

## LLCC Park Host Duties and Information

Volunteer hosts assist Lake Limerick Country Club (LLCC) staff from May 15 through September 15 with routine visitor services. These services include greeting members and 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

- 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 of park rules.
- Learn, understand, and be able to explain park rules and regulations such as:
  - How do I register my boat?
  - What are park hours?
  - What are some of the LLCC activities in the area?
- 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 or Community Association Manager (CAM).
  - Ask individuals in the park what their names are and whether they are members or guests. Ask them for their member ID or guest pass. If an ID or guest pass is not available, inform the individuals they are technically trespassing and should return with their proper ID. (Provide Guest Pass handout)
  - Observe boat launching and if a State registerable vessel (over 16 feet or over 9 HP) does not have Div/Lot number and an LLCC registration tag, the parties should be informed this is a private member only lake with vessel registration required for boating activities and use of the member boat launch. (Provide Vessel Registration handout)
- If you witness dangerous or destructive behavior, and believe it is safe to do so, respectfully request the offender to cease and desist. If the dangerous or destructive behavior continues, report it to the LLCC Community Association Manager (CAM), or the emergency or non-emergency Sheriff's department number as appropriate. **If you feel threatened, call the Sheriff (911.).**
- 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.
- Refer complaints to the CAM.
- Under no circumstances are you to consume alcohol or other intoxicants while on duty as a Park Host.

## **LLCC Park Host Duties and Information**

- Be a good neighbor. Set a good example by obeying the park rules yourself.
- Submit a written activity log weekly to the CAM. The report contents should include, but are not limited to:
  - Describe significant events at the park or issues that should be brought to the attention of the Board of Directors;
  - Recommend needed repairs, equipment or supplies;
  - Account for any expenditures for repairs, equipment or supplies; and
  - Describe potential actions that may affect the business affairs of the park host or LLCC.

### **Emergencies**

In the event of emergencies or accidents on LLCC property immediately summon, assist and inform law enforcement, medical personnel and the CAM as appropriate (who will notify the elected president of the Board) of Directors. In the event the CAM and president cannot be reached, the following should be notified in this order or priority until contact with the Board is established: a) Vice President, b) Secretary, c) Treasurer, and d) other Board members.

### **Routine Maintenance Duties**

You are encouraged to perform routine light maintenance at your park:

- Sweeping or brushing off picnic tables;
- Reporting any damaged tables, trees, docks, or any other damage to the Maintenance Department;
- 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;
- Picking up litter in and around beach area and camp site;
- Removing strings and rope from trees, bushes;
- Cleaning and restocking of restrooms; and
- Opening and/or closing park gates.

If special equipment or tools are required to perform your volunteer duties, you will be issued what you need and be trained in its 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.

## **LLCC Park Host Duties and Information**

### **The Following are NOT Part of Your duties and are To Be Avoided**

- Do not argue with, scold or "chew out" visitors.
- Do not be harsh, sharp, abrupt, hurried or impatient.
- Do not be a know-it-all, self-righteous or a busybody.
- Do not accept responsibility for supervising park visitors' children; babysitting is not one of your volunteer job duties.
- Do not act or give the impression you are an on-duty lifeguard.
- Do not offer park visitors a ride in your personal vehicle. Taxi service is not one of your volunteer job duties.

### **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 and 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.

## LLCC Park Host Duties and Information

- 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.

### Business Enterprises

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

### Relationship to Lake Limerick Country Club

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, and electrical hook-ups and a monthly ground-based telecommunications allowance. 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 Receive in Return

With a four-month commitment (approximately 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
- A monthly ground-based telecommunications allowance (if needed for local service)
- A Social Member Privilege in Lake Limerick Country Club

### Insurance Coverage

No insurance is provided.

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. You must carry your own insurance to cover damage to personal belongings that may occur as a result 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.

## **LLCC Park Host Duties and Information**

### **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 received, your application 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 park 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.

### **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.

### **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. RV s or vehicles left more than 5 days shall be considered abandoned and will be subject to removal and impound at the owner's expense.

## LLCC Park Host Duties and Information

### Park Host Acknowledgement

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

\_\_\_\_\_  
Volunteer Host Printed Name

\_\_\_\_\_  
Volunteer Host Signature

\_\_\_\_\_  
Date