

## **CITY OF MARSHALLTOWN PARKS AND RECREATION**

### **Being A Volunteer Campground Host**

#### **SAFETY**

1. Safety is of utmost importance; for the Host, City and visitors.
2. Campground Host must submit a signed waiver to the Parks and Recreation Department prior to performing any duties associated with the Campground.
3. Campground Host must act with “due care” when carrying out responsibilities as a volunteer. This is the care an ordinarily prudent and reasonable person in a like position would exercise in similar circumstances.
4. Campground Host should report any vandalism or potential safety hazards to the Parks and Recreation Director at 641-754-5715, ext. 4. Hazards to report include, but are not limited to:
  - Faulty electrical boxes
  - Hanging limbs
  - Burned out lights
  - Bee or wasp nests unable to remove
5. Work associated with the Campground Host can be physically demanding. All participants should be in good physical condition.
6. Campground Host should be mentally alert and use good judgment.
7. Campground Host must be aware of the extreme conditions, under which they might be working, including heat, insects and sun.
8. Keep abreast of storm situations. May need to alert campers and open Community Building as a shelter if needed.

#### **EXPECTATIONS OF HOSTS**

1. All hosts are expected to maintain clean, orderly campsites.
2. Only camping and recreational equipment may be in public view. Store all other equipment out of sight.
3. All plants or gardens must be grown in portable containers.
4. No additional storage containers or structures may be added without permission of Parks & Recreation.
5. Hosts are official representatives of the City of Marshalltown Parks and Recreation Department and therefore must:
  - Dress appropriately; wear identification.
  - Avoid offensive language and conduct.
  - Keep pets on leash and make sure rabies shots are current.
  - Adhere to all other rules that apply to the campground.

### **CAMPER REGISTRATION DUTIES**

1. Help direct campers to vacant sites.
2. Remind campers to register.
3. Keep track of campers and number of nights in park.
4. Direct non-registered park users to other areas in the park.

### **INTERACTING WITH VISITORS**

#### **DO**

- Greet and assist visitors; answer questions about the park and community.
- Be polite and friendly.
- Be a good listener.
- Be a good neighbor and set a good example by obeying all park rules yourself.
- Be positive when explaining park rules or when you see violation. If the violation continues, report it to Parks and Recreation.
- Refer campers with complaints to Parks and Recreation.

#### **DON'T**

- Don't try to enforce rules.
- Don't argue with or scold visitors.
- Don't be a busybody. Respect campers' privacy.

Don't spread gossip; keep any problems with campground guests confidential.