

# Snohomish County Parks and Recreation

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Volunteer and Campground Host Informational Packet



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# Agency Information

## Introduction

Welcome to Snohomish County Parks and Recreation! We hope you enjoy your volunteer experience with the Snohomish County Parks Department. Your contribution has and does provide park visitors with an extra measure of quality service.

This guide and the accompanying brochures are provided to help you fulfill your duties successfully. You will receive additional orientation information and materials that is park specific from your Operations Supervisor or Senior Park Ranger or other designee at the park. You will also receive any training necessary for you to safely perform the duties and tasks outlined in your Individual Volunteer Service Agreement and with the Senior Park Ranger or other designee.

## Snohomish County Parks Mission

The Snohomish County Parks and Recreation Department's mission is to provide safe, enjoyable, attractive parks and diverse programs with responsive services which enhance our quality of life and preserve the natural and recreational resources of Snohomish County.

## Snohomish County Parks Vision

1. **Create a Regional Park System** including trails, competition level athletic facilities, waterfront access, and special use areas.
2. **Serve our growing communities** by preserving open space and natural lands and providing Community Parks in urbanizing areas.
3. **Lead by example** through innovative approaches to promotion, marketing, funding, design, development and stewardship of all parklands in our system, delivery of recreation programs and coordination.

## Snohomish County Parks and Recreation

The Snohomish County Parks and Recreation Department was created in the mid 1960's to provide park and recreation services for the enjoyment of the public and for the protection and enhancement of the county's natural resources. Snohomish County Parks is comprised of three sections: Administration, Operation, and Maintenance.

- The **Administration Division** provides management, office support, planning, citizen participation, construction management and property management to all divisions.

- **Park Operations** includes a staff of Senior Park Ranger or other designees who operate the parks, provide security, perform day to day maintenance and serve as a resource to the public; it also includes a recreation staff that administers seasonal recreation programs.
- The **Maintenance Section** performs specialized maintenance/small improvement projects and implements an on-going preventative maintenance and stewardship program.

The Department of Parks and Recreation has been reorganized several times since the 1960's and currently includes the Evergreen State Fair within its Department.

## Snohomish County Parks Volunteer Programs

Snohomish County Parks oversees an active volunteer program. The Park's volunteer program supports a growing number of citizens who dedicate their time to support regular staff in all aspects of Parks operations. This volunteer program provides the training and opportunity for community members to become involved in the care of Snohomish County's Parks. The efforts of dedicated volunteers, including individuals, families, businesses and corporations contribute to helping Snohomish County Parks and Recreation Department provide quality park facilities and programs that serve our community. The volunteer program offers assistance in maintaining and operating our park facilities, but also offers a chance for participants to interact with Parks staff and develop a sense of ownership in Parks properties.

## Snohomish County Parks Organization

Snohomish County Parks and Recreation is governed by the County Executive and County Council. The Parks organizational tier is as follows:



## **Diversity in Snohomish County**

The Snohomish County Parks and Recreation Department is committed to creating an equitable, hospitable, appreciative, safe, and inclusive park environment – one that embraces the full spectrum of all community members’ contributions. Parks makes this commitment because:

- Diversity strengthens the workforce in competence and ability;
- Celebrating diversity appreciates and values individual differences;
- Diversity serves an increasingly heterogeneous society;
- Diversity helps ensure the relevance of Snohomish County parks, its mission, properties, and programs to the people of the state today and in the future; and
- Diversity is crucial to our ability to serve all citizens.  
Parks encourages and supports staff efforts to reach out to people of all races, national origins, abilities, religions, sexual orientations, veteran status, ages, and genders who use the parks and who live in communities nearby parks. This outreach is to focus on engaging in partnerships that expand programs and services in a way that is meaningful and of value to all visitors through a workforce and volunteer corps that reflects the diversity of Snohomish County.

Diversity encompasses who we are and what we think and how we behave. Not only ethnicity and national origin but family status, religion, communication style, ethics, values, educational level, etc, all combined to make us who we are. Snohomish County Parks and Recreation welcomes the diversity of its employees, volunteers and users of our parks system. To celebrate diversity is to appreciate and value individual differences. Diversity is one of the Parks top priorities.

## **Volunteers and the Ethics in Public Service Act**

Snohomish County has a strong Ethics in Public Service Act (RCW 42.52) that governs Snohomish County employees. As a volunteer, you also fall under this Act as you are exercising the functions of a county employee while performing duties as a volunteer for Parks.

The area of the law that is most relevant to volunteers is the use of county resources. County resources are things such as vehicles, offices, equipment (phones, computers, etc.), and money (park fees).

