

## POLICY AND PROCEDURE MEMORANDUM #64

SUBJECT: CAMPGROUND HOST PROGRAM

TO: ALL POLICY AND PROCEDURE MEMORANDUM HOLDERS

EFFECTIVE DATE: FEBRUARY 8, 1999

### **POLICY:**

Beginning February 8, 1999, a Campground Host Program will be initiated to assist the Park Managers and the public, primarily during the high use season at our state park sites to:

1. assist park staff in providing a quality recreational and educational experience to the public,
2. assist and enhance the park visitor's experience, and
3. assist in protecting and managing the State's cultural and natural resources.

### **PROCEDURE:**

A campsite (usually at the entrance to the campground) and all utilities are provided at no charge for the duration of term of service. A shirt/vest which identifies the Campground Host as a member of the staff will be issued upon assignment to the park.

The Manager or his designee will provide training and orientation and will be available on a daily basis to help with any problems.

Specific duties and responsibilities at each park will vary to meet the needs of that particular site and to match the interests and talents of the persons who apply. A job description is attached as "Exhibit A". The Park Manager is responsible for interviewing and selecting the Host(s).

For periods of time during the year, as established in the Volunteer Agreement, the volunteer serves as a "live-in" host at the campground in the designated park. Hosts must be familiar with state park regulations and the reasoning behind them.

With the implementation of this program, the Office of State Parks will:

1. maximize park employee resources during peak visitor periods, nights, weekends and holidays.
2. Promote visitor education for resource protection and environmental awareness.
3. Help prevent vandalism and park abuse by having a Campground Host on-site when park employees are not present.
4. Provide the setting for a rewarding Campground Host volunteer experience.

The Volunteer Agreement (Exhibit B) and Application for Campground Host (Exhibit C) are attached.

All applications will be sent to the Volunteer Coordinator for the Office of State Parks in the Administrative Office. They will be logged in and forwarded to the appropriate District Manager or Park Manager that was requested in the application.

From that point on the Park Manager will be responsible for contacting, interviewing, and the

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orientation of the applicant. The Park Manager must also submit the name of the host and the time period they will be serving to the Volunteer Coordinator in the Administrative Office in Baton Rouge.

The Park Manager will be required to keep a file on each individual(s) that is selected as Campground Host.

At the end of the agreed term for the volunteer, it will also be the Park Manager's responsibility to complete the Park Evaluation Form (Exhibit D) and to collect the Host Evaluation Form (Exhibit E). The Host Evaluation Form will be sent through the chain of command and then to the Volunteer Coordinator in the Administrative Office.

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Assistant Secretary

THUS DONE AND SIGNED, at Baton Rouge, Louisiana, on September 18, 2025 with the understanding and acknowledgment that this PPM has been effective in its current version since February 8, 1999. By my signature below, this PPM shall remain in effect and active unless otherwise amended, replaced, or terminated by myself or my supervisor, designee, or successor.



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H. Brandon Burris  
Assistant Secretary

**EXHIBIT A**  
**JOB DESCRIPTION**

**Job Title:** Campground Host

Duties will include, but are not limited to the following:

1. Serve as liaison between park users & park staff.
1. Greet and assist visitors, answer questions and explain regulations which apply to them. Distribute maps, copies of park rules and regulations, and brochures about State Parks. May assist campers in locating a campsite, be familiar with local points of interest and the location of services that might be requested by campers such as towing, groceries, churches, tourist attractions and local events.
2. Will perform light maintenance work around the campground such as litter pickup, sweeping and stocking of restrooms, provide information to park staff on potential problems, and disseminate information to campers.
2. May assist in campground public relations, educational activities, and special events/activities.
3. Clean campsites by performing minor maintenance tasks such as raking the campsite pad, washing tables, cleaning out fire rings, picking up litter, reporting any damage to your supervisor. Each site must be cleaned after every camper checks out and before another checks in.
4. Host shall not attempt to discipline or apprehend any park violators. Host will report all disturbances to park staff.

**LAW ENFORCEMENT WILL BE DONE BY CERTIFIED  
ENFORCEMENT RANGERS ONLY.**

You are to inform campers of rules and regulations, **but are not to participate in any high risk activity.**

3. Host must set an example by being a model camper practicing good housekeeping at all times in and around their assigned site and by observing all rules and regulations.
5. Host is expected to work most weekends and all holidays during their term.
9. Be observant for activities within the campground requiring immediate attention - ranging from a tree needing to be trimmed to a problem camper. Notify the park manager as these problems arise.
10. Other minor tasks that might be asked of a Campground Host:
  - \* Straighten barrier posts
  - \* Sweep cobwebs from buildings
  - \* Trimming or weeding
  - \* Keep track of occupied or vacant campsites
  - \* Direct campers to vacant sites
  - \* Remind campers to register at park fee collection station
  - \* Remove expired camper receipts from site marker posts

- \* Assist park staff with camper reservation process
- \* Inform incoming campers where family or friends are located.

