

PUBLIC WORKS DEPARTMENT – OPERATIONS DIVISION

Park Host Policy and Procedures

PARK HOST DUTIES AND INFORMATION

Volunteer Park Hosts assist park staff with routine visitor services such as greeting guests, answering questions, clean-up, general maintenance, and dispensing information in exchange for free use of area for self contained recreational vehicle.

Expectations of Hosts

Hosts are expected to maintain a clean, orderly RV site. Hosts must check with the City of Coos Bay Parks staff before adding any additional structures or storage containers at your site. Any plants must be grown in portable containers. Do not perform vehicle maintenance at your site. City equipment cannot be used for personal use. Personal equipment not provided by the City must be stored off site. You are allowed one vehicle with your RV. The consumption of alcohol while on City Park property is in violation of Park rules, consumption of alcohol is restricted to inside your RV. All City recreational facilities are no smoking facilities. Hosts must have cell phone or means to contact City staff and emergency response. Hosts are official representatives of the City of Coos Bay Public Works Department. Therefore:

- Dress appropriately
- Avoid offensive language or conduct.
- Avoid displaying signs, decals, bumper stickers, or posters that express political or religious viewpoints. Please check with your City Parks staff. All dogs must have current rabies certificates. Scoop and leash laws apply at all times. Pets must never be left unattended.

Tips for Hosts

Read the City of Coos Bay Personnel Policies and Procedures. If possible, arrive a day before the previous hosts leave so you have an opportunity to ask them questions and discuss any special considerations. During the orientation session with Park staff, don't hesitate to ask questions, clarify responsibilities, or bring up concerns. Remember: safety first, always. Know your physical limitations and discuss any specific medical problems – allergies, surgeries, diabetes, etc. – with City Park's staff. It is beneficial if you have a current First Aid and CPR certification. Ask for feedback on your performance. You are entitled to receive an evaluation of your host experience by City Park's staff; and in turn, you will be given the opportunity to give your feedback. If you get asked a question by a member of the public and you don't know the answer, tell them you'll find the answer and get back to them.

Application, Agreement, and Timesheet

City Volunteer Host Program packets are available at the City Manager's Office. You may pick one up in person or by contacting the City Manager's Office by mail, telephone, or e-mail. After your application is received, a member of the Park staff will contact you either by phone or mail if host openings are still available. You will receive an explanation of your specific duties and

responsibilities, and you may be interviewed over the phone. City Park staff will work with you to make arrangements regarding required duties and dates. Once you arrive for your assignment, you will receive further training and orientation. Park staff accepts new applications as openings arise and most begin making contacts for the next season's hosts in fall, but some will wait until late winter or even early spring before making contact. Before you begin your volunteer service, you will be asked to fill out and sign a number of forms including the Agreement for Volunteer Services. Each of the forms has a specific purpose such as to ensure that you understand your job duties, that you are properly trained, and that you understand the policies, rules and regulations under which you volunteer. City Park's staff will explain the purpose of each of the forms if you have any questions. Timesheets must be completed and submitted to your supervisor at the end of each month in which you volunteer. The purpose of the timesheet is to track the services provided.

What you get in Return

- Free RV site and hookups
- A "Host" sign for your site
- City Park Host staff shirts
- Water, septic, and power
- Space size is large enough for a RV up to 50'

Vehicle Insurance

You will be asked to show proof of vehicle insurance on your vehicle. If special equipment or tools are required to perform your volunteer duties, you will be issued what you need and trained in their use. City equipment is not to be used for personal use. It is not recommended that you use your personal equipment to perform your volunteer duties. If you do, the City is not responsible for damage, replacement, or repair to such equipment. For your protection, you should not offer park visitors a ride in your personal vehicle. Taxi service is not one of your volunteer job duties.

Appearance/Identification

As a Volunteer Host, you will be asked to wear a City Park Host shirt that will identify you as a Volunteer Host to park visitors. Please wear your staff shirt while you are on duty. If you wear your staff shirt when you are not on duty, please use your discretion where you wear it since people will recognize you as a representative of the City of Coos Bay. Personal appearance and the appearance of your RV site are a reflection upon the City. Therefore, it is the expectation of the City that you will keep your area neat and organized. You are not allowed to have outside storage units for personal use. Any storage units staged at your Park Host location will be placed by the City.