### **Key Points:**

- No volunteer may use any person, money, or property under his/her control or direction, or in his or her official custody, for the private benefit or gain of the volunteer or another.
- Volunteers have a duty to conserve public resources and funds against misuse and abuse.
- Personal use of Park's phones and computer has established guidelines. Before having any personal use of the phone or computer (including using e-mail for personal use), please consult with your Senior Park Ranger or other designee.
- Certain uses of any regional resources are always prohibited. These uses include:
  - Personal use of the Internet for non-business related purposes
  - Any use for the purpose of conducting an outside business, whether or not for profit.
  - Any use for the purpose of assisting the campaign of any candidate for election to any office or to oppose or promote a ballot proposition.
  - Any use for commercial purposes such as advertising or selling personal property.
  - Illegal activities or activities incompatible with a professional workplace (e.g., accessing adult-oriented sites or gambling on the internet)
  - Lobbying activity unless authorized by law
  - Any use to promote, support, or solicit for an outside organization or group unless the activity is approved by an agency head or his or her designee.

### **Sexual Harassment**

It is the policy of the Snohomish County Parks and Recreation that employees, visitors, and volunteers shall be provided an environment that is fair and provides equitable treatment, including freedom from sexual harassment and other inappropriate conduct of a sexual nature.

Sexual harassment is defined by the County Human Resources Division as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to the conduct is made either explicitly or implicitly a term or condition of an individual's employment, or
- Submission to or rejection of the conduct by an individual is used as a basis for employment decisions affecting such individual, or
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of inappropriate behavior of a sexual nature can be (but are not limited to):

- Written, graphic, or verbal communication, including demeaning or offensive comments, epithets, jokes, slurs, or negative stereotyping based on gender;
- Unwelcome requests for sexual favors or social contact;
- Non-verbal behavior which may include gestures, leering, pictures, or cartoons; or,
- Physical behavior such as unwelcome touching, standing too close, cornering, leaning over or brushing against a person's body.

If you feel like you are being subject to this behavior, please notify the Operations Supervisor immediately.



# Getting Started

## **Becoming a Volunteer**

Applications can be obtained by contacting the Operations Supervisor by mail, telephone or at <http://www1.co.snohomish.wa.us/Departments/Parks/>. Once your application is received, reviewed, and a criminal background check is conducted, it is then forwarded on to the parks that you chose or parks that meet your specific criteria.

Snohomish County Parks and Recreation is always looking for volunteer Campground Hosts. However, it may be easier to get a first time hosting position if you are willing to be flexible in your location choices. Even though the application form has space for five choices, you are welcome to add more parks or indicate that you are interested in any parks within a certain area (i.e., any park in Snohomish County adjacent to lakes, rivers, etc).

After your application is received, the Operations Supervisor will contact you either by phone or mail. You will be interviewed in person and receive an explanation of your specific duties and responsibilities. You and the Operations Supervisor will come to an arrangement on duties, location and dates. Once you arrive for your assignment, you will receive further training and orientation with your Senior Park Ranger or other designee.

The Operations Supervisor accepts new applications year round and may begin making contacts for the next season's hosts in November/December, but some will wait until late Winter or even early Spring before making contact. Remember, you are always welcome to make contact with the Operations Supervisor to inquire about your host status/opportunity.

Before you begin your volunteer service, you will be asked to fill out and sign a number of forms including the Volunteer Application and Volunteer Service Agreement. Each of the forms has a specific purpose, such as to ensure that you understand your job duties, that you are properly trained, or that you understand the rules and regulations under which you volunteer. The Operations Supervisor or Senior Park Ranger will explain the purpose of each of the forms if you have any questions.

Volunteer timesheets must be completed and submitted to your Senior Park Range or designee at the end of each month to ensure that you are covered for medical industrial insurance and liability protection during the time you are volunteering.

## **Criminal Background Checks**

As a volunteer, you will be acting as an agent of the Snohomish County Parks and Recreation. Volunteer positions often have access to money or unsupervised access to

children under sixteen years of age, developmentally disabled persons or vulnerable adults, you will be required to undergo a conviction or criminal background record check. The expense of such a check will be borne by Snohomish County Parks and Recreation.

## **Appearance/Identification**

As a Volunteer Host, you will be asked to wear a Snohomish County Parks and Recreation uniform shirt and a baseball cap with the Snohomish County Parks and Recreation logo, which will identify you as a Volunteer Host to park visitors. Please do not wear your hat or shirt when you are not on duty.

## **What You get in Return**

With a commitment as a Campground Host, you will receive: free camping and hookups (where available); a "Host" sign for your campsite, uniform shirt, and Snohomish County Parks baseball cap to identify you as a campground host.

