Santa Clara County Parks & Recreation Department

Volunteer Camp Host Manual

SANTA CLARA COUNTY PARKS

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I. CAMP AND SITE HOST

Overview of Duties
As with all long-term volunteers, Camp and Site Hosts work under a specific service agreement and follow specific job specs. They must also pass a Live Scan screening and complete a Camp and Site Host agreement. Orientation and training is provided. The Senior Park Ranger and Senior Maintenance Worker oversee Camp and Site Host volunteers. Hosts receive a full-utility campsite in exchange for volunteer service.

Hosts are recruited to be visible representatives of County Parks at campgrounds, day-use areas, and other County Parks sites that may require additional human presence and supervision. They are volunteers who temporarily reside on site, performing volunteer service that enhances the safe, educational and enjoyable experience of park visitors. Duties include providing information and assistance to park visitors, conducting campground checks, performing basic maintenance tasks, and assisting with interpretive programs and visitor center staffing. Hosts must also be able to activate emergency medical response and may assist Park staff in the event of an emergency. Hosts must not perform any law enforcement duties.

Each park has unique facilities, features and needs and therefore Host duties at each park may vary slightly. Prior to assignment, prospective hosts will meet with park unit staff to ensure hosts can meet expectations.

Below are the County Parks with Camp and Site Host Placements:
- Alviso Marina
- Chitactac Adams
- Coyote Lake
- J.D. Grant
- Martial Cottle
- Mt. Madonna
- Sanborn
- Uvas Canyon

Service Requirements
Hosts agree to provide a minimum of 20 hours per person per week of volunteer service. Most sites require that hosts commit to 6 to 12 months of service, but shorter appointments may be available. The length of service must not exceed what is specified in the camp and site host agreement. Camp and Site Hosts wishing to serve Santa Clara County Parks for more than 12 consecutive months must rotate to another park site. (Exceptions may be granted with approval from Park Supervisors.)

Hosts must complete a weekly Camp and Site Host Log as directed by the Senior Park Ranger or Senior Park Maintenance Worker.

Hosts must possess and maintain a valid and current State-issued vehicle driver’s license, current vehicle registration with the proper Department of Motor Vehicles, current vehicle insurance that meets the minimum insurance requirements set forth by the State of California and eligibility for issuance of a County Driver Permit.
Registration and Training Requirements
Hosts must follow the same registration steps as long-term volunteers. They must also complete and follow all provisions of the Camp and Site Host Agreement and possess and be familiar with the Camp and Site Host Manual as well as the Camp and Site Host Job Specifications.

Hosts must complete the following training within 4 months of placement:
- Radio Training (conducted at Park with Park Unit Staff or as part of the Trail Watch Academy)
- Adult and Pediatric First Aid/CPR/AED Certification (coordinated through the Parks Volunteer Program office)

Camp and Site Host Agreement
A Camp and Site Host Agreement must be approved and signed by the Host, members of the resident household over 18 years of age and the Senior Park Ranger and Senior Maintenance Worker prior to hosts conducting any service. The agreement outlines the hosts’ duties, defines the term of service, lists occupants, and records any Parks property issued to hosts. Any changes to the agreement must be in writing and signed by all parties.

Camp and Site Hosts may not perform duties or reside on site free of charge without a current agreement. Upon expiration of the agreement, camp and site hosts will be charged for park and campsite use if housing has not been vacated and a new agreement is not signed and in place.

Occupancy
The resident household may include the Host’s spouse, dependent children, or other adults residing with the resident volunteer. The total site occupancy may not exceed 3 people. Hosts may have guests stay for up to 3 days without prior approval from the Park Seniors. Guests staying 3 to 14 days must be approved by the Park Manager. Overnight guests staying in the resident household are limited to 14 consecutive days. All adults residing in the resident household for more than 14 days must register and become a volunteer. Hosts must obtain approval from Park Seniors prior to any change in approved occupants and shall revise the agreement to reflect any such change within 10 days of approval.

