**Volunteer Agreement**

**Campground Host Duties**

**U.S. Army Corps of Engineers**

**St. Paul District; *Project Site***

**2017 Recreation Season**

* 1. Requirements

The Following requirements must be met to obtain a campground host position:

* Must be physically and mentally capable of performing job requirements with or without reasonable accommodation.
* Must be willing to attend any orientation and training sessions necessary to perform the duties of the position
* Must be able to follow directions and complete assigned work tasks in a timely and competent manner
* Must be capable of working closely with the public, occasionally in stressful circumstances
* Must be able to interact with other people regardless of race, religion, culture, gender, age, disability, color, religion, national origin or reprisal and promote a work environment free of any type of harassment or discrimination
* Must enjoy working with the public, and be able to maintain an amicable working relationship with Corps employees, other host and the public
* Must agree to the terms listed in Eng. Form 4880-R, “Agreement for Individual/Group Volunteer Services. All volunteers must complete agreement before performing any work.
* Must adhere to the Volunteer Handbook.
  1. Length of Appointment

The site volunteer coordinator reserves the right to limit the length of campground host appointments. The minimum length of stay for the appointment is one month.

1.2.a Arrival and Departure Procedures

Campground hosts must contact the site volunteer coordinator two weeks prior to arriving to the campground.

1.2.b Pre-season and Post-season cleanup

Campground hosts may report for duty two weeks prior to opening of the campground, to prepare the different sections of the campground for opening (such as the Tent-for Rent Program, raking off campsites, gathering limbs, etc.). Hosts are asked to stay one week after closing for post season cleanup, including fire rings, sign removal, and other necessary tasks.

1.2.b Notice of Leave

If a campground host finds that he/she cannot report for duty as scheduled (either for the season or specific duties), the host should provide advanced notice to the volunteer coordinator. In the event of emergency or unexpected absence, any advance notice provided to the volunteer coordinator will greatly be appreciated, and will help keep the program operating smoothly.

* 1. Job Duties

Job duties often change from season to season, depending on the needs of the Corps staff. Duties will be assigned according to the volunteer’s strengths, preferences, and the Corps needs. Some duties, such as fee collection, require attention to detail and a high degree of responsibility. Other duties, such as outside traffic control, require physical stamina. The following list includes, but is not limited to, common campground host duties at Your Project.

* Checking vehicles for camper passes
* Assisting the contractor at the campground contact station
* Directing traffic
* Litter pickup
* Checking restrooms for vandalism and other problems
* Disseminating information to campers
* Collecting fees
* Checking trails and campsites for safety hazards
* Maintaining camping rental equipment
* Recording reservations at campsites
* Maintaining the cleanliness of restrooms

Assigned work tasks should be completed according to designated time frames, and should be completed to the satisfaction of the Volunteer Coordinator.

2.1 Campground Host Guidelines

All campground hosts will greet and deal with the public in a professional manner. Tact, diplomacy, and courtesy will be exercised at all times dealing with the public, park employees, and contractor personnel. Volunteers are not permitted to consume alcoholic beverages, use drugs (other than prescription drugs), and should refrain from smoking in public while on duty. Campground hosts will promote a professional image of the Corps of Engineers through their personal appearance and actions, and provide willing assistance to park visitors. Campground hosts will cooperate fully with Corps of Engineers employees and other contractor personnel.

2.1.a Pride in the area is welcomed and encouraged, but the park does belong to everyone. Our job is to ensure that everyone has an enjoyable stay.

2.1.b As a campground host, you may advise visitors of park rules and regulations. You may not conduct a campground check in such a manner as to appear that you are searching for rules violations. That is the function of the ranger staff.

2.1.c All campground hosts are required to follow requirements listed in CFR Title 36, and any other campground regulations. Campground host are not authorized to grant special permissions or variances to friends, relatives or other parties.

2.1.d As a campground host, you have no authority to enforce park rules or regulations. You may inform park visitors of regulations, but should not be confrontational. Your responsibility is to notify the ranger staff, if on duty. If no ranger is available, or the rangers are off duty, your responsibility is to call the local police department via 911.

2.2 Harassment

U.S. Army Corps of Engineer volunteers are held to the same standards and codes of conduct as U.S. Army Corps of Engineers employees. Your Site does not tolerate any types (verbal, physical, visual) of harassment of any sort. This includes but is not limited to Equal Employment Opportunity, Anti-Harassment and Sexual Harassment Awareness and Prevention (SHARP).Your Site intends to provide a volunteer environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance. Harassment of any sort – verbal, physical, visual – will not be tolerated. Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

Your Site will not tolerate:

* Any unwelcome sexual advance
* Requests for sexual favors
* Other verbal or physical contact of a sexual nature
* When such conduct creates an intimidating environment
* Prevents an individual from effectively performing the duties of their position.
* When such conduct is made a condition of volunteering, either implicitly or explicitly.

3.1 Work Environment and Etiquette

With the variable personalities of everyone working together in the project, occasionally conflicts may arise. As with the public, any conflict with a co-volunteer, staff, ranger, or contractor is expected to be handled in a ***professional, respectful, and courteous manner*.**

All water resources development projects open for public use shall be available to the public without regard to sex, race, color, creed, age, nationality or place of origin. No lessee, licensee, or concessionaire providing a service to the public shall discriminate against any person because of sex, race, creed, color, age, nationality or place of origin in the conduct of the operations under the lease, license or concession contract. Title 36. 327.1 (d)

3.2 Interaction with Rangers and Staff

Campground hosts work closely with the rangers and staff on a daily basis. Rangers are the people who have the authority to run and manage the park. Situations may occur where a ranger handled a situation differently than you would have handled it. You’re more than welcome to follow up with the ranger or ranger’s supervisor to discuss the issue at hand, but arguing in front of the public, volunteers or contractors is prohibited. It is a matter that should be handled privately. No matter what your personal feelings about a fellow volunteer, employee, or contractor you MUST interact in a professional manner.