## **Insurance Coverage**

**Medical:** Registered volunteers doing work that is approved by the Snohomish County Parks and Recreation Operations Supervisor, Senior Park Ranger, or other designee are considered part of the Snohomish County's self-insured liability program. All volunteer hours for registered activities must be reported to the Parks Department. The Parks Department will report volunteer hours to the Department of Labor and Industry whereby if an injury occurs while performing registered volunteer work, the volunteer may have medical only coverage. A volunteer is NOT covered for loss of employment time due to injury or illness, nor for a lasting disability or death. If you suffer an injury while performing registered volunteer activities your Senior Park Ranger or other designee will help you to obtain and complete the proper forms to submit for processing.

As a volunteer host, you are acting as an agent of Snohomish County Parks and Recreation. Therefore, when you are acting within *the accepted limits and scope of your assigned job responsibilities*, Snohomish County may assume responsibility for any liability claims that may be filed. Any claim resulting from criminal activity on a volunteer's part will not be covered by Snohomish County.

**Personal Property:** Snohomish County is not responsible for a volunteer's personal belongings/property. It is recommended that all volunteers carry insurance to cover damage to personal belongings or property. Personal tools and equipment should not be used to perform volunteer duties.

The use of Park's power tools is strictly prohibited. In addition, Park's tools are not intended for personal use.

**Vehicle Insurance:** Volunteers may be asked to use Snohomish County Parks' vehicles. To use park vehicles certain criteria must be met. You must have current proof drivers insurance, a current Washington State Drivers license, completed a Washington State drivers' abstract, and have completed a drivers' safety course. The privilege to drive county vehicles is subject to change per the County's discretion.

# Host Expectations and Duties

As representatives of the Snohomish County Parks and Recreation Department, Campgrounds Host's must exemplify the parks rules and regulations. Hosts are expected to "set an example" for campground visitors and guests. Some of the expectations of campground hosts include but are not limited to:

## Expectations of Hosts

- All hosts are expected to maintain clean, orderly campsites.
- Hosts may sell only parks firewood in the parks.
- You must check with the Senior Park Ranger or other designee before adding any additional structures or storage containers at your site. All plants or gardens must be grown in portable containers.
- Do not perform vehicle maintenance at your site.
- County equipment shall not be used for personal benefit.
- Only camping and recreational equipment may be in public view; all other equipment must be stored out of sight.
- Personal boats, skidoos, are not permitted to be stored in county sheds or buildings.
- Alcohol is not permitted within the Parks. Tobacco use is limited to off-duty.
- Conducting business, such as selling items/products or performing services for pay, within the park is not allowed except by separate contract with Snohomish County Parks and Recreation. Contact the Concessions Manager: Russ Bosanko at *Russ.Bosanko@co.snohomish.wa.us*
- Hosts are official representatives of the Snohomish County Parks and Recreation Department, therefore:
  - Please dress appropriately.
  - Avoid offensive language or conduct.
  - Avoid displaying signs, decals, bumper stickers, posters that post religious or political beliefs.
- Per park guidelines (refer to Park Rules) if you have a dog on site they must be kept on a leash and have current rabies certificate. Dogs must be cleaned up after and be under the host's control. Excessive barking, especially during quiet hours is not permitted.

## **Basic Do's and Don'ts**

### **Do**

- Be polite and friendly, with a desire to be helpful!
- Talk positively about the county, park, staff, and the rules.
- Be a good neighbor. Set a good example by obeying the park rules yourself.
- Be familiar with park rules and regulations so that you can explain when asked or when you see a violation. Hand out appropriate brochures when available. If the violation continues, report it to your Senior Park Ranger or other designee.
- Give out accurate information. If you cannot answer a question, refer to your Senior Park Ranger or other designee or refer to the Park Administration Office at (425) 388-6600.
- Refer campers with complaints or concerns to the Senior Park Ranger or other designee.
- Remember to wave as you walk by a camper and smile!

### **Don't**

- Try and enforce the rules-educate instead.
- Argue, scold or “chew out” the visitor. Remain calm and refer the visitor to the Senior Park Ranger or other designee.
- Interfere with a visitor's privacy and ability to “get away from it all.”
- Be impatient, harsh, sharp, or rude to the visitors. As a representative of the Snohomish County Parks Department, professionalism is the key to a successful camping experience.

## **General Host's Duties**

### ***1) General Campground Duties***

As a campground host the Senior Park Ranger or other designee may require certain duties to be performed as general campground/ park duties. These may include but are not limited to:

- Quiet time contacts
- Raising and lowering of flags.
- Opening and closing of gates.
- Posting “camp site full” and reservation signs.
- Pulling old tags off campsites.
- Updating bulletin boards.
- Directing campers to day-use area.
- Checking kitchen facilities or opening shelters.

- Greeting and assisting visitors, informing them of parks rules and regulations (*see park rules section*), answering questions about the park and surrounding area.
- Fixing fences and other campsite repairs (picnic tables, shelters, ranger building, etc).
- Cleaning, maintaining, and stocking park restrooms.
- Hosing down, sweeping off leaves or cobwebs, or painting buildings.
- Reporting damaged campground equipment to Senior Park Ranger or other designee.

