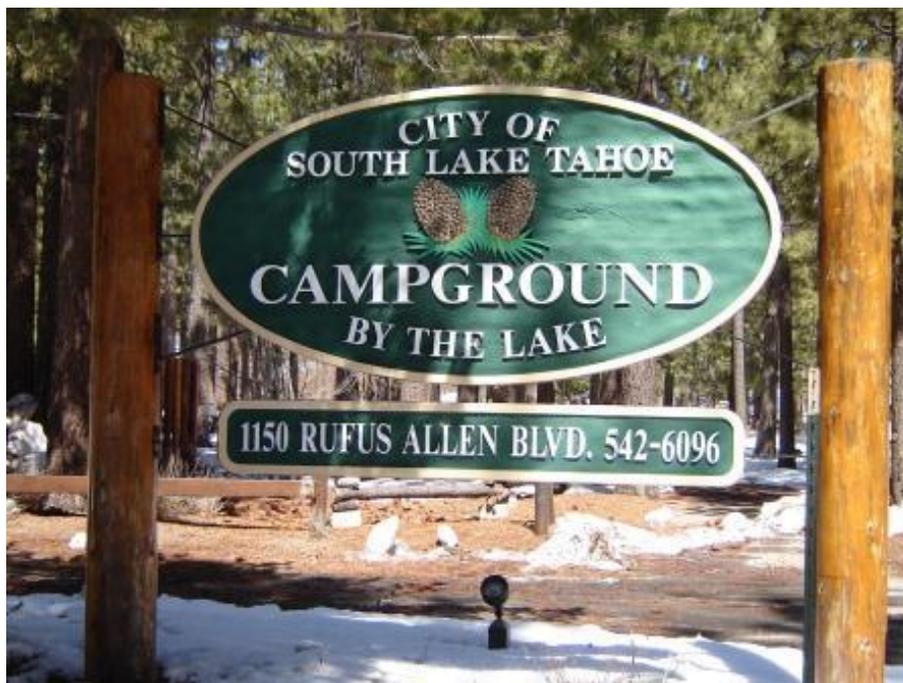


# City of South Lake Tahoe Volunteer Camp Host Handbook



Updated January 2020

## **Purpose**

This handbook is a Camp Host Program outline for Campground by the Lake in South Lake Tahoe. The handbook serves as a go-to-guide for various situations that may arise during the course of the camping season. Additional detailed protocols for specific situations that may arise at the campground are provided at the time of orientation.

## **Campground**

The 170 site Campground by the Lake is a City of South Lake Tahoe operated campground. The Campground is located at 1150 Rufus Allen Blvd. and is off of Hwy 50 in El Dorado County. Beautiful Lake Tahoe and The Lakeview Commons at El Dorado Beach is a short walk from the Campground.

The Campgrounds elevation is at 6225' and is located within the El Dorado National Forest in the Sierra Nevada Mountain Range. It is not uncommon to experience an occasional thunderstorm or red flag warning weather condition. During early summer and fall, an occasional snow storm may occur. The campground is home to a variety of wildlife. You may encounter black bears, coyotes and squirrels in the Campground. Specific protocols are in place for handling wildlife encounters.

The City of South Lake Tahoe and surrounding areas offer many wonderful amenities many of which are located within walking distance to the campground. Immediately adjacent to the Campground is the South Tahoe Ice Arena and offers ice hockey and recreational ice skating year around. A Recreation and Swim Complex is located within walking distance of the campground. The Recreation Complex offers a heated 25 yd swimming pool, basketball, pickleball, ping pong, locker rooms with showers and a playground. Also within walking distance is the South Lake Tahoe Senior Center offering daily meals and many social functions open to the public. The county library is also located near the Campground. South Lake Tahoe has a vast network of multi-use trails for hiking, bicycling and equestrian use. There is plenty of shopping and restaurants located within the vicinity of the Campground.

## **Volunteer Camp Host – Definition and Expectations**

The Volunteer Camp Host is a visible representative of the City residing in the Campground in a recreational vehicle for a seasonal assignment. Preferably one host or host couple arrive in April and up to three hosts arrive by June 1 and stay through Labor Day weekend. One host or host couple may stay on through October. The entire camping season runs from April 1<sup>st</sup> through October 31<sup>st</sup> with the peak season running from Memorial Day to Labor Day.

## **Primary Function of Camp Host and Host qualifications**

The primary function of camp hosts are to help maintain the facilities and serve as the “eyes and ears” to assist City staff in providing direction and service to campground guests. Hosts are typically seasoned campers who have experienced the camping lifestyle. Hosts must have the ability to obtain knowledge about the area and a willingness to share their knowledge with campground guests.

## **Scope of Regular Camp Host Duties:**

- **Guest Service** -The Volunteer Camp Hosts must be visible and available to assist Campground guests when needed. Professional, courteous communication with campers is an essential skill. A sample of guest service duties is below.
  - Educate campers about basic rules as needed
  - Address rule violations in professional manner
  - Document incidents involving registered and non-registered campers
  - Document any safety concerns
  - All hosts must remain on site during their scheduled days/times with the “On Duty” sign out
  - Provide general information and answer camper questions
  - Distribute informational notices or wildlife warnings **only** as directed by City staff
  - Perform Camp Check
  - Provide key pad combination for restroom/shower access as needed
  - Be prepared to provide small change for coin operated showers when gatehouse is closed or as needed
  
- **Housekeeping and Maintenance Tasks** - The camp hosts shall coordinate to perform the following regular housekeeping and maintenance tasks:
  - Daily Restroom Cleaning
  - Close any unsafe areas or facilities when warranted
  - Prepare tent cabins and standard cabin for incoming guests
  - Litter abatement

Due to the physical nature of these tasks, all hosts must be able to lift 25 pounds or more to safely perform the required tasks. It is estimated that the above tasks shall require no less than 25 hours individual and up to 50 hours per couple per week per host site. City staff shall provide a schedule upon arrival.

