Photographer, Interpretation and Education Division
Brock Patel	Business Service Officer III, Business Services Section
Tad Perez	Graphic Designer III, Interpretation and Education Division
Donna Pozzi	Chief, Interpretation and Education Division
Dana Schnabel	Graphic Designer II, Business Services Section
Carlos Tapia	Digital Print Operator II, Business Services Section
Ingrid van Dijk	Office Technician, Interpretation and Education Division
Victoria Yturralde	Staff Park and Recreation Specialist, Interpretation and Education Division

The Interpretation and Education Division also extends appreciation to all members of the manuscript review committee, headquarters and field staff, and the staff of the Distribution and Reproduction Center for their assistance in the production of this publication and its contents.

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





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

---

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

CONTENTS	PAGE
<b>INTRODUCTION</b>	
Historical Background of Volunteers in State Parks.....	1
Volunteers in Parks Program Legal Authority .....	1
Camp and Park Host Program Background .....	2
Definition of a Department Volunteer.....	2
Department Volunteer Recruitment Policy .....	2
Designated Host Coordinator.....	3
<b>PROGRAM POLICIES AND PROCEDURES</b>	
<b>Chapter 1: Camp and Park Host Assignments</b>	
<b>1.1 Host Types and Eligibility</b> .....	5
Camp and Park Hosts.....	5
Other Host Positions.....	5
International Volunteers.....	5
<b>1.2 Host Duties and Responsibilities</b> .....	7
<b>1.3 Compliance with Park Regulations and Laws</b> .....	7
<b>1.4 Standards of Conduct</b> .....	7
<b>1.5 Hours of Service</b> .....	8
Rest Breaks .....	8
Smoking Breaks .....	8
<b>1.6 Travel Expense Claims</b> .....	9
<b>1.7 Home Based Occupations / Commercial Activities</b> .....	9
<b>Chapter 2: Host Site Designation, Amenities, and Occupancy</b>	
<b>2.1 Host Site Designation</b> .....	11
<b>2.2 Amenities</b> .....	11
Basic Site Amenities .....	11
Yards and Gardens.....	12
Pets .....	12
Television Antennas and Satellite Dishes .....	13
<b>2.3 Occupancy</b> .....	13
Duration of Occupancy .....	13
Limits on Occupancy and Use .....	14
Minimum Hour Commitment for Site Occupancy .....	14

Condition of Premises .....	15
Repairs and Alterations.....	15
Damage to the Premises .....	15

**Chapter 3: Recruitment and Registration**

<b>3.1 Host Recruitment .....</b>	<b>17</b>
Policy.....	17
Qualifications .....	18
Interview Process .....	18
Personal Reference Checks.....	18
Assignment of Hosts .....	18
Assignment of Designated Host Site.....	18
Notification of Unsuccessful Applicants.....	18
<b>3.2 Host Registration.....</b>	<b>19</b>
Required Registration Documents .....	19
Vehicle Registration.....	19
Processing Confidential Information.....	19

**Chapter 4: Orientation, Training, and Evaluation**

<b>4.1 Creating a Positive Work Environment.....</b>	<b>21</b>
<b>4.2 Orientation .....</b>	<b>21</b>
<b>4.3 Training.....</b>	<b>22</b>
<b>4.4 Performance Evaluation.....</b>	<b>23</b>
<b>4.5 Separating Hosts.....</b>	<b>23</b>
<b>4.6 Terminating Hosts.....</b>	<b>23</b>

**Chapter 5: Motivation and Recognition**

<b>5.1 Motivating Hosts.....</b>	<b>25</b>
<b>5.2 Complimentary Park Passes.....</b>	<b>26</b>
VIPP District Passes.....	26
VIPP Statewide Pass.....	26
<b>5.3 Ordering, Processing, and Issuing VIPP Passes.....</b>	<b>27</b>
Ordering VIPP Passes.....	27
Issuing District and Statewide Passes to Hosts.....	27
Issuing 200-Hour Passes .....	27
Host Use of District and Statewide Passes .....	27
<b>5.4 Department Recognition Awards .....</b>	<b>28</b>
District and Unit Awards.....	28
Department Awards .....	28
Awards and Honors (Chart) .....	29

**Chapter 6: Uniforms and Accessories**

6.1 Volunteer Patch .....	33
6.2 Volunteer Name Badge .....	34
6.3 Host Caps and Visors .....	34
6.4 Optional Uniform Items Provided by District or Host .....	34

**Chapter 7: Worker's Compensation Insurance and Tort Liability**

7.1 Worker's Compensation Insurance .....	37
7.2 Tort Liability Coverage .....	37
7.3 Liability Questions .....	37

**Chapter 8: Risk Management**

8.1 Policies .....	39
8.2 Strategies .....	39
8.3 Procedures for Reporting Accidents .....	40
8.4 Natural Disasters .....	40

**Chapter 9: Use of Firearms, Vehicles, Equipment, Personal Resources**

9.1 Firearms/Ammunition .....	41
9.2 State Equipment and Vehicles .....	41
9.3 Personal Resources .....	42

**Chapter 10: Funding Sources**

10.1 Volunteer Enhancement Program (VEP) .....	43
10.2 Cooperating Associations .....	43
10.3 California State Parks Foundation .....	43
10.4 Ranger Lane Volunteer Fund .....	44

**APPENDICES .....** 45**Appendix A General Information**

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

**Appendix B Departmental (DPR) Forms**

DPR 145 Accountable Documents Requisition  
 DPR 161 Equipment Operator Qualification Card  
 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  
 DPR 208F Volunteers in Parks – District Pass

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

**Appendix C Standard (State) Forms**

STD 204	Payee Data Record
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**

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**

**STATE LAWS**

California Government Code §3110 through 3119.5: <i>California State Government Volunteers Act</i>
California Labor Code §1720.4: <i>Public Works</i>
California Vehicle Code §4000.4: <i>Registration Required: Primary Use</i>

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 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>.