## **2) Maintaining Campsites**

One of the primary duties of a campground host is to be responsible to maintain a clean and orderly campground. The duties associated with these duties include but are not limited to:

- Fire pit maintenance:
  - Cleaning trash from fire pits and litter in surrounding area.
  - Digging out ash in fire pits.
  - Providing firewood for guests/ stacking burnable wood next to sites.
  - Collecting and chopping firewood.
  - Selling firewood to guests.
- General landscaping duties:
  - Removing nails from trees
  - Raking out campsites, clipping brush, using weed-eater equipment.
  - Trimming grass or push mowing.
  - Planting and pruning shrubs and trees.
  - Picking up fallen leaves, twigs, or branches.
- General campsite responsibilities:
  - Picking up trash and/or litter.
  - Brushing off picnic tables.
  - Turning on and off sprinklers ( where applicable).
  - Dusting, cleaning, and pressure washing cabins and/or yurts.
  - Dumping garbage cans.
  - Raking campsites out.
  - Providing customer service:
    - Helping campers to park RVs or other vehicles.
    - Assisting visitors with tents, parking, etc.

## **3) Providing information**

The more that you know, the more confident you will feel as you perform your host duties and the more helpful you can be to park visitors. Do not expect to know the

answer to every question. If you do not know the answer to a question, tell the visitor you will try to find the answer and get back to them.

If visitors would like additional information beyond what you can provide (such as campsite availability in other parks), you may refer them to the Snohomish County Parks and Recreation Administration Office. The **direct line is (425) 388-6600**. The Parks Administration Office can provide current information about campsite availability, camping rates, or amenities of a specific park.

The Senior Park Ranger or other designee or the local Chamber of Commerce or Visitor Information Bureau can provide you with additional information on local attractions and events. Maps, brochures, and facility information may be made available by your Senior Park Ranger or other designee upon request.

Certain information about permitting costs, reservations, and specific campgrounds is necessary for each host to know. This information is critical to assist visitors and guests. This includes annual and day use permitting, how to make a reservation, and campground specifics.

### **Annual and Day Use Permits**

The Snohomish County Parks Department requires a daily or annual fee for the following activities in Snohomish County parks system-wide: watercraft launching and trailer dumping. Permits may additionally be required for day use within specified parks.

- The Snohomish County Parks sets a daily and annual fee (which varies at different parks). Check with the Senior Park Ranger or other designee for the fee within your park.
- Annual permits are available for purchase at the Snohomish County Parks Administration Office, online and in person at each of the parks when staff is available. Daily permits are only available at the parks. Annual permits are valid for one year from the month of purchase.

### **Campsite Reservations**

The following list clarifies when reservations are available at campsites and group facilities in parks served by the central reservation. Reservations can be made through either calling the Snohomish County Parks call center at (425) 388-6600, accessing Reserve America through our website [www1.co.snohomish.wa.us](http://www1.co.snohomish.wa.us) or directly through Reserve America at [www.reserveamerica.com](http://www.reserveamerica.com).

Snohomish County offers fun and diverse camping experiences. Whether preferring to camp in a tent, a cabin, a yurt, or an RV- Snohomish County Parks can accommodate. The Parks are as diverse as the campsites. They range from lake sides, to shorelines, and from primitive backwoods to regional campgrounds.

### **Flowing Lake**

**17900 48th SE  
Snohomish, WA 98290  
Tel: 360-568-2274**

**Day use park hours are 7:00 a.m. until dusk**

Flowing Lake offers a multitude of year-round recreation activities. Access to Leckie Beach, trails, playground, a boat launch, and fishing dock make this a popular and fun place to camp for campers of all ages.

The Park offers *30 campsites*- most with electrical and water hook ups, *RV parking*, and *four cozy cabins*.

### **Kayak Point Regional Park**

**15610 Marine Drive  
Stanwood WA 98292  
Tel: 360-652-7992**

**Day use park hours are 7:00 a.m. until dusk**

Kayak beach boasts a spectacular saltwater beach park located along the shores of picturesque Port Susan. From its 3,300 foot shoreline to its evergreen forests, Kayak Point Park offers a rich setting for pier fishing, windsurfing, picnicking, hiking, camping, and boat launching. It is the prime place to play and has a playground for kids of all ages.

Kayak Point Regional Park offers a Yurt Village complete *10 yurts* and picnic tables, *tent and RV sites*, *picnic shelters*, and a *vacation house*. Hook-ups for power and showers are available to campers, picnic shelter rentals, and Recreation Vehicles.