## **Supplies and Equipment Provided:**

- **Supplies**
  - All necessary cleaning supplies and safety gear for restrooms and cabins
  - Clip board and pens for camp check, reports and notices
  - Caution tape and closure notices
  - Access to paper products
- **Equipment**
  - One electric Cart is shared by hosts and used for camp check or transporting supplies
  - Litter tool and bucket

- Bucket to douse camp fires left burning
- Hose, mops and push brooms

### **Additional Roles & Responsibilities**

- **Assist Gatehouse Staff** – Occasionally, on busy check in days, gatehouse staff may require a camp host to assist with arriving campers. Gatehouse staff shall call the camp host on duty should assistance be needed.
- **Interaction with Guests** – All hosts must wear the designated uniform and name tag while on duty and at host campsite. Hosts should be prepared to answer questions regarding campground amenities, provide directions and provide information on various recreation opportunities, shopping, restaurants, grocery stores and other general information. The level of interaction with guests varies depending on campground activity. Additional interactions may include some of the following scenarios:
  - Assisting with lost or found children or pets
  - Educating campers regarding the presence of wildlife in the area such as bears, coyotes or raccoons
  - Assisting with special events, parades or games (optional)
  - Collecting items left at campsites and returning to “Lost and Found” dedicated location
- **Safety and Security Protocol** – All campgrounds experience situations that may result in compromising the safety or security of guests, volunteers or staff. Because camp hosts live at the campground, they are more likely to witness issues requiring them to act promptly. **As a general rule, if a situation poses a threat to life or a crime is in progress, call 911 immediately.** Many nuisance issues may arise or reports may be received post-incident. The following situations warrant specific protocols for responding:
  - Non-compliant campers
  - Homeless persons creating disturbance or trespassing
  - Fire restrictions
  - Disaster preparedness and evacuation
  - Wildlife issues and plaque warnings
  - Pets off leash, vicious or persistent barking

Specific written protocols are in place for the above scenarios and are provided at the time of orientation to the camp host position. Safety and security issues can arise at any time while hosting. Camp hosts are expected to know the protocols and be prepared to respond accordingly.

### **Host Camping Privileges**

Volunteer camp hosts are provided a free campsite with water, and electricity. There are no sewer hookups at any sites in the campground including the host sites. The City is under contract with Alpine Septic to provide sewage pumping service once every 7 days to camp hosts only. There is access to laundry facilities. The site and support services are provided in exchange for volunteer labor exclusive of any monetary compensation.

Camp Hosts may have occasional guests at their sites during their term but may not allow extended stays by friends or family members or allow use of City amenities intended for use by the designated camp hosts under volunteer contract with the City of South Lake Tahoe (i.e. laundry facilities, keys, uniforms, etc.)

The value of the campsite is approximately \$4,590 (3 months) to \$9,180 (6 months) per season plus sewage pumping services valued at \$175 to \$550 per month. In lieu of a campsite fee, each camp host is expected to perform specific duties during the course of the agreed term of service as described herein.

### **Recruitment and Application Process**

The ideal candidate for the position of Camp Host is someone who is an avid camper and familiar with the dynamics of the campground environment. Due to the physical demands of the position, camp hosts must be able to lift 25 pounds or more to perform required tasks. Experience as a camp host is preferred and returning camp hosts, in good standing, will be considered prior to new applicants. The elevation of Campground by the Lake can complicate respiratory conditions and may not be the best experience for those with existing respiratory conditions. Preferred candidates will be available for the duration of the campground season or for the core months of the peak season continuously (i.e. April through September or Memorial Day through Labor Day). All hosts must complete an electronic background check annually.

To apply visit [www.cityofslt.us/recreation](http://www.cityofslt.us/recreation) navigate to the campground host program on the Campground home page. The application is available to download, complete and return to:

Lauren Thomaselli, Recreation Superintendent  
1180 Rufus Allen Blvd.  
South Lake Tahoe, Ca. 96150  
530-542-6197  
[lthomaselli@cityofslt.us](mailto:lthomaselli@cityofslt.us)

Applications are accepted as positions become available. Selections will be completed by March 1 or sooner each season. Once the application is received, applicants will be notified by email or phone call regarding the status of the position and next steps (such as background check, arrival dates and orientation).

## **Orientation and Exit Interviews**

Upon arrival at the Campground, you will meet with the Recreation Superintendent and Campground Recreation Coordinator for general orientation. A uniform, name tag and keys will be issued. Hosts will acknowledge receipt and understanding of the Camp Host handbook and any other required volunteer forms. The first week of service is dedicated to training hosts to perform the required duties described herein. A regular camp host schedule will be produced and maintained by the campground coordinator.

The Camp hosts will work as a team throughout the season and rotate lead positions monthly. The lead camp host acts as the single point of contact for City staff to disseminate any timely and pertinent information as needed to the Camp Host Team.

Regular check in's and follow up with City staff and individual hosts will allow hosts to provide feedback on their experience. Our collective goal is to provide a safe, fun, and memorable experience to hosts and guests of the campground by working together as a team to address challenges as they arise, provide needed support and training to be successful.

Upon the culmination of your term as a host, an exit interview will be scheduled to collect uniforms, keys, and other City issued supplies as well as to provide written feedback on your experience and whether you are interested in returning in the future.

Happy Camping! ~ City of South Lake Tahoe Recreation Services

**Revised 2020**