

## 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. The primary role of our hosts is to help our members and guests have a safe and enjoyable experience while at our parks.

### Expectations of Park Hosts

- Hosts are on duty from noon until 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 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.
  - 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 office, 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. Hosts sometimes are asked questions they may not know the answer. When this occurs, contact the office for assistance.
- Refer complaints to the office.
- 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 office. The report contents should include, but are not limited to:
  - Significant events / occurrences at the park;
  - 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 where there is risk to a person or property immediately summon law enforcement and/or medical personnel by calling 911. Also, if authorities have been contacted or if some other form of assistance is needed (security or facilities for example), please follow the escalation list found in the Park Host Binder.

### **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 office;
- 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 the beach area and the camp site;
- Removing strings and rope from trees and bushes;
- Light cleaning and restocking restrooms; and
- Opening and/or closing park gates.

If special equipment or tools are required to perform volunteer duties, these will be issued and training provided if necessary. LLCC equipment is not to be used for personal use. It is not recommended hosts use personal equipment to perform volunteer duties. If hosts do, LLCC is not responsible for damage, replacement or repair to such equipment.

### **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.

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

- Do not be a know-it-all, self-righteous or a busybody.
- Do not accept responsibility for supervising park visitors.
- Do not give the impression that hosts are responsible for lifeguard duty.
- Hosts are not permitted to transport park visitors in their personal vehicles.

### **Tips for Hosts**

- Read the LLCC Host Duties and Information. Spend some time getting familiar with the local area.
- Do not hesitate to ask staff questions to clarify responsibilities or bring up concerns.
- Remember, safety is always first. Know physical limitation and discuss any specific medical problems, allergies, surgeries, diabetes, etc. with the staff.
- Hosts are encouraged to ask for feedback on their performance and receive an evaluation on their experience while at LLCC.

### **Expectations of Hosts While Not on Duty**

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

- All plants or gardens must be grown in portable containers.
- Do not perform vehicle maintenance at the camp site. Discuss with the office 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**

- Please confine consumption of alcohol or use of tobacco to your campsite during off-duty hours. Under no circumstances are hosts to come under the influence of alcohol or other intoxicants while serving as a Park Host.
- Dress appropriately.
- 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.

## LLCC Park Host Duties and Information

### Relationship to Lake Limerick Country Club

- Park hosts are volunteers and not employees or contractors.
- Hosts own and live in their own recreational vehicles.
- LLCC provides a place for hosts to park their RV and personal vehicle, 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), hosts will receive:

- Free camping and hookups.
- A "Host" sign for the campsite.
- A monthly ground-based telecommunications allowance (if needed for local service).
- A Social Member Privilege in Lake Limerick Country Club; providing use of the Blarney Room lounge and The Inn restaurant.

### Insurance Coverage

No insurance is provided.

Tort Liability: Volunteers act as agents of LLCC. Hosts are responsible for all of the damage they cause.

Personal Property: A volunteer's personal belongings are not covered by LLCC. Hosts must carry their own insurance to cover damage to personal belongings that may occur because of theft, vandalism or natural disasters such as earthquakes, storms, ice, fire, flooding, high winds, etc.

Vehicle Insurance: Hosts are required to provide proof of vehicle insurance.

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

### **Application Process**

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

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

### **Background Checks**

As a volunteer, hosts will be acting as an agent of LLCC and interacting with our members and their families and guest. Hosts will be required to undergo a conviction or background record check prior to 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. RVs 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 Park Host Duties and Information and agree to abide by its terms.

---

Volunteer Host Printed Name(s)

---

Volunteer Host Signature(s)

---

Date