### **Wenberg County Park**

**15430 E Lake Goodwin Rd  
Stanwood WA 98292  
Tel: 360-652-741**



**Day use park hours are 7: 00 a.m. until dusk**

Located on the eastern shore of Lake Goodwin, this 45 acre park offers water access and camping opportunities. Trails, forested areas, and a sandy beach, make this campground popular with boaters and families with children. Day users have access to picnic shelters and concessions to enjoy their day on the water.

Wenber County Park has a total of 69 *campsites* (12 with full hook-ups, 19 with power/ water, and 38 tent campsites). Of these 69, 2 are ADA accessible. RV campers have access to a wastewater dumping station.

**River Meadows**

**20416 Jordan Road  
Arlington, WA 98223  
Tel: 360-435-3441**

**Day use park hours are 7:00 a.m. until dusk**

150 acres of large open meadows and forests along the banks of the Stillaguamish River, River Meadows offers recreationists a variety of outdoor activities. Fishing the Stillaguamish, camping in luxury within the yurt village, and tent camping in the large meadow, make River meadows a popular and relaxing place to camp.

River meadows offer *tent camping* (no hook-ups) and a beautiful *yurt village* consisting of *six yurts*.

**Squire Creek Regional Park**

**41415 State Road 530  
Arlington, WA 98223  
Tel: 360-435-3441**

**Day use park hours are 7:00 a.m. until dusk**

Squire Creek offers RV and tent camping among the beautiful moss-laden trees of an old growth forest. The park is a perfect staging area for adventures into the Mt Baker - Snoqualmie National Forest, hiking to the base of Whitehorse Mountain, or participating in the Darrington Bluegrass Festival. Two large picnic shelters are located near the crystal clear waters of Squire Creek.

Squire Creek offers 33 *tent campsites*.

## **Evergreen State Fairground**

### **Evergreen State Fairgrounds Park**

**14405 179th Ave SE**

**Monroe WA 98272**

**Tel: 360-805-6700**

**Day use hours are 7:00a.m. until dusk**

In addition to producing the annual 12-day fair, events such as auto racing on the Evergreen Speedway, horse shows in the Equestrian Park, the SCA Renaissance Faire, Spring Recreation Expo, car sales and auto swap meets, training seminars, small animal shows, bull riding events, RV shows, Cascade Mountain men Show, Prospector's Gold & Mineral Show, and many more take place on the fairgrounds.

The Fairgrounds are adjacent to beautiful downtown Monroe which boasts small town shops with a majestic view of the Cascade Mountains and Snohomish floodplain and dairy farms.

The Evergreen State Fairground offers 28 RV sites year round.

### ***4) Using Safety Measures***

Your safety is important! Snohomish County Parks and Recreation provides Workers Compensation medical coverage for volunteers who receive job related injuries. The Snohomish County Parks and Recreation staff hopes all volunteers will have pleasant and injury-free experiences. Here are a few tips to keep you "safe and sound" while volunteering in our parks:

- Know your physical limitations! Discuss with your Senior Park Ranger or other designee any physical limitations you may have prior to starting your hosting duties. Remember the park variables (size, location, facilities, and use) determine duties, and because of these variables, some parks are much more demanding!
- Use your legs, not your back, when lifting objects!
- Do not operate unfamiliar tools without training and/or permission from the Senior Park Ranger or other designee.
- Let your Senior Park Ranger or other designee know if you have any health conditions that staff should be aware of in case of an emergency, i.e., medications, allergies, existing medical conditions.
- Ask your Senior Park Ranger or other designee for gloves, eye protectors, or other protective equipment if needed. Use of cleaning and/or gardening

solutions may be required. Only solutions that are approved by the parks department may be used. Chemicals which require a specialized certification or license to obtain or use are prohibited.

- Dress properly for your tasks. Wear sturdy shoes and proper clothing.
- Attend park safety meetings as scheduled.

### *Safety hazards*

As Volunteer Hosts, be aware of potential safety hazards to park visitors and report them to your Senior Park Ranger or other designee. These hazards can range from work related safety hazards to natural safety hazards. Some potential safety hazards are, but not limited to:

- Down or exposed wires or faulty electrical box.
- Hanging limbs in trees.
- Broken sprinkler heads.
- Holes in trails or lawns.
- Damaged tables or fire-pits with exposed sharp edges, nails, or re- bar.
- Toxic plants--poison oak, ivy, or nightshade.
- Burned out lights in restrooms.
- Foot bridges, railings, docks with raised nail heads.
- Tripping hazards.
- Bee or wasp nests.
- Firearms.
- Natural safety hazards may include:
  - Ocean, lake, and river beaches that have no lifeguards can pose safety threats. Strong currents, tides or floating logs are all potential hazards.
  - Cliffs or steep trails and terrain.
  - Wildlife in the parks should not be fed (WAC 352-32-01001).
  - Plants producing berries or mushrooms can be very inviting, but do not ingest anything you don't positively know. Refer questioning visitors to the Senior Park Ranger or other designee on duty.