3.3. Interaction with Contractors

Campground hosts are not to interfere with work performed by contractors, or perform any duties that are under contract. This may create formal problems with the contract between the contractor and the U.S. Army Corps of Engineers. If you observe any deficiencies in work performed by the contractor, or encounter any problems with contractor personnel, complete the information on the related form(s) and forward to the volunteer coordinator. You may assist contract personnel working at the campground contact station with the issuance of vehicle passes, filing records, answering phones or other small tasks.

3.4 Conflict Resolution

Efforts to resolve the situation should preferably be only between the parties involved. If the Volunteer conflict cannot be resolved at the personal level, despite honest efforts, contact the Volunteer Coordinator for a meeting to discuss the situation. Be prepared with a reasonable resolution to the conflict before calling. The Volunteer Coordinator will ask you to consider all involved parties point of view and must maintain an objective view of both parties. **Gossiping, bickering, or otherwise inappropriate behavior will not be tolerated and may be grounds for immediate dismissal**. Resources to assist in successfully addressing conflict are available through your Volunteer Coordinator, the EEO office or a supervisor within your chain of command. If after speaking with your Volunteer Coordinator and you still need assistance, please contact the Supervisory Ranger.

4.1 Safety

All work performed by volunteers will be performed in a safe manner. Any required safety equipment will be provided, without cost to the volunteer, by the U.S. Army Corps of Engineers and must be used while completing the job. Safety guidelines listed in an AHA (Activity Hazard Analysis) will be used before tasks are performed. If you do not have a copy of the AHA for the task, check with the volunteer coordinator.

Safety is part of each workday; no job is so urgent or important this it cannot be done safely. If you see anything that presents a safety hazard or someone not performing their job in a safe manner, please report it to a sr. staff member.

If you see visitors in any of the following situations, please contact the VC staff, or the outdoor

Ranger staff to deal with it. **Don’t put yourself in harm’s way!!** You can note descriptions of individuals or vehicles and license plate numbers.

• Someone fishing illegally

• Stranded or disabled motorists

• Visitors in restricted areas

4.2 Workers Compensation

Volunteers have the same benefits of protection as Federal employees under the Federal Employee’s Compensation Act and the Tort Claims Act

4.3 Negligence

Volunteers are liable for damages to government property if their negligence is the proximate cause.

5.1 Appearance

Volunteers are the face of the Corps and at times will be the only people visitors see for their duration of their stay. It is important that volunteers represent the Corps in a professional manner.

5.2.a Personal Appearance. All volunteers must maintain a neat and well groomed appearance. Red volunteer shirts will be provided free of cost to the volunteer. The red shirts must be worn at all times you are performing volunteer tasks.

5.2.b Campsite Appearance. A Volunteer’s campsite should serve as a model site for other campers. All rules should be closely followed. Alterations to any Volunteer campsite without permission will not be permitted. Volunteer campsites should be kept in a manner that is consistent with natural surroundings.

6.1 Work Schedule

Campground hosts will work from 20 to 25 hours per week. Hosts may be asked to work more than this for special events (July 4th activities, holiday weekends, etc.). Working more than the required time per week is not mandatory, but will help the Corps staff conduct business more efficiently. It is imperative that hosts accurately log all of their hours worked on the appropriate log sheet.

7.1 Pay

Corps volunteers agree to work without pay. All campground hosts will be provided with a free campsite with electrical hook up during the length of their service.

8.1 Corps Standards

By accepting volunteering with us, you have a responsibility to Your Project Site and to your fellow volunteers to adhere to certain guidelines for conduct. Your Project Site tries to keep rules to a minimum. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

9.1 Volunteer Code of Conduct

* The Corps of Engineers has a responsibility to conduct business in a professional manner. For this reason, the volunteer is expected to maintain a personal appearance that reflects this professional image.
* Transportation of intoxicating beverages in Government-owned or leased vehicles, or use of such beverages at any time or place while performing work for the Corps is prohibited.
* Volunteers may not have in their possession or use any form of controlled drugs, unless prescribed by a physician.
* Personal use of Government owned or leased vehicles, property, tools, equipment or telephones is not allowed.
* Volunteers may not fight or use abusive language with the public, other employees or their supervisor.

10.1 Failure to meet requirements

Failure to meet the requirements of the position, or other guidelines contained in this document, may be cause for dismissal. The Volunteer Coordinator reserves the right to evaluate the campground host’s performance and act accordingly to correct any deficiencies.

* 1. Termination of a Volunteer

The agreement for volunteer services may be terminated at any time by the accepting official or the volunteer. The Corps of Engineers is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to policies of Your Project Site is cause for immediate release.

Your Project Site has a right to ask a volunteer to leave the grounds immediately.

Grounds for immediate dismissal may include but are not limited to:

* Gross misconduct or insubordination
* Reporting for a volunteer assignment under the influence of alcohol or drugs.
* Theft of property or misuse of agency funds, equipment or materials.
* Illegal, violent or unsafe acts.
* Abuse or mistreatment of visitors, paid staff, or volunteers.
* Lack of cooperation and resistance to implementation of policies and programs as directed by the Supervisory Ranger or Volunteer Coordinator and failure to correct deficiencies.

I acknowledge my signature below indicates that I understand the above conditions and I have received this copy of the volunteer agreement.

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Volunteer Signature Date

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U.S. Corps of Engineers Representative Signature Date