



## CAMPGROUND HOST POLICY

The Forsyth County Parks and Recreation Department encourages the use of volunteers to serve as Campground Hosts at the Tanglewood Park Campground. All campgrounds should have a Volunteer Campground Host scheduled during heavy use season of March 1 through the first weekend of December (closed – February). Volunteer Hosts must comply with all State Laws, Department Rules, Policies & Procedures and Director's Orders.

The Volunteer Campground Host Program was developed in order to increase the level and quality of service that Forsyth County Parks and Recreation visitors and campers receive. Hospitality is the most important function of our Hosts. They extend a warm welcome, maintain a friendly presence in the campground and provide answers to questions regarding park activities and local attractions. Hosts contribute their volunteer services with the goal of assuring our visitors a comfortable enjoyable stay and enhancing the quality of their outdoor experience.

Volunteer Campground Hosts have come to be viewed by campers as standard amenities in campgrounds, rather than extra attractions. Hosts are friendly, responsible, and experienced campers who provide valuable assistance to our park employees and important services to our campers, while enjoying free camping for extended periods within our campground.

### PROCEDURE

#### **Number of Hosts:**

The campground will be limited to three Hosts at a time working 3 day on 6 day off schedules.

#### **Timetables:**

Campground Hosts are normally scheduled between March 1 and the first weekend of December. At other times of the year, Parks and Recreation may assign Campground Hosts based upon Host availability and the needs of the Tanglewood Park Campground. It is the policy of Forsyth County Parks and Recreation / Tanglewood Park RV Campground to seek host applicants that can commit to serve the entirety of the campground operation season (March 1 – the first weekend of December).

#### **Priority and Selection:**

Applications are accepted during open posting times and until positions are filled. Applicants must be at least 18 years of age. North Carolina residents are given priority. Campground Hosts are selected from those who submit proper applications until existing vacancies are filled. Interviews will be conducted by the Parks and Recreation Department. Positions should be filled as soon as possible. Campground Host positions are not recurrent from year to year. Current Hosts should inform the Parks and Recreation Department of their interest in returning and submit a completed Host Application for the upcoming year.

**\*\*A Host Application must be completed and returned to Forsyth County Parks and Recreation Main Office as soon as the selection process has been completed. Safety/liability standards require a completed form in Main Office and Tanglewood Park Admin Office. Hosts may not begin service schedules until this form is on file.**

### **Criminal History Check:**

The following policy shall be used to govern all Campground Host assignments:

Host applicants who are chosen by Park personnel to be Campground Hosts shall have criminal history background checks performed. Park personnel shall verify the Applicant's full name and birth date before submitting the confirmation/vacancy form to the Volunteer Coordinator. Verification will be done by comparing the birth date on the application with the birth date on the applicant's driver license. The Division's Volunteer Coordinator will conduct a criminal history check on each applicant and place all results in a secure file. Park personnel will be notified of any criminal history charges found in the applicant's record. Any applicant having one or more of the following convictions will not be placed in Campground Host positions:

1. Any Felony
2. The Following Misdemeanors:
  - Resisting and Obstructing
  - Indecent Exposure
  - Child Abuse
  - Criminal Sexual Conduct
  - Assault and Battery on a Police Officer
  - Domestic Assault

### **Length of Service:**

All Volunteer Campground Host schedules are at the discretion of the Parks and Recreation Director and based on the needs of the Park. Schedule must be no less than two consecutive weeks. Exceptions to the minimum or maximum time periods must be approved by the Parks and Recreation Director or their designated appointee.

### **Scheduling:**

Being a Campground Host represents a major commitment of time to Tanglewood Park. Campground Host on-duty hours should be mutually agreed upon by the Host and the Parks and Recreation Supervisor conducting the Host Program normally 8AM until 5PM each day. A minimum of 24 hours per week should be contributed by each person who serves as a Campground Host. If a couple is assigned as a team, then each individual must provide at least 24 hours of service per week. Hosts are required to provide services for each day of the week including holidays. Host shall also be "on call" after hours during each of their scheduled 3 day work periods. Each host will be scheduled to work a 3 day on and 6 day off period. Additional days off and other changes in scheduling will be subject to the Campground Director's approval. Host may not be scheduled to relieve paid employees on breaks or scheduled to perform job tasks normally assigned to paid employees.

***\*\*All hosts should keep in mind that shifts and schedules may vary throughout the year based upon the current host staffing levels.***

Tanglewood Park Campground Director should have a written copy of the Hosts' schedule (important for emergency purposes).

**Host Equipment:**

Campground Hosts must provide their own camping unit, equipment, and personal items. While at the park, a Host might be loaned equipment by the Tanglewood Park Campground Director that other campers may borrow. This camping equipment may include rakes, brooms, a level, scissors, etc.; recreational equipment may include horseshoes, volleyball and net, etc. Tanglewood Park Campground Directors should provide Hosts with all the equipment and materials necessary to perform the services they have been assigned. All equipment must be returned to the Tanglewood Park Campground Director upon completion of the assignment, or other termination.

**Campsite:**

It is the Tanglewood Park Campground Director's responsibility to select the site and facilities to be used by the Campground Host. The Host campsite must be kept neat and clean at all times. No storage buildings, structures, or other items can be stored on the Host campsite that would give the appearance of a semi-permanent or permanent dwelling.

The Tanglewood Park Campground Director will provide the Host campsite with the following:

1. "Campground Host" sign
2. Bulletin Board or Eraser Board
3. "In/Out" sign or "On Duty/Off Duty" sign (optional)
4. Display rack or table for brochures, maps, etc.
5. Electricity (if available), Water (if available), Sewer (if available), and Telephone (hook up)

**Visitors to Host's Campsite:**

Guest visits and lengths of stay should be responsible so as not to interfere with the Host's duties. The only people who may reside on the Host Campsite long-term and more than 3 days are those on the application.

**Training:**

Campground Host duties will supplement the park staff in assisting and directing visitors to a campsite, explaining camping fees, assisting with camping activities, assisting with maintenance, supplying visitor information, and similar tasks. The Tanglewood Park Campground Director will coordinate all required training on required activities with the Park maintenance staff and the Parks and Recreation Safety Coordinator.

**Required Activities:**

Campground Hosts must provide the following activities:

1. Daily Tour of Campground
2. Loan of Equipment (if supplied)
3. Check Bathrooms
4. "In/Out" or "On duty/Off Duty" sign
5. Approximately 24 hours per individual per week contributed
6. "On Call" after hours during your scheduled work days

**Code of Behavior/Prohibited Acts:**

- Host must obey all local, State, and Federal laws
- No boisterous or disturbing behavior
- Operate UTV's (utility vehicles) only on designated Park roadways and designated areas, no operation on Park trails. UTV shall operate only between Welcome Center office and Campground and Campground and yard waste area. All other areas are off limits to the UTV unless otherwise instructed.
- Consumption of alcohol prohibited while on duty
- Tobacco use prohibited in all Forsyth County owned and Park operated buildings
- Be respectful of all RV/Campground guests and fellow hosts
- Personal relations shall not become disruptive to the RV / Campground and its activities
- Misuse of County services is prohibited (excessive telephone & cellular phone use)
- No unwelcome or unsolicited speech based upon age, race, color, religion, sex, national origin, or disability
- Use of any device or service to access internet, email, telephone, or facsimile machine to send or receive materials that could be construed as fraudulent, illegal, harassing, obscene, indecent, profane, or intimidating is prohibited
- All news media requests shall be referred to the Parks and Recreation Marketing & Events Manager or the Department Head
- Will under no circumstances collect any RV / Campground fees or other Park fees
- Volunteers will not operate County road vehicles
- Hosts will take no law enforcement measures. Infractions of park rules and policies will be reported to Park staff or to the proper law enforcement agencies
- Personal gifts and gratuities shall not be accepted
- Personal motor powered contrivances are not allowed
- No permanent structures allowed attached to camping vehicles (decks, porches, patios, etc. )
- No business advertisements shall be affixed or visible on the host sites

**Termination and Evaluation:**

When a Campground Host has completed the agreed upon period of service, the Host and Tanglewood Park Campground Director will complete Exit Evaluations for each Host. These forms are available from the Tanglewood Park Campground Director and should be completed and returned to the Parks and Recreation Main Office within two weeks of departure. All equipment must be returned to the park when the volunteer assignment has ended.

**Host Program Materials:**

The following resources have been developed for use with the Volunteer Campground Host Program:

1. RV Campground Agreement / Liability Waiver form
2. Host Application / Information
3. Host Duties List

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**Applicant Signature / Date**

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**Co-Applicant Signature / Date**