Occupants are expected to be considerate of other park visitors and campers including monitoring noise levels (radios, televisions, gatherings, etc.) to ensure that fellow residents and park visitors are not disturbed. Hosts are responsible for ensuring that all members of their resident household obey all laws in the residence areas and in the park. Failure to comply may result in the cancellation of the agreements and disciplinary actions up to and including dismissal of the Host.

Hosts are prohibited from conducting any non-park business within the park.

Resident Pets
Hosts may have a maximum of 4 pets. Pets are prohibited from roaming outside the confines of the housing unit or designated yard areas and all leash rules must be obeyed. No vicious animals or nuisance pets may be kept in the volunteer residence areas or Host sites. Pets larger than 20 lbs. must be approved by Park Staff. Pets must not be leashed to the trailer or left unattended.

No livestock (horses, cows, sheep, goats, pigs, chickens, etc.) is permitted in park residence areas without written permission.

Host Sites
Hosts may only have one RV and two separate vehicles on site, and the site must be kept clean and presentable. Only outdoor furniture may be used outside. No additional site amenities (fences,
enclosures, sheds, etc.) may be erected without prior Chief Ranger approval. A storage area may be provided to the Camp and Site Host.

**Reimbursements**
In lieu of direct reimbursement for expenses, Hosts will be provided with a complimentary and temporary license to use one recreational site, and associated water, electrical, and garbage services, which shall be limited to reasonable and normal use.

In order to respond to emergencies, telecommunications access is crucial. At sites where cellphone coverage is unavailable, camp and site hosts may be reimbursed a flat rate for the monthly cost of local telephone service.

II. CAMP HOST INTRODUCTION
Volunteers are integral to Santa Clara County Parks and Recreation Department and act in many different roles. Our volunteer Camp Hosts are a great asset to the Department, and as well offers a rewarding opportunity for qualified candidates.

**Camp Host Mission**
The mission of the Camp Host is to provide services in partnership with Park Staff, and provide a presence in campgrounds and parks that enhance the safe, educational, and enjoyable experienced of park visitors.

III. HANDLING SITUATIONS INSIDE THE PARK

**Visitor Contacts**
The Camp Host provides a readily available, hospitable presence for park visitors. Typical tasks include providing information about fees and park features, available sites, hand out maps and brochures, sell fire wood or charcoal briquettes, and answer other questions visitors may have.

At no time is a Camp Host to engage in any type of law enforcement. Engagement in law enforcement activities by a Camp Host is grounds for immediate dismissal. All problems law enforcement related should be reported to the on duty Park Ranger, County Communications, or 911. Note: Several parks have on site, resident park ranger or maintenance staff.

**Medical Emergencies**
- If you receive a report of a serious medical emergency or encounter one yourself, walk/run or drive to the nearest phone and call 911 to notify EMS, and then notify the on duty Park Ranger or County Communications. If you are on scene, tell the 911 operator and the operator will ask you relevant questions.
- With emergencies that occur after park hours, you may need to guide in arriving EMS personnel. If necessary, leave the scene and go to the park entrance to meet EMS.
- As a volunteer, involve yourself in the situation only to the extent to which you are trained and are confident of your role.
- Be courteous, calm and act in a business like manner.
- Inspect the scene carefully.
- Tactfully ask for the names, addresses, and phone numbers of the victim(s) and witness(es). If another volunteer is available, ask him/her to complete accident forms and gather information. Note any factors that may have caused the accident.
- Do not enter into a dispute with claimant over the cause of the accident.
- Do not reprimand anyone at the scene.
- Do not speculate out loud about the cause of, or responsibility for the accident.
- Do not offer to pay for medical expenses.
- Do not admit responsibility.
- Do not mention insurance.
- Do not discuss the accident with anyone who is not Parks Staff, now or later.

Potential Crime Scenes
If you encounter a potential crime scene, immediately notify the on duty Park Ranger or County Communications. Then if safe, protect the scene of the crime from and disturbance.