11. Keep a written report of complaints and criticism of park facilities, report situations that could affect the health and safety of visitors, and report any maintenance items which need immediate attention. May maintain other written records as requested by the Park Manager.
12. May be assigned other duties and projects not listed.

**Working Conditions:**

Work is mostly outside in hot, cold, wet, humid, or windy conditions. Walking or bicycling is required. Must reside in campground.

**Benefits:**

The use of a campsite and all utilities at no charge for the duration of the term of service. Will be issued one or a combination of the following: shirt, vest, or name tag.

**Items Provided by Hosts:**

Mobile camping unit. (RV or trailer)

**Skills required:**

Ability to get along well with people. Ability to remain calm and friendly when confronted with upset visitors. Ability to physically get out and make rounds through the camping area. Ability to adapt to changing work conditions. A good knowledge of the park and surrounding area.

**Time Commitment:**

At least 24 hours of service time per week for a minimum of four (4) weeks, to include most weekends and all holidays. Two consecutive days off in the summer, 3 in the winter.

**Supervision and Training Provided:**

Supervised by Park Manager or his designee. Trained in campground registration procedures, rules and regulations, and host responsibilities.

**EXHIBIT B**

***LOUISIANA OFFICE OF STATE PARKS***

**VOLUNTEER AGREEMENT**

**Park Site:** \_\_\_\_\_

**Name:** \_\_\_\_\_  
(Last, First, Middle Initial (Please Print))

\_\_\_\_\_ **Address:** \_\_\_\_\_

\_\_\_\_\_  
**Phone: Home** \_\_\_\_\_ **Work** \_\_\_\_\_ **Emergency Contact:** \_\_\_\_\_  
\_\_\_\_\_ (Name, Phone No. and Relationship)

**AGREEMENT BY VOLUNTEER**

I offer and agree to volunteer my services without compensation to accomplish volunteer work for the Office of State Parks in accordance with the following understandings:

- A. I understand that I will not receive any compensation for the work described in the attached Job Description and that volunteers are NOT considered to be State employees. I further understand that volunteer service is not creditable for leave accrual or any other employee benefits.
- B. I will perform agreed upon duties established by the Park Manager or his designee as per the attached Job Description.
- C. I will donate:
  - a minimum of 24 hours per week for a minimum \_\_\_\_\_ four (4) week period if residing in the park, \_\_\_\_\_ or
  - a minimum of 4 hours per month or 48 hours \_\_\_\_\_ within a 12 month period if serving as a \_\_\_\_\_ Volunteer Interpreter or Naturalist.
- D. I will obey the rules and regulations applicable to the conduct and performance of State Employees.

**AGREEMENT BY THE OFFICE OF STATE PARKS**

The State agrees to support the volunteer during the term of their volunteer service by providing the following:

- A. Reasonable and adequate orientation and training for the duties assigned to the volunteer.
- B. Suitable identification, supervision and assistance to the volunteer in the interest of providing an effective public service and enhance the job satisfaction for the volunteer.
- C. A campsite will be provided for the Campground Host volunteer's use during the term of service referred to in "Agreement by Volunteer: B" of this agreement.

**TERMINATION OF AGREEMENT**

- A. Either Office of State Parks or the Volunteer can cancel this agreement at any time

by submitting written notice to the other party.

- B. Upon termination, the Volunteer shall return all state-owned articles and vacate state-owned premises.

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**Signature of Volunteer\_\_\_\_\_Date\_\_\_\_\_**

**Signature of Parent/Guardian\_\_\_\_\_Date\_\_\_\_\_**  
**(If Volunteer is under 18)**

**Signature of Park Manager\_\_\_\_\_Date\_\_\_\_\_**

EXHIBIT C

LOUISIANA STATE PARKS  
APPLICATION FOR CAMPGROUND HOST

Name: \_\_\_\_\_ Spouses Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

1. Why do you want to be a Louisiana State Parks Campground Host? \_\_\_\_\_  
\_\_\_\_\_

2. Park you prefer: **First Choice** \_\_\_\_\_ 3. What dates will you be available for  
Campground Host service?  
\_\_\_\_\_

4. Are there times when you cannot serve? \_\_\_\_\_  
\_\_\_\_\_ 5. I will be able to serve as a “Campground Host” for:

4 weeks \_\_\_\_\_ 6 weeks \_\_\_\_\_ 8 weeks \_\_\_\_\_

Beginning: From \_\_\_\_\_ To \_\_\_\_\_ 6. Have you previously been a host in other  
states?