---

## 1.2 HOST DUTIES AND RESPONSIBILITIES

---

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.

---

## 1.3 COMPLIANCE WITH PARK REGULATIONS AND LAWS

---

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.

---

## 1.4 STANDARDS OF CONDUCT

---

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

---

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**

---

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**

---

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)

---

## **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.

---

## 3.2 HOST REGISTRATION

---

### 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**

---

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.

---

## 4.4 HOST PERFORMANCE EVALUATION

---

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.

---

## 4.5 SEPARATING HOSTS

---

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.

---

## 4.6 TERMINATING HOSTS

---

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.





---

## CHAPTER 5

# MOTIVATION AND RECOGNITION

---



### 5.1 MOTIVATING HOSTS

---

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

---

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.

---

## 5.3 ORDERING, PROCESSING, AND ISSUING VIPP PASSES

---

### 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)**

---

### **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.





## CHAPTER 6

# UNIFORMS AND ACCESSORIES

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

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

---

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

---

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)

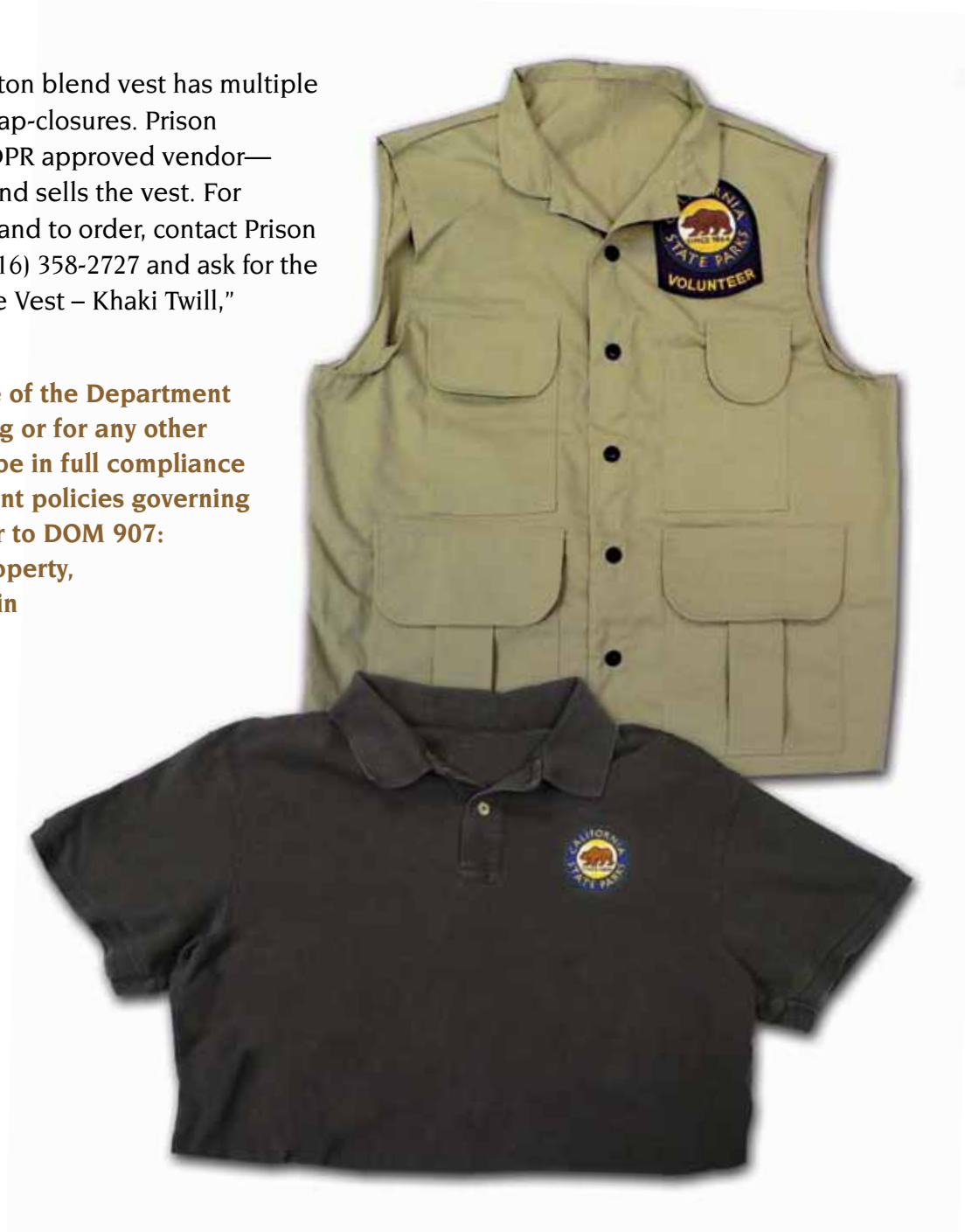
---

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.



---

## CHAPTER 8

# RISK MANAGEMENT

---

### 8.1 POLICIES

---

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

---

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

---

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

---

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**

---

### **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**

---

**10.1 VOLUNTEER ENHANCEMENT PROGRAM**

---

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**

---

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**

---

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**

---

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/>.

---

## **APPENDIX A GENERAL INFORMATION**

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

---

## **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

---

## **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**

---

- 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**

---

### **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*