Ask your Senior Park Ranger or other designee if the park has hand-outs available on existing hazards within your park to give visitors.

### ***5) Handling Difficult Situations and Emergencies***

As the campground host you may encounter a difficult situation or an emergency. An emergency may include: fire, flooding, a vehicular accident, a medical emergency, a lost child, or a drowning. In any of these cases it is critical that certain guidelines are followed. In case of any emergency, a campground host must but is not limited to:

- Contacting the Senior Park Ranger or other designee immediately.
- Calling **911** for police, fire or medical assistance when required.

- Using good judgment. Do not put yourself at risk. When in doubt, refer to the Senior Park Ranger or other designee.
- Not attempting to enforce the Park rules, educate instead. Refer infractions to Senior Park Ranger or other designee.
- If a visitor is having a domestic dispute, such as fighting, contact the Senior Park Ranger or other designee immediately and/ or call **911** especially if a firearm is involved.

***If Ranger Staff is Unavailable:***

- Call **911** and contact Operations Supervisor (425) 388-6609 **immediately**.
- Make sure front gate is open and road is cleared for emergency vehicles.
- If it is a medical emergency send a bystander to call for help and stay with the visitor.
  - **DO NOT perform CPR** unless you have had CPR training and your CPR card is current.
  - **Never** administer medication to a visitor or guest.
- In the event of a vehicular accident, take down as much information as possible (i.e. license plates, insurance information, etc.), and report back to the Senior Park Ranger or other designee when he/she becomes available.

***6) Handling Lost and Found Items***

As a Volunteer Host, you will most likely be the first contact in lost and found situations. The Host should refer the visitor to the Senior Park Ranger or other designee first. If the Senior Park Ranger or other designee is unavailable it may be important for the host to take down pertinent information and report later. If you are asked to help the visitor, please get the following information:

**Lost**

1. Who is reporting the lost item?  
*Get name, address, and telephone number*  
*Date-Time-Lost*
2. What is missing?  
*Note color, size, make, design, unique features, value, etc.*
3. How did it turn up missing?  
*Was it left behind, stolen, loaned to another person*
4. When was it last used or seen?  
*In a restroom, campsite, vehicle, beach, etc.*

**Found**

1. Who is reporting an item found?  
*Get name, address, and telephone number*
2. Where was item found?  
*Note the exact location, facility, or campsite.*

3. What time was item found?
4. What type of item was found?  
*Record as much information and description as possible.*
5. Does finder want to claim item later?

Put a temporary tag with this information on the found item. Give the finder the Senior Park Ranger or other designee's name, park address, and park telephone number. The park manager may provide you with the appropriate forms to give to the "finder" to fill out. Ask your Senior Park Ranger or other designee what you are expected to do.

### ***7) Attending weekly or Monthly meetings***

As a campground host, it is critical that you attend weekly or monthly meeting with your Senior Park Ranger or other designee and parks staff. The Senior Park Ranger or other designee will schedule the meetings and will expect your attendance. This will be a good time to address questions or concerns that you have in regards to your particular campground.

### ***8) Evaluating Your Host Experience***

As a volunteer host serving in Snohomish County Parks and Recreation you will be asked to evaluate your hosting experience, Senior Park Ranger or other designees and facilities, plus comment on additional training or information needed to assist you in performance of your duties. We will appreciate your honest assessment of your experience as a way to help us identify needed improvements such as providing additional information or training. The Senior Park Ranger or other designee will complete the bottom section of the evaluation form.

After you have read through this guide and the brochures, if you have any questions or concerns about hosting in Snohomish County Parks, please talk with the Senior Park Ranger or other designee.

# Park Rules and Regulations

The purpose of rules is to protect our park resources and visitors. As a host, you will be sharing information about rules with the public. It is important that as a representative of the Snohomish County Parks and Recreation you provide a good example by following all the park rules yourself.

Generally, people want to know what the rules are and what behavior is acceptable, but they don't always understand why a rule is required or why compliance is important. Listed below are several rules which park visitors sometimes overlook. Following each rule is a brief explanation of why the rule is necessary, and what you as a Host can do to help inform visitors of the rules.

***REMINDER: ALWAYS make sure the verbal and written information you give visitors is up-to-date, accurate, and provided or approved by the Operations Supervisor or Senior Park Ranger or other designee. This may prevent any misunderstandings if a situation or violation should occur. Don't ever be hesitant to let visitors know that you are not sure of a rule. Ask your Senior Park Ranger or other designee. You will know the information next time.***

## Pets

In Snohomish County Parks pets are required to be on a leash no longer than eight feet and be under control at all times. Owners are responsible for cleaning up after their pets. Animal wastes are to be placed in a plastic or paper bag and deposited in garbage cans. Pets are not allowed to disturb the peace and tranquility of a park. In addition, pets are not to be left alone at a campsite.

