

## **Host Duties and Information**

Volunteer hosts assist Lake Limerick Country Club (LLCC) staff with routine visitor services such as greeting guests, answering questions and dispensing information in exchange for free camping. You are here to help our members have a safe and enjoyable experience at our parks.

### **Hosts Duties from noon to dusk Friday through Sunday and Holidays for the park you are assigned to:**

- Be a good listener, polite and friendly, with a desire to be helpful.
- Be alert, observant and diligent.
- Support the club and its membership by being positive about staff and rules of parks at LLCC.
- Learn, understand, and be able to explain park rules and regulations such as:
  - How do I register my boat?
  - What are park hours?
  - How do I get a gate key card?
  - What are some the LLCC activities?
- Provide accurate information. If you do not know the answer to a question, check with staff or refer the visitor to the office or you may tell them you will contact LLCC staff to find the answer and get back to them. LLCC does not expect you to know the answer to every question you will be asked. Never be embarrassed to admit to a visitor that you do not know the answer to a question; refer them to the office.
- When you see a violation of the rules, respectfully advise the offender of the violation, and hand out an appropriate brochure if available. If the violation continues, report it to the office, Board of Directors or LLCC host contact.
- If you witness dangerous or destructive behavior, respectfully request the offender to cease and desist. If the dangerous or destructive behavior continues, report it to the LLCC General Manager, or the non-emergency Sheriff's department number.
- If you feel threatened, call the Sheriff (911.)
- Refer complaints to the General Manager.
- Under no circumstances are you to consume alcohol or other intoxicants while on duty as a Park Host.
- Be a good neighbor. Set a good example by obeying the park rules yourself.
- Timesheets must be completed and submitted to the office at the end of each week in which you volunteer to ensure you are covered for medical industrial insurance and liability protection during the time you are volunteering.

### **Host Monthly Duties:**

Submit a written time log weekly to the General Manager. The report contents should include, but are not limited to:

- Describe significant events at the park of issues that should be brought to the attention of the Board of Directors.
- Recommend anticipated repairs, equipment or supplies.
- Account for any expenditures for repairs, equipment or supplies.
- Describe potential action that may affect the business affairs of the park host or LLCC.

### **The following are NOT part of your duties and are to be avoided:**

- Do not enforce the rules.
- Do not argue, scold or “chew out” the visitor.
- Do not be harsh, sharp, abrupt, hurried or impatient.
- Do not be a know-it-all, self-righteous or a busy-body.
- Do not accept responsibility for supervising park visitors’ children; babysitting is not one of your volunteer job duties.
- You are PROHIBITED from providing life-guard services either in fact or appearance.

## **Tips for Hosts**

- Read the LLCC Host Duties and Information. Spend some time getting familiar with the local area.
- Do not hesitate to ask questions of staff to clarify responsibilities or bring up concerns.
- Remember, safety first always. Know your physical limitation and discuss any specific medical problems – allergies, surgeries, diabetes, etc. with the staff.
- Ask for feedback on your performance. You are entitled to receive an evaluation of your host experience by staff and in turn, you will be given an opportunity to give your feedback.

## **Expectations of hosts while not on duty;**

*Hosts are expected to maintain clean, orderly campsites.* You must check with the Architectural Committee before adding any additional structures or storage containers at your site.

- All plants or gardens must be grown in portable containers.
- Do not perform vehicle maintenance at your site. Discuss with staff as to the availability of a location where such activities would be allowed.
- Only camping and recreational equipment may be in public view; all other equipment must be stored out of sight.

Hosts are representatives of LLCC, therefore:

- Please confine consumption of alcohol or use of tobacco to your campsite during off-duty hours. Under no circumstances are you to become under the influence of alcohol or other intoxicants while serving as a Park Host.
- Dress appropriately.
- Avoid offensive language or conduct .
- Avoid displaying signs, decals, bumper stickers, and posters that express political, racial or religious viewpoints.
- Be accessible to members/guests for questions, comments and complaints.