Yes \_\_\_\_\_ No \_\_\_\_\_

7. Are you and your spouse actively employed?

Yes \_\_\_\_\_ No \_\_\_\_\_

8. *Do either you or your spouse have any physical handicap, disease, or other disability that  
should be considered in scheduling or assigning you to work? If answer is “yes”, give details  
on separate sheet and attach to application.*

9. If selected, what type of camping unit will you use? \_\_\_\_\_  
\_\_\_\_\_

10. Do you have any first-aid training? \_\_\_\_\_

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**REFERENCES FOR PREVIOUS CAMPGROUND HOST SERVICE:** (Briefly describe any  
Campground Host service which you have rendered, and the job duties you performed.)

Name of most recent campground service: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Dates: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_  
\_\_\_\_\_

Detail of Duties: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Name of previous campground:**\_\_\_\_\_

\_\_\_\_\_

**Phone:**\_\_\_\_\_ **Dates:**\_\_\_\_\_

**Immediate Supervisor:**\_\_\_\_\_

**Detail of Duties:**\_\_\_\_\_

\_\_\_\_\_

**Name of previous campground:**\_\_\_\_\_

**Phone:**\_\_\_\_\_ **Dates:**\_\_\_\_\_ **Immediate Supervisor:**\_\_\_\_\_

\_\_\_\_\_

**SKILL RATING:** Please rate your level of knowledge, skill, training and experience in the following areas:

- 1 = Little or no experience
- 2 = Intermediate level of experience
- 3 = Extensive experience

**Ratings:**

**Public Relations:**

\_\_\_\_\_ Information Desk Experience \_\_\_\_\_

\_\_\_\_\_ Fliers, exhibits, bulletin boards \_\_\_\_\_

\_\_\_\_\_ Public speaking \_\_\_\_\_

**Administration:**

\_\_\_\_\_ Record Keeping \_\_\_\_\_

\_\_\_\_\_ Employee Supervision \_\_\_\_\_

\_\_\_\_\_ Cash Sales \_\_\_\_\_ **Programming:**

\_\_\_\_\_ Nature Walks \_\_\_\_\_ Campfire Programs \_\_\_\_\_

\_\_\_\_\_ Audio-Visual \_\_\_\_\_ Recreation Leadership \_\_\_\_\_

\_\_\_\_\_ Wildlife Identification \_\_\_\_\_

\_\_\_\_\_ Plant Identification \_\_\_\_\_

\_\_\_\_\_ Bird Identification \_\_\_\_\_

**Camping:**

\_\_\_\_\_ Recreational Vehicle \_\_\_\_\_

\_\_\_\_\_ Tent Camping \_\_\_\_\_ Primitive Camping \_\_\_\_\_

**Landscaping:**

\_\_\_\_\_ Trails work \_\_\_\_\_

\_\_\_\_\_ Horticultural \_\_\_\_\_



**Maintenance:**

\_\_\_\_\_ Plumbing \_\_\_\_\_  
\_\_\_\_\_ Electrical \_\_\_\_\_  
\_\_\_\_\_ Other \_\_\_\_\_

**Other:**

\_\_\_\_\_ First Aid, CPR, Lifesaving \_\_\_\_\_

**Additional comments or information you would like to provide:\_\_\_\_\_**

**YOU HAVE NEVER BEEN A CAMPGROUND HOST:**

**Please list three references who are not relatives:**

	NAME	OCCUPATION	PHONE
1.	_____		
2.	_____		
3.	_____		

*Please attach a sheet giving a short narrative about yourself and your spouse, and any family member that may be with you. Please describe your expectations of the Campground Host Program, and anything else you consider relevant.*

\_\_\_\_\_  
**Applicant’s Signature                      Date**

*Please submit application at least one month prior  
to date you wish to begin to the following address:*

**Sandra Murry, Volunteer Coordinator  
La. Office of State Parks  
Post Office Box 44426  
Baton Rouge, LA 70804-4426  
  
1-888-677-1400**

**EXHIBIT D**

**LOUISIANA CAMPGROUND HOST PROGRAM  
PARK EVALUATION FORM**

**Park:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Park Manager:** \_\_\_\_\_

**Volunteer's Name:** \_\_\_\_\_

**Dates of Assignment:** \_\_\_\_\_ **TO** \_\_\_\_\_

Please evaluate your experience with this Volunteer Campground Host while at your park site. If you wish to make additional comments, please attach a separate piece of paper.

Please check the phrase that most closely fits the person best. Please judge them on typical situations. Complete a separate form for each Host if both husband and wife performed Host duties.

**I. APPEARANCE - PERSONAL**

- a. \_\_\_\_\_ Neat and in good taste.
- b. \_\_\_\_\_ Neat but occasionally not in good taste.
- c. \_\_\_\_\_ Untidy.
- d. \_\_\_\_\_ Unsuitable for the job.

**II. APPEARANCE - HOST SITE**

- a. \_\_\_\_\_ Neat and orderly.
- b. \_\_\_\_\_ Neat but occasionally not neat.
- c. \_\_\_\_\_ Untidy.

**III. PERSONALITY**

- a. \_\_\_\_\_ Exceptionally pleasing - great asset.
- b. \_\_\_\_\_ Makes a good impression.
- c. \_\_\_\_\_ Makes only a fair impression.
- d. \_\_\_\_\_ Unfavorable impression.

**IV. TACT AND COURTESY**

- a. \_\_\_\_\_ Shows extreme Tact and Courtesy.
- b. \_\_\_\_\_ Tactful and considerate of others.
- c. \_\_\_\_\_ Performs duties but arouses antagonism.
- d. \_\_\_\_\_ Often creates problems.

**V. DEPENDABILITY**

- a. \_\_\_\_\_ Can be depended on to work the assigned hours and carry out assigned duties.
- b. \_\_\_\_\_ Sometimes lax in carrying out assigned duties.
- c. \_\_\_\_\_ Frequently lax in carrying out assigned duties.

- a. \_\_\_\_\_ Cooperates with park management and other campers.
- b. \_\_\_\_\_ Moderately successful in cooperation with park management and other campers.
- c. \_\_\_\_\_ Uncooperative - often causes trouble.

XI. Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Date \_\_\_\_\_

Volunteer Coordinator  
La. Office of State Parks  
P. O. Box 44426  
Baton Rouge, LA 70804-4426

## **EXHIBIT E**

### **HOST EVALUATION FORM**

Please evaluate your experience as a Volunteer Campground Host with the LA Office of State Parks in terms of administration, supervision, orientation, training and staff, cooperation and camper acceptance. Please feel free to elaborate on any subject. If needed, please attach an additional sheet for your comments.

**RATING:** 1 - Excellent; 2 - Good; 3 - Satisfactory; 4 - Unsatisfactory  
5 - N/A - Does not apply  
Please circle appropriate number.

#### **ADMINISTRATION:**

1. Written program information you received.  
1 2 3 4 5
2. Value of the Campground Host Handbook in describing the program.  
1 2 3 4 5
3. Value of the Campground Handbook in outlining the rules and regulations.  
1 2 3 4 5
4. Length of assignment.  
1 2 3 4 5
5. Campsite assigned.  
1 2 3 4 5
6. Duties assigned comply with job description.  
1 2 3 4 5

#### **SUPERVISION:**

1. Contact by park staff upon your arrival at park.  
1 2 3 4 5
2. Frequency of contact by Park Manager.  
1 2 3 4 5
3. Frequency of contact by other Park Staff.  
1 2 3 4 5
4. Response of park staff in handling reported campground problems.  
1 2 3 4 5
5. Supervision received by immediate supervisor.  
1 2 3 4 5

#### **ORIENTATION:**

1. Time of orientation in relationship to your arrival at the park.  
1 2 3 4 5
2. Completeness of orientation as to the park's expectations of your duties to be performed, work schedules, park facilities and surrounding area attractions and other pertinent information.  
1 2 3 4 5
3. Orientation and training was adequate for park visitor contact.  
1 2 3 4 5

#### **PERSONAL:**

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1. Personal satisfaction with job assignments.  
1 2 3 4 5
2. Present duties comply with job description.  
1 2 3 4 5
3. Received adequate recognition for services.  
1 2 3 4 5

**TRAINING:**

1. Completeness of supervision in describing and showing your duties, the time for doing them and the proper procedures to follow.  
1 2 3 4 5
2. Time spent by park staff in answering your questions.  
1 2 3 4 5
3. Park staff review with you of pertinent park rules and regulations relating to your assigned duties.  
1 2 3 4 5
4. Adequacy of day-to-day training.  
1 2 3 4 5

**STAFF COOPERATION:**

1. Working relationship with Park Manager.  
1 2 3 4 5
2. Working relationship with other full-time park staff.  
1 2 3 4 5
3. Working relationship with seasonal staff, if applicable.  
1 2 3 4 5

**CAMPER ACCEPTANCE:**

1. Value of Campground Host expressed by campers.  
1 2 3 4 5
2. Acceptance by other campers when **you** notified them of committing camping rules infractions.  
1 2 3 4 5

Based on your overall experience at this site, do you anticipate serving as a volunteer campground host at other sites in the Louisiana State Parks in the future? Yes \_\_\_\_\_ No \_\_\_\_\_ Undecided \_\_\_\_\_

Did the Volunteer Program meet your expectations? Yes \_\_\_\_\_ No \_\_\_\_\_

How can we do a better job in the future? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date

\*\*\*\*At the end of your term, we would appreciate your filling out this form and turning it in to the Park Manager before you leave the park site.

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**We would like to take this opportunity to thank you for serving as a Volunteer Campground Host at this site. We would appreciate your taking the time to complete this evaluation form and returning it in to the Park Manager before you leave the park.**