Livestock animals (chickens, goats) are not permitted. Horses, llamas, sled dogs or similar animals for recreation are allowed only where designated and posted to specifically permit such activity. Some parks may have designated pet off-leash areas. Check with your Senior Park Ranger or other designee to see if one exists in your park.

***Why the rule?*** Basically we don't want pets soiling other campers' sites, chasing or killing wildlife, chasing cars, motorcycles, bicycles, or other pets. We must protect people from being unexpectedly startled, attacked or bitten as they walk by; many people are afraid of dogs. Leashing also keeps animals from getting lost or injured.

***What can you do?*** Set a good example. Explain the rules and hand out pet brochures as needed. Report any violations to the Senior Park Ranger or other designee.

## **Reserving or "Holding" Campsites**

Campers have to physically occupy a campsite. Friends and neighbors cannot "hold" a site for a camper who has not arrived in the park. Two exceptions are parks on the Reservation System and parks providing multiple sites. Reservation System information can be found at [www.reserveamerica.com](http://www.reserveamerica.com) or at the Snohomish County Parks and Recreation Administration office (425) 388-6600.

***Why the rule?*** Fairness; everyone has the same opportunity.

***What can you do?*** Know whether your park is on the reservation system or the first-come, first-served system. When possible, reserve sites by posting the night before. Provide campers appropriate information. Report those campers who continue to hold campsites to the Senior Park Ranger or other designee.

## **Extra Vehicles and Number of People per Site**

Campsite sizes and parking pads vary from park to park. Regardless of site or pad size, only two **CAMPING** units (two RV, travel trailers, and vehicles) and a maximum of eight people are allowed per site, unless otherwise authorized by the Senior Park Ranger or other designee. Tents are limited to the number that will fit appropriately on the site pad. Senior Park Ranger or other designees have the discretion to determine if one extra vehicle will fit appropriately in the site. All other vehicles must be parked in extra vehicle parking areas or parking lots including empty boat trailers. All extra vehicles are charged if not towed into the park.

***Why the rule?*** Overloading sites causes unnecessary wear and tear on the facilities and resources. In addition, overcrowding results in excess noise, congested roads, and crowded restrooms.

***What can you do?*** Inform visitors of the rules in your park (check with your Senior Park Ranger or other designee), and report non-compliance in a timely manner depending on the incident.

## **Quiet Hours**

The quiet hours established for Snohomish County Parks and Recreation are 10:00 p.m. to 7:00 a.m. Noise from stereos, TVs, radios, and loudspeakers are not to carry beyond the visitors' campsite or picnic site unless approved by the park manager. Generators can operate only between 8:00 a.m. and 9:00 p.m.

***Why the rule?*** This is to ensure peace and quiet for all visitors and park staff, and to assist in crowd control in some situations.

***What can you do?*** Remind arriving campers of quiet hours (some parks may have hand-outs available). Report any continuing or excessive loud disturbances to the park staff, particularly if they continue after 10:00 p.m. Do not attempt to contact visitors, however, especially if suspected drinking or drug use is involved. Generators that are operating after 9:00 p.m. should be reported to the Senior Park Ranger or other designee.

### **Stay Limits**

Visitors may stay within a Snohomish County Park for a maximum of 14 days within a 30 day period.

***Why the rule?*** This provides for the fair and equal use of parks. It also prevents individuals or groups from "living" or attempting to establish residency in parks.

***What can you do?*** Report campers who exceed the limit of time allowed to the Senior Park Ranger or other designee.

### **Sewage and Gray Water (Sink Waste) Disposal**

Visitors must use designated disposal areas or receptacles when dumping refuse and waste from vehicles and recreational vehicles; use only designated areas when cleaning fish or food, washing clothing or other personal or household articles, or when bathing pets; and use only designated areas when washing vehicle or recreational vehicle. Polluting, contaminating, or dumping any type of waste or refuse including human or animal bodily wastes is not allowed in any stream, river, lake, or other water body running through or adjacent to any park area.

***Why the rule?*** Dumping sewage and waste water can cause unsightly, smelly, unsanitary conditions which can spread disease.

***What can you do?*** Know where waste disposal and dump stations are located. If none are located within the park, find out where the nearest station is so you can inform visitors. Watch for sewage hoses or sink drain hoses lying on the ground, and report any discharge to the Senior Park Ranger or other designee.

### **Solicitation**

Only concessionaires authorized and issued a permit through Snohomish County Parks and Recreation Department are allowed to sell goods, food, or firewood within a county park area.