## **If you find yourself underutilized or bored during your “on-duty” hours, you are welcome (and it would be greatly appreciated) to engage in any of the following activities:**

- Sweeping or brushing off picnic tables
- Reporting any damaged tables, trees, dock, or any other damage to the Maintenance Department.
- Opening and/or closing park gates
- Moving or cleaning around garbage cans
- Raking or sweeping driving areas smooth
- Sweeping cobwebs off buildings
- Hosing down building and signs
- Clipping brush out of the way
- Pick up litter in and around beach area and camp site
- Removing strings and rope from trees, bushes
- Light maintenance of park facilities, including routine cleaning and restocking of restrooms

## **Application Process**

Application packets are available at the LLCC office. You may pick one up in person or obtain it from the LLCC web site at [www.lakelimerick.com](http://www.lakelimerick.com). Once your application is received, it is reviewed by the Lake/Dam Committee and approved by Board of Directors. It may be easier to get a first time hosting position if you are willing to be flexible in your location choice.

After your application is reviewed, a member of the staff will either contact you by phone or mail if host openings are available. You will receive an explanation of your specific duties and responsibilities and be interviewed. Once you arrive for your assignment, you will receive further training and orientation.

## **Relationship**

Park hosts are volunteers and not employees or contractors. They own and live in their own recreational vehicles and LLCC provides a place for them to park their unit, as well as septic, water, electrical hook-ups and local phone service. The volunteers do not rent the space provided; rather, it is necessary for them to live there so they may perform their volunteer duties.

Volunteers agree and understand they are not employees or contractors and have no continuing right to occupy the premises once their status as a volunteer is terminated.

## **What You Get in Return**

With a four-month commitment (32 hours per week per site – noon until dusk – Friday, Saturday, Sunday, and Holidays), you will receive:

- Free camping and hookups
- A “Host” sign for your campsite
- Free local phone service
- A monthly stipend, prorated for partial months
- A Social Membership in Lake Limerick Country Club

## **Insurance Coverage**

Medical: Medical industrial insurance for volunteers is provided through the Department of Labor and Industries. By submitting your timesheet, you will receive the cost of medical treatment needed for a service-related injury or illness. You are NOT covered for loss of employment time due to the injury or illness, nor for a lasting disability or death. If you suffer an on-the-job injury, your supervisor will assist you in obtaining and completing the proper forms to submit to L&I for processing.

Tort Liability: As a volunteer host, you are acting as an agent of LLCC. You are responsible for whatever damage you cause by your own negligence or intentional acts.

Personal Property: A volunteer’s personal belongings are not covered by LLCC. It is advisable that you carry your own insurance to cover damage to personal belongings, which may occur as a result of theft, vandalism or natural disasters such as earthquakes, storms, ice, fire, flooding, high winds, etc.

Vehicle Insurance: You will be asked to show proof of vehicle insurance if you use your own vehicle on the job.

If special equipment or tools are required to perform your volunteer duties, you will be issued what you need and be trained in their use. LLCC equipment is not to be used for personal use. It is not recommended you use your personal equipment to perform your volunteer duties. If you do, LLCC is not responsible for damage, replacement or repair to such equipment.

Do not offer park visitors a ride in your personal vehicle. Taxi service is not one of your volunteer job duties.

## **Background Checks**

As a volunteer, you will be acting as an agent of LLCC and interacting with our members and their families. You will be required to undergo a conviction or background record check prior to your approval by the Board. LLCC covers the cost of the background check.

## **Business Enterprises**

Conducting business, such as selling items/products or performing services for pay is not allowed.

## **Termination of Host Duties**

LLCC reserves the right to remove a Park Host at any time.

**Term of Assignment**

The LLCC summer activity season is May 15 to September 15.

**Vacating the Park Host Site**

You are required to remove your RV and personal vehicle(s) upon your departure upon completion of your assignment, or if termination occurs. RVs or vehicles left more than 5 days shall be considered abandoned and are subject to removal and impound at the owner's expense.

**Emergencies**

Expediently summon, assist and inform law enforcement, medical personnel and the elected president of the Board of Directors, in the event of emergencies or accidents on LLCC property. In the event the president cannot be reached, inquiries shall be pursued in the following order or priority until contact with the Board is established: a) Vice President; b) Secretary; c) Treasurer; and d) other Board members.

**Acknowledgment**

I have read and received a copy of the Host Duties and Information and agree to abide by its terms.

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For the Season

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Volunteer Host Signature

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Date