Background Checks

As a volunteer, you will be acting as an agent of the City. For certain volunteer positions, you may be required to undergo a conviction or background record check. The expense of such check will be borne by the City. For your protection, you should never accept responsibility for supervising park visitor's children. Babysitting is not one of your volunteer job duties.

Interacting with Visitors

The following tips will help you become an effective Volunteer Host when greeting and assisting park visitors:

DO

- Be a good listener.
- Be polite and friendly with a desire to be helpful.
- Be positive about the park, staff, and rules.
- Be a good neighbor. Set a good example by obeying the park rules yourself.
- Be familiar with park rules and regulations so you can explain them when asked or when you see a violation. Hand out an appropriate rules and regulations if available. If the violation continues, report it to City Park staff.
- Give out accurate information. If you can't answer a question, check with park staff.
- If you are unable to resolve a complaint from a park visitor, inform he/she you will follow-up with your Park Host Supervisor. Get their contact information so that later staff can follow-up with a phone call.
- Always SMILE! And be courteous at all times.
- Most important be professional.
- If you are going to be absent for any reason, please contact Parks staff in advance of your absence.

DON'T

- Don't argue, scold, or "chew out" the visitor.
- Don't be harsh, sharp, abrupt, hurried, or impatient.
- Don't act like a know-it-all or be self-righteous.
- Don't be a busybody. Respect park visitor's privacy and their right to "get away" from it all.
- Don't confront visibly intoxicated Park visitors, call the Park supervisor.

Providing Information

The more you know, the more confident you will feel as you perform your host duties and the more helpful you can be to park visitors. But please don't think we expect you to know the answer to every question you will be asked. (Even the Parks staff gets asked questions they can't answer!) Never be embarrassed to admit to a visitor that you don't know the answer to a question. Tell them you will try to find the answer and get back to them. If the answer is not in your host packet, check with the City Parks staff. If visitors would like additional information beyond what you can provide, you may refer them to Public Works Department (541) 269-8918.

Business Enterprises

Conducting business, such as selling items/products or performing services for pay, within the park is not allowed except by separate contract with City of Coos Bay.

Evaluating Your Host Experience

As a volunteer host with the City, you will be asked to evaluate your hosting experience, park staff, and the facilities, plus comment on additional training or information needed to assist you in the performance of your duties. We appreciate your honest assessment of your experience as a way to help us identify needed improvements such as providing additional information or training. The Parks staff will complete the bottom section of the evaluation form.

Host Duties

Your application packet includes your volunteer duties and job description, which you will complete with the Parks staff. Some of the duties may include:

- Greeting and assisting visitors, informing them of Park rules, answering questions, and receiving comments about the park and surrounding area.
- Distributing maps, brochures, and facility information to individuals and groups.
- Replenishing restroom and facility. Hosts are required to make sure restroom facilities have adequate toilet paper, floors are picked up or swept, or light bulbs are functioning and replaced when needed. Restrooms are to be cleaned daily.
- Promoting care of the Park by keeping a clean site and performing minor maintenance tasks such as picking up litter or light duties as outlined by the Parks staff. Clean facilities and grounds actually help prevent the spread of litter in addition to providing a welcome sight to visitors.
- Being a visible representative of the Park with a sufficient and comfortable knowledge of Park rules and surrounding area activities so you can explain rules plus provide information to visitors.
- Opening and closing the park gate (If applicable).
- Being observant for activities within the Park requiring immediate attention and contacting Parks staff and/or law enforcement when emergencies occur.

Remember: You are responsible for minor enforcement of park rules. You are not responsible for dealing with major items that would be dealt with by law enforcement.

Examples of Park Host tasks:

- Picking up litter in and around the park
- Performing grounds maintenance
- Inspecting park grounds
- Inspecting, cleaning, and stocking restroom
- Raking leaves in the fall
- Monitoring special events
- Opening and closing entry gate
- Clipping brush out of the way
- Reporting any damaged tables, trees, or posts to staff
- Turning on and off water system for park

Examples of some possible minor tasks:

- Checking and moving sprinklers
- Moving or cleaning up around garbage cans
- Sweeping cobwebs off buildings
- Straightening site posts
- Keeping bulletin board information up-to-date
- Hosing down buildings and signs
- Pruning shrubs and trees, if qualified
- Trimming or weeding grass
- Minor repairs to picnic tables, buildings

Park Host Signature

Date

Park Host Supervisor Signature

Date

Department Head Signature

Date