**Why the rule?** This prevents vendors or merchants from selling and peddling any type of goods within a park area, harassing visitors or leaving leaflets dispersed throughout a park area creating a litter problem.

**What can you do?** Report solicitors immediately to the Senior Park Ranger or other designee (get vehicle license if possible). Remove posted advertisement materials from restrooms and bulletin boards and give materials to Senior Park Ranger or other designee.

## **Alcohol**

Alcohol is strictly prohibited within Snohomish County Parks.

**Why the rule?** To prevent alcohol consumption that may result in dangerous situations and disruptive behavior associated with its abuse.

**What can you do?** Do not attempt to enforce the rules, notify the Senior Park Ranger or other designee of any infractions.

## **Bicycles**

Bicycles, tricycles, rollerblades, skateboards, or similar operator-propelled equipment are allowed in Snohomish County parks, but are restricted to roads and trails. Riders are to obey all regulatory signs, and all devices must be operated in a safe manner.

**Why the rule?** County park roadways are county highways and all rules of the road apply to both motorized and non-motorized vehicles. Unsafe practices create hazards and endanger both the operator and park visitors.

**What can you do?** Ask the Senior Park Ranger or other designee if your park has any bicycle-use restrictions or if any trails or areas are closed to riding. If available, you may hand out "Bicycling in Washington State Parks" to visitors with bicycles/tricycles. The brochure has excellent bicycle operation safety tips. Report anyone operating any device in an unsafe manner.

## **Conclusion**

Snohomish County Parks and Recreation appreciates all of our volunteers and their efforts. Understanding and following Snohomish County parks and Recreation Campground Host responsibilities and guidelines will allow our hosts to provide exceptional customer service to our campground users. Working together, we can create a safe, friendly, and enjoyable camping experience for all of our camping visitors.

# Emergency Plan

Park: \_\_\_\_\_ County: \_\_\_\_\_

Location of nearest PUBLIC telephone: \_\_\_\_\_

Location of nearest FIRE EXTINGUISHER: \_\_\_\_\_

Location of nearest FIRE FIGHTING EQUIPMENT: \_\_\_\_\_

Location of nearest FIRST AID KIT: \_\_\_\_\_

**Park Telephone Numbers**

Name	Number	Cell
Operations Supervisor _____		
Ranger _____		
Ranger _____		
Ranger _____		
Ranger _____		
Ranger _____		

**Emergency Telephone Numbers**

	Emergency Only	Business
Ambulance	_____	_____
Coast Guard	_____	_____
Fire Department	_____	_____
Fisheries	_____	_____
Hospital	_____	_____
Pharmacy	_____	_____
Poison Control	_____	_____
Police Local	_____	_____
County	_____	_____
State	_____	_____
National Marine Fisheries _____	_____	_____
Natural Resources (Forest Fire) _____	_____	_____
Towing or mechanical _____	_____	_____
Wildlife	_____	_____

**Seasonal Employee/ Campground Host  
Performance Evaluation/Exit Interview**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Region: \_\_\_\_\_ Date: \_\_\_\_\_

**Supervisor and Seasonal Employee to Complete**

**Attendance/Punctuality**

Does the employee arrive to work on time?

*Never Seldom Usually/ Late 1-3 Times Always on time Arrives Early*

**Teamwork**

Is the employee team oriented?

*Never Seldom Is a team player Puts the team first Is a team leader*

**Personal Appearance**

Does the employee wear the appropriate uniform in a neat and professional manner?

*Seldom, Usually, Regularly Wears uniform, Always looks Sharp but needs improvement.*

**Customer Service**

Does the employee provide customer service that is consistent with the goals and practices of Snohomish County?

*Never Seldom Usually Yes/Consistently Goes beyond the call of duty*

**Following Instructions/Assignments**

Does the employee follow instructions and job assignments given by supervising staff?

*Never Seldom Usually Yes/Consistently Goes beyond the call of duty*

Does the employee complete an assignment / task in a timely manner?

*Never Seldom Usually Yes/Consistently Goes beyond the call of duty*

Does the completed assigned tasks meet the standards of the park and the supervisor?

*Never Seldom Usually Yes/Consistently Goes beyond the call of duty*

**Seasonal Employee to complete**

Overall, did you have a good experience working here this summer?

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What did you like most about your job?

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What did you dislike about your job? What would you change about your job?

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Do you feel you had the resources and support necessary to accomplish your job? If not, what was missing?

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Would you like to come back next season to work for Snohomish County Parks?

Yes  No

Yes, but a different region  \_\_\_\_\_

Would you like to pursue a career with Snohomish County Parks? Yes  No

Which position? \_\_\_\_\_

Employee signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_

Date: \_\_\_\_\_

.....  
**Supervisor**, would you recommend that this employee to be considered for seasonal employment again next year? Yes  No

\_\_\_\_\_