Reporting Maintenance Problems
If you notice a maintenance problem or a potential maintenance problem, contact or leave a note for Park Staff. Explain in detail the exact nature of the problem. If the problem requires immediate attention call the nearest staff member by phone.

Found Items and Lost Items
A visitor who finds an item in the park is encouraged to turn the item over to Park Staff. Accepting found items from visitors is considered one of the Camp Host’s duties. The Camp Host is then responsible to turn over any found item to Park Staff. A Camp Host should not, under any circumstances, retain an item.

Attach the following information to the item and give it to Park Staff: name, address, phone # of individual who found the item, description of the item, the date, and the location item was found. If you find an item yourself, write down your own name and the remaining information listed above, attach the information to the item and give it to Park Staff. If you get a report of a lost item, write down the person’s name, addresses, phone number, the date, where they think they lost the item and an accurate description of the item.

The best way to document lost and found items is to use the department form for these items. Park Staff should provide you the forms.

Advise the visitor to check with a Park Ranger if possible before leaving the area, and provide the visitor the park office phone number.

General Park Rules & Regulations
- Park gates are opened at 8:00 a.m. and trails are open at sunrise. All parks are closed to non-campers at sunset.
- For the visitor’s safety, motorists and bicyclists must observe posted speed limits. Vehicles are allowed only on designated roadways and parking areas.
- Dogs and other pets are allowed on leash in designated areas of parks. Please check with the Park Staff or the signage posted at your park.
- Garbage and litter must be placed in receptacles.
- Fires are allowed in designated areas only.
- Firearms, air guns or bows and arrows are prohibited except on ranges established for target practice.

Additional information regarding park rules and regulations may be obtained from Park Staff. Information regarding reservations may be obtained by calling (408) 355-2201, Monday through Friday, 8:30 a.m. to 4:00 p.m.

IV. PARK ORIENTATION

Camp Hosts will receive an orientation from Park Staff. During orientation staff may issue items to the Camp Host. It is the responsibility of the Camp Host to return these items at the conclusion of his/her stay at the park.

V. CAMP HOST LOGS

Camp Hosts are required to complete a weekly duty log. Use this log to list any services you have performed by date and time. The Volunteer Program Staff will provide these logs when you begin your assignment. Turn in your logs to Park Staff at the end of each month and staff will forward your logs to the Volunteer Program so you may receive credit for your hours served.

VI. CAMP HOST AGREEMENT

All provisions of the Camp Host Agreement must be followed. Camp Hosts must sign this agreement prior to beginning their assignment.
VII. PARKS AND COUNTY COMMUNICATIONS PHONE NUMBERS
(All Numbers are Area Code 408)

VOLUNTEER PROGRAM MANAGER: 918-4932
VOLUNTEER PROGRAM COORDINATOR: 918-4940
VOLUNTEER PROGRAM- MAIN LINE: 918-4930
COUNTY COMMUNICATIONS (Control 12) 299-2505

PARK PHONE NUMBERS
ALMADEN QUICKSILVER (Museum) 323-1107
ALVISO MARINA (Ed Levin) 262-6980
ANDERSON LAKE 779-3634
CALERO 268-3883
CHESBRO RESERVOIR (Uvas Canyon) 779-9232
COYOTE-HELLYER 225-0225
COYOTE LAKE 842-7800
FIELD SPORTS PARK 463-0652
GRANT 274-6121
ED LEVIN 262-6980
LEXINGTON RESERVOIR (Vasona) 356-2729
LOS GATOS CREEK (Vasona) 356-2729
MOTORCYCLE PARK 226-5223
MT. MADONNA 842-2341
PENITENCIA CREEK (Ed Levin) 262-6980
RANCHO SAN ANTONIO (Stevens Creek) N/A
SANBORN-SKYLINE 867-9959
SANTA TERESA (Calero) 268-3883
STEVENS CREEK 867-3654
UPPER STEVENS CREEK (Sanborn) 867-9959
UVAS CANYON 779-9232
UVAS RESERVOIR (Uvas Canyon) 779-9232
VASONA 356-2729