



VOLUNTEER HOST PROGRAM



US Army Corps of Engineers, Saylorville Lake

February 2003

HISTORY

In 1990, the volunteer host program began with one volunteer who assisted overnight visitors at Saylorville’s one campground. Since then, the program has grown and evolved into nearly 100 volunteers serving in five different hosting positions, at beaches, boat ramps, day use areas, and campgrounds. The five host positions include Full-time and Part-time Campground Hosts, Day Use Area Fee Hosts, Visitor Center Hosts, and Day Use Area Custodial Hosts. Each host position has its own objectives but they all have a common goal.

VOLUNTEER GOAL

It is our goal to personally greet Saylorville Lake visitors in a friendly and courteous manner, and, to promote the safe, responsible use of project facilities and resources, while providing high quality customer service and information.

VOLUNTEER INCENTIVES

For every three hours of volunteer service provided, all Saylorville volunteers can earn a camping pass for one night of free camping on a campsite priced \$18 or less. The free camping is non-transferable and must be used only by the volunteer in the recreation season it was earned. The camping pass is good on any available and unoccupied site, but cannot be used to make advance reservations. With prior approval, hours donated during the month of October may be used for camping in April and May of the following year.

Full-time volunteers that provide an average of 21 hours of volunteer service per week, (630 hours or more per season) and volunteer coordinators may be provided with a designated, full hook-up campsite for the entire season, April through October.

Other fun incentives for volunteering at Saylorville Lake include group camping in Prairie Flower Leadplant and Mayweed Loops. These events show our appreciation for Saylorville’s wonderful volunteers! Watch for more information on these and other upcoming events.

- May 15-18: Spring Breakfast-All Volunteer Training and Recruiting Campout
- July 17-20: Mid-Season Host Campout and Potluck
- October 2-5: End of Season-All Volunteer and Contractor Campout

IMPORTANT CONTACTS

Park Ranger
phone number provided.....e-mail address provided

Park Ranger
phone number provided.....e-mail address provided

Part-Time Campground Host Coordinator
phone number provided.....e-mail address provided

DUTIES AND RESPONSIBILITIES FOR ALL HOSTS, ALL POSITIONS

- While serving as a volunteer and representing Saylorville Lake, hosts shall abide by, support, and promote all agency programs, policies, Title 36 regulations, and established procedures. Hosts shall conduct themselves in a professional, courteous manner and be polite and respectful to all visitors, Corps employees, contractors, and fellow volunteers. *
 - Hosts serve as liaisons between visitors and the Corps. Hosts must be friendly and enjoy smiling, sharing with people and being outdoors. They answer questions and are a resource for visitors, providing them with a variety of information and brochures about Saylorville Lake, the Corps of Engineers, and state and local area attractions and amenities. They solicit information and report feedback by counting visitors, conducting surveys or questionnaires, distributing customer comment cards, or simply reporting visitors likes and dislikes, through informal conversations.
 - Hosts shall maintain written records such as: visitor comments, number of contacts, violations of regulations, safety and maintenance work items, hours worked, etc. Hosts shall promptly report any of the following to a fee attendant, custodial contractor, or ranger on duty: unsafe conditions, emergencies, and/or visitor concerns of immediate nature.
 - Hosts shall attend a minimum of two hours of training and orientation prior to beginning their hosting duties and shall attend required refresher training as scheduled. Such training shall include a session on 'Consideration of Others'.
 - Hosts shall wear proper identifying attire including the uniform hat, shirt, and ID tag provided by the Corps. No open-toed shoes or cut-off shorts are allowed. Dress shorts are permitted.
 - All campsites provided to the host by the Corps shall be maintained in a clean and sanitary manner. Hosts must provide their own self-contained camping unit, which must be in good repair and appearance.
 - Hosts shall not argue with, threaten, nor accuse visitors of wrongdoing, nor attempt to enforce regulations by apprehending violators, nor commit Corps personnel to any type of action. Hosts shall not engage in commercial activities on project lands nor be under the influence of alcoholic beverages or drugs (except as prescribed by a doctor) while serving as host.
- * Customer service and satisfaction are important to the Corps of Engineers. The Host Program Coordinator and/or ranger will review complaints received regarding the actions or violation of host duties or responsibilities. The focus of the review procedure will be to identify where customer service policy and/or host training may need to be changed or improved and to counsel individual hosts as necessary.

1. PART-TIME CAMPGROUND HOSTS

Cherry Glen and Prairie Flower Campgrounds

The primary duty of part-time campground hosts is to conduct evening walking tours of campgrounds, greet new arrivals, provide area information and brochures, and welcome visitors to Saylorville Lake. Part-time hosts serve for two-week periods and are required to provide a minimum of 21 hours of volunteer service per week. There are 24 part-time host positions available from mid-May through mid-September. Specific duties include:

- Using the computer printout provided by the campground fee attendant, conduct evening walking tours of the campground; focus on greeting and providing information to new arrivals.
- Assist the Corps in obtaining customer feedback by conducting surveys and distributing comment cards as directed.
- Maintain and submit a written daily visitor contact log, listing the number of visitor contacts, and both positive and negative verbal comments expressed by visitors.
- Submit a written summary report upon completion of the two-week host period. Include ideas, recommendations, or suggestions you may have to improve the host program, customer service, or other policies and procedures at Saylorville Lake.

2. FULL-TIME CAMPGROUND HOSTS

Acorn Valley, Bob Shetler, Cherry Glen, and Prairie Flower Campgrounds

The primary duty of full-time campground hosts is to staff the campground entrance station when the contracted fee attendant is off duty (10am to 2pm). Full-time hosts shall provide a minimum of 21 hours of volunteer service per week and may serve for the entire recreation season, May through September at Acorn Valley, Bob Shetler, and Prairie Flower, or April through October at Cherry Glen. The minimum period of service required for a full-time host is eight weeks. Specific duties include:

- Staff the entrance station from 10am to 2pm Thursday – Saturday, and other days as agreed to or scheduled with the fee attendant and/or program coordinator.
- Inform incoming campers of reservation policies and explain how to reserve a campsite through the National Recreation Reservation Service.
- Assist campers with reservations and locating their reserved campsite and assist walk-in campers in selecting a non-reserved site. Assist campers in filling out registration cards.
- Maintain a list of campers who arrive during your tour of duty and provide it to the contracted fee attendant.
- Assist the Corps in obtaining customer feedback by conducting surveys and distributing comment cards as directed.

- Hosts shall be trained in the operation of the two-way radio for emergency use and shall not use the computer nor collect money.
- Conduct evening walking tours to greet new arrivals at Acorn Valley and Bob Shetler campgrounds on Fridays, Saturdays, and/or other days as scheduled. Provide area information and brochures, welcoming visitors to Saylorville Lake.

3. VISITOR CENTER HOSTS

The primary duty of visitor center hosts is to staff the information desk at the Visitor Center, welcoming visitors. Hosts are required to provide a minimum of 100 hours of service during the season. Hosts may volunteer for 3 to 4 hour shifts on weekends in January through March, and on weekdays in April through October. Peak season hours are 10am to 6pm daily Memorial Day through Labor Day. Specific duties include:

- Staff the visitor center information desk and provide friendly, high quality service. Assist and inform park visitors regarding directions, recreation opportunities, area amenities, and other resources.
- Sell merchandise in the gift shop for Saylorville Lake's cooperating association, the Iowa Academy of Science. No cash register or credit card terminal use is required.
- Maintain brochure racks, stock sales items, and report when supplies are low.
- Help clean and maintain interpretive displays as requested and fill bird feeders as needed.
- Assist park rangers with special events and educational programs.
- Volunteers will be trained to operate a two-way radio and occasionally communicate urgent information to rangers.

4. DAY USE AREA FEE HOSTS

Cherry Glen, Lakeview, Oak Grove, Sandpiper

The primary duty of day use area fee hosts is to staff an entrance station at boat ramps and beach areas and assist visitors in depositing the appropriate fees in self-registration vaults. Fee hosts are required to provide a minimum of 100 hours of service during the fee season, April – October. Shifts are weather dependent, flexible, and vary by area.

Cherry Glen and Lakeview dates: Weekdays in May, July-Oct.

Weekends in April-May; September-October

Oak Grove and Sandpiper dates: Weekdays in May-October.

Weekends in April-May; September-October

- Hosts shall staff the entrance stations for 3 or 4 hour shifts as scheduled during the hours of 10:00 am to 6:00 pm.

- At the beginning of a shift, hosts shall tour area parking lots and place notices on vehicles that have failed to purchase or properly display proof of purchase of day use fee. Maintain a record of violations by recording information from the vehicle notice on to the log sheet provided.
- Hosts will not collect fees, but will instruct the public on the fee program, and assist visitors by explaining procedures for self-registration while directing them to place fees in the area vaults.

5. DAY USE AREA CUSTODIAL HOSTS

Cottonwood, Oak Grove, Walnut Ridge, Bike Trail

The primary duty of custodial hosts is to provide a minimum level of basic service, such as daily opening and closing area gates, for the purpose of extending the season of selected day use areas. Areas were selected for this service based on specific requests from visitors for reasons such as: bird watching, fishing, walking, and disc golf. Custodial hosts shall provide a minimum of 21 hours of volunteer service per week and be available to serve for a minimum of one month. Hosting period varies by area:

Cottonwood: Daily, March and November only

Oak Grove: Daily, March – April, and daily Oct-Nov.

Beach Litter/Recycling: May – September

Walnut Ridge: Daily, March-April and October-November

Bike Trail: Three times per week, April-October

- Custodial host shall open and close area gates at dawn and at dusk daily, or at other scheduled times.
- Host will provide a minimum level of security by being visible and present in the day use area for a minimum of 3 hours during the period from 6am to 6pm daily. This will reduce the risk of vandalism and encourage appropriate visitor use.
- Hosts shall perform minor maintenance; replace trashcan liners, and pick-up litter.
- Hosts shall document the types and amount of use, report maintenance problems on work order forms, and serve as a point of contact for reporting emergencies.
- The hosting period may be terminated due to inclement weather and the host should be prepared to remove their camping unit and all personal belongings from project lands on short notice.
- Hosts at Oak Grove shall provide beach clean up for Oak Grove and Sandpiper Beaches through daily walks on the beach and replacement of trash can liners.
- Hosts at Oak Grove shall collect recyclable material from Prairie Flower, Acorn Valley, and Bob Shetler campgrounds to gather at a specified recycling bin.
- Bike trail custodial hosts shall drive a Corps vehicle from Sycamore Access to Big Creek on the bike trail, picking up litter and reporting